

KANTAR

Public Services Polling (202107040 - 40317737_WK34) - UK

Prepared for: Serco Institute

Date of Issue: 02.09.2021

1. Methodology

- This study was conducted in UK via an Internet omnibus survey
- **SAMPLE SIZE** – a sample of 1044 adults aged 16-64 were interviewed.
- **INTERVIEWING** - Interviewing was conducted by online self-completion from 26th August - 30th August 2021
- **WEIGHTING** – The sample has been weighted to represent the adult population aged 16-64.
- **LOW BASES** - Where unweighted base figures are less than 100, data should be treated cautiously, as large margins of error are possible
- **ABBREVIATIONS USED**
 - = 0%
 - * = less than 0.5%
- **TERMS OF CONTRACT** - "No press release or publication of the findings of this survey shall be made without the advance approval of Kantar. Such approval will normally only be refused on grounds of inaccuracy or misrepresentation". Confidential to client.
- **TECHNICAL INFORMATION** – Further methodological information can be made available on request

2. QUALITY AND INFORMATION SECURITY

To support this we maintain a Quality and Information Security management system which is mandatory for all staff. Kantar UK Management are committed to providing adequate resources for the continuing development, promotion and maintenance of the Quality and Information Security management system which provides the framework for ensuring that we:

Satisfy client requirements in respect of quality and information security through:

- Engaging with our clients to understand their specific needs.
- Having the necessary resources and process in place to meet those requirements.

Set and review objectives and our performance regularly in order to continually improve as an organisation.

Comply with all relevant corporate, legal, statutory and regulatory requirements including:

- MRS and ESOMAR professional codes of conduct .
- ISO 20252 International market research quality standard.
- ISO 9001 International standard for quality management systems.
- ISO 27001 International standard for data security (within the scope of our accreditation).
- The UK Data Protection Act 2018.

Safeguard the data we collect and hold through:

- A secure technical infrastructure.
- A risk management framework which seeks to identify, analyse and treat risks and manage incidents effectively.



Public Services Polling (202107040 - 40317737_WK34) - UK

Page number	Table name	Table title	Base
1	TG1	Q001. How satisfied are you with public services in each of the following areas? - Summary Table	Base: All respondents
2	T2	Q001. How satisfied are you with public services in each of the following areas? - Public services as a whole	Base: All respondents
3	T3	Q001. How satisfied are you with public services in each of the following areas? - Management of Covid-19	Base: All respondents
4	T4	Q001. How satisfied are you with public services in each of the following areas? - Public transport	Base: All respondents
5	T5	Q001. How satisfied are you with public services in each of the following areas? - Borders, international travel & customs	Base: All respondents
6	T6	Q001. How satisfied are you with public services in each of the following areas? - GP & community healthcare services	Base: All respondents
7	T7	Q001. How satisfied are you with public services in each of the following areas? - Hospital services	Base: All respondents
8	T8	Q001. How satisfied are you with public services in each of the following areas? - Mental health services	Base: All respondents
9	T9	Q001. How satisfied are you with public services in each of the following areas? - Social/aged care services	Base: All respondents
10	T10	Q001. How satisfied are you with public services in each of the following areas? - Schools	Base: All respondents
11	T11	Q001. How satisfied are you with public services in each of the following areas? - Post-18 education (universities and colleges)	Base: All respondents

Public Services Polling (202107040 - 40317737_WK34) - UK

Page number	Table name	Table title	Base
12	T12	Q001. How satisfied are you with public services in each of the following areas? - Policing	Base: All respondents
13	T13	Q001. How satisfied are you with public services in each of the following areas? - Prisons, parole and probation	Base: All respondents
14	T14	Q001. How satisfied are you with public services in each of the following areas? - Immigration & asylum	Base: All respondents
15	T15	Q001. How satisfied are you with public services in each of the following areas? - Defence & the armed forces	Base: All respondents
16	T16	Q001. How satisfied are you with public services in each of the following areas? - Social security, welfare & job support	Base: All respondents
17	T17	Q001. How satisfied are you with public services in each of the following areas? - Housing	Base: All respondents
18	T18	Q001. How satisfied are you with public services in each of the following areas? - Waste & refuse service	Base: All respondents
19	T19	Q001. How satisfied are you with public services in each of the following areas? - Top Box Summary	Base: All respondents
20	T20	Q001. How satisfied are you with public services in each of the following areas? - Top 2 Box Summary	Base: All respondents
21	T21	Q001. How satisfied are you with public services in each of the following areas? - Mean Score Summary	Base: All respondents
22	T22	Q008. Which of the following best describes the organisation you work for?	Base: All workers

Q001. How satisfied are you with public services in each of the following areas? - Summary Table

Base: All respondents

	Public services as a whole	Management of Covid-19	Public transport	Borders, international travel & customs	GP & community healthcare services	Hospital services	Mental health services	Social/aged care services	Schools	Post-18 education (universities and colleges)	Policing	Prisons, parole and probation	Immigration & asylum	Defence & the armed forces	Social security, welfare & job support	Housing	Waste & refuse service
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Unweighted Base	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044
Weighted Base	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044	1044
Very satisfied (5)	131 13% M	122 12%	145 14% DHLMOP	100 10%	156 15% DGHLMOP	170 16% ABDGHJKL MNOP	117 11%	111 11%	131 13% M	140 13% DLMOP	126 12% M	106 10%	94 9%	133 13% DM	104 10%	102 10%	144 14% DLMOP
Quite satisfied (4)	335 32% DGHLMOP	309 30% DGHLMOP	309 30% DGHLMOP	235 23% M	292 28% DGHLMOP	343 33% DEGHJKL MOP	209 20%	234 22% M	352 34% DEGHJKL MOP	294 28% DGHLMOP	296 28% DGHLMOP	202 19%	174 17%	325 31% DGHLMOP	255 24% GLM	218 21% M	369 35% BCDEGHJ KLMOP
Neither satisfied nor dissatisfied (3)	346 33% BEFIKQ	272 26%	301 29% EF	316 30% EF	253 24%	254 24%	300 29% EF	309 30% EF	282 27%	323 31% BEF	282 27%	351 34% BCEFGIKQ	307 29% EF	332 32% BEFIK	322 31% BEF	317 30% BEF	290 28%
Quite dissatisfied (2)	138 13%	194 19% AIJNQ	172 16% JN	193 18% AIJNQ	207 20% AFIJNQ	157 15% JN	201 19% AFIJNQ	196 19% AFIJNQ	142 14% N	116 11%	197 19% AFIJNQ	173 17% JN	188 18% AIJNQ	107 10% AJN	175 17% AJN	235 23% ABCDIJL MNOQ	144 14% N
Very dissatisfied (1)	58 6%	114 11% ACIJNQ	61 6%	113 11% ACIJNQ	105 10% ACIJNQ	90 9% ACIJNQ	143 14% ACEFIJKLN OPQ	113 11% ACIJNQ	60 6%	53 5%	95 9% ACIJNQ	102 10% ACIJNQ	211 20% ABCDEFGHIJ KLMNOP Q	60 6% ACIJNQ	106 10% ACIJNQ	106 10% ACIJNQ	59 6%
Don't know	36 3%	33 3%	56 5% BEF	88 8% ABCEFKQ	31 3%	30 3%	75 7% ABEFKQ	81 8% ABEFKQ	77 7% ABEFKQ	119 11% ABCDEFGHIJK LMNOPQ	47 4%	111 11% ABCEFGIK MPQ	70 7% ABEFQ	86 8% ABCEFKQ	82 8% ABEFKQ	66 6% ABEFQ	39 4%
Net : Satisfied	466 45% DGHLMOP	431 41% DGHLMOP	454 44% DGHLMOP	335 32% M	448 43% DGHLMOP	514 49% BCDEGHJ KLMNOP	326 31% M	344 33% M	483 46% BDGHJKL MOP	433 41% DGHLMOP	423 40% DGHLMOP	308 29% DGHLMOP	268 26% DGHLMOP	458 44% DGHLMOP	359 34% LM	320 31% M	512 49% BCDEGHJ KLMNOP
Net : Dissatisfied	196 19%	308 29% ACFIJNQ	233 22% JN	306 29% ACFIJNQ	311 30% ACFIJNQ	247 24% AIJNQ	343 33% ACFIJKLN OQ	309 30% ACFIJNQ	202 19%	169 16%	293 28% ACFIJNQ	275 26% AIJNQ	399 38% ABCDEFGHIJ KLMNOP Q	167 16% ACIJNQ	281 27% ACIJNQ	341 33% ACFIJKLN OQ	203 19%
Mean	3.34 BDEGHKL MOP	3.13 GMP	3.31 BDEGHKL MOP	3.02 M	3.19 DGHLMOP	3.34 BDEGHKL MOP	2.96 M	3.03 M	3.36 BDEGHKL MOP	3.38 BDEGHKLMO P	3.16 DGHLMOP	3.04 M	2.74	3.38 BDEGHKL MOP	3.08 GM	2.97 M	3.39 BDEGHKL MOP
Standard Deviation	1.051	1.191	1.107	1.157	1.221	1.185	1.222	1.173	1.082	1.065	1.165	1.136	1.249	1.057	1.148	1.146	1.08
Standard Error	0.033	0.037	0.035	0.037	0.038	0.037	0.039	0.038	0.035	0.035	0.037	0.037	0.04	0.034	0.037	0.037	0.034

Overlap formula used - Column Means: Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied

Q001. How satisfied are you with public services in each of the following areas? - Public services as a whole

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	131 13%	93 18% B	38 7%	19 11%	46 21% CFG	38 18% FG	19 9%	9 4%	49 14%	30 10%	53 14%	64 23% LM	48 9%	19 8%	114 16% O	17 5%
Quite satisfied (4)	335 32%	156 30%	177 34%	55 30%	64 29%	76 36%	69 31%	72 35%	99 28%	118 39%	117 31%	93 33% M	189 35% M	53 23%	243 33%	92 29%
Neither satisfied nor dissatisfied (3)	346 33%	147 28%	199 38% A	60 33%	69 31%	64 31%	86 38%	67 33%	116 32%	105 34%	125 33%	67 24% K	175 33% KL	104 46% KL	229 32%	117 37%
Quite dissatisfied (2)	138 13%	69 13%	69 13%	22 12%	27 12%	19 9%	35 15%	36 18% E	57 16% I	28 9%	53 14%	36 13%	77 14%	25 11%	91 13%	47 15%
Very dissatisfied (1)	58 6%	36 7%	22 4%	8 5%	14 6%	9 4%	11 5%	16 8%	22 6%	17 5%	19 5%	16 6%	30 6%	11 5%	36 5%	22 7%
Don't know	36 3%	18 3%	18 3%	16 9% DEFG	5 2%	4 2%	5 2%	5 2%	16 4%	9 3%	11 3%	3 1%	17 3% K	15 7% K	14 2%	22 7% N
Net : Satisfied	466 45%	250 48% B	215 41%	74 41%	110 49%	113 54% CFG	88 39%	81 39%	148 41%	148 48%	170 45%	158 56% LM	237 44% M	72 32%	357 49% O	109 34%
Net : Dissatisfied	196 19%	105 20%	90 17%	31 17%	40 18%	28 14%	45 20%	52 25% E	79 22% I	45 15%	72 19%	52 19%	107 20%	37 16%	127 17%	70 22%
Mean	3.34	3.4	3.28	3.33	3.47	3.55	3.24	3.11	3.28	3.39	3.36	3.55	3.28	3.2	3.43	3.12
Standard Deviation	1.051	1.15	0.941	1.016	FG 1.136	FG 1.039	0.984	1.016	1.098	0.983	1.061	LM 1.154	1.018	0.95	O 1.06	0.998
Standard Error	0.033	0.051	0.042	0.079	0.077	0.072	0.066	0.072	0.059	0.057	0.055	0.069	0.045	0.065	0.04	0.058

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



FIELDWORK : 26/8/2021 - 30/8/2021

Q001. How satisfied are you with public services in each of the following areas? - Management of Covid-19

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	122 12%	87 17%	35 7%	24 13%	36 16%	37 18%	9 4%	16 8%	49 14%	22 7%	51 14%	53 19%	52 10%	18 8%	100 14%	23 7%
		B	F	FG	FG	FG	I	I	LM	LM	LM	LM	LM	LM	O	O
Quite satisfied (4)	309 30%	146 28%	162 31%	38 21%	59 26%	65 31%	76 34%	71 35%	105 29%	107 35%	97 26%	101 36%	158 30%	50 22%	227 31%	82 26%
		C	C	C	C	C	C	C	J	J	J	M	M	M	M	M
Neither satisfied nor dissatisfied (3)	272 26%	125 24%	146 28%	58 32%	49 22%	37 18%	65 29%	63 31%	86 24%	79 26%	107 28%	56 20%	134 25%	82 36%	176 24%	96 30%
		DE	DE	DE	DE	E	E	E	E	E	E	KL	KL	KL	KL	KL
Quite dissatisfied (2)	194 19%	86 17%	107 20%	25 14%	53 23%	44 21%	43 19%	29 14%	64 18%	56 18%	74 19%	43 16%	115 21%	35 16%	143 20%	51 16%
		CG	CG	CG	CG	CG	CG	CG	E	E	E	E	E	E	E	E
Very dissatisfied (1)	114 11%	53 10%	61 12%	23 12%	22 10%	21 10%	27 12%	21 10%	37 10%	37 12%	41 11%	21 8%	62 12%	31 14%	65 9%	49 15%
		K	K	K	K	K	K	K	N	N	N	N	N	N	N	N
Don't know	33 3%	21 4%	12 2%	13 7%	6 3%	5 2%	4 2%	5 2%	19 5%	5 2%	9 2%	6 2%	14 3%	12 5%	16 2%	17 5%
		F	F	F	F	F	F	F	F	F	F	F	F	F	F	F
Net : Satisfied	431 41%	234 45%	197 38%	62 34%	95 42%	103 49%	85 38%	87 42%	154 43%	129 42%	148 39%	153 55%	210 39%	67 30%	327 45%	105 33%
		B	B	B	B	B	B	B	CF	CF	CF	LM	M	M	O	O
Net : Dissatisfied	308 29%	139 27%	168 32%	48 26%	75 33%	65 31%	71 31%	50 24%	101 28%	93 30%	114 30%	65 23%	177 33%	66 29%	208 29%	100 31%
		K	K	K	K	K	K	K	K	K	K	K	K	K	K	K
Mean	3.13	3.26	3.01	3.1	3.15	3.26	2.98	3.16	3.19	3.07	3.12	3.44	3.05	2.94	3.22	2.93
		B	B	B	B	B	B	B	B	B	B	LM	LM	LM	O	O
Standard Deviation	1.191	1.238	1.131	1.22	1.248	1.271	1.1	1.102	1.213	1.151	1.202	1.192	1.182	1.14	1.185	1.181
		B	B	B	B	B	B	B	B	B	B	B	B	B	B	B
Standard Error	0.037	0.055	0.05	0.094	0.084	0.089	0.074	0.078	0.066	0.066	0.063	0.072	0.052	0.078	0.044	0.068

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



FIELDWORK : 26/8/2021 - 30/8/2021

Q001. How satisfied are you with public services in each of the following areas? - Public transport

Base: All respondents

	GENDER			AGE					REGION			SOCIAL CLASS			WORKING STATUS	
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	145 14%	107 21%	38 7%	32 18%	45 20%	32 15%	18 8%	18 9%	60 17%	24 8%	61 16%	56 20%	67 12%	23 10%	111 15%	34 11%
		B		FG	FG	F			I		I	LM				
Quite satisfied (4)	309 30%	127 24%	182 35%	52 29%	65 29%	74 35%	63 28%	55 27%	96 27%	93 30%	120 32%	103 37%	144 27%	62 27%	219 30%	90 28%
		A										LM				
Neither satisfied nor dissatisfied (3)	301 29%	133 26%	168 32%	49 27%	65 29%	53 25%	69 31%	64 31%	95 26%	95 31%	111 29%	61 22%	161 30%	79 35%	217 30%	84 27%
		A										K	K	K		
Quite dissatisfied (2)	172 16%	93 18%	78 15%	25 14%	28 12%	30 14%	42 19%	46 22%	57 16%	61 20%	54 14%	36 13%	100 19%	36 16%	109 15%	63 20%
		D														
Very dissatisfied (1)	61 6%	34 7%	27 5%	9 5%	12 5%	11 5%	15 7%	13 7%	28 8%	16 5%	16 4%	20 7%	29 5%	12 5%	39 5%	21 7%
Don't know	56 5%	26 5%	30 6%	12 7%	10 5%	9 4%	17 7%	8 4%	23 6%	18 6%	15 4%	5 2%	34 6%	17 7%	32 4%	25 8%
													K	K		
Net : Satisfied	454 44%	233 45%	220 42%	84 46%	110 49%	106 51%	81 36%	73 36%	156 44%	116 38%	181 48%	158 56%	211 39%	85 37%	330 45%	124 39%
					FG	FG					I	LM				
Net : Dissatisfied	233 22%	127 24%	105 20%	35 19%	39 18%	42 20%	58 26%	59 29%	85 24%	78 25%	71 19%	56 20%	129 24%	48 21%	149 20%	84 27%
								D								
Mean	3.31	3.36	3.26	3.43	3.48	3.42	3.13	3.09	3.31	3.16	3.43	3.5	3.24	3.23	3.36	3.18
				FG	FG	FG					I	LM			O	
Standard Deviation	1.107	1.207	0.995	1.128	1.121	1.099	1.065	1.073	1.189	1.033	1.074	1.164	1.095	1.034	1.098	1.12
Standard Error	0.035	0.054	0.045	0.087	0.077	0.078	0.074	0.077	0.065	0.061	0.056	0.07	0.049	0.071	0.042	0.065

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



Public Services Polling (202107040 - 40317737_WK34) - UK

Q001. How satisfied are you with public services in each of the following areas? - Borders, international travel & customs

Base: All respondents

	GENDER			AGE					REGION			SOCIAL CLASS			WORKING STATUS	
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	100 10%	80 15% B	20 4% FG	23 13% FG	35 15% FG	31 15% FG	8 4% FG	4 2% FG	41 11% LM	22 7% LM	38 10% LM	53 19% LM	37 7% M	10 4% M	88 12% O	12 4% O
Quite satisfied (4)	235 23%	130 25% M	105 20% M	46 25% M	56 25% M	52 25% M	45 20% M	35 17% M	79 22% M	70 23% M	86 23% M	74 26% M	126 24% M	35 15% M	176 24% M	59 19% M
Neither satisfied nor dissatisfied (3)	316 30%	135 26% A	181 35% A	55 31% A	73 32% A	62 29% A	70 31% A	56 27% A	102 28% I	82 27% I	132 35% I	76 27% I	150 28% KL	90 39% KL	213 29% KL	103 32% KL
Quite dissatisfied (2)	193 18%	82 16% CDEF	110 21% CDEF	29 16% CDEF	37 17% CDEF	33 16% CDEF	39 17% CDEF	54 27% CDEF	60 17% CDEF	67 22% CDEF	65 17% CDEF	45 16% CDEF	101 19% CDEF	46 20% CDEF	128 18% CDEF	65 20% CDEF
Very dissatisfied (1)	113 11%	58 11% CD	55 10% CD	8 5% CD	11 5% CD	21 10% CD	33 15% CD	40 20% CDE	48 13% J	36 12% J	29 8% J	19 7% J	67 13% K	27 12% K	64 9% K	49 15% N
Don't know	88 8%	34 7% DE	53 10% DE	19 11% DE	13 6% DE	11 5% DE	29 13% DE	15 8% DE	30 8% DE	29 9% DE	29 8% DE	13 5% DE	54 10% K	20 9% K	57 8% K	30 10% K
Net : Satisfied	335 32%	210 40% B	125 24% B	69 38% FG	91 40% FG	83 40% FG	53 24% FG	39 19% FG	119 33% LM	92 30% LM	124 33% LM	127 45% LM	163 30% M	45 20% M	264 36% O	71 22% O
Net : Dissatisfied	306 29%	141 27% CD	164 31% CD	38 21% CDEF	48 21% CDEF	55 26% CDEF	71 32% CDEF	94 46% CDEF	108 30% J	103 34% J	94 25% J	64 23% J	168 31% K	73 32% K	192 26% N	114 36% N
Mean	3.02	3.19	2.84	3.28	3.31	3.19	2.78	2.52	3.01	2.91	3.11	3.37	2.93	2.78	3.14	2.72
Standard Deviation	1.157	B 1.243	B 1.034	FG 1.08	FG 1.098	FG 1.201	G 1.108	G 1.081	1.225	1.15	I 1.09	LM 1.181	1.156	1.029	O 1.159	O 1.099
Standard Error	0.037	0.056	0.048	0.085	0.076	0.085	0.079	0.079	0.068	0.069	0.058	0.072	0.053	0.071	0.045	0.065

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



FIELDWORK : 26/8/2021 - 30/8/2021

Public Services Polling (202107040 - 40317737_WK34) - UK

Q001. How satisfied are you with public services in each of the following areas? - GP & community healthcare services

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	156 15%	118 23% B	38 7% 7%	26 14% 14%	43 19% 19%	43 21% 21%	25 11% 11%	19 9% 9%	52 15% 15%	41 13% 13%	63 17% 17%	70 25% LM	71 13% M	15 7% 7%	129 18% O	27 9% 9%
Quite satisfied (4)	292 28%	144 28%	147 28%	55 31%	61 27%	62 30%	58 26%	55 27%	98 27%	89 29%	105 28%	90 32% M	149 28%	53 23%	214 29%	78 24%
Neither satisfied nor dissatisfied (3)	253 24%	117 23%	136 26%	50 28%	52 23%	50 24%	56 25%	45 22%	79 22%	83 27%	91 24%	59 21%	130 24%	65 28%	173 24%	80 25%
Quite dissatisfied (2)	207 20%	76 15% A	130 25% 25%	24 13% 13%	44 20% 20%	28 13% 13%	60 27% CE	51 25% CE	76 21%	58 19%	73 19%	38 14%	117 22% K	52 23% K	135 19%	72 23%
Very dissatisfied (1)	105 10%	44 9% 9%	60 11% 11%	12 7% 7%	19 9% 9%	22 10% 10%	22 10% 10%	30 15% 15%	39 11%	29 10%	36 10%	22 8% 8%	51 9% 9%	32 14% 14%	60 8% 8%	45 14% 14%
Don't know	31 3%	19 4% 4%	12 2% 2%	14 8% 8% DEFG	5 2% 2%	5 2% 2%	4 2% 2%	4 2% 2%	14 4%	6 2%	11 3%	3 1%	18 3% 3%	11 5% 5% K	15 2% 2%	16 5% 5% N
Net : Satisfied	448 43%	262 51% B	185 35% 35%	81 45% 45%	104 46% 46%	106 50% 50% FG	83 37% 37%	74 36% 36%	151 42%	129 42%	168 44%	159 57% LM	221 41% M	68 30% 30%	343 47% O	105 33% 33%
Net : Dissatisfied	311 30%	120 23% 23%	190 36% 36% A	36 20% 20%	64 28% 28%	49 23% 23%	82 36% 36% CE	81 40% 40% CDE	115 32%	88 29%	109 29%	60 21%	168 31% K	84 37% K	195 27% 27%	116 37% 37% N
Mean	3.19	3.43 B	2.95	3.35 FG	3.3 FG	3.38 FG	3.02	2.91	3.14	3.18	3.23	3.53 LM	3.14 M	2.85	3.3 O	2.9
Standard Deviation	1.221	1.248 B	1.143	1.124 FG	1.241 FG	1.252 FG	1.181	1.225	1.247	1.181	1.23	1.223 LM	1.2 M	1.16	1.21 O	1.202
Standard Error	0.038	0.056 B	0.051	0.087 FG	0.084 FG	0.087 FG	0.08	0.087	0.067	0.068	0.064	0.073 LM	0.053 M	0.079	0.045 O	0.069

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied

KANTAR

FIELDWORK : 26/8/2021 - 30/8/2021

Public Services Polling (202107040 - 40317737_WK34) - UK

Q001. How satisfied are you with public services in each of the following areas? - Hospital services

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	170 16%	117 23% B	53 10% F	30 16% F	47 21% F	42 20% F	22 10% F	30 15% F	62 17% I	37 12% I	72 19% I	60 21% LM	78 15% LM	32 14% LM	126 17% LM	44 14% LM
Quite satisfied (4)	343 33%	159 31% J	183 35% J	59 33% J	62 28% J	74 35% J	79 35% J	70 34% J	111 31% J	118 38% J	115 30% J	104 37% M	175 33% M	64 28% M	252 35% M	91 29% M
Neither satisfied nor dissatisfied (3)	254 24%	120 23% E	134 26% E	42 23% E	59 26% E	39 19% E	65 29% E	49 24% E	83 23% E	71 23% E	100 26% E	52 19% K	139 26% K	63 28% K	175 24% K	78 25% K
Quite dissatisfied (2)	157 15%	56 11% A	99 19% A	21 11% A	34 15% A	35 17% A	37 17% A	29 14% A	52 15% A	48 16% A	56 15% A	39 14% A	88 16% A	29 13% A	104 14% A	53 17% A
Very dissatisfied (1)	90 9%	50 10% N	40 8% N	19 10% N	15 7% N	15 7% N	18 8% N	23 11% N	37 10% N	29 9% N	25 7% N	21 8% N	43 8% N	26 11% N	53 7% N	37 12% N
Don't know	30 3%	17 3% F	13 3% F	11 6% F	7 3% F	4 2% F	3 1% F	4 2% F	14 4% F	4 1% F	11 3% F	5 2% KL	12 2% KL	13 6% KL	16 2% KL	14 4% KL
Net : Satisfied	514 49%	277 53% B	237 45% B	88 49% B	109 49% B	116 55% B	101 45% B	100 49% B	173 48% B	154 50% B	186 49% B	163 58% LM	254 47% LM	97 42% LM	378 52% O	135 43% O
Net : Dissatisfied	247 24%	106 20% A	139 27% A	39 22% A	49 22% A	51 24% A	56 25% A	52 25% A	89 25% A	77 25% A	81 21% A	60 21% A	131 25% A	55 24% A	157 22% N	90 28% N
Mean	3.34	3.47 B	3.22	3.35	3.42	3.45	3.22	3.27	3.32	3.28	3.41	3.52 LM	3.3	3.22	3.41 O	3.17
Standard Deviation	1.185	1.241	1.114	1.219	1.191	1.204	1.1	1.215	1.234	1.158	1.16	1.197	1.159	1.214	1.158	1.232
Standard Error	0.037	0.055	0.049	0.094	0.081	0.084	0.074	0.086	0.066	0.067	0.061	0.072	0.051	0.083	0.043	0.071

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied

KANTAR

FIELDWORK : 26/8/2021 - 30/8/2021

Q001. How satisfied are you with public services in each of the following areas? - Mental health services

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	117 11%	90 17% B	27 5% FG	25 14% FG	43 19% FG	34 16% FG	8 4% FG	7 3% FG	43 12% I	21 7% I	52 14% I	60 21% LM	47 9% LM	10 4% LM	104 14% O	13 4% O
Quite satisfied (4)	209 20%	108 21% B	101 19% FG	33 18% FG	47 21% CFG	59 28% CFG	37 16% CFG	33 16% CFG	71 20% I	66 22% I	72 19% I	67 24% M	104 19% M	38 17% M	159 22% O	50 16% O
Neither satisfied nor dissatisfied (3)	300 29%	142 27% B	158 30% FG	50 28% FG	61 27% CFG	52 25% CFG	81 36% E	56 27% E	92 26% I	92 30% I	116 31% I	66 23% K	165 31% K	69 30% K	210 29% O	90 28% O
Quite dissatisfied (2)	201 19%	80 15% A	120 23% A	29 16% A	39 17% A	29 14% A	44 20% CDE	59 29% CDE	80 22% I	55 18% I	66 17% I	44 16% K	114 21% K	42 18% K	132 18% N	68 22% N
Very dissatisfied (1)	143 14%	62 12% A	81 15% A	31 17% A	28 12% A	26 13% A	33 15% A	24 12% A	45 13% I	50 16% I	48 13% I	31 11% K	66 12% K	46 20% KL	75 10% N	68 21% N
Don't know	75 7%	38 7% B	36 7% FG	13 7% FG	6 3% FG	9 4% CFG	22 10% D	25 12% DE	28 8% I	23 7% I	24 6% I	13 5% K	39 7% K	23 10% K	47 6% O	28 9% O
Net : Satisfied	326 31%	197 38% B	128 24% FG	58 32% FG	90 40% FG	93 44% CFG	45 20% CFG	40 20% CFG	114 32% I	87 28% I	124 33% I	127 45% LM	152 28% LM	48 21% LM	263 36% O	63 20% O
Net : Dissatisfied	343 33%	142 27% A	201 38% A	60 33% A	67 30% A	56 27% A	77 34% A	83 41% DE	125 35% I	105 34% I	114 30% I	75 27% K	180 34% K	88 39% K	207 29% N	136 43% N
Mean	2.96	3.17 B	2.74	2.94	3.17 FG	3.22 FG	2.71	2.67	2.96	2.83	3.04	3.3 LM	2.9 M	2.63	3.12 O	2.56
Standard Deviation	1.222	1.274 B	1.129	1.308	1.294 FG	1.265 FG	1.064	1.048	1.235	1.185	1.234	1.299 LM	1.16 M	1.159	1.211 O	1.157
Standard Error	0.039	0.058 B	0.051	0.101	0.088 FG	0.089 FG	0.075	0.078	0.068	0.07	0.066	0.079 LM	0.052 M	0.081	0.046 O	0.068

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



FIELDWORK : 26/8/2021 - 30/8/2021

Q001. How satisfied are you with public services in each of the following areas? - Social/aged care services

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	111 11%	86 17%	25 5%	23 13%	41 18%	35 17%	9 4%	2 1%	41 12%	19 6%	51 13%	48 17%	48 9%	15 6%	98 14%	12 4%
		B	FG	FG	FG	FG	FG	FG	I	I	I	LM	LM	LM	O	O
Quite satisfied (4)	234 22%	113 22%	119 23%	48 26%	56 25%	51 24%	44 20%	34 17%	87 24%	80 26%	67 18%	70 25%	122 23%	41 18%	170 23%	64 20%
									J	J	J	J	J	J	J	J
Neither satisfied nor dissatisfied (3)	309 30%	142 27%	167 32%	58 32%	70 31%	58 28%	69 31%	54 27%	95 26%	84 27%	130 34%	77 27%	149 28%	83 37%	216 30%	93 29%
											H			KL		
Quite dissatisfied (2)	196 19%	85 16%	110 21%	25 14%	33 15%	28 13%	58 26%	51 25%	64 18%	64 21%	67 18%	42 15%	118 22%	36 16%	123 17%	73 23%
							CDE	CDE					K			N
Very dissatisfied (1)	113 11%	52 10%	62 12%	7 4%	12 5%	25 12%	24 11%	45 22%	41 12%	32 11%	39 10%	26 9%	59 11%	28 12%	70 10%	43 14%
						CD	C	CDEF								
Don't know	81 8%	41 8%	41 8%	19 11%	13 6%	12 6%	20 9%	17 8%	30 8%	27 9%	24 6%	16 6%	40 7%	25 11%	50 7%	32 10%
													K			
Net : Satisfied	344 33%	199 38%	144 28%	70 39%	97 43%	87 41%	54 24%	37 18%	128 36%	99 32%	118 31%	119 42%	170 32%	56 24%	268 37%	76 24%
		B	FG	FG	FG	FG	FG	FG				LM	LM	LM	O	O
Net : Dissatisfied	309 30%	137 26%	171 33%	33 18%	45 20%	53 25%	82 37%	97 47%	106 29%	97 32%	106 28%	68 24%	177 33%	64 28%	193 27%	116 37%
			A				CDE	CDE				K			N	N
Mean	3.03	3.2	2.87	3.33	3.39	3.22	2.79	2.45	3.07	2.96	3.06	3.27	2.96	2.9	3.15	2.75
		B		FG	FG	FG	G					LM			O	
Standard Deviation	1.173	1.236	1.084	1.048	1.128	1.259	1.052	1.084	1.211	1.118	1.181	1.22	1.161	1.098	1.185	1.095
Standard Error	0.038	0.057	0.049	0.082	0.078	0.09	0.073	0.079	0.067	0.067	0.063	0.075	0.052	0.077	0.046	0.065

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



FIELDWORK : 26/8/2021 - 30/8/2021

Q001. How satisfied are you with public services in each of the following areas? - Schools

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	131 13%	94 18% B	37 7% FG	27 15% FG	46 20% FG	35 16% FG	11 5% FG	14 7% FG	52 15% LM	30 10% LM	49 13% LM	55 20% LM	58 11% LM	18 8% LM	112 15% O	19 6% O
Quite satisfied (4)	352 34%	166 32%	185 35%	46 25% C	68 30% CDG	84 40% C	92 41% CDG	62 30% CDG	118 33% LM	105 34% LM	130 34% LM	113 40% LM	173 32% LM	66 29% LM	255 35% LM	97 31% LM
Neither satisfied nor dissatisfied (3)	282 27%	126 24%	156 30%	49 27% K	50 22% K	57 27% K	68 30% K	58 28% K	87 24% K	88 29% K	106 28% K	62 22% K	144 27% K	75 33% K	192 26% K	89 28% K
Quite dissatisfied (2)	142 14%	67 13% E	74 14% E	28 15% E	42 19% E	20 10% E	26 12% E	26 13% E	46 13% E	47 15% E	49 13% E	23 8% E	89 17% E	30 13% E	98 14% E	44 14% E
Very dissatisfied (1)	60 6%	33 6% N	27 5% N	15 8% N	10 5% N	6 3% N	11 5% N	17 8% N	23 7% N	15 5% N	22 6% N	16 6% N	28 5% N	16 7% N	26 4% N	34 11% N
Don't know	77 7%	34 7% DE	43 8% DE	17 9% DE	9 4% DE	8 4% DE	15 7% DE	28 14% DE	33 9% DE	21 7% DE	23 6% DE	11 4% DE	44 8% DE	22 10% DE	42 6% DE	35 11% DE
Net : Satisfied	483 46%	260 50% B	222 43% B	73 40% G	114 51% G	118 56% CG	103 46% CG	76 37% CG	170 47% LM	135 44% LM	178 47% LM	168 60% LM	231 43% LM	84 37% LM	367 51% O	116 37% O
Net : Dissatisfied	202 19%	100 19% E	101 19% E	43 24% E	52 23% E	27 13% E	38 17% E	43 21% E	69 19% K	62 20% K	71 19% K	39 14% K	117 22% K	45 20% K	124 17% N	77 24% N
Mean	3.36	3.46 B	3.27	3.25	3.45 G	3.6 CFG	3.31	3.16	3.4	3.31	3.38	3.62 LM	3.29	3.2	3.48 O	3.09
Standard Deviation	1.082	1.148 B	1.003	1.187	1.163 G	0.987 CFG	0.947	1.083	1.129	1.037	1.074	1.087 LM	1.071	1.047	1.047 O	1.115
Standard Error	0.035	0.052	0.046	0.093	0.079	0.069	0.065	0.082	0.063	0.061	0.057	0.066	0.048	0.073	0.04	0.066

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



FIELDWORK : 26/8/2021 - 30/8/2021

Q001. How satisfied are you with public services in each of the following areas? - Post-18 education (universities and colleges)

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	140 13%	103 20% B	37 7% FG	29 16% FG	45 20% FG	43 20% FG	11 5% FG	13 6% FG	57 16% I	27 9% I	56 15% I	61 22% LM	55 10% LM	24 10% LM	111 15% O	29 9% O
Quite satisfied (4)	294 28%	139 27%	154 30%	48 26%	64 29%	62 30%	70 31%	50 25%	97 27%	88 29%	108 29%	94 34%	154 29% M	45 20% M	224 31% O	70 22% O
Neither satisfied nor dissatisfied (3)	323 31%	142 27%	181 35% A	53 29%	58 26%	63 30%	76 34%	73 36%	100 28%	100 32%	123 33%	69 24%	172 32% K	83 36% K	220 30% K	103 32% K
Quite dissatisfied (2)	116 11%	52 10%	63 12%	19 10%	34 15%	20 9%	21 9%	23 11%	42 12%	29 9%	44 12%	21 7%	64 12% K	31 14% K	76 10% K	40 12% K
Very dissatisfied (1)	53 5%	33 6%	20 4%	17 9% F	9 4%	9 4%	8 3%	10 5%	19 5%	17 6%	17 5%	16 6%	24 4% N	14 6% N	27 4% N	27 8% N
Don't know	119 11%	51 10%	67 13%	16 9%	15 6%	14 6%	40 18% CDE	35 17% CDE	43 12% J	46 15% J	30 8% J	20 7% K	67 13% K	31 14% K	69 10% N	50 16% N
Net : Satisfied	433 41%	241 47% B	191 37% G	76 42% G	109 48% FG	105 50% FG	81 36% FG	63 31% FG	154 43% J	115 38% J	164 43% J	155 55% LM	209 39% M	69 30% M	335 46% O	99 31% O
Net : Dissatisfied	169 16%	85 16%	83 16%	36 20%	43 19%	28 14%	28 13%	33 16%	61 17%	46 15%	62 16%	37 13%	87 16% N	45 20% N	103 14% N	66 21% N
Mean	3.38	3.48	3.27	3.31	3.48	3.56	3.3	3.19	3.41	3.3	3.4	3.63	3.33	3.18	3.48	3.13
Standard Deviation	1.065	B 1.156	0.951	1.19	G 1.126	FG 1.077	0.898	0.972	1.112	1.017	1.056	LM 1.109	1.018	1.059	O 1.031	1.106
Standard Error	0.035	0.053	0.045	0.093	0.078	0.077	0.066	0.075	0.063	0.063	0.057	0.069	0.047	0.076	0.04	0.068

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



Q001. How satisfied are you with public services in each of the following areas? - Policing

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	126 12%	94 18%	32 6%	23 13%	39 17%	40 19%	14 6%	10 5%	46 13%	24 8%	56 15%	58 21%	58 11%	10 4%	106 15%	20 6%
		B		G	FG	FG				I		LM	M		O	
Quite satisfied (4)	296 28%	137 26%	159 30%	44 24%	66 29%	66 31%	66 29%	56 27%	94 26%	101 33%	102 27%	97 35%	144 27%	55 24%	223 31%	73 23%
												LM			O	
Neither satisfied nor dissatisfied (3)	282 27%	118 23%	163 31%	50 28%	60 27%	48 23%	76 34%	48 24%	83 23%	87 28%	111 29%	61 22%	148 28%	73 32%	191 26%	91 29%
			A				EG						K			
Quite dissatisfied (2)	197 19%	85 16%	111 21%	24 13%	42 19%	34 16%	46 20%	52 25%	80 22%	57 19%	61 16%	36 13%	117 22%	44 19%	136 19%	61 19%
							C						K			
Very dissatisfied (1)	95 9%	62 12%	34 6%	21 12%	9 4%	14 7%	17 8%	34 17%	36 10%	29 9%	30 8%	21 8%	45 8%	29 13%	46 6%	50 16%
		B		D				DEF								N
Don't know	47 4%	24 5%	23 4%	20 11%	9 4%	8 4%	6 3%	5 2%	21 6%	8 3%	18 5%	6 2%	23 4%	17 8%	24 3%	23 7%
				DEFG										K		N
Net : Satisfied	423 40%	231 44%	191 37%	67 37%	105 47%	106 50%	80 36%	65 32%	139 39%	125 41%	158 42%	155 55%	203 38%	65 28%	329 45%	93 29%
		B			FG	CFG						LM	M		O	
Net : Dissatisfied	293 28%	147 28%	145 28%	44 25%	51 23%	48 23%	63 28%	86 42%	116 32%	86 28%	91 24%	58 21%	162 30%	73 32%	182 25%	111 35%
								CDEF	J				K	K		N
Mean	3.16	3.23	3.09	3.15	3.39	3.42	3.06	2.77	3.1	3.12	3.26	3.49	3.11	2.87	3.3	2.84
				G	FG	FG	G					LM	M		O	
Standard Deviation	1.165	1.285	1.031	1.22	1.116	1.181	1.044	1.172	1.213	1.111	1.16	1.187	1.142	1.094	1.135	1.176
Standard Error	0.037	0.058	0.046	0.096	0.076	0.083	0.071	0.083	0.066	0.064	0.061	0.072	0.05	0.075	0.043	0.069

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



FIELDWORK : 26/8/2021 - 30/8/2021

Q001. How satisfied are you with public services in each of the following areas? - Prisons, parole and probation

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	106 10%	87 17%	19 4%	22 12%	40 18%	31 15%	7 3%	6 3%	46 13%	19 6%	41 11%	54 19%	38 7%	14 6%	92 13%	14 4%
		B		FG	FG	FG			I			LM			O	
Quite satisfied (4)	202 19%	99 19%	102 20%	39 21%	50 22%	40 19%	42 19%	30 15%	68 19%	67 22%	66 17%	66 24%	99 18%	37 16%	153 21%	49 15%
												M				
Neither satisfied nor dissatisfied (3)	351 34%	163 31%	188 36%	55 31%	69 31%	69 33%	75 34%	82 40%	106 29%	101 33%	144 38%	88 32%	184 34%	78 34%	238 33%	113 36%
											H					
Quite dissatisfied (2)	173 17%	75 15%	97 19%	23 13%	34 15%	37 18%	44 20%	34 17%	58 16%	54 18%	61 16%	41 15%	98 18%	34 15%	123 17%	51 16%
Very dissatisfied (1)	102 10%	55 11%	47 9%	14 8%	16 7%	15 7%	25 11%	31 15%	37 10%	36 12%	28 7%	14 5%	55 10%	33 14%	55 8%	47 15%
								CDE					K	K		N
Don't know	111 11%	41 8%	69 13%	28 15%	16 7%	17 8%	30 13%	20 10%	44 12%	29 9%	38 10%	18 6%	61 11%	32 14%	67 9%	44 14%
			A	D									K	K		
Net : Satisfied	308 29%	185 36%	122 23%	61 34%	90 40%	71 34%	50 22%	36 18%	114 32%	87 28%	107 28%	120 43%	137 26%	50 22%	244 34%	63 20%
		B		FG	FG	FG						LM			O	
Net : Dissatisfied	275 26%	130 25%	144 28%	37 21%	50 22%	53 25%	69 31%	66 32%	96 27%	90 29%	89 24%	55 19%	154 29%	67 29%	177 24%	97 31%
							C	C					K	K		
Mean	3.04	3.18	2.89	3.21	3.3	3.18	2.8	2.7	3.08	2.93	3.09	3.4	2.93	2.82	3.16	2.76
		B		FG	FG	FG						LM			O	
Standard Deviation	1.136	1.231	1.007	1.142	1.175	1.157	1.041	1.036	1.204	1.112	1.086	1.13	1.096	1.133	1.132	1.097
Standard Error	0.037	0.056	0.047	0.092	0.081	0.083	0.075	0.076	0.068	0.067	0.059	0.07	0.05	0.081	0.044	0.066

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



FIELDWORK : 26/8/2021 - 30/8/2021

Q001. How satisfied are you with public services in each of the following areas? - Immigration & asylum

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	94 9%	77 15% B	17 3% G	18 10% G	36 16% FG	27 13% FG	11 5% FG	2 1% FG	36 10% I	11 4% I	47 12% I	46 16% LM	37 7% LM	11 5% LM	84 12% O	10 3% O
Quite satisfied (4)	174 17%	102 20% B	71 14% B	29 16% G	53 23% G	40 19% G	35 15% G	18 9% G	60 17% G	56 18% G	59 16% G	67 24% LM	83 15% LM	24 11% LM	137 19% O	37 12% O
Neither satisfied nor dissatisfied (3)	307 29%	138 26%	170 32%	61 34%	66 29%	66 32%	61 27%	53 26%	99 28%	90 29%	118 31%	74 26%	164 31%	69 30%	203 28%	104 33%
Quite dissatisfied (2)	188 18%	74 14%	113 22% A	37 21% A	35 15% A	30 14% A	43 19% A	43 21% A	67 19% A	56 18% A	65 17% A	41 15% K	95 18% K	52 23% K	123 17% K	65 20% K
Very dissatisfied (1)	211 20%	100 19%	111 21%	19 11%	25 11%	36 17%	54 24% CD	78 38% CDEF	76 21%	71 23%	64 17%	44 16%	120 22% K	47 21% K	137 19%	75 24%
Don't know	70 7%	29 6%	41 8%	17 9%	10 5%	10 5%	21 10%	11 5%	22 6%	22 7%	26 7%	9 3%	37 7%	24 11% K	43 6%	27 9%
Net : Satisfied	268 26%	179 34% B	88 17% B	46 26% G	89 40% CFG	68 32% FG	46 20% G	19 10% G	95 27%	67 22%	105 28%	113 40% LM	120 22% M	35 15% M	221 30% O	47 15% O
Net : Dissatisfied	399 38%	174 34% A	224 43% A	56 31% A	60 27% A	65 31% A	97 43% CDE	121 59% CDEF	142 40%	128 42%	129 34%	85 30% K	215 40% K	99 44% K	260 36% N	139 44% N
Mean	2.74	2.96 B	2.52	2.93 FG	3.19 FG	2.97 FG	2.54 G	2.08	2.74	2.58	2.88 I	3.11 LM	2.64	2.5	2.87 O	2.46
Standard Deviation	1.249	1.343	1.105	1.141	1.236	1.274	1.203	1.057	1.279	1.176	1.265	1.311	1.221	1.129	1.286	1.109
Standard Error	0.04	0.061	0.05	0.089	0.084	0.09	0.084	0.076	0.07	0.07	0.067	0.08	0.055	0.079	0.049	0.065

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



FIELDWORK : 26/8/2021 - 30/8/2021

Q001. How satisfied are you with public services in each of the following areas? - Defence & the armed forces

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	133 13%	92 18% B	41 8%	24 13%	41 18% F	29 14%	18 8%	22 11%	51 14%	27 9%	56 15% I	50 18% LM	59 11%	24 10%	100 14%	33 10%
Quite satisfied (4)	325 31%	162 31%	162 31%	46 26%	68 30%	71 34%	71 32%	69 34%	96 27%	113 37% H	115 30%	100 36%	162 30%	62 27%	233 32%	92 29%
Neither satisfied nor dissatisfied (3)	332 32%	144 28% A	188 36%	58 32%	66 29%	62 29%	86 39%	61 30%	113 32%	84 27% I	136 36%	74 26% K	183 34%	76 33%	237 33%	96 30%
Quite dissatisfied (2)	107 10%	48 9% B	57 11%	19 10%	21 9%	18 9%	19 9%	30 15%	40 11%	37 12%	30 8%	28 10%	57 11%	22 10%	70 10%	37 12%
Very dissatisfied (1)	60 6%	41 8% B	20 4%	15 8%	13 6%	14 7%	7 3%	12 6%	26 7%	17 5%	17 5%	15 6%	28 5%	17 7%	38 5%	22 7%
Don't know	86 8%	32 6% A	54 10%	20 11%	16 7%	16 7%	23 10%	11 6%	32 9%	29 9%	25 7%	13 5%	46 9% K	27 12%	48 7%	38 12% N
Net : Satisfied	458 44%	254 49% B	203 39%	70 39%	108 48%	100 48%	89 40%	91 44%	147 41%	140 46%	171 45%	150 54% LM	221 41%	86 38%	333 46%	125 39%
Net : Dissatisfied	167 16%	89 17% F	77 15%	33 18%	34 15%	32 15%	26 12%	41 20%	66 18%	54 18%	47 12%	43 15%	85 16%	39 17%	109 15%	58 18%
Mean	3.38	3.45	3.32	3.28	3.48	3.43	3.37	3.31	3.32	3.35	3.46	3.53 LM	3.34	3.27	3.42	3.28
Standard Deviation	1.057	1.152	0.943	1.134	1.112	1.083	0.896	1.055	1.123	1.027	1.015	1.088	1.022	1.081	1.043	1.085
Standard Error	0.034	0.052	0.044	0.089	0.077	0.078	0.063	0.076	0.062	0.062	0.054	0.067	0.046	0.076	0.04	0.065

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



FIELDWORK : 26/8/2021 - 30/8/2021

Q001. How satisfied are you with public services in each of the following areas? - Social security, welfare & job support

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	104 10%	85 16% B	19 4% FG	25 14% FG	41 18% FG	31 15% FG	6 2% FG	2 1% FG	43 12% I	15 5% I	46 12% I	46 17% LM	41 8% LM	17 7% LM	91 13% O	13 4% O
Quite satisfied (4)	255 24%	126 24%	128 24%	35 19%	71 31% CG	52 25%	57 25%	41 20%	80 22%	79 26%	96 25%	83 30% M	136 25% M	36 16% M	196 27% O	59 19% O
Neither satisfied nor dissatisfied (3)	322 31%	140 27%	182 35%	50 27% A	61 27%	70 33%	71 32%	71 35%	102 28%	109 35%	112 30%	83 30%	163 30%	77 34%	221 30%	102 32%
Quite dissatisfied (2)	175 17%	81 16%	92 18%	29 16%	29 13%	34 16%	40 18%	42 21%	66 18%	43 14%	66 17%	31 11% K	102 19% K	42 18% K	115 16%	60 19%
Very dissatisfied (1)	106 10%	50 10%	57 11%	23 12% E	15 7% E	11 5% E	27 12% DE	30 14% DE	40 11%	31 10%	36 9%	20 7%	52 10% KL	35 15% KL	55 8%	51 16% N
Don't know	82 8%	37 7%	45 9%	20 11% D	8 4% D	12 6% D	23 10% D	18 9% D	29 8%	30 10%	23 6%	17 6%	43 8%	21 9%	49 7%	33 10%
Net : Satisfied	359 34%	211 41% B	147 28% G	59 33% G	111 50% CFG	83 40% FG	63 28% FG	43 21%	122 34%	94 31%	143 38%	129 46% LM	177 33% M	53 23%	287 39% O	72 23% O
Net : Dissatisfied	281 27%	131 25%	149 29%	51 28% D	44 20% DE	46 22%	68 30% DE	72 35% DE	106 29%	74 24%	101 27%	51 18% K	153 29% K	77 34% K	170 23% N	111 35% N
Mean	3.08	3.24	2.92	3.07	3.43	3.29	2.86	2.7	3.06	3.02	3.15	3.4	3.03	2.79	3.22	2.73
Standard Deviation	1.148	B 1.223	1.044	G 1.258	CFG 1.151	FG 1.1	1.061	1.023	1.202	1.054	1.166	LM 1.132	M 1.112	1.16	O 1.129	1.119
Standard Error	0.037	0.056	0.048	0.099	0.078	0.078	0.075	0.075	0.066	0.063	0.062	0.07	0.05	0.081	0.043	0.066

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



FIELDWORK : 26/8/2021 - 30/8/2021

Q001. How satisfied are you with public services in each of the following areas? - Housing

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	102 10%	75 14%	27 5%	16 9%	32 14%	40 19%	9 4%	6 3%	43 12%	19 6%	40 11%	49 17%	43 8%	10 4%	88 12%	14 4%
		B		G	FG	CFG			I			LM			O	
Quite satisfied (4)	218 21%	125 24%	93 18%	39 22%	56 25%	42 20%	47 21%	33 16%	79 22%	66 22%	73 19%	68 24%	105 20%	45 20%	162 22%	56 18%
		B														
Neither satisfied nor dissatisfied (3)	317 30%	142 27%	176 34%	55 30%	63 28%	55 26%	69 31%	76 37%	96 27%	109 35%	113 30%	83 30%	160 30%	74 33%	212 29%	105 33%
								E		H						
Quite dissatisfied (2)	235 23%	95 18%	139 27%	33 18%	45 20%	34 16%	68 30%	56 27%	83 23%	64 21%	89 23%	47 17%	139 26%	49 22%	164 23%	71 22%
			A				CDE	E					K			
Very dissatisfied (1)	106 10%	54 10%	52 10%	20 11%	21 9%	28 13%	17 8%	20 10%	38 11%	22 7%	46 12%	24 9%	52 10%	30 13%	68 9%	38 12%
Don't know	66 6%	29 6%	37 7%	18 10%	8 4%	11 5%	14 6%	14 7%	21 6%	26 9%	19 5%	10 4%	36 7%	20 9%	33 5%	33 10%
				D										K		N
Net : Satisfied	320 31%	200 39%	119 23%	55 30%	89 39%	81 39%	56 25%	39 19%	122 34%	85 28%	113 30%	116 42%	148 28%	55 24%	249 34%	70 22%
		B		G	FG	FG						LM			O	
Net : Dissatisfied	341 33%	149 29%	191 37%	53 29%	65 29%	62 30%	85 38%	76 37%	120 34%	86 28%	134 35%	71 25%	192 36%	79 34%	232 32%	109 34%
			A									K	K			
Mean	2.97	3.15	2.8	2.99	3.16	3.15	2.82	2.73	3.02	2.98	2.93	3.26	2.89	2.79	3.05	2.78
		B		G	FG	FG						LM			O	
Standard Deviation	1.146	1.217	1.043	1.151	1.193	1.317	1.008	0.967	1.199	1.027	1.183	1.2	1.115	1.085	1.17	1.064
Standard Error	0.037	0.055	0.047	0.09	0.081	0.093	0.07	0.07	0.065	0.061	0.062	0.073	0.05	0.075	0.044	0.063

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied

Q001. How satisfied are you with public services in each of the following areas? - Waste & refuse service

Base: All respondents

	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS		
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Very satisfied (5)	144 14%	97 19% B	47 9% CF	17 9% CF	43 19% CF	42 20% CF	15 7% CF	27 13% CF	56 16% CF	30 10% CF	58 15% CF	61 22% LM	63 12% LM	20 9% LM	115 16% O	29 9% O
Quite satisfied (4)	369 35%	185 36%	183 35%	56 31%	71 31%	67 32%	95 42% CDE	80 39% CDE	124 35%	127 41% J	117 31%	98 35%	192 36%	78 34%	264 36%	104 33%
Neither satisfied nor dissatisfied (3)	290 28%	130 25%	160 31%	64 35% EG	65 29% EG	47 22% EG	66 29% EG	49 24% EG	86 24% EG	94 31% EG	110 29% EG	67 24% EG	153 29% EG	70 31% EG	191 26% EG	99 31% EG
Quite dissatisfied (2)	144 14%	59 11%	83 16%	22 12% EG	23 10% EG	33 16% EG	34 15% EG	32 16% EG	56 16% EG	31 10% EG	57 15% EG	37 13% EG	75 14% EG	32 14% EG	99 14% EG	45 14% EG
Very dissatisfied (1)	59 6%	31 6%	28 5%	5 3% EG	16 7% EG	15 7% EG	13 6% EG	11 5% EG	20 6% EG	18 6% EG	21 6% EG	13 5% EG	33 6% EG	13 6% EG	39 5% EG	20 6% EG
Don't know	39 4%	17 3%	22 4%	18 10% DEFG	8 4% DEFG	6 3% DEFG	2 1% DEFG	5 2% DEFG	17 5% DEFG	7 2% DEFG	16 4% DEFG	4 2% DEFG	19 4% DEFG	15 7% K	18 2% K	21 7% N
Net : Satisfied	512 49%	282 54% B	230 44% B	72 40% C	114 51% C	109 52% C	110 49% C	107 52% C	180 50% C	157 51% C	175 46% C	159 57% LM	256 48% LM	98 43% LM	379 52% O	133 42% O
Net : Dissatisfied	203 19%	90 17% B	111 21% B	27 15% C	39 17% C	48 23% C	46 21% C	43 21% C	76 21% C	50 16% C	78 20% C	50 18% LM	108 20% LM	45 20% LM	139 19% O	65 20% O
Mean	3.39	3.51 B	3.27	3.35	3.47	3.43	3.3	3.4	3.41	3.4	3.37	3.56 LM	3.34	3.28	3.45 O	3.26
Standard Deviation	1.08	1.116	1.028	0.943	1.139	1.198	0.997	1.08	1.119	1.007	1.103	1.116	1.07	1.033	1.089	1.047
Standard Error	0.034	0.05	0.046	0.074	0.077	0.084	0.067	0.076	0.06	0.058	0.058	0.067	0.047	0.071	0.041	0.061

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



Q001. How satisfied are you with public services in each of the following areas? - Top Box Summary

Base: All respondents

	Total	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS	
		Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Public services as a whole	131 13%	93 18% B	38 7%	19 11%	46 21% CFG	38 18% FG	19 9%	9 4%	49 14%	30 10%	53 14%	64 23% LM	48 9%	19 8%	114 16% O	17 5%
Management of Covid-19	122 12%	87 17% B	35 7%	24 13% F	36 16% FG	37 18% FG	9 4%	16 8%	49 14% I	22 7%	51 14% I	53 19% LM	52 10%	18 8%	100 14% O	23 7%
Public transport	145 14%	107 21% B	38 7%	32 18% FG	45 20% FG	32 15% F	18 8%	18 9%	60 17% I	24 8%	61 16% I	56 20% LM	67 12%	23 10%	111 15% O	34 11%
Borders, international travel & customs	100 10%	80 15% B	20 4%	23 13% FG	35 15% FG	31 15% FG	8 4%	4 2%	41 11% I	22 7%	38 10% I	53 19% LM	37 7%	10 4%	88 12% O	12 4%
GP & community healthcare services	156 15%	118 23% B	38 7%	26 14% FG	43 19% FG	43 21% FG	25 11%	19 9%	52 15% I	41 13%	63 17% I	70 25% LM	71 13% M	15 7%	129 18% O	27 9%
Hospital services	170 16%	117 23% B	53 10%	30 16% F	47 21% F	42 20% F	22 10%	30 15%	62 17% I	37 12%	72 19% I	60 21% LM	78 15%	32 14%	126 17% O	44 14%
Mental health services	117 11%	90 17% B	27 5%	25 14% FG	43 19% FG	34 16% FG	8 4%	7 3%	43 12% I	21 7%	52 14% I	60 21% LM	47 9%	10 4%	104 14% O	13 4%
Social/aged care services	111 11%	86 17% B	25 5%	23 13% FG	41 18% FG	35 17% FG	9 4%	2 1%	41 12% I	19 6%	51 13% I	48 17% LM	48 9%	15 6%	98 14% O	12 4%
Schools	131 13%	94 18% B	37 7%	27 15% FG	46 20% FG	35 16% FG	11 5%	14 7%	52 15% I	30 10%	49 13% I	55 20% LM	58 11%	18 8%	112 15% O	19 6%
Post-18 education (universities and colleges)	140 13%	103 20% B	37 7%	29 16% FG	45 20% FG	43 20% FG	11 5%	13 6%	57 16% I	27 9%	56 15% I	61 22% LM	55 10%	24 10%	111 15% O	29 9%
Policing	126 12%	94 18% B	32 6%	23 13% G	39 17% FG	40 19% FG	14 6%	10 5%	46 13% I	24 8%	56 15% I	58 21% LM	58 15% M	10 4%	106 15% O	20 6%
Prisons, parole and probation	106 10%	87 17% B	19 4%	22 12% FG	40 18% FG	31 15% FG	7 3%	6 3%	46 13% I	19 6%	41 11% I	54 19% LM	38 7%	14 6%	92 13% O	14 4%
Immigration & asylum	94 9%	77 15% B	17 3%	18 10% G	36 16% FG	27 13% FG	11 5%	2 1%	36 10% I	11 4%	47 12% I	46 16% LM	37 7%	11 5%	84 12% O	10 3%
Defence & the armed forces	133 13%	92 18% B	41 8%	24 13% F	41 18% F	29 14% F	18 8%	22 11%	51 14% I	27 9%	56 15% I	50 18% LM	59 11%	24 10%	100 14% O	33 10%
Social security, welfare & job support	104 10%	85 16% B	19 4%	25 14% FG	41 18% FG	31 15% FG	6 2%	2 1%	43 12% I	15 5%	46 12% I	46 17% LM	41 8%	17 7%	91 13% O	13 4%
Housing	102 10%	75 14% B	27 5%	16 9% G	32 14% FG	40 19% CFG	9 4%	6 3%	43 12% I	19 6%	40 11% I	49 17% LM	43 8%	10 4%	88 12% O	14 4%
Waste & refuse service	144 14%	97 19% B	47 9%	17 9% G	43 19% CF	42 20% CF	15 7%	27 13%	56 16% I	30 10%	58 15% I	61 22% LM	63 12%	20 9%	115 16% O	29 9%
Net : Any Healthcare services	249 24%	176 34% B	73 14%	44 24% FG	70 31% FG	57 27% F	39 18%	38 19%	86 24% I	60 20%	102 27% I	96 34% LM	113 21%	40 18%	194 27% O	55 17%
Net : Any education	187 18%	131 25% B	56 11%	39 22% FG	57 25% FG	54 26% FG	18 8%	18 9%	74 21% I	41 13%	72 19% I	78 28% LM	81 15%	28 12%	155 21% O	32 10%

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied

Q001. How satisfied are you with public services in each of the following areas? - Top 2 Box Summary

Base: All respondents

	Total	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS	
		Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Public services as a whole	466 45%	250 48% B	215 41% B	74 41% B	110 49% B	113 54% CFG	88 39% B	81 39% B	148 41% B	148 48% B	170 45% B	158 56% LM	237 44% M	72 32% B	357 49% O	109 34% B
Management of Covid-19	431 41%	234 45% B	197 38% B	62 34% B	95 42% B	103 49% CF	85 38% B	87 42% B	154 43% B	129 42% B	148 39% B	153 55% LM	210 39% M	67 30% B	327 45% O	105 33% B
Public transport	454 44%	233 45% B	220 42% B	84 46% B	110 49% FG	106 51% FG	81 36% B	73 36% B	156 44% B	116 38% B	181 48% I	158 56% LM	211 39% B	85 37% B	330 45% B	124 39% B
Borders, international travel & customs	335 32%	210 40% B	125 24% B	69 38% FG	91 40% FG	83 40% FG	53 24% B	39 19% B	119 33% B	92 30% B	124 33% B	127 45% LM	163 30% M	45 20% B	264 36% O	71 22% B
GP & community healthcare services	448 43%	262 51% B	185 35% B	81 45% B	104 46% B	106 50% FG	83 37% B	74 36% B	151 42% B	129 42% B	168 44% B	159 57% LM	221 41% M	68 30% B	343 47% O	105 33% B
Hospital services	514 49%	277 53% B	237 45% B	88 49% B	109 49% B	116 55% B	101 45% B	100 49% B	173 48% B	154 50% B	186 49% B	163 58% LM	254 47% B	97 42% B	378 52% O	135 43% B
Mental health services	326 31%	197 38% B	128 24% B	58 32% FG	90 40% FG	93 44% CFG	45 20% B	40 20% B	114 32% B	87 28% B	124 33% B	127 45% LM	152 28% B	48 21% B	263 36% O	63 20% B
Social/aged care services	344 33%	199 38% B	144 28% B	70 39% FG	97 43% FG	87 41% FG	54 24% B	37 18% B	128 36% B	99 32% B	118 31% B	119 42% LM	170 32% B	56 24% B	268 37% O	76 24% B
Schools	483 46%	260 50% B	222 43% B	73 40% B	114 51% G	118 56% CG	103 46% B	76 37% B	170 47% B	135 44% B	178 47% B	168 60% LM	231 43% B	84 37% B	367 51% O	116 37% B
Post-18 education (universities and colleges)	433 41%	241 47% B	191 37% B	76 42% G	109 48% FG	105 50% FG	81 36% B	63 31% B	154 43% B	115 38% B	164 43% B	155 55% LM	209 39% M	69 30% B	335 46% O	99 31% B
Policing	423 40%	231 44% B	191 37% B	67 37% B	105 47% FG	106 50% CFG	80 36% B	65 32% B	139 39% B	125 41% B	158 42% B	155 55% LM	203 38% M	65 28% B	329 45% O	93 29% B
Prisons, parole and probation	308 29%	185 36% B	122 23% B	61 34% FG	90 40% FG	71 34% FG	50 22% B	36 18% B	114 32% B	87 28% B	107 28% B	120 43% LM	137 26% B	50 22% B	244 34% O	63 20% B
Immigration & asylum	268 26%	179 34% B	88 17% B	46 26% G	89 40% CFG	68 32% FG	46 20% G	19 10% B	95 27% B	67 22% B	105 28% B	113 40% LM	120 22% M	35 15% B	221 30% O	47 15% B
Defence & the armed forces	458 44%	254 49% B	203 39% B	70 39% B	108 48% B	100 48% B	89 40% B	91 44% B	147 41% B	140 46% B	171 45% B	150 54% LM	221 41% B	86 38% B	333 46% B	125 39% B
Social security, welfare & job support	359 34%	211 41% B	147 28% B	59 33% G	111 50% CFG	83 40% FG	63 28% B	43 21% B	122 34% B	94 31% B	143 38% B	129 46% LM	177 33% M	53 23% B	287 39% O	72 23% B
Housing	320 31%	200 39% B	119 23% B	55 30% G	89 39% FG	81 39% FG	56 25% B	39 19% B	122 34% B	85 28% B	113 30% B	116 42% LM	148 28% B	55 24% B	249 34% O	70 22% B
Waste & refuse service	512 49%	282 54% B	230 44% B	72 40% G	114 51% FG	109 52% C	110 49% C	107 52% C	180 50% B	157 51% B	175 46% B	159 57% LM	256 48% B	98 43% B	379 52% O	133 42% B
Net : Any Healthcare services	615 59%	336 65% B	279 53% B	109 61% B	137 61% G	136 65% G	124 55% B	109 54% B	208 58% B	182 59% B	226 60% B	195 70% LM	309 58% M	111 49% B	457 63% O	158 50% B
Net : Any education	564 54%	302 58% B	260 50% B	98 54% G	129 58% G	135 64% FG	114 51% B	87 42% B	198 55% B	157 51% B	209 55% B	188 67% LM	278 52% M	97 43% B	426 59% O	138 44% B

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied

Q001. How satisfied are you with public services in each of the following areas? - Mean Score Summary

Base: All respondents

	Total	GENDER		AGE					REGION			SOCIAL CLASS			WORKING STATUS	
		Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	1044	519	522	183	224	209	225	203	321	324	399	335	422	287	720	324
Weighted Base	1044	519	523	181	225	210	224	204	359	307	379	280	536	228	727	317
Public services as a whole	3.34	3.4	3.28	3.33	3.47	3.55	3.24	3.11	3.28	3.39	3.36	3.55	3.28	3.2	3.43	3.12
					FG	FG						LM			O	
Management of Covid-19	3.13	3.26	3.01	3.1	3.15	3.26	2.98	3.16	3.19	3.07	3.12	3.44	3.05	2.94	3.22	2.93
		B				F						LM			O	
Public transport	3.31	3.36	3.26	3.43	3.48	3.42	3.13	3.09	3.31	3.16	3.43	3.5	3.24	3.23	3.36	3.18
				FG	FG	FG					I	LM			O	
Borders, international travel & customs	3.02	3.19	2.84	3.28	3.31	3.19	2.78	2.52	3.01	2.91	3.11	3.37	2.93	2.78	3.14	2.72
		B		FG	FG	FG	G				I	LM			O	
GP & community healthcare services	3.19	3.43	2.95	3.35	3.3	3.38	3.02	2.91	3.14	3.18	3.23	3.53	3.14	2.85	3.3	2.9
		B		FG	FG	FG						LM	M		O	
Hospital services	3.34	3.47	3.22	3.35	3.42	3.45	3.22	3.27	3.32	3.28	3.41	3.52	3.3	3.22	3.41	3.17
		B										LM			O	
Mental health services	2.96	3.17	2.74	2.94	3.17	3.22	2.71	2.67	2.96	2.83	3.04	3.3	2.9	2.63	3.12	2.56
		B			FG	FG						LM	M		O	
Social/aged care services	3.03	3.2	2.87	3.33	3.39	3.22	2.79	2.45	3.07	2.96	3.06	3.27	2.96	2.9	3.15	2.75
		B		FG	FG	FG	G					LM			O	
Schools	3.36	3.46	3.27	3.25	3.45	3.6	3.31	3.16	3.4	3.31	3.38	3.62	3.29	3.2	3.48	3.09
		B			G	CFG						LM			O	
Post-18 education (universities and colleges)	3.38	3.48	3.27	3.31	3.48	3.56	3.3	3.19	3.41	3.3	3.4	3.63	3.33	3.18	3.48	3.13
		B			G	FG						LM			O	
Policing	3.16	3.23	3.09	3.15	3.39	3.42	3.06	2.77	3.1	3.12	3.26	3.49	3.11	2.87	3.3	2.84
				G	FG	FG	G					LM	M		O	
Prisons, parole and probation	3.04	3.18	2.89	3.21	3.3	3.18	2.8	2.7	3.08	2.93	3.09	3.4	2.93	2.82	3.16	2.76
		B		FG	FG	FG						LM			O	
Immigration & asylum	2.74	2.96	2.52	2.93	3.19	2.97	2.54	2.08	2.74	2.58	2.88	3.11	2.64	2.5	2.87	2.46
		B		FG	FG	FG	G				I	LM			O	
Defence & the armed forces	3.38	3.45	3.32	3.28	3.48	3.43	3.37	3.31	3.32	3.35	3.46	3.53	3.34	3.27	3.42	3.28
												LM				
Social security, welfare & job support	3.08	3.24	2.92	3.07	3.43	3.29	2.86	2.7	3.06	3.02	3.15	3.4	3.03	2.79	3.22	2.73
		B		G	CFG	FG						LM	M		O	
Housing	2.97	3.15	2.8	2.99	3.16	3.15	2.82	2.73	3.02	2.98	2.93	3.26	2.89	2.79	3.05	2.78
		B		G	FG	FG						LM			O	
Waste & refuse service	3.39	3.51	3.27	3.35	3.47	3.43	3.3	3.4	3.41	3.4	3.37	3.56	3.34	3.28	3.45	3.26
		B										LM			O	

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied

Q008. Which of the following best describes the organisation you work for?

Base: All workers

	GENDER			AGE					REGION			SOCIAL CLASS			WORKING STATUS	
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	North	Midlands	South	High	Mid	Low	Working	Non Working
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Unweighted Base	703	390	313	82	185	168	162	106	198	217	288	268	313	122	692	11
Weighted Base	711	394	317	80	189	171	163	108	224	204	283	227	389	95	698	12
Public Sector	244 34%	124 31%	120 38%	30 38% *	54 28%	55 32%	58 36%	47 43% D*	84 38%	68 33%	92 33%	77 34%	137 35%	31 32%	241 35%	3 22% **
Private Sector – delivering Government/Public services	138 19%	90 23% B	48 15%	7 9% *	52 27% CG	43 25% CG	28 17%	9 9% *	41 18%	39 19%	58 21%	48 21%	77 20%	14 14%	136 19%	2 19% **
Private Sector – not delivering government services	252 35%	152 38%	100 32%	23 29% *	64 34%	50 29%	64 40%	50 47% CE*	78 35%	77 38%	97 34%	82 36%	136 35%	34 35%	249 36%	3 24% **
Charity	27 4%	10 3%	17 5%	5 7% *	9 5%	6 4%	5 3%	1 1% *	8 4%	9 4%	10 4%	7 3%	18 5%	3 3%	27 4%	- - **
Don't know	50 7%	18 5%	32 10% A	15 18% DFG*	11 6%	16 9%	7 5%	- * *	12 5%	12 6%	26 9%	14 6%	22 6%	14 15% KL	45 7%	4 35% **

Overlap formula used - Column Means: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) - Column Proportions: Columns Tested (5%): A/B, C/D/E/F/G, H/I/J, K/L/M, N/O, P/Q/R/S Minimum Base: 30 (**), Small Base: 100 (*) Continuity correction applied



FIELDWORK : 26/8/2021 - 30/8/2021