

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 1

Q1. Thinking about public services overall, do you think they have got better or worse in the last five years, or have they stayed the same?
Base: All UK adults, age 16+

	Total (z)	Gender		Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Got much better	43 1%g hjp	22 1% hjp	20 1% hjp	18 2%z dfigh	3 * fgh	7 1% fgh	5 1% fgh	3 * fgh	2 * fgh	4 1% fgh	20 * fgh	22 3%z j	12 * fgh	29 1% fgh	8 * fgh	30 1% fgh	21 1% fgh	1 * fgh	10 2%z pq	9 1% fgh	7 * fgh	5 * fgh	2 * fgh	36 1% fgh
Got a little better	324 6% fghij np	139 5% fghij np	183 6% fghij np	108 14% zdefg hi	64 7% fghi	46 5% h	36 4% h	32 3% f	16 2% f	21 3% f	233 5% f	82 10% zj	128 5% f	196 6% f	64 4% f	254 6% zn	201 5% f	50 6% f	44 8% p	63 5% f	92 5% f	84 7% f	23 4% f	243 4% f
Stayed the same	921 16% bghj np	473 17% bghj np	440 15% bghj np	175 22% zefg hi	179 19% fghi	154 16% gh	131 14% f	107 12% f	91 13% f	83 13% f	713 14% f	196 25% zj	394 16% f	517 16% f	220 13% f	692 17% zn	597 14% f	153 20% zp	107 19% p	219 18% zuv	274 16% f	177 14% f	60 12% f	789 13% f
Got a little worse	1982 34% ekn	916 33% ekn	1053 35% ekn	278 36% f	280 29% f	285 30% f	316 34% f	321 35% de	270 38% zde	231 36% de	1751 35% zk	216 27% f	808 32% f	1168 38% z	551 32% f	1413 35% zn	1432 34% f	248 32% f	198 34% f	414 34% f	558 33% f	413 32% f	170 34% f	2003 34% f
Got much worse	2505 43% ckmo r	1225 44% ckmo r	1254 42% ckmo r	175 22% f	413 43% c	429 46% c	421 46% c	444 48% zc	328 46% zc	294 46% c	2211 44% zk	268 33% f	1143 46% zm	1350 41% f	886 51% zo	1597 39% f	1901 45% zqr	308 40% f	204 35% f	487 40% f	734 44% f	599 47% zs	245 49% zs	2715 46% f
Don't know	99 2% h lpt u	35 1% h lpt u	56 2% h lpt u	26 3% h	14 1% f	16 2% f	14 1% f	14 2% f	7 1% f	8 1% f	74 1% f	15 2% f	22 1% f	64 2% f	20 1% f	69 2% f	47 1% f	16 2% f	14 2% f	22 2% u	16 1% f	7 1% f	2 * f	89 2% f
Got better	367 6% fghij np	161 6% fghij np	203 7% fghij np	126 16% zdefg hi	68 7% fghi	54 6% h	42 5% h	34 4% f	18 3% f	25 4% f	253 5% f	104 13% zj	139 6% f	225 7% f	73 4% f	284 7% zn	222 5% f	51 7% f	54 9% zp	72 6% f	100 6% f	90 7% f	25 5% f	279 5% f
Got worse	4487 76% ckmo r	2141 76% ckmo r	2306 77% ckmo r	454 58% f	693 73% c	715 76% c	738 80% zcd	765 83% zcde	598 84% zcde	525 82% zcde	3962 79% zk	484 61% f	1951 78% f	2518 76% f	1438 82% zo	3009 74% f	3332 79% zqr	557 72% f	402 70% f	901 74% f	1292 77% f	1012 79% s	415 83% zst	4718 80% f
NET Favourable: got better - got worse	-70%	-70%	-70%	-42%	-66%	-70%	-75%	-79%	-81%	-78%	-74%	-47%	-72%	-69%	-78%	-67%	-74%	-65%	-60%	-68%	-71%	-72%	-78%	-76%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



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Table 2

Q1. Thinking about public services overall, do you think they have got better or worse in the last five years, or have they stayed the same?
Base: All UK adults, age 16+

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
Got much better	43 1% ruv	37 1%	3 1%	1 *	2 1%	12 1%	3 *	22 1%	1 1%	9 1% kn	1 *	- -	3 1%	7 1% n	1 *	1 *	13 2% zkno	41 1% r	2 *	17 1% zuv	15 1% uv	2 *	2 *	6 1%	36 1%	
Got a little better	324 6% r	287 6%	17 3%	11 4%	9 6%	75 6%	66 7%	146 6%	12 5%	35 5%	28 6%	32 7% o	35 7%	25 5%	42 5%	18 4%	60 8% zo	287 6% zr	37 3%	78 7% v	74 6%	58 5%	49 4%	65 6%	243 4%	
Stayed the same	921 16% crw	810 16% zbc	60 12%	28 10%	23 14%	237 17%	141 15%	432 16%	33 14%	125 19% zm	79 16%	65 15%	76 15%	75 14%	129 16%	83 16%	145 19%	756 16% r	165 14%	224 19% zvw	179 15%	199 17% w	165 14%	154 13%	789 13%	
Got a little worse	1982 34% qs	1660 34%	174 35%	98 35%	50 31%	445 33%	324 34%	890 34%	85 36%	202 31%	159 33%	142 33%	182 35%	197 36%	275 34%	181 36%	236 31%	1527 33% zq	456 37% zq	344 29%	394 33%	395 34%	425 36% s	424 36% s	2003 34%	
Got much worse	2505 43% a	2063 42%	226 46%	141 50% za	75 46%	569 42%	386 41%	1108 42%	103 44%	266 41%	200 42%	178 41%	208 40%	239 43%	361 45%	218 43%	290 38%	1962 42% 44%	543 44%	479 41%	501 42%	503 43%	513 44%	509 43%	2715 46%	
Don't know	99 2% n	81 2%	12 2%	3 1%	3 2%	25 2%	23 2%	33 1%	1 *	12 2% n	12 3% n	13 3% n	10 2% n	7 1%	2 *	9 2% n	15 2% n	80 2% n	18 1%	26 2%	19 2%	18 2%	17 1%	18 2%	89 2%	
Got better	367 6% orv	324 7%	20 4%	11 4%	12 7%	87 6%	70 7%	167 6%	14 6%	44 7%	29 6%	32 7% o	38 7% o	32 6%	43 5%	19 4%	73 10% zno	328 7% zr	39 3%	95 8% zuv	89 8% uv	60 5%	51 4%	71 6%	279 5%	
Got worse	4487 76% aipq s	3722 75%	400 81% za	239 85% zad	125 77%	1015 74%	710 75%	1998 76%	187 80% p	468 72%	359 75%	320 74%	390 76%	436 79% ip	636 78% ip	399 78% p	526 69%	3488 75% zq	999 82% zq	822 70%	896 76% s	898 76% s	938 80% zst	933 79% zs	4718 80%	
NET Favourable: got better - got worse	-70%	-69%	-77%	-81%	-70%	-68%	-68%	-70%	-74%	-65%	-69%	-67%	-69%	-73%	-73%	-75%	-60%	-68%	-79%	-62%	-68%	-71%	-76%	-73%	-76%	

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Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



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Table 3

Q1. Thinking about public services overall, do you think they have got better or worse in the last five years, or have they stayed the same?
Base: All UK adults, age 16+

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Got much better	43 1% ^c	1 *	8 1%	1 *	8 2% ^{cg}	5 2% ^{acfg}	2 *	2 *	15 2% ^{zacfg}	10 1%	18 1%	3 *	5 1%	28 1%	8 1%	9 1%	7 *	- -	36 1%
Got a little better	324 6% ^{cpq}	27 4%	36 4%	34 4%	56 11% ^{zabcfgh}	26 10% ^{zabcg}	47 6% ^c	48 5%	47 6%	84 5%	119 5%	42 5%	34 6%	203 5%	76 5%	78 5% ^q	52 4% ^q	6 1%	243 4%
Stayed the same	921 16% ^{fimpq}	88 14%	140 15%	140 15%	97 18% ^f	42 17%	100 13%	178 18% ^f	133 16%	208 12%	310 14%	138 16% ⁱ	113 20% ^{zljmn}	518 14%	251 18% ^{zjlm}	292 19% ^{zpq}	126 9%	43 11%	789 13%
Got a little worse	1982 34% ^p	236 39% ^{zgh}	300 33%	378 40% ^{zbd fgh}	167 32%	78 31%	263 33%	313 31%	245 30%	582 35%	714 33%	288 35%	194 34%	1297 34%	482 34%	571 36% ^{zp}	415 30%	139 34%	2003 34%
Got much worse	2505 43% ^{dln}	257 42%	401 44% ^d	393 41%	190 36%	91 36%	368 47% ^{zcde}	439 44% ^d	363 45% ^d	776 47% ^{zklm}	975 45% ^{zln}	346 41%	211 37%	1751 46% ^{zln}	557 40%	612 39%	783 56% ^{zo}	220 53% ^{zo}	2715 46%
Don't know	99 2% ^{imop}	4 1%	21 2%	10 1%	10 2%	7 3%	10 1%	27 3% ^{zac}	10 1%	5 *	28 1% ^{im}	18 2% ^{im}	11 2% ^{im}	33 1% ⁱ	29 2% ^{im}	14 1%	10 1%	4 1%	89 2%
Got better	367 6% ^{cpq}	28 5%	44 5%	36 4%	64 12% ^{zabcfgh}	31 13% ^{zabcfgh}	49 6% ^c	50 5%	63 8% ^c	94 6%	137 6%	45 5%	40 7%	231 6%	85 6%	86 5% ^q	59 4% ^q	6 1%	279 5%
Got worse	4487 76% ^{dln}	494 81% ^{zdegh}	701 77% ^{de}	771 81% ^{zdegh}	357 68%	169 68%	631 80% ^{zdegh}	752 75% ^d	609 75% ^d	1358 82% ^{zjklm}	1689 78% ^{ln}	634 76%	405 71%	3048 80% ^{zjln}	1039 74%	1183 75%	1198 86% ^{zo}	359 87% ^{zo}	4718 80%
NET Favourable: got better - got worse	-70%	-76%	-72%	-77%	-56%	-55%	-74%	-70%	-67%	-76%	-72%	-71%	-64%	-74%	-68%	-70%	-82%	-86%	-76%

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Overlap formulae used. * small base



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Table 4

Q2. What are the main reasons why you believe public services have worsened?
Base: All who said public services had got worse

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				
											White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)			Graduates (Degree/ Master/ PhD/ above) (n)		Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)				Working full-time (l)	Not working full-time (m)		Non-graduates (o)								Unwtd Total
4718	2268	2413	174	347	615	805	1164	1081	532		4383	288	1804	2897	1536	3141	3759	421	409	1111	1455	967	371	4718
4487	2141	2306	454	693	715	738	765	598	525		3962	484	1951	2518	1438	3009	3332	557	402	901	1292	1012	415	4718
2024	1112	881	186	367	365	328	350	238	191		1785	216	985	1032	817	1202	1514	274	158	350	612	541	188	2049
45%bhim ors	52%zb	38%	41%	53%zcfgh hi	51%zcfgh hi	44%i	46%hi	40%	36%		45%	45%	50%zm	41%	57%zo	40%	45%	49%r	39%	39%	47%st	53%zstv	45%	43%
1808	804	988	200	360	289	298	272	216	173		1566	230	844	959	584	1214	1301	239	183	384	487	413	155	1796
40%aghi jmnt	38%	43%za	44%i	52%zefgh hi	40%i	40%i	36%	36%	33%		40%	48%zj	43%zm	38%	41%	40%	39%	43%	45%p	43%t	38%	41%	37%	38%
1734	833	888	148	212	243	279	341	285	225		1550	168	705	1024	466	1252	1312	207	135	363	510	349	162	1931
39%deln u	39%	38%	33%	31%	34%	38%df	45%zcde f	48%zcde f	43%cde		39%z	35%	36%	41%zl	32%	42%zn	39%	37%	34%	40%u	39%u	34%	39%	41%
1451	625	818	188	237	237	223	236	175	155		1270	169	636	810	469	966	1084	165	141	292	426	317	131	1480
32%ah i	29%	35%za	41%zfgh i	34%	33%	30%	31%	29%	29%		32%	35%	33%	32%	33%	32%	33%	30%	35%	32%	33%	31%	32%	31%
1404	691	699	142	266	288	230	203	136	140		1214	178	700	700	575	818	1056	187	103	211	410	401	148	1356
31%ghij mors	32%	30%	31%h	38%zfgh i	40%zcfgh hi	31%gh	26%	23%	27%		31%	37%	36%zm	28%	40%zo	27%	32%r	34%r	26%	23%	32%st	40%zst	36%st	29%
1227	514	705	166	171	195	208	193	159	135		1100	115	492	726	374	838	907	147	118	228	350	288	112	1269
27%ai ghi	24%	31%za	37%zdef ghi	25%	27%	28%	25%	27%	26%		28%z	24%	25%	29%zl	26%	28%	27%	26%	29%	25%	27%	28%	27%	27%
1037	469	562	76	135	123	177	193	168	164		962	69	427	609	384	645	826	101	66	197	321	252	108	1148
23%ekoq r	22%	24%	17%	19%	17%	24%e	25%cde	28%zcde	31%zcddefg		24%zk	14%	22%	24%	27%zo	21%	25%zqr	18%	16%	22%	25%	25%	26%	24%
753	355	397	44	63	95	117	160	133	141		689	56	265	481	137	609	565	84	82	203	205	127	51	865
17%cddek inu	17%	17%	10%	9%	13%	16%df	21%zcde f	22%zcde f	27%zcddefg		17%zk	12%	14%	19%zl	10%	20%zn	17%	15%	20%	23%ztuv	16%	13%	12%	18%
546	296	249	23	50	88	92	122	101	70		495	48	225	319	110	425	405	62	57	134	167	104	46	638
12%bcdn lacz	14%zb	11%	5%	7%	12%cd	13%cd	16%zcde f	17%zcde f	13%cd		12%z	10%	12%	13%	8%	14%zn	12%	11%	14%	15%zu	13%	10%	11%	14%
366	177	181	24	48	63	60	59	55	56		291	64	130	233	75	286	262	52	37	97	98	39	52	376
8%inu j	8%	8%	5%	7%	9%	8%	8%	9%	11%zc		7%	13%zj	7%	9%zl	5%	10%zn	8%	9%	9%	11%ztu	8%u	4%	13%ztu	8%
273	147	123	28	25	31	49	52	37	51		252	18	111	161	81	190	196	44	23	68	69	61	27	420
6%	7%	5%	6%	4%	4%	7%df	7%de	6%	10%zdeh		6%z	4%	6%	6%	6%	6%	6%	8%	6%	8%	5%	6%	7%	9%
141	76	61	18	22	26	29	19	18	9		129	10	59	81	53	87	103	17	13	25	39	36	12	148
3%	4%	3%	4%	3%	4%	4%ai	2%	3%	2%		3%	2%	3%	3%	4%	3%	3%	3%	3%	3%	3%	4%	3%	3%
18	5	13	9	1	4	2	1	1	1		13	5	2	16	4	14	8	3	3	3	*	1	-	16
*jiprt	*	1%	2%zfgh	*	1%	*	*	*	*		*	1%	*	1%zl	*	*	*	*	1%	*	*	*	-	*

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Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base

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Table 5

Q2. What are the main reasons why you believe public services have worsened?

Base: All who said public services had got worse

	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
	Total (z)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)	
Unweighted Total	4718	3358	429	467	464	958	675	1725	189	412	357	327	348	391	546	430	358	3470	1248	813	970	959	990	986	4718
Weighted Total	4487	3722	400	239	125	1015	710	1998	187	468	359	320	390	436	636	399	526	3488	999	822	896	898	938	933	4718
Policies implemented by the UK Government	2024	1720	165	97	42	485	325	909	87	241	158	155	171	172	297	183	258	1617	407	382	420	409	404	409	2049
	45%dmr	46%zd	41%	41%	34%	48%	46%	46%	47%	51%zm	44%	48%am	44%	39%	47%	46%	49%mp	46%zr	41%	46%	47%	46%	43%	44%	43%
Rising costs of providing services due to inflation	1808	1508	157	92	51	404	325	780	73	176	155	136	189	185	234	148	213	1410	399	325	351	381	375	377	1796
	40%	41%	39%	38%	41%	40%	46%zeg	39%	39%	38%	43%	42%	48%zino	43%	37%	37%	40%	40%	40%	39%	39%	42%	40%	40%	38%
Poor management within public sector organisations	1734	1465	129	85	55	375	282	808	63	164	149	123	159	174	299	158	177	1304	430	291	332	355	383	373	1931
	39%bq	39%b	32%	36%	44%zbc	37%	40%	40%	34%	35%	41%	38%	41%	40%	47%zhik	40%	34%	37%	43%zq	35%	37%	40%	41%	40%	41%
Lack of staff	1451	1224	118	62	47	372	223	628	75	176	121	88	135	143	184	134	166	1124	327	290	261	293	321	287	1480
	32%cc	33%cc	29%	26%	38%zbc	37%zg	31%	31%	40%zkn	37%zkn	34%	28%	35%	33%	29%	34%	32%	32%	33%	35%t	29%	33%	34%t	31%	31%
The effect of Brexit	1404	1164	142	65	33	305	197	661	58	150	97	112	85	125	203	126	208	1109	295	241	290	293	280	300	1356
	31%cl	31%	35%cd	27%	27%	30%	28%	33%ff	31%cl	32%cl	27%	35%cl	22%	29%	32%cl	32%cl	39%zjlm	32%	30%	29%	32%	33%	30%	32%	29%
The impact of the Covid-19 pandemic	1227	1010	114	66	37	286	181	543	60	121	106	81	100	145	159	100	138	943	284	219	245	242	262	259	1269
	27%	27%	29%	27%	30%	28%	25%	27%	32%	26%	29%	25%	26%	33%zino	25%	25%	26%	27%	28%	27%	27%	27%	28%	28%	27%
Increased demand due to population changes such as an aging population	1037	888	75	49	25	210	151	527	39	99	73	69	82	115	166	122	124	786	250	131	204	197	241	264	1148
	23%as	24%	19%	20%	20%	21%	21%	26%zef	21%	21%	20%	22%	21%	26%	26%	31%zhij	23%kl	23%	25%	16%	23%ss	22%ss	26%ss	28%zstu	24%
The impact of immigration	753	646	49	34	24	196	141	310	36	88	72	62	78	81	106	57	65	591	162	158	162	135	162	137	865
	17%bp	17%b	12%	14%	19%b	19%g	20%g	16%	19%	19%p	20%p	20%p	20%p	19%p	17%	14%	12%	17%	16%	19%w	18%	15%	17%	15%	18%
Policies implemented by local councils	546	436	67	32	11	113	103	219	21	45	48	47	57	52	77	45	45	432	114	118	110	110	107	101	638
	12%dp	12%	17%zad	13%	8%	11%	15%g	11%	11%	10%	13%	15%p	15%p	12%	12%	11%	8%	12%	11%	14%	12%	12%	11%	11%	14%
Poor quality of frontline staff	366	320	25	13	8	80	65	176	16	37	27	32	33	29	64	26	58	293	73	77	77	60	73	78	376
	8%cc	9%cc	6%	5%	6%	8%	9%	9%	8%	8%	8%	10%	8%	7%	10%	7%	11%	8%	7%	9%	9%	7%	8%	8%	8%
Policies implemented by devolved governments e.g. Scottish, Welsh governments, Northern Ireland Executive	273	95	100	54	24	20	21	54	3	11	6	7	13	15	11	6	23	206	67	45	57	45	64	62	420
	6%aaefgh	3%	25%za	22%za	19%za	2%	3%	3%	2%	2%	2%	2%	3%	3%	2%	1%	4%o	6%	7%	5%	6%	5%	7%	7%	9%
Another reason	141	112	16	9	5	29	17	66	4	15	11	9	8	12	17	21	16	106	35	26	23	35	29	27	148
	3%	3%	4%	4%	4%	3%	2%	3%	2%	3%	3%	3%	2%	3%	3%	5%zl	3%	3%	4%	3%	3%	4%	3%	3%	3%
Don't know	18	15	-	2	1	6	3	6	-	4	2	-	3	-	-	6	-	10	8	6	5	2	2	2	16
	*q	*	-	1%	1%b	1%	*	*	-	1%n	1%	-	1%	-	-	2%zmp	-	*	1%q	1%	1%	*	*	*	*

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w

Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 6

Q2. What are the main reasons why you believe public services have worsened?

Base: All who said public services had got worse

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	4718	426	689	933	239	122	747	1022	537	1484	1742	689	472	3226	1161	1334	1161	383	4718
Weighted Total	4487	494	701	771	357	169*	631	752	609	1358	1689	634	405	3048	1039	1183	1198	359	4718
Policies implemented by the UK Government	2024	201	353	328	164	91	270	331	285	689	776	243	159	1465	402	268	807	214	2049
	45%kino	41%	50%zacfg	43%	46%	54%acf	43%	44%	47%	51%zjkl	46%klm	38%	39%	48%zjkl	39%	23%	67%zoq	60%zo	43%
Rising costs of providing services due to inflation	1808	198	295	300	155	72	253	291	243	526	678	258	173	1203	431	435	472	154	1796
	40%o	40%	42%	39%	43%	43%	40%	39%	40%	39%	40%	41%	43%	39%	41%	37%	39%	43%	38%
Poor management within public sector organisations	1734	223	243	322	132	41	225	310	237	495	684	269	165	1179	434	665	323	111	1931
	39%epq	45%zbef	35%	42%bef	37%e	24%	36%e	41%be	39%e	36%	40%	42%ai	41%	39%i	42%zi	56%zpq	27%	31%	41%
Lack of staff	1451	152	228	241	122	56	216	239	197	454	530	199	126	983	326	295	397	117	1480
	32%o	31%	33%	31%	34%	33%	34%	32%	32%	33%	31%	31%	31%	32%	31%	25%	33%o	33%o	31%
The effect of Brexit	1404	159	239	217	136	73	170	217	192	523	529	150	84	1052	234	138	578	159	1356
	31%fkino	32%	34%cf	28%	38%zcfg	43%zcfgh	27%	29%	32%	38%zjkl	31%klm	24%	21%	35%zjkl	23%	12%	48%zo	44%zo	29%
The impact of the Covid-19 pandemic	1227	145	200	213	92	43	161	211	161	373	459	167	114	831	281	363	279	96	1269
	27%p	29%	29%	28%	26%	25%	26%	28%	26%	27%	27%	26%	28%	27%	27%	31%zp	23%	27%	27%
Increased demand due to population changes such as an aging population	1037	143	146	192	70	41	138	207	99	351	406	145	75	756	220	338	243	103	1148
	23%hlp	29%zbdffh	21%	25%h	20%	24%	22%h	28%zbdffh	16%	26%zln	24%l	23%	18%	25%zln	21%	29%zp	20%	29%zp	24%
The impact of immigration	753	69	87	139	51	8	111	153	136	138	298	153	100	436	253	426	60	16	865
	17%beimpq	14%e	12%e	18%be	14%e	4%	18%be	20%zabe	22%zabde	10%	18%lm	24%zjlm	25%zjlm	14%i	24%zjlm	36%zpq	5%	4%	18%
Policies implemented by local councils	546	60	99	92	35	21	90	78	71	141	191	109	62	332	170	224	103	39	638
	12%imp	12%	14%	12%	10%	12%	14%g	10%	12%	10%	11%	17%zjlm	15%im	11%	16%zjlm	19%zpq	9%	11%	14%
Poor quality of frontline staff	366	55	48	42	48	15	45	59	53	97	117	70	41	213	112	146	52	11	376
	8%cmpq	11%zbcf	7%	5%	14%zbcfg	9%	7%	8%	9%	7%	7%	11%zjlm	10%lm	7%	11%zjlm	12%zpq	4%	3%	8%
Policies implemented by devolved governments e.g. Scottish, Welsh governments, Northern Ireland Executive	273	10	40	59	18	8	79	49	9	77	101	42	19	178	61	87	50	19	420
	6%ahp	2%	6%ah	8%ah	5%h	4%	13%zabodegh	7%ah	2%	6%	6%	7%	5%	6%	6%	7%zp	4%	5%	9%
Another reason	141	10	19	34	12	7	21	23	15	50	47	13	13	98	27	30	36	7	148
	3%	2%	3%	4%	3%	4%	3%	3%	2%	4%	3%	2%	3%	3%	3%	3%	3%	2%	3%
Don't know	18	-	1	7	-	-	1	2	8	1	10	*	2	11	2	*	2	-	16
	*io	-	*	1%	-	-	*	*	1%zabg	*	1%i	*	*	i	*	*	*	-	*

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 7

Q3. The following are a selection of words that people have used to describe public services.

Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Under-funded	3984	1873	2077	475	700	686	645	622	472	384	3505	450	1806	2166	1317	2636	2940	531	340	779	1169	960	347	3986
	68%ci	67%	69%	61%	73%zcg	73%zcg	70%ci	68%ci	66%i	60%	70%zk	56%	72%zm	65%	75%zo	65%	70%zr	68%r	59%	64%	70%z	75%zst	69%	68%
Bureaucratic	1947	1035	899	88	186	306	351	420	330	267	1768	158	874	1069	702	1232	1566	198	118	391	573	481	200	2281
	33%bcdk	37%zb	30%	11%	19%c	33%cd	38%zcd	46%zcd	46%zcd	42%zcd	35%zk	20%	35%	32%	40%zo	30%	37%zqr	25%	20%	32%	34%	37%zs	40%zs	39%
Unaccountable	1605	845	748	143	177	241	257	293	253	241	1376	207	650	943	404	1189	1188	205	151	380	451	347	133	1772
	27%bcdn	30%zb	25%	18%	19%	26%cd	28%cd	32%zcd	35%zcd	38%zcd	28%	26%	26%	28%	23%	29%zn	28%z	26%	26%	31%ztu	27%	27%	26%	30%
Hardworking	1552	665	871	247	284	273	237	219	154	138	1353	187	709	841	563	979	1137	216	116	271	451	383	147	1468
	26%aghi	24%	29%za	32%ghi	30%ghi	29%ghi	26%h	24%	21%	22%	27%z	23%	28%zm	25%	32%zo	24%	27%r	28%r	20%	22%	27%z	31%zs	29%z	25%
Unresponsive	1449	783	657	192	247	257	222	218	166	147	1196	228	667	777	449	998	1012	212	146	314	423	309	148	1411
	25%bjm	28%zb	22%	25%	26%	27%	24%	24%	23%	23%	24%	28%	27%zm	23%	26%	25%	24%	27%	25%	26%	25%	24%	29%z	24%
Infuriating	1357	640	704	200	241	213	220	217	146	120	1181	165	600	750	327	1020	971	188	136	273	394	270	111	1328
	23%hin	23%	23%	26%i	25%i	23%	24%i	24%i	20%	19%	24%z	21%	24%	23%	19%	25%zn	23%	24%	24%	23%	23%	21%	22%	23%
Faceless	982	470	506	79	98	119	142	198	186	160	861	114	366	611	257	713	770	94	83	207	307	182	84	1099
	17%cdel	17%	17%	10%	10%	13%	15%cd	22%zcd	26%zcd	25%zcd	17%z	14%	15%	18%zl	15%	18%zn	18%zq	12%	14%	17%	18%u	14%	17%	19%
Keen to help	611	263	341	97	123	104	95	72	55	64	510	96	250	358	206	396	432	83	57	120	144	157	59	553
	10%ght	9%	11%za	12%gh	13%gh	11%gh	10%h	8%	8%	10%	10%	12%	10%	11%	12%	10%	10%	11%	10%	10%	9%	12%t	12%	9%
Friendly	592	266	318	153	111	70	71	68	59	60	463	120	222	367	119	458	380	85	78	162	162	112	35	531
	10%efgh	9%	11%	20%zdef	12%efg	7%	8%	7%	8%	9%	9%	15%zj	9%	11%zl	7%	11%zn	9%	11%	14%zp	13%ztuv	10%	9%	7%	9%
Good value for money	291	144	144	57	57	51	40	32	21	33	231	60	117	171	93	197	191	47	36	71	80	61	24	246
	5%ghjp	5%	5%	7%gh	6%gh	5%gh	4%	3%	3%	5%h	5%	7%zj	5%	5%	5%	5%	5%	6%	6%	6%	5%	5%	5%	4%
Honest	234	143	88	52	58	36	27	24	24	13	172	61	99	133	79	153	150	23	27	45	45	59	32	191
	4%bglij	5%zb	3%	7%zfgi	6%zfgi	4%	3%	3%	3%	2%	3%	8%zj	4%	4%	4%	4%	4%	3%	5%	4%	3%	5%t	6%zst	3%
Efficient	186	79	107	41	34	30	24	25	13	19	130	52	55	131	35	151	99	33	24	60	34	31	16	161
	3%hijlp	3%	4%	5%h	4%	3%	3%	3%	2%	3%	3%	6%zj	2%	4%zl	2%	4%zn	2%	4%p	4%p	5%ztu	2%	2%	3%	3%
Open	161	86	71	49	34	22	21	10	7	17	109	51	47	114	40	117	85	34	28	32	44	29	11	121
	3%ghjlp	3%	2%	6%zefgh	4%gh	2%h	2%gh	1%	1%	3%gh	2%	6%zj	2%	3%zl	2%	3%	2%	4%zp	5%zp	3%	3%	2%	2%	2%
Others	177	74	99	29	33	36	33	26	14	6	152	22	91	84	58	116	134	23	10	20	55	42	18	175
	3%hims	3%	3%	4%i	3%i	4%hi	4%hi	3%i	2%	1%	3%	3%	4%	3%	3%	3%	3%	3%	2%	2%	3%z	3%z	4%	3%
None of these	92	37	51	12	24	16	13	14	9	4	79	13	36	55	15	74	54	6	20	21	30	11	2	85
	2%np	1%	2%	1%	3%i	2%	1%	2%	1%	1%	2%	2%	1%	2%	1%	2%n	1%	1%	3%zpq	2%	2%	1%	*	1%
Don't know	130	49	75	25	33	15	25	13	7	12	90	29	38	75	17	97	49	22	34	29	23	9	1	107
	2%ghjln	2%	2%	3%h	3%gh	2%	3%gh	1%	1%	2%	2%	4%j	2%	2%	1%	2%n	1%	3%p	6%zpq	2%uv	1%	1%	*	2%

Fieldwork dates: 25th April - 1st May 2024

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Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 8

Q3. The following are a selection of words that people have used to describe public services.
Base: All UK adults, age 16+

	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
	Total (z)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)	
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875
Under-funded	3984	3320	355	194	115	903	641	1776	167	436	300	296	345	373	573	369	460	3114	869	733	777	845	810	818	3986
	68%jpqs	67%	72%	69%	71%	66%	68%	68%	71%p	67%	63%	69%p	67%	68%p	71%jp	72%zjp	61%	67%	71%zq	63%	66%	72%zst	69% s	70% s	68%
Bureaucratic	1947	1640	144	104	60	411	312	917	78	197	137	129	183	201	297	178	241	1485	462	318	388	390	411	441	2281
	33%eqs	33%	29%	37%b	37%b	30%	33%	35%e	33%	30%	29%	30%	36%	36%j	37%ij	35%	32%	32%	38%zq	27%	33% s	33% s	35% s	37% zs	39%
Unaccountable	1605	1345	136	77	48	365	252	729	55	176	134	95	157	153	227	139	210	1254	351	288	359	306	325	328	1772
	27%k	27%	28%	27%	29%	27%	27%	28%	23%	27%	28%	22%	30%k	28%	28%	27%	28%	27%	29%	25%	30% zs	26%	28%	28%	30%
Hardworking	1552	1293	138	81	39	360	216	717	68	175	117	116	100	147	226	158	187	1264	288	294	286	344	293	334	1468
	26%flr	26%	28%	29%	24%	26%	23%	27% f	29% l	27% l	24%	27% l	19%	27% l	28% l	31% zl	25%	27% r	24%	25%	24%	29% zt	25%	28%	25%
Unresponsive	1449	1252	106	56	35	345	255	652	54	166	125	97	157	125	210	105	213	1155	295	292	320	287	284	267	1411
	25% c	25% c	22%	20%	22%	25%	27%	25%	23%	26%	26%	23%	31% zkmo	23%	26%	21%	28% o	25%	24%	25%	27% kw	24%	24%	23%	24%
Infuriating	1357	1119	135	66	38	324	226	568	56	116	153	84	142	130	194	113	131	1057	300	258	287	252	278	282	1328
	23% lp	23%	27%	23%	23%	24%	24%	22%	24%	18%	32% zikmn	20%	28% ikp	24% lp	24% lp	22%	17%	23%	25%	22%	24%	21%	24%	24%	23%
Faceless	982	831	91	36	24	228	164	439	37	114	77	71	93	97	130	79	133	764	219	176	197	201	205	203	1099
	17% c	17%	18% c	13%	15%	17%	17%	17%	16%	18%	16%	17%	18%	18%	16%	15%	18%	16%	18%	15%	17%	17%	17%	17%	19%
Keen to help	611	523	50	23	15	139	84	300	21	74	44	47	37	62	109	56	73	500	111	113	125	132	109	132	553
	10% l	11%	10%	8%	9%	10%	9%	11%	9%	11%	9%	11%	7%	11%	13% zl	11%	10%	11%	9%	10%	11%	11%	9%	11%	9%
Friendly	592	499	43	27	23	145	96	258	25	76	44	56	40	56	72	47	83	482	110	135	107	124	115	110	531
	10%	10%	9%	10%	14% zabc	11%	10%	10%	11%	12%	9%	13% l	8%	10%	9%	9%	11%	10%	9%	12%	9%	11%	10%	9%	9%
Good value for money	291	255	19	8	8	87	40	127	18	44	25	18	22	24	33	28	43	240	51	80	69	43	50	50	246
	5%	5%	4%	3%	5%	6% z	4%	5%	8%	7%	5%	4%	4%	4%	4%	5%	6%	5%	4%	7% zuvw	6% u	4%	4%	4%	4%
Honest	234	204	19	6	5	59	38	107	9	31	19	22	16	28	35	22	22	191	44	44	30	51	54	55	191
	4% t	4%	4%	2%	3%	4%	4%	4%	4%	5%	4%	5%	3%	5%	4%	4%	3%	4%	4%	4%	4%	4%	5% t	5% t	3%
Efficient	186	161	11	6	8	47	35	79	10	15	22	27	9	19	16	9	35	159	27	50	39	29	34	33	161
	3% r	3%	2%	2%	5% zbc	3%	4%	3%	4%	2%	5% kno	6% kzino	2%	3%	2%	2%	5% kno	3%	2%	4%	3%	2%	3%	3%	3%
Open	161	135	12	10	4	39	26	71	4	22	13	17	9	17	14	12	28	133	27	53	30	33	18	27	121
	3% v	3%	2%	4%	2%	3%	3%	3%	2%	3%	3%	4% n	2%	3%	2%	2%	4%	3%	2%	5% ztlvw	3%	3%	2%	2%	2%
Others	177	151	12	7	7	42	25	83	9	12	21	14	11	15	22	22	25	139	38	31	29	41	28	48	175
	3%	3%	2%	3%	4%	3%	3%	3%	4%	2%	4%	3%	2%	3%	3%	4% l	3%	3%	3%	3%	2%	3%	2%	4%	3%
None of these	92	73	7	10	3	20	20	33	1	10	9	11	9	4	8	7	13	72	20	28	16	15	23	11	85
	2%	1%	1%	4% zab	2%	1%	2%	1%	*	2%	2%	3%	2%	1%	1%	1%	2%	2%	2%	2% w	1%	1%	2%	1%	1%
Don't know	130	110	13	5	2	36	25	49	1	22	12	11	14	12	9	4	24	106	24	49	34	19	15	14	107
	2% ovw	2%	3%	2%	1%	3%	3%	2%	1%	3% no	3%	3%	3% o	2%	1%	1%	3% no	2%	2%	4% zuvw	3% vw	2%	1%	1%	2%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 9

Q3. The following are a selection of words that people have used to describe public services.
Base: All UK adults, age 16+

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Under-funded	3984	433	637	663	316	147	555	679	549	1227	1508	553	354	2735	907	863	1151	346	3986
	68%delno	71%de	70%de	69%de	60%	59%	70%de	67%de	67%de	74%zjklmn	70%in	66%	62%	71%zjklmn	65%	55%	83%zo	84%zo	68%
Bureaucratic	1947	232	279	361	139	97	262	332	245	626	786	245	170	1413	415	688	439	172	2281
	33%dkn	38%zbdh	31%	38%zbdh	26%	39%de	33%	33%	30%	38%zklmn	36%zklmn	29%	30%	37%zklmn	30%	44%zpq	31%	42%zpq	39%
Unaccountable	1605	177	227	260	159	64	216	272	227	449	602	234	164	1051	398	647	253	93	1772
	27%pq	29%	25%	27%	30%	26%	27%	27%	28%	27%	28%	28%	29%	27%	28%	41%zpq	18%	23%	30%
Hardworking	1552	179	282	237	115	58	204	254	219	527	551	173	129	1077	301	239	515	132	1468
	26%kno	29%de	31%zcdfg	25%	22%	23%	26%	25%	27%	32%zjklmn	25%kn	21%	23%	28%zjklmn	21%	15%	37%zo	32%zo	25%
Unresponsive	1449	165	211	195	168	59	182	256	211	421	536	195	149	958	344	434	320	81	1411
	25%cq	27%de	23%	20%	32%zbcf	24%	23%	25%de	26%de	25%	25%	23%	26%	25%	25%	28%zpq	23%	20%	24%
Infuriating	1357	132	223	250	109	34	212	226	169	338	549	206	133	887	339	404	293	78	1328
	23%ei	22%	25%de	26%zeh	21%	14%	27%zeh	22%de	21%	20%	25%zim	25%ei	23%	23%ei	24%ei	26%zpq	21%	19%	23%
Faceless	982	93	138	172	102	39	119	182	136	280	353	171	94	632	264	384	172	66	1099
	17%p	15%	15%	16%	19%	16%	15%	16%	17%	17%	16%	20%zjm	16%	17%	19%z	24%zpq	12%	16%	19%
Keen to help	611	71	97	91	45	32	68	111	93	180	228	77	56	408	134	116	181	43	553
	10%o	12%	11%	10%	8%	13%	9%	11%	11%	11%	11%	9%	10%	11%	10%	7%	13%zo	10%	9%
Friendly	592	53	93	91	57	25	65	116	92	111	205	111	73	316	185	129	110	39	531
	10%imop	9%	10%	9%	11%	10%	8%	11%de	11%de	7%	9%im	13%zjm	13%ijm	8%ei	13%zjm	8%	8%	9%	9%
Good value for money	291	19	52	43	33	19	33	51	41	78	98	36	30	176	66	51	79	15	246
	5%o	3%	6%	5%	6%	8%a	4%	5%	5%	5%	5%	4%	5%	5%	5%	3%	6%o	4%	4%
Honest	234	26	48	22	20	16	23	52	27	77	66	27	22	143	49	39	66	18	191
	4%jo	4%	5%cf	2%	4%	6%de	3%	5%cf	3%	5%jm	3%	3%	4%	4%j	3%	3%	5%o	4%	3%
Efficient	186	12	26	20	35	9	19	35	29	29	53	39	25	82	64	44	42	6	161
	3%ijm	2%	3%	2%	7%zabcf	4%	2%	3%	4%	2%	2%	5%zjm	4%ijm	2%	5%zjm	3%	3%	1%	3%
Open	161	4	19	26	28	4	20	36	24	38	52	16	28	90	44	34	28	9	121
	3%am	1%	2%	3%a	5%zab	1%	3%a	4%a	3%a	2%	2%	2%	5%zjkm	2%	3%k	2%	2%	2%	2%
Others	177	17	29	34	10	10	24	23	28	55	73	19	17	128	37	39	49	9	175
	3%	3%	3%	4%	2%	4%	3%	2%	3%	3%	3%	2%	3%	3%	3%	2%	3%	2%	3%
None of these	92	6	7	15	7	2	15	22	18	14	28	16	17	42	33	30	8	4	85
	2%imp	1%	1%	2%	1%	1%	2%	2%	2%	1%	1%	2%	3%zjm	1%	2%zjm	2%p	1%	1%	1%
Don't know	130	7	21	16	19	9	18	22	18	10	42	20	11	52	30	26	13	6	107
	2%imp	1%	2%	2%	4%a	4%	2%	2%	2%	1%	2%im	2%ei	2%ei	1%ei	2%ei	2%	1%	2%	2%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 10

Q10. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- SUMMARY TABLE
Base: All UK adults, age 16+

	Your GP	NHS hospitals	Social care services for adults	Services and support for children and young people	Libraries	Provision of recycling facilities	Road maintenance and repairs	Local bus services	Train companies	The quality of your high street	Local sports/leisure facilities	Council housing	Local nursery schools/classes	Local primary schools	Local secondary schools	Employment and skills support for adults	Police	Courts
Unweighted Total	5875	5875	5875	5875	5875	5875	5875	5875	5875	5875	5875	5875	5875	5875	5875	5875	5875	5875
Weighted Total	5874	5874	5874	5874	5874	5874	5874	5874	5874	5874	5874	5874	5874	5874	5874	5874	5874	5874
Very satisfied	586 10%	299 5%	65 1%	76 1%	519 9%	625 11%	39 1%	359 6%	99 2%	159 3%	271 5%	75 1%	208 4%	314 5%	208 4%	65 1%	126 2%	63 1%
Fairly satisfied	1648 28%	1505 26%	440 7%	491 8%	1809 31%	2448 42%	397 7%	1738 30%	954 16%	1214 21%	1967 33%	354 6%	953 16%	1475 25%	1168 20%	617 10%	1205 21%	550 9%
Neither satisfied or dissatisfied	944 16%	992 17%	1651 28%	1630 28%	1828 31%	1153 20%	496 8%	1284 22%	1289 22%	1037 18%	1652 28%	1669 28%	1939 33%	1663 28%	1746 30%	2059 35%	1770 30%	2243 38%
Fairly dissatisfied	1464 25%	1866 32%	1327 23%	1150 20%	705 12%	1047 18%	1726 29%	1222 21%	1601 27%	1927 33%	1036 18%	994 17%	561 10%	610 10%	864 15%	1097 19%	1559 27%	764 13%
Very dissatisfied	1135 19%	1086 18%	933 16%	754 13%	268 5%	467 8%	3120 53%	747 13%	1490 25%	1414 24%	391 7%	1051 18%	242 4%	235 4%	404 7%	504 9%	905 15%	472 8%
Don't know/Not applicable	64 1%	90 2%	1418 24%	1740 30%	713 12%	98 2%	69 1%	495 8%	411 7%	85 1%	523 9%	1692 29%	1935 33%	1548 26%	1453 25%	1503 26%	277 5%	1746 30%
Prefer not to say	33 1%	35 1%	40 1%	34 1%	32 1%	36 1%	27 *	30 1%	29 *	38 1%	33 1%	38 1%	36 1%	28 *	32 1%	30 1%	32 1%	37 1%
Satisfied	2234 38%	1804 31%	505 9%	567 10%	2329 40%	3073 52%	436 7%	2097 36%	1053 18%	1373 23%	2238 38%	430 7%	1161 20%	1789 30%	1376 23%	681 12%	1331 23%	613 10%
Dissatisfied	2599 44%	2952 50%	2260 38%	1903 32%	973 17%	1515 26%	4846 82%	1968 34%	3091 53%	3341 57%	1427 24%	2045 35%	803 14%	845 14%	1268 22%	1601 27%	2465 42%	1236 21%
NET Satisfied: satisfied-dissatisfied	-6%	-20%	-30%	-23%	23%	27%	-75%	2%	-35%	-33%	14%	-27%	6%	16%	2%	-16%	-19%	-11%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 11

Q10_S1. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Your GP
Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	586 10%defl q	273 10%	306 10%	74 9% d	47 5%	62 7%	73 8% d	100 11% def	106 15% zcd	124 19% zcd	517 10% z	65 8%	166 7%	417 13% z	156 9%	419 10%	461 11% z	49 6%	51 9%	116 10%	183 11%	121 9%	49 10%	641 11%
Fairly satisfied	1648 28%e	776 28%	862 29%	197 25%	243 26%	224 24%	283 31% e	282 31% ze	231 32% zcd	188 29% e	1436 29% z	203 25%	666 27%	978 29% z	483 28%	1156 29%	1221 29% z	212 27%	143 25%	316 26%	469 28%	379 29%	149 30%	1721 29%
Neither satisfied or dissatisfied	944 16%ghmo	478 17%	454 15%	127 16%	192 20% z	186 20% z	139 15% f	123 13%	85 12%	93 14%	803 16%	130 16%	457 18% z	479 14%	321 18% zo	614 15%	678 16%	125 16%	84 15%	227 19% z	263 16%	204 16%	67 13%	855 15%
Fairly dissatisfied	1464 25%	682 24%	771 26%	179 23%	244 26%	247 26%	245 26%	226 25%	180 25%	145 23%	1253 25%	179 22%	654 26%	805 24%	467 27%	982 24%	1052 25%	191 25%	148 26%	281 23%	427 25%	352 27% s	139 28%	1472 25%
Very dissatisfied	1135 19%hijm npu	547 19%	576 19%	163 21% hi	200 21% hi	211 22% zhi	171 18% i	187 20% hi	110 15%	92 14%	926 19%	199 25% z	537 21% z	587 18%	298 17%	829 20% zn	751 18%	183 23% z	141 25% z	268 22% z	324 19%	212 16%	97 19%	1118 19%
Don't know/Not applicable	64 1%ghips	32 1%	28 1%	21 3% z	23 2% z	9 2% z	6 1% h	3 *	1 *	1 *	52 1%	10 1%	21 1%	40 1%	18 1%	44 1%	26 1%	14 2% p	8 1%	4 *	13 1%	12 1%	1 *	42 1%
Prefer not to say	33 1%bdegh lopst	22 1%	7 *	20 3% z	5 de	* gh	8 1% eghi	- -	* -	* -	13 *	12 2% z	5 *	16 *	7 *	10 *	8 *	4 *	1 *	2 *	2 *	5 *	- -	26 *
Satisfied	2234 38%del	1049 37%	1168 39%	271 35%	290 30%	286 30%	356 39% de	381 41% zcd	338 47% zcd	311 49% zcd	1953 39% z	269 34%	832 33%	1395 42% z	639 36%	1574 39%	1683 40% z	261 34%	194 34%	432 36%	652 39%	500 39%	198 39%	2362 40%
Dissatisfied	2599 44%hijm p	1229 44%	1346 45%	342 44%	444 47% hi	458 49% zhi	415 45% i	413 45% hi	290 41%	237 37%	2179 44%	378 47%	1191 48% z	1392 42%	765 44%	1811 45%	1804 43%	374 48%	289 50% z	548 45%	752 45%	564 44%	236 47%	2690 44%
NET Satisfied: satisfied-dissatisfied	-6%	-6%	-6%	-9%	-16%	-18%	-6%	-3%	7%	12%	-5%	-14%	-14%	*	-7%	-6%	-3%	-14%	-16%	-10%	-6%	-5%	-8%	-4%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 12

Q10_S1. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Your GP

Base: All UK adults, age 16+

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
Very satisfied	586 10%qs	494 10%	53 11%	26 9%	13 8%	123 9%	85 9%	286 11%	25 11%	56 9%	41 9%	36 8%	49 10%	56 10%	86 11%	60 12%	83 11%	408 9%	178 15%zq	91 8%	103 9%	137 13%st	119 10%	135 12%sa	641 11%	
Fairly satisfied	1648 28%t	1367 28%	156 32%	82 29%	42 26%	404 30%	251 27%	713 27%	68 29%	179 28%	157 33%im	114 27%	137 27%	138 25%	214 26%	162 32%im	199 26%	1277 27%	371 30%	293 25%	293 25%	343 29%	372 32%zst	347 30%t	1721 29%	
Neither satisfied or dissatisfied	944 16%	799 16%	83 17%	41 15%	22 13%	211 15%	167 18%	420 16%	44 19%	106 16%	62 13%	83 19%j	84 16%	95 17%	124 15%	79 16%	121 16%	763 16%	181 15%	181 15%	200 17%	185 16%	169 14%	209 18%	855 15%	
Fairly dissatisfied	1464 25%	1240 25%	112 23%	73 26%	40 24%	335 25%	215 23%	690 26%	55 23%	151 23%	130 27%	89 21%	127 25%	156 28%k	201 25%	128 25%	204 27%	1169 25%	295 24%	305 26%	309 26%	299 25%	283 24%	269 23%	1472 25%	
Very dissatisfied	1135 19%oru	954 19%	82 17%	54 19%	44 27%zabc	263 19%	213 23%zg	478 18%	41 17%	135 21%o	87 18%	107 25%zmop	107 21%o	98 18%	175 22%o	72 14%	133 18%	948 20%zr	187 15%	276 24%zuwv	250 21%u	185 16%	218 19%	206 18%	1118 19%	
Don't know/Not applicable	64 1%	59 1%	2 *	2 1%	1 *	21 2%	7 1%	31 1%	3 1%	15 2%zk	3 1%	1 *	6 1%	7 1%	9 1%	7 1%	8 1%	56 1%	8 1%	12 1%	19 2%	15 1%	10 1%	9 1%	42 1%	
Prefer not to say	33 1%rvw	25 1%	4 1%	3 1%	1 1%	7 1%	5 *	13 *	- -	7 1%im	- -	- -	5 1%	- *	1 *	1 *	11 1%zjmn	32 1%	1 1%vw	10 1%vw	10 1%vw	12 1%vw	1 *	* *	26 *	
Satisfied	2234 38%qst	1861 38%	209 42%cd	108 38%	55 34%	526 39%	336 36%	999 38%	93 39%	236 36%	198 41%	150 35%	186 36%	195 35%	300 37%	222 44%zikl mn	282 37%	1685 36%	549 45%zq	384 33%	396 33%	480 41%st	491 42%zst	483 41%st	2362 40%	
Dissatisfied	2599 44%oruw	2194 44%	194 39%	127 45%	84 52%zab	598 44%	429 45%	1167 44%	95 41%	286 44%	217 45%	195 45%	233 45%	254 46%	376 46%o	200 39%	337 44%	2117 46%zr	482 39%	580 50%zuwv	559 47%uw	484 51%	501 43%	475 40%	2590 44%	
NET Satisfied: satisfied- dissatisfied	-6%	-7%	3%	-7%	-18%	-5%	-10%	-6%	-1%	-8%	-4%	-10%	-9%	-11%	-9%	4%	-7%	-9%	5%	-17%	-14%	*	-1%	1%	-4%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 13

Q10_S1. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Your GP

Base: All UK adults, age 16+

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	586 10%h	63 10%	85 9%	138 14%z bdfgh	41 8%	25 10%	67 9%	106 11%	60 7%	193 12%z	204 9%	82 10%	55 10%	397 10%	137 10%	201 13%zp	126 9%	54 13%zp	641 11%
Fairly satisfied	1648 28%	174 28%	273 30%	276 29%	134 25%	64 26%	210 27%	286 28%	228 28%	500 30%	607 28%	218 26%	159 28%	1107 29%	376 27%	459 29%	400 29%	136 33%z	1721 29%
Neither satisfied or dissatisfied	944 16%o	97 16%	165 18%	142 15%	86 16%	43 17%	125 16%	158 16%	124 15%	246 15%	371 17%	136 16%	93 16%	617 16%	229 16%	202 13%	213 15%	53 13%	855 15%
Fairly dissatisfied	1464 25%b	161 26%	194 21%	215 22%	131 25%	76 31%b	207 26%	255 25%	223 27%bc	451 27%z	530 24%	192 23%	142 25%	981 26%	333 24%	385 24%	392 28%z	107 26%	1472 25%
Very dissatisfied	1135 19%imq	110 18%	172 19%	176 18%	119 23%e	31 12%	167 21%e	191 19%	168 21%e	262 16%	428 20%im	193 23%zim	112 20%	690 18%l	306 22%zim	315 20%q	253 18%q	54 13%	1118 19%
Don't know/Not applicable	64 1%mp	9 1%	10 1%	10 1%	8 1%	3 1%	8 1%	11 1%	7 1%	13 1%	18 1%	10 1%	3 1%	32 1%	13 1%	11 1%	6 *	8 2%op	42 1%
Prefer not to say	33 1%cimo	-	7 1%c	-	8 2%zacg	7 3%zabcfgh	5 1%c	1 *	5 1%c	1 *	7 *	4 1%l	5 1%im	7 *	9 1%im	2 *	3 *	-	26 *
Satisfied	2234 38%	237 39%	358 39%	414 43%zdfh	175 33%	89 36%	277 35%	392 39%	288 35%	693 42%zjkm n	811 37%	300 36%	214 38%	1504 39%zj	513 37%	660 42%zp	526 38%	190 46%zp	2362 40%
Dissatisfied	2599 44%bcq	271 44%	366 40%	391 41%	250 47%	108 43%	374 47%bc	446 44%	392 48%bc	712 43%	958 44%	385 46%	254 45%	1670 44%	639 46%	700 44%	645 46%q	161 39%	2590 44%
NET Satisfied: satisfied-dissatisfied	-6%	-6%	-1%	2%	-14%	-7%	-12%	-5%	-13%	-1%	-7%	-10%	-7%	-4%	-9%	-3%	-9%	7%	-4%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 14

Q10_S2. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- NHS hospitals
Base: All UK adults, age 16+

Gender			Age								Ethnicity			Working status		Education		Tenure			Annual household income					
											White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)					Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)			
Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)																Unwtd Total	
5875	2816	3004	303	476	797	991	1382	1276	650		5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428		5875	
5874	2811	3004	781	953	939	924	921	714	642		5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502		5875	
299	154	145	41	28	43	31	46	46	65		264	32	100	199	77	218	218	20	40	69	88	58	24		311	
5%dfiq	5%	5%	5%	3%	5%	3%	5%	7%zdf	10%zcdefgh		5%kz	4%	4%	6%zli	4%	5%	5%q	3%	7%q	6%	5%	4%	5%		5%	
1505	695	800	183	232	199	207	218	237	229		1305	193	578	923	418	1071	1130	175	123	300	466	313	111		1515	
26%eflr	25%	27%	23%	24%	21%	22%	24%	33%zcde	36%zcdefg		26%kz	24%	23%	28%zli	24%	26%	27%zkr	23%	21%	25%	28%	24%	22%		26%	
992	487	500	161	156	163	167	137	113	95		842	137	419	563	284	696	695	144	104	238	259	224	71		935	
17%g	17%	17%	21%gi	16%	17%	18%	15%	16%	15%		17%	17%	17%	17%	16%	17%	17%	19%	18%	20%ztv	15%	17%	14%		16%	
1866	939	904	220	322	325	316	321	204	158		1621	226	881	981	621	1234	1380	240	167	330	506	494	191		1853	
32%bhim	33%bos	30%	28%	34%i	35%hi	34%hi	35%zchi	29%	25%		32%kz	28%	35%zm	30%	35%zo	30%	33%z	31%	29%	27%	30%	38%zst	38%zst		32%	
1086	475	599	137	192	189	180	192	109	89		883	183	491	587	317	758	702	182	136	262	334	182	98		1155	
18%ahij	17%	20%za	18%	20%hi	20%hi	19%hi	21%zhi	15%	14%		18%	23%zj	20%	18%	18%	19%	17%	23%zp	24%zp	22%zu	20%u	14%	19%u		20%	
90	39	45	23	15	19	16	8	4	5		66	20	31	53	22	64	61	12	7	11	28	8	7		77	
2%ghju	1%	2%	3%gh	2%	2%gh	2%h	1%	1%	1%		1%	2%	1%	2%	1%	2%	1%	2%	1%	1%	2%u	1%	1%		1%	
35	22	11	17	8	3	8	-	*	*		19	10	7	17	11	13	11	4	*	2	2	7	-		29	
1%bghjl	1%	*	2%zeghi	1%g	*	1%ghi	-	*	*		1%	1%	*	1%	1%	*	*	*	*	*	*	1%	-		*	
opst																										
1804	849	945	223	260	242	238	263	284	294		1570	224	678	1121	495	1289	1348	195	163	370	553	371	135		1826	
31%efin	30%	31%	29%	27%	26%	26%	29%	40%zcde	46%zcdefgh		31%kz	28%	27%	34%zli	28%	32%zm	32%zq	25%	28%	30%	33%v	29%	27%		31%	
2952	1414	1503	357	514	514	496	513	313	247		2504	409	1371	1568	938	1991	2082	422	303	592	839	676	288		3008	
50%himo	50%	50%	46%	54%chi	55%zchi	54%zchi	56%zchi	44%i	38%		50%	51%	55%zm	47%	54%zo	49%	50%	54%	53%	49%	50%	53%	57%zst		51%	
-20%	-20%	-19%	-17%	-27%	-29%	-28%	-27%	-4%	7%		-19%	-23%	-28%	-13%	-25%	-17%	-17%	-29%	-24%	-18%	-17%	-24%	-31%		-20%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
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Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 15

Q10_S2. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- NHS hospitals
Base: All UK adults, age 16+

	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Total (z)																									
5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
299	259	25	10	5	64	30	165	10	34	20	16	14	37	49	29	50	233	67	66	53	62	60	59	311	
5%ft	5%	5%	3%	3%	5%	3%	6%zf	4%	5%	4%	4%	3%	7%l	6%l	6%	7%l	5%	5%	6%	4%	5%	5%	5%	5%	
1505	1274	135	66	30	343	227	704	75	147	121	116	111	149	232	147	176	1150	354	259	269	318	307	351	1515	
26%dqst	26% d	27% d	24% d	18% d	25% d	24% d	27% d	32%ilp	23% d	25% d	27% d	22% d	27% d	29%il	29% il	23% d	25% d	29%zq	22% d	23% d	27% s	26% d	30%zst	26% d	
992	836	91	46	19	222	174	440	35	96	91	77	97	88	128	100	124	784	209	215	175	223	177	203	935	
17% d	17% d	18% d	16% d	12% d	16% d	18% d	17% d	15% d	15% d	19% d	18% d	19% d	16% d	16% d	20% d	16% d	17% d	17% d	18% d	15% d	19% tv	15% d	17% d	16% d	
1866	1587	138	94	47	458	296	833	86	216	156	125	171	182	243	165	243	1486	380	346	406	332	420	362	1853	
32% u	32% u	28% u	33% u	29% u	34% u	31% u	32% u	36% u	33% u	33% u	29% u	33% u	33% u	30% u	32% u	32% u	32% u	31% u	30% u	34% u	28% u	36% zsuw	31% u	32% u	
1086	881	86	60	58	245	194	442	25	133	88	93	101	86	142	64	149	892	195	241	258	210	195	182	1155	
18%gho rw	18% gho	17% gho	21% gho	36%zabc	18% gho	21% g	17% gho	11% gho	20% gho	18% gho	22%hmo	20% gho	16% gho	18% h	13% gho	20% gho	19% r	16% gho	21% vw	22% zuvw	18% gho	17% gho	15% gho	20% gho	
90	73	13	3	1	24	12	37	4	15	5	2	11	8	15	4	10	75	15	24	11	24	11	20	77	
2%	1%	3%	1%	1%	2%	1%	1%	2%	2% k	1%	*	2%	2%	2%	1%	1%	2%	1%	2%	1%	2%	1%	2%	1%	
35	27	4	3	1	7	10	10	-	7	-	-	10	-	2	1	7	34	1	16	11	7	1	*	29	
1% rvw	1%	1%	1%	1%	1%	1%	*	-	1% kmn	-	-	2% zjkmn	-	*	*	1%	1% r	*	1% zvw	1% vw	1% w	*	*	*	
1804	1533	160	76	35	407	257	869	85	181	141	132	125	186	280	176	226	1383	421	325	322	380	368	409	1826	
31%dfiq t	31% d	33% d	27% d	21% d	30% d	27% d	33% zf	36% l	28% d	29% d	31% d	24% d	34% l	35% zil	35% il	30% d	34% zq	28% d	27% d	32% t	31% d	35% zst	31% d		
2952	2469	224	154	106	703	491	1275	111	349	244	219	272	269	385	229	392	2377	575	587	664	542	615	544	3008	
50%oruw	50% d	46% d	55% b	65%zabc	52% d	52% d	48% d	47% d	54% o	51% d	51% d	53% o	49% d	47% d	45% d	52% d	51% r	47% d	50% d	56% zsuw	46% d	52% uw	46% d	51% d	
-20%	-19%	-13%	-28%	-43%	-22%	-25%	-15%	-11%	-26%	-21%	-20%	-29%	-15%	-13%	-10%	-22%	-21%	-13%	-22%	-29%	-14%	-21%	-11%	-20%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
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Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 16

Q10_S2. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- NHS hospitals

Base: All UK adults, age 16+

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	299 5%	32 5%	39 4%	56 6%	28 5%	18 7%	38 5%	53 4%	34 4%	73 4%	107 5%	42 5%	42 7% zim	180 5%	84 6%	99 6% z	68 5%	24 6%	311 5%
Fairly satisfied	1505 26% dp	188 31% zbdh	224 25%	267 28% dh	107 20%	68 27%	206 26%	260 26%	181 22%	442 27%	568 26%	197 24%	155 27%	1010 26%	352 25%	458 29% zp	292 21%	116 28% p	1515 26%
Neither satisfied or dissatisfied	992 17% jmop	87 14%	175 19% a	157 16%	104 20%	36 14%	120 15%	174 17%	137 17%	276 17%	321 15%	155 19% j	105 19%	597 16%	261 19% jm	237 15%	192 14%	77 19% p	935 16%
Fairly dissatisfied	1866 32% ln	203 33%	290 32%	299 31%	152 29%	75 30%	255 32%	306 30%	283 35%	592 36% zln	715 33% ln	263 32% ln	130 23%	1307 34% zln	393 28% l	482 31%	562 40% zoq	121 30%	1853 32%
Very dissatisfied	1086 18% im	93 15%	158 17%	164 17%	119 22% a	43 17%	151 19%	195 19%	164 20%	261 16%	407 19% im	162 19%	129 23% zim	668 17% i	291 21% zim	282 18%	259 19%	70 17%	1155 20%
Don't know/Not applicable	90 2% lo	10 2%	9 1%	12 1%	7 1%	7 3%	15 2%	19 2%	10 1%	21 1%	40 2% l	12 1%	2 *	61 2% l	14 1%	14 1%	17 1%	3 1%	77 1%
Prefer not to say	35 1% gimo	-	10 1% acg	1 *	10 2% zacg	3 1% ag	5 1%	1 *	5 1%	1 *	7 *	4 *	7 1% ijm	8 *	10 1% im	4 *	3 *	-	29 *
Satisfied	1804 31% hp	220 36% zbdh	263 29%	323 34% zdh	135 26%	86 34%	244 31%	313 31%	215 26%	515 31%	675 31%	239 29%	196 35%	1191 31%	436 31%	556 35% zp	360 26%	141 34% p	1826 31%
Dissatisfied	2952 50% l	296 48% l	449 50%	463 48%	271 51%	118 47%	406 51%	500 50%	448 55% zac	853 51% l	1121 52% l	425 51%	258 45%	1975 52% zl	683 49%	764 49%	821 59% zoq	191 46%	3008 51%
NET Satisfied: satisfied-dissatisfied	-20%	-12%	-20%	-15%	-26%	-13%	-21%	-19%	-29%	-20%	-21%	-22%	-11%	-20%	-18%	-13%	-33%	-12%	-20%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 17

Q10_S3. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Social care services for adults
Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	65 1% u	38 1% bghjp	24 1% 1%	17 2% gh	14 1% g	11 1% 1%	7 1% 1%	4 * 1%	3 * 1%	10 2% gh	42 1% 1%	14 2% 1%	22 1% 1%	43 1% 1%	22 1% 1%	42 1% 1%	37 1% 1%	8 1% 1%	8 1% 1%	18 2% u	18 1% 1%	6 * 1%	4 1% 1%	51 1% 1%
Fairly satisfied	440 7% glinp	186 7% 1%	250 8% za	79 10% g	64 7% 7%	59 6% 7%	63 7% 7%	55 6% 6%	56 8% 7%	62 10% zeg	346 7% 1%	87 11% zj	156 6% 1%	283 9% zj	110 6% 1%	326 8% 1%	292 7% 1%	69 9% 1%	56 10% 1%	111 9% zuv	132 8% 1%	83 6% 1%	24 5% 1%	418 7% 1%
Neither satisfied or dissatisfied	1651 28% bghj jn	927 33% zb	713 24% 1%	254 33% fgh	305 32% fgh	278 30% fh	228 25% 1%	236 26% 1%	178 25% 1%	171 27% 1%	1387 28% 1%	249 31% 1%	745 30% 1%	895 27% 1%	438 25% 1%	1203 30% zn	1167 28% 1%	229 29% 1%	155 27% 1%	346 28% 1%	505 30% 1%	354 28% 1%	142 26% 1%	1547 26% 1%
Fairly dissatisfied	1327 23% cq	611 22% 1%	699 23% 1%	131 17% 1%	193 20% 1%	202 21% 1%	206 22% 1%	249 27% zcde	191 27% zcde	156 24% c	1160 23% z	152 19% 1%	549 22% 1%	769 23% 1%	377 22% 1%	943 23% 1%	977 23% zq	136 18% 1%	148 26% q	282 23% 1%	425 25% z	279 22% 1%	106 21% 1%	1452 25% 1%
Very dissatisfied	933 16% ac	401 14% 1%	522 17% za	87 11% 1%	147 15% 1%	144 15% 1%	181 20% zcel	167 18% zcl	120 17% c	85 13% 1%	814 16% z	109 14% 1%	413 16% 1%	515 15% 1%	287 16% 1%	639 16% 1%	655 16% 1%	128 17% 1%	127 22% zp	240 20% ztu	257 15% 1%	190 15% 1%	91 18% 1%	996 17% 1%
Don't know/Not applicable	1418 24% aors t	627 22% 1%	778 26% za	192 25% 1%	224 24% 1%	244 26% 1%	231 25% 1%	209 23% 1%	165 23% 1%	154 24% 1%	1232 25% z	176 22% 1%	612 24% 1%	798 24% 1%	508 29% zo	883 22% 1%	1058 25% zr	202 26% r	77 13% 1%	210 17% 1%	342 20% 1%	369 29% zst	135 27% st	1379 23% 1%
Prefer not to say	40 1% ghjlo pt	21 1% 1%	16 1% 1%	21 3% zdefg	4 * 1%	2 * 1%	8 1% gh	2 * 1%	1 * 1%	3 1% 1%	19 * 1%	13 2% zj	8 * 1%	21 1% 1%	9 1% 1%	17 * 1%	13 * 1%	4 * 1%	6 1% p	6 * 1%	2 * 1%	5 * 1%	- - 1%	32 1% 1%
Satisfied	505 9% gijlp v	224 8% 1%	275 9% 1%	96 12% zefg	79 8% 1%	70 7% 1%	71 8% 1%	58 6% 1%	60 8% 1%	72 11% zefg	389 8% 1%	101 13% zj	178 7% 1%	325 10% zj	132 8% 1%	368 9% 1%	329 8% 1%	78 10% 1%	64 11% p	130 11% zuv	150 9% 1%	88 7% 1%	27 5% 1%	469 8% 1%
Dissatisfied	2260 38% ack	1011 36% 1%	1222 41% za	218 28% 1%	341 36% c	346 37% c	388 42% zcde	415 45% zcde	311 44% zcde	241 38% c	1974 39% zk	261 33% 1%	962 38% 1%	1284 39% 1%	664 38% 1%	1582 39% 1%	1632 39% 1%	265 34% 1%	275 48% zpq	522 43% zu	682 41% 1%	469 37% 1%	198 39% 1%	2448 42% 1%
NET Satisfied: satisfied-dissatisfied	-30%	-28%	-32%	-16%	-28%	-29%	-34%	-39%	-35%	-26%	-32%	-20%	-31%	-29%	-30%	-30%	-31%	-24%	-37%	-32%	-32%	-30%	-34%	-34%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 18

Q10_S3. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Social care services for adults
Base: All UK adults, age 16+

	Country				England region (Net)			England region										Urbanity		IMD Quintile					
Total (z)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)	Unwtd Total	
5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
65 1%	55 1%	8 2%	1 *	2 1%	19 1%	9 1%	26 1%	1 *	15 2% zlo	4 1%	7 2%	2 *	6 1%	6 1%	2 *	12 2%	50 1%	15 1%	21 2% w	13 1%	11 1%	13 1%	7 1%	51 1%	
440 7% v	359 7%	46 9%	20 7%	14 8%	97 7%	68 7%	194 7%	17 7%	53 8%	27 6%	38 9%	30 6%	35 6%	72 9%	31 6%	57 8%	361 8%	79 6%	105 9% v	86 7%	79 7%	68 6%	101 9% v	418 7%	
1651 28%	1411 29%	125 25%	72 26%	43 26%	411 30%	258 27%	741 28%	72 31%	180 28%	159 33% z	124 29%	134 26%	149 27%	233 29%	150 29%	209 28%	1306 28%	345 28%	323 28%	333 28%	343 29%	325 28%	327 28%	1547 26%	
1327 23%	1107 22%	98 20%	80 29% zab	41 25%	313 23%	225 24%	569 22%	55 23%	157 24%	101 21%	100 23%	125 24%	153 28% znop	169 21%	105 21%	142 19%	1052 23%	275 23%	257 22%	264 22%	267 23%	287 25%	251 21%	1452 25%	
933 16%	771 16%	82 17%	45 16%	34 21% za	236 17%	153 16%	383 15%	51 21% zjmn p	117 18%	68 14%	72 17%	81 16%	75 14%	117 14%	88 17%	102 13%	742 16%	190 16%	205 18%	217 18% zuw	166 14%	174 15%	170 14%	996 17%	
1418 24% dehi ks	1204 24% d	128 26% d	59 21%	28 17%	281 21%	222 23%	701 27% ze	40 17%	122 19%	119 25%	83 19%	139 27% hik	134 24%	211 26% hik	133 26% hik	224 30% zhik	1104 24%	315 26%	249 21%	257 22%	295 25%	300 26%	318 27% zst	1379 23%	
40 1% rw	30 1%	5 1%	4 1%	1 1%	5 *	9 1%	15 1%	- -	5 1%	1 *	6 1% m	4 1%	- -	2 *	1 *	12 2% zm	38 1% r	1 *	6 1%	12 1% w	15 1% zw	5 *	2 *	32 1%	
505 9%	414 8%	54 11%	21 8%	15 9%	117 9%	77 8%	221 8%	18 7%	68 10% lo	31 7%	45 10%	32 6%	40 7%	78 10%	33 6%	69 9%	411 9%	94 8%	126 11% zuv	100 8%	90 8%	81 7%	108 9%	469 8%	
2260 38% gp	1879 38%	181 37%	125 44% zab	76 46% zab	549 40% g	378 40%	951 36%	106 45% jnp	274 42% np	169 35%	172 40% p	206 40% p	227 41% p	287 35%	193 38%	244 32%	1794 39%	466 38%	462 40%	482 41% w	433 37%	461 39%	421 36%	2448 42%	
-30%	-30%	-26%	-37%	-37%	-32%	-32%	-28%	-38%	-32%	-29%	-30%	-34%	-34%	-26%	-31%	-23%	-30%	-30%	-29%	-32%	-29%	-32%	-27%	-34%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 19

Q10_S3. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Social care services for adults
Base: All UK adults, age 16+

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	65 1% _m	5 1%	8 1%	13 1%	6 1%	9 4% _{zabfg}	8 1%	5 1%	11 1%	13 1%	16 1%	8 1%	12 2% _{zijm}	29 1%	21 1%	18 1%	14 1%	2 *	51 1%
Fairly satisfied	440 7% _{lmq}	48 8%	62 7%	67 7%	48 9%	19 8%	65 8%	71 7%	59 7%	101 6%	161 7%	74 9% _i	49 9%	262 7%	123 9% _i	133 8% _q	97 7%	18 4%	418 7%
Neither satisfied or dissatisfied	1651 28% _{ipq}	166 27%	264 29%	259 27%	149 28%	55 22%	219 28%	291 29%	246 30%	425 26%	634 29% _{im}	270 32% _{zilm}	143 25%	1059 28% _i	413 29% _{il}	495 31% _{zpq}	319 23%	94 23%	1547 26%
Fairly dissatisfied	1327 23% _{bk}	138 23%	170 19%	226 24% _b	110 21%	45 18%	201 25% _b	245 24% _b	190 23%	398 24% _k	500 23%	161 19%	145 25% _{kn}	898 23% _k	306 22% _k	354 23%	360 26% _z	99 24%	1452 25%
Very dissatisfied	933 16% _o	78 13%	172 19% _{zadg}	161 17%	67 13%	44 18%	127 16%	149 15%	135 17%	251 15%	328 15%	140 17%	115 20% _{zijm}	579 15%	254 18% _{zm}	207 13%	297 21% _{zo}	78 19% _o	996 17%
Don't know/Not applicable	1418 24% _{flnp}	176 29% _{zfh}	220 24%	229 24%	142 27%	70 28%	164 21%	243 24%	171 21%	477 29% _{zjklmn}	515 24% _{ln}	176 21%	103 18%	981 26% _{zjklmn}	278 20%	363 23%	299 21%	121 29% _{zop}	1379 23%
Prefer not to say	40 1% _{imo}	2 *	10 1% _c	2 *	6 1%	8 3% _{zacfgh}	6 1%	3 *	3 *	1 *	11 1% _i	6 1% _i	2 *	12 * _j	8 1% _i	4 *	7 1%	- -	32 1%
Satisfied	505 9% _{lmq}	53 9%	70 8%	80 8%	53 10%	28 11%	73 9%	77 8%	70 9%	114 7%	177 8%	82 10% _i	62 11% _{im}	292 8%	144 10% _{zim}	152 10% _q	111 8%	20 5%	469 8%
Dissatisfied	2260 38% _o	217 35%	341 38%	387 40%	177 34%	89 36%	328 42% _d	394 39%	325 40%	649 39%	828 38%	300 36%	259 46% _{zijkmn}	1477 39%	560 40% _k	562 36%	658 47% _{zo}	176 43% _o	2448 42%
NET Satisfied: satisfied-dissatisfied	-30%	-27%	-30%	-32%	-23%	-25%	-32%	-32%	-31%	-32%	-30%	-26%	-35%	-31%	-30%	-26%	-39%	-38%	-34%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 20

Q10_S4. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Services and support for children and young people (e.g. for children in care, family support services, Sure Start, Youth Justice)
Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income					
											White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)		
Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	Unwtd Total	
5875	2816	3004	303	476	797	991	1382	1276	650		5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875	
5874	2811	3004	781	953	939	924	921	714	642		5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875	
76	44	30	16	29	12	7	8	3	2		46	23	40	34	23	51	41	8	13	15	22	10	12	56	
1%bhjp	2%	1%	2%hi	3%zefgh i	1%	1%	1%	*	*		1%	3%zj	2%	1%	1%	1%	1%	1%	2%p	1%	1%	1%	2%u	1%	
491	199	287	129	72	90	72	50	38	39		393	93	204	285	142	341	325	69	61	112	141	103	42	437	
8%aghij p	7%	10%za	17%zdefg hi	8%	10%ghi	8%gh	5%	5%	6%		8%	12%zj	8%	9%	8%	8%	8%	9%	11%	9%	8%	8%	8%	7%	
1630	892	730	207	233	292	230	263	211	195		1380	239	689	929	422	1190	1181	197	162	367	488	339	129	1645	
28%bfm	32%zb	24%	26%	24%	31%zdf	25%	29%	29%	29% f	30% df	28%	30%	27%	28%	24%	29%zn	28%	25%	28%	30%z	29%	26%	26%	28%	
1150	543	596	145	193	170	189	191	148	114		962	169	501	644	347	797	815	157	125	238	363	259	102	1156	
20%j	19%	20%	19%	20%	18%	20%	21%	21%	18%		19%	21%	20%	19%	20%	20%	19%	20%	22%	20%	22%z	20%	20%	20%	
754	307	430	86	151	129	151	118	71	48		650	91	359	392	276	470	500	117	104	173	229	173	73	740	
13%ahim op	11%	14%za	11%	16%hi	14%hi	16%zcg i	13%hi	10%	8%		13%	11%	14%zm	12%	16%zo	12%	12%	15%	18%zp	14%	14%	13%	14%	13%	
1740	806	921	185	265	243	270	291	243	243		1548	180	703	1020	529	1188	1323	222	110	304	435	395	144	1811	
30%cekr st	29%	31%	24%	28%	26%	29%	32%ce	34%zcde f	38%zcd	31% zk	22%	22%	28%	31%	30%	29%	32%zr	29% r	19%	25%	26%	31%st	29%	31%	
34	20	11	13	10	3	6	*	*	1		22	5	9	20	11	16	12	6	2	3	4	5	-	30	
1%bg p	1% hjo	*	2%zghi	1%gh	*	1%gh	*	*	*		*	1%	*	1%	1%	*	*	1%	*	*	*	*	-	1%	
567	243	316	145	101	102	79	58	41	40		439	116	245	319	165	392	366	77	73	128	163	113	55	493	
10%ghjp	9%	11%z	19%zdef ghi	11%ghi	11%ghi	8%h	6%	6%	6%		9%	15%zj	10%	10%	9%	10%	9%	10%	13%zp	11%	10%	9%	11%	8%	
1903	850	1026	231	344	299	340	308	218	162		1612	260	860	1036	623	1267	1315	274	230	411	592	432	174	1896	
32%aiop	30%	34%za	30%	36%hi	32%i	37%zceh i	34%i	31%i	25%		32%	32%	34%zm	31%	36%zo	31%	31%	35%	40%zp	34%	35%z	34%	35%	32%	
-23%	-22%	-24%	-11%	-25%	-21%	-28%	-27%	-25%	-19%		-23%	-18%	-25%	-22%	-26%	-22%	-23%	-25%	-27%	-23%	-26%	-25%	-24%	-24%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 21

Q10_S4. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Services and support for children and young people (e.g. for children in care, family support services, Sure Start, Youth Justice)

Base: All UK adults, age 16+

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
Very satisfied	76 1%u	68 1%	3 1%	4 1%	2 1%	21 2%	14 1%	33 1%	- -	14 2%ino	7 1%	13 3%zhino	1 *	10 2%l	4 1%	2 *	16 2%ino	64 1%	12 1%	20 2%u	23 2%uw	6 1%	19 2%u	9 1%	56 1%	
Fairly satisfied	491 8%o	404 8%	41 8%	27 10%	19 12%za	123 9%	74 8%	207 8%	19 8%	68 10%o	36 7%	33 8%	40 8%	41 7%	74 9%o	25 5%	67 9%o	391 8%	100 8%	106 9%	100 8%	85 7%	100 8%	100 8%	437 7%	
Neither satisfied or dissatisfied	1630 28%v	1371 28%	138 28%	76 27%	44 27%	397 29%	252 27%	722 27%	85 36%zilo	163 25%	149 31%l	130 30%	122 24%	169 31%l	229 28%	140 27%	185 24%	1270 27%	360 30%	318 27%	333 28%	361 31%zv	288 25%	330 28%	1645 28%	
Fairly dissatisfied	1150 20%r	969 20%	96 19%	53 19%	32 20%	236 17%	191 20%	542 21%	36 15%	121 19%	80 17%	86 20%	105 20%	107 20%	170 21%	111 22%	153 20%	939 20%	210 17%	214 18%	259 22%w	218 19%	255 22%w	203 17%	1156 20%	
Very dissatisfied	754 13%u	654 13%	48 10%	27 10%	24 15%bc	220 16%zfg	115 12%	319 12%	41 17%kn	119 18%zjkmnp	61 13%	43 10%	72 14%	62 11%	91 11%	69 13%	97 13%	615 13%	138 11%	196 17%zuvw	156 13%	120 10%	135 11%	147 12%	740 13%	
Don't know/Not applicable	1740 30%dehi qst	1448 29%	161 33%d	91 32%d	40 25%	358 26%	289 31%	800 30%e	53 23%	157 24%	148 31%	122 28%	167 33%hi	160 29%	241 30%	162 32%hi	237 31%hi	1341 29%	399 33%zq	301 26%	304 26%	374 32%st	374 32%st	387 33%zst	1811 31%	
Prefer not to say	34 1%grvw	23 *	6 1%	4 1%a	1 1%	9 1%	8 1%	7 *	1 1%	7 1%	- *	2 *	6 1%n	2 *	1 *	1 *	3 *	33 1%r	2 *	12 1%vw	8 1%w	12 1%vw	1 *	1 *	30 1%	
Satisfied	567 10%ou	471 10%	44 9%	30 11%	21 13%za	144 11%	88 9%	240 9%	19 8%	82 13%zlo	42 9%	46 11%o	41 8%	51 9%o	79 10%o	27 5%	84 11%o	455 10%	111 9%	126 11%u	122 10%	91 8%	118 10%	109 9%	493 8%	
Dissatisfied	1903 32%ru	1623 33%	143 29%	81 29%	56 34%	456 33%	306 32%	861 33%	76 32%	239 37%zj	141 29%	129 30%	177 34%	169 31%	261 32%	180 35%	251 33%	1555 33%zr	349 29%	410 35%uw	415 35%uw	338 29%	390 33%	350 30%	1896 32%	
NET Satisfied: satisfied- dissatisfied	-23%	-23%	-20%	-18%	-21%	-23%	-23%	-24%	-24%	-24%	-20%	-19%	-26%	-22%	-23%	-30%	-22%	-24%	-19%	-24%	-25%	-21%	-23%	-21%	-24%	

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 22

Q10_S4. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Services and support for children and young people (e.g. for children in care, family support services, Sure Start, Youth Justice)
Base: All UK adults, age 16+

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	76 1% _{cjm}	5 1%	16 2% _c	5 1%	7 1%	9 4% _{zacf}	8 1%	15 2%	11 1%	14 1%	17 1%	10 1%	12 2% _{jm}	31 1%	22 2%	14 1%	17 1%	3 1%	56 1%
Fairly satisfied	491 8% _q	49 8%	75 8%	67 7%	47 9%	18 7%	63 8%	94 9%	77 9%	129 8%	176 8%	66 8%	45 8%	304 8%	110 8%	129 8% _q	97 7%	19 5%	437 7%
Neither satisfied or dissatisfied	1630 28% _{elp}	164 27% _e	260 29% _e	274 29% _e	151 29% _e	41 16%	243 31% _e	285 28% _e	211 26% _e	395 24%	642 30% _{zim}	244 29% _l	176 31% _l	1036 27% _l	419 30% _l	530 34% _{zpq}	309 22%	102 25%	1645 28%
Fairly dissatisfied	1150 20% _o	128 21%	177 20%	173 18%	95 18%	63 25%	152 19%	179 18%	178 22%	336 20%	431 20%	161 19%	119 21%	767 20%	280 20%	272 17%	321 23% _{zo}	104 25% _{zo}	1156 20%
Very dissatisfied	754 13% _o	64 10%	129 14%	119 12%	68 13%	38 15%	103 13%	128 13%	105 13%	243 15% _{zjm}	258 12%	103 12%	75 13% _j	501 13% _j	178 13%	109 7%	300 22% _{zoq}	52 13% _o	740 13%
Don't know/Not applicable	1740 30% _{lp}	202 33% _b	238 26%	317 33% _{zbfn}	157 30%	78 31%	214 27%	303 30%	227 28%	546 33% _{zln}	636 29% _l	249 30% _l	136 24%	1182 31% _{zln}	385 27% _l	517 33% _{zp}	346 25%	133 32% _p	1811 31%
Prefer not to say	34 1% _{cijmo}	2 *	11 1% _{cg}	- -	3 1%	3 1% _c	8 1% _c	3 *	5 1% _c	3 *	5 *	4 *	6 1% _{ijm}	8 *	9 1% _m	4 *	3 *	- -	30 1%
Satisfied	567 10% _{cmq}	53 9%	91 10%	72 8%	54 10%	27 11%	71 9%	109 11% _c	89 11% _c	143 9%	193 9%	76 9%	56 10%	336 9%	132 9%	144 9% _q	114 8%	21 5%	493 8%
Dissatisfied	1903 32% _o	192 31%	306 34%	293 31%	163 31%	101 40% _{cg}	255 32%	307 30%	283 35%	578 35% _z	689 32%	263 32%	195 34%	1268 33%	458 33%	381 24%	621 45% _{zoq}	156 38% _{zo}	1896 32%
NET Satisfied: satisfied- dissatisfied	-23%	-23%	-24%	-23%	-21%	-30%	-23%	-20%	-24%	-26%	-23%	-22%	-24%	-24%	-23%	-15%	-36%	-33%	-24%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 23

Q10_S5. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Libraries
Base: All UK adults, age 16+

	Gender		Age							Ethnicity		Working status		Education		Tenure			Annual household income					
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	Unwtd Total
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	519	190	323	48	72	82	54	79	93	92	468	45	161	354	166	348	391	61	42	130	146	103	41	588
	9%afkl	7%	11%za	6%	8%	9%f	6%	9%fg	13%zcde	14%zcdefg	9%zk	6%	6%	11%zi	9%	9%	9%z	8%	7%	11%z	9%	8%	8%	10%
Fairly satisfied	1809	793	998	211	266	327	299	260	222	225	1546	244	707	1098	595	1200	1365	221	143	369	559	414	146	1857
	31%aglo	28%	33%za	27%	28%	35%zcdg	32%	28%	31%	35%zcdg	31%	30%	28%	33%zi	34%zo	30%	33%zr	28%	25%	30%	33%z	32%	29%	32%
Neither satisfied or dissatisfied	1828	968	845	266	306	277	302	299	209	168	1557	252	853	966	476	1334	1264	252	216	367	521	411	164	1763
	31%bimn	34%zb	28%	34%i	32%	29%	30%i	33%i	29%	26%	31%	32%	34%zm	29%	27%	33%zn	30%	32%	38%zp	30%	31%	32%	33%	30%
Fairly dissatisfied	705	361	333	123	141	117	110	88	64	63	554	136	322	375	240	461	480	105	67	138	214	147	59	624
	12%bghj	13%	11%	16%ghi	15%ghi	12%h	12%h	10%	9%	10%	11%	17%zj	13%	11%	14%zo	11%	11%	13%	12%	11%	13%	11%	12%	11%
Very dissatisfied	268	135	129	43	56	25	39	53	35	17	222	42	118	148	73	191	161	36	47	79	64	62	15	271
	5%eip	5%	4%	5%	6%ei	3%	4%	6%zei	5%ei	3%	4%	5%	5%	4%	4%	5%	4%	5%	8%zpq	7%zqv	4%	5%	3%	5%
Don't know/Not applicable	713	345	365	73	108	111	115	141	90	75	638	70	338	367	193	507	527	98	61	127	176	143	77	743
	12%kmt	12%	12%	9%	11%	12%	12%	15%zcde	13%	12%	13%zk	9%	13%zm	11%	11%	13%	13%	13%	10%	10%	10%	11%	15%st	13%
Prefer not to say	32	18	11	19	4	1	7	*	1	*	16	10	6	15	8	12	10	4	1	4	2	5	-	29
	1%ghjlo	1%	*	2%zdegh	*	*	1%eghi	*	*	*	*	1%j	*	*	*	*	*	*	*	*	*	*	-	*
Satisfied	2329	984	1321	258	338	409	352	339	315	317	2014	289	869	1452	761	1548	1756	282	184	498	705	518	187	2445
	40%acgl	35%	44%za	33%	35%	44%zcdg	38%	37%	44%zcdf	49%zcdefgh	40%z	36%	35%	44%zi	43%zo	38%	42%zqr	36%	32%	41%	42%	40%	37%	42%
Dissatisfied	973	496	462	165	197	142	148	140	99	80	776	179	441	523	313	652	641	140	114	217	279	209	74	895
	17%bhij	18%	15%	21%zegh	21%zegh	15%	16%	15%	14%	13%	16%	22%zj	18%	16%	18%	16%	15%	18%	20%p	18%	17%	16%	15%	15%
NET Satisfied: satisfied-dissatisfied	23%	17%	29%	12%	15%	28%	22%	22%	30%	37%	25%	14%	17%	28%	26%	22%	27%	18%	12%	23%	25%	24%	22%	26%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 24

Q10_S5. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Libraries

Base: All UK adults, age 16+

	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Total (z)																									
5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
519 9%	423 9%	38 8%	35 12% zab	23 14% zab	111 8%	77 8%	236 9%	14 6%	60 9%	37 8%	41 10%	35 7%	56 10%	88 11% p	41 8%	50 7%	405 9%	114 9%	90 8%	92 8%	107 9%	101 9%	129 11% zst	588 10%	
1809 31% hks	1519 31%	150 30%	82 29%	58 36% zac	387 28%	260 28%	872 33% zef	56 24%	176 27%	155 32%	108 25%	152 30%	210 38% zhik	268 33% hk	165 32% hk	228 30%	1412 30%	397 33%	305 26%	372 31% s	343 29%	383 33% s	407 35% zsu	1857 32%	
1828 31%	1548 31%	149 30%	83 29%	47 29%	417 31%	325 34%	806 31%	87 37% m	189 29%	141 29%	156 36% zim	169 33%	150 27%	255 31%	161 32%	239 32%	1453 31%	374 31%	368 32%	357 30%	371 32%	356 30%	376 32%	1763 30%	
705 12% dr	604 12% d	64 13% d	28 10% d	9 6%	189 14%	106 11%	310 12%	34 14%	94 14% mn	61 13%	51 12%	55 11%	52 9%	76 9%	55 11%	126 17% zimn	588 13% zr	117 10%	154 13%	156 13%	125 11%	150 13%	119 10%	624 11%	
268 5% gmw	220 4%	21 4%	18 6%	9 5%	83 6% zg	55 6% g	82 3%	19 8% zmno	44 7% zmno	20 4%	19 4%	37 7% zmno	13 2%	19 2%	18 4%	32 4%	224 5%	44 4%	84 7% ztlw	43 4%	62 5% w	41 3%	38 3%	271 5%	
713 12% dw	598 12%	67 14%	33 12%	15 9%	172 13%	116 12%	310 12%	24 10%	83 13%	65 14%	54 13%	62 12%	69 13%	101 13%	68 13%	72 10%	540 12%	173 14% zq	157 13% w	152 13% w	157 13% w	140 12%	108 9%	743 13%	
32 1% rw	24 *	4 1%	3 1%	2 1%	5 *	5 *	14 1%	1 *	3 1%	1 *	- 1%	5 1%	- *	2 *	1 *	11 1% zm	31 1% r	1 *	8 1% w	11 1% vw	12 1% vw	1 *	1 *	29 *	
2329 40% efhs	1943 39%	188 38%	117 41%	81 50% zabc	498 37%	337 36%	1108 42% zef	70 30%	236 36%	192 40% h	150 35%	187 36%	267 48% zhij klop	357 44% zhik	207 41% h	278 37%	1817 39%	511 42%	395 34%	464 39% s	449 38%	484 41% s	536 46% zstu	2445 42%	
973 17% dgmn rw	824 17% d	84 17% d	46 16% d	18 11%	272 20% zg	161 17%	391 15%	53 23% zmno	138 21% zmno	81 17% n	70 16%	92 18% mn	65 12%	95 12%	73 14%	158 21% zmno	811 7% zr	161 13%	238 20% zuwv	200 7%	187 16%	191 16%	157 13%	895 15%	
23%	23%	21%	25%	39%	17%	19%	27%	7%	15%	23%	19%	19%	37%	32%	26%	16%	22%	29%	13%	22%	22%	25%	32%	26%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/fg - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



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30 May 2024
Table 25

Q10_S5. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Libraries

Base: All UK adults, age 16+

Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
519 9% d	63 10% d	65 7% d	104 11% zbd	17 3%	25 10% d	70 9% d	92 9% d	79 10% d	154 9%	186 9%	78 9%	56 10%	340 9%	134 10%	163 10% z	112 8%	41 10%	588 10%
1809 31% f	235 38% zbddefgh	270 30%	332 35% zefh	158 30%	63 25%	208 26%	307 30%	236 29%	554 33% z	709 33% z	245 29%	167 29%	1263 33% zn	412 29%	521 33% z	441 32%	132 32%	1857 32%
1828 31% p	183 30%	270 30%	281 29%	164 31%	70 28%	269 34%	332 33%	259 32%	507 30%	663 31%	287 34%	167 29%	1170 31%	455 32%	498 32% p	376 27%	129 31%	1763 30%
705 12% cgko	61 10%	127 14% cg	93 10%	92 18% zacfgh	50 20% zacfgh	88 11%	96 10%	95 12%	190 11%	249 11%	77 9%	70 12%	439 11%	147 10%	119 8%	229 16% zoq	45 11% o	624 11%
268 5% acmo	11 2%	53 6% ac	27 3%	40 8% zacg	8 3%	52 7% zacg	37 4%	39 5% a	66 4%	84 4%	43 5%	41 7% zijm	150 4%	84 6% zijm	43 3%	96 7% zoq	12 3%	271 5%
713 12% p	60 10%	113 13%	118 12%	48 9%	27 11%	99 12%	141 14% ad	104 13%	194 12%	266 12%	100 11%	64 11%	460 12%	164 12%	228 14% zp	136 10%	52 13%	743 13%
32 1% imo	-	7 1%	1 *	8 2% zacgh	7 3% zacfgh	5 1%	1 *	1 *	1 *	7 *	5 1% i	3 *	8 *	7 1% i	3 *	3 *	-	29 *
2329 40% df	298 49% zbddefgh	335 37%	437 46% zbddefgh	175 33%	88 35%	278 35%	399 40%	316 39%	708 43% z	896 41%	323 39%	223 39%	1604 42% z	546 39%	684 43% z	553 40%	173 42%	2445 42%
973 17% acgmo	72 12%	180 20% zacg	120 13%	132 25% zacfgh	58 23% zacg	139 18% acg	134 13%	135 17% ac	256 15%	333 15%	120 14%	112 20% ijkmn	589 15%	231 16% k	162 10%	324 23% zoq	57 14%	895 15%
23%	37%	17%	33%	8%	12%	18%	26%	22%	27%	26%	24%	20%	26%	22%	33%	16%	28%	26%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
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Overlap formulae used. * small base



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Table 26

Q10_S6. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Provision of recycling facilities
Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	625 11%cdlq	300 11%	320 11%	54 7%	68 7%	85 9%	88 10%	104 11%cd	108 15%zcde	118 18%zcdefg	556 11%z	63 8%	223 9%	400 12%z	200 11%	420 10%	509 12%zqr	42 5%	48 8%	123 10%	193 12%	152 12%	47 9%	717 12%
Fairly satisfied	2448 42%cdkq	1156 41%	1279 43%	233 30%	327 34%	382 41%cd	413 45%zcd	435 47%zcde	350 49%zcde	307 48%zcde	2163 43%zk	262 33%	1014 40%	1429 43%	723 41%	1705 42%	1901 45%zqr	252 32%	194 34%	489 40%	704 42%	554 43%	228 46%	2632 45%
Neither satisfied or dissatisfied	1153 20%ghij	581 21%	556 19%	204 26%zefg	245 26%zefg	175 19%hi	167 18%hi	161 18%	109 15%	92 14%	942 19%	196 25%zj	543 22%zm	601 18%	321 18%	817 20%	762 18%	176 23%p	138 24%zp	258 21%	339 20%	250 19%	84 17%	1023 17%
Fairly dissatisfied	1047 18%ghij	482 17%	555 18%	172 22%ghi	188 20%hi	189 20%ghi	170 18%hi	143 16%	104 15%	81 13%	873 17%	163 20%	472 19%	567 17%	340 19%	700 17%	680 16%	201 26%zp	122 21%p	219 18%	309 18%	220 17%	97 19%	974 17%
Very dissatisfied	467 8%hjp	235 8%	225 8%	68 9%h	97 10%hi	87 9%hi	72 8%h	69 8%h	35 5%	39 6%	381 8%	79 10%	216 9%	248 7%	142 8%	321 8%	288 7%	87 11%zp	62 11%p	103 8%	117 7%	96 7%	42 8%	426 7%
Don't know/Not applicable	98 2%afghj	30 1%	64 2%za	32 4%zfg	19 2%ghi	20 2%fg	7 1%	8 1%	7 1%	5 1%	74 1%	21 3%	29 1%	61 2%	12 1%	83 2%zn	47 1%	16 2%	11 2%	16 1%v	17 1%	9 1%	- -	78 1%
Prefer not to say	36 1%beghi	26 1%zb	5 *	18 2%zeghi	9 1%egh	* *	8 1%eghi	- -	1 *	* *	11 *	14 2%zj	8 *	19 1%	12 1%o	8 *	11 *	4 *	2 *	4 *	2 *	5 *	3 1%	25 *
Satisfied	3073 52%cdkl	1456 52%	1599 53%	287 37%	395 41%	467 50%cd	502 54%cd	539 59%zcde	458 64%zcde	425 66%zcdefg	2719 54%zk	326 41%	1237 49%	1828 55%z	924 53%	2125 52%	2409 57%zqr	294 38%	242 42%	612 50%	897 53%	707 55%	275 55%	3349 57%
Dissatisfied	1515 26%ghij	717 26%	780 26%	240 31%ghi	285 30%zghi	276 29%zghi	242 26%hi	212 23%hi	140 20%	120 19%	1254 25%	242 30%j	688 27%zm	815 25%	482 28%	1021 25%	968 23%	288 37%zp	183 32%zp	322 27%	426 25%	315 25%	139 28%	1400 24%
NET Satisfied: satisfied-dissatisfied	27%	26%	27%	6%	11%	20%	28%	36%	45%	48%	29%	10%	22%	30%	25%	27%	34%	1%	10%	24%	28%	30%	27%	33%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
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Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 27

Q10_S6. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Provision of recycling facilities
Base: All UK adults, age 16+

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
Very satisfied	625 11%t	517 10%	37 8%	51 18%zabd	19 12%	132 10%	95 10%	290 11%	26 11%	62 9%	44 9%	41 10%	54 10%	48 9%	104 13%	71 14%zmp	68 9%	474 10%	150 12%	123 11%	101 9%	134 11%	129 11%	138 12%t	717 12%	
Fairly satisfied	2448 42%pqst	2054 42%	206 42%	108 38%	81 50%zabc	533 39%	417 44%	1104 42%	87 37%	255 39%	192 40%	205 48%zhip	212 41%p	245 44%p	346 43%p	257 51%zhij lnp	255 34%	1839 40%	609 50%zq	393 34%	456 39%	498 42%z	567 48%zstu	535 45%zst	2632 45%	
Neither satisfied or dissatisfied	1153 20%do	995 20%do	88 18%	47 17%	23 14%	299 22%	197 21%	499 19%	44 19%	151 23%no	105 22%o	86 20%	110 21%o	110 20%	136 17%	77 15%	176 23%no	967 21%zr	186 15%	255 22%v	262 22%v	225 19%	195 17%	216 18%	1023 17%	
Fairly dissatisfied	1047 18%	897 18%	84 17%	42 15%	25 15%	248 18%	144 15%	504 19%f	40 17%	113 17%	95 20%	67 15%	78 15%	94 17%	165 20%	82 16%	163 21%il	850 18%	198 16%	230 20%	219 19%	200 17%	196 17%	202 17%	974 17%	
Very dissatisfied	467 8%agorv w	366 7%	63 13%zad	27 10%	11 7%	118 9%	66 7%	182 7%	36 15%zijkl mnop	45 7%	37 8%o	24 6%	43 8%o	44 8%o	53 7%	19 4%	66 9%o	401 9%zr	66 5%	125 11%zu	111 9%vw	90 8%	71 6%	69 6%	426 7%	
Don't know/Not applicable	98 2%or	81 2%	10 2%	4 1%	4 2%	26 2%	21 2%	33 1%	2 1%	16 3%no	8 2%	6 1%	15 3%no	10 2%o	6 1%	2 *	15 2%o	88 2%r	11 1%	32 3%zv	20 2%	17 1%	12 1%	18 2%	78 1%	
Prefer not to say	36 1%rvw	29 1%	4 1%	3 1%	1 *	7 1%	3 *	18 1%	- -	7 1%o	- *	1 *	3 1%	- *	1 *	1 *	16 2%zjkmn o	34 1%r	2 *	9 1%w	14 1%zvw	11 1%vw	1 *	- -	25 *	
Satisfied	3073 52%epqs t	2571 52%	243 49%	159 56%	100 61%zab	665 49%	512 54%e	1394 53%e	113 48%	316 49%	235 49%	246 57%ijp	265 52%p	293 53%p	450 55%ip	328 64%zhij lmnp	323 43%	2313 50%	760 62%zq	516 44%	557 47%	632 54%st	695 59%zstu	672 57%zst	3349 57%	
Dissatisfied	1515 26%forv	1262 26%	147 30%o	69 25%	36 22%	366 27%f	211 22%	686 26%	76 32%klo	159 24%	132 27%o	90 21%	121 23%	137 25%	218 27%o	102 20%	229 30%zko	1251 27%zr	264 22%	355 30%zu	330 28%vw	290 25%	268 23%	271 23%	1400 24%	
NET Satisfied: satisfied- dissatisfied	27%	27%	20%	32%	39%	22%	32%	27%	16%	24%	22%	36%	28%	28%	29%	45%	12%	23%	41%	14%	19%	29%	36%	34%	33%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 28

Q10_S6. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Provision of recycling facilities
Base: All UK adults, age 16+

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)		
Total (z)																			
5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875	
5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875	
625 11%b	71 12%b	62 7%	143 15%zbdgh	37 7%	33 13%b	92 12%bd	111 11%b	75 9%	221 13%zjkm/0%	218 10%	82 10%	54 10%	439 11%zj	136 10%	235 15%zp	125 9%	56 14%p	717 12%	
2448 42%de	288 47%zbddef	350 39%	448 47%zbddef	168 32%	80 32%	308 39%d	456 45%zbddef	347 43%de	734 44%k	964 45%zkn	319 38%	248 44%	1697 44%zkn	567 40%	743 47%z	617 44%	194 47%z	2632 45%	
1153 20%cmoq	99 16%	196 22%ac	148 15%	130 25%zac	45 18%	161 20%c	197 20%c	175 21%ac	275 17%	418 19%	177 21%i	122 21%i	693 18%	299 21%im	257 16%	256 18%	60 15%	1023 17%	
1047 18%io	115 19%	194 21%zcfgh	156 16%	111 21%f	59 24%fgh	121 15%	161 16%	129 16%	309 19%l	360 17%	167 20%ln	77 14%	669 17%	244 17%l	224 14%	250 18%o	75 18%	974 17%	
467 8%cgmo	34 6%	86 9%acg	51 5%	57 11%acg	23 9%	91 11%zacgh	62 6%	64 8%	114 7%	168 8%	72 9%	59 10%im	282 7%	131 9%i	101 6%	116 8%	26 6%	426 7%	
98 2%imoq	6 1%	12 1%	11 1%	15 3%	2 1%	13 2%	20 2%	20 2%	7 *	30 1%im	14 2%i	4 1%	37 1%i	17 1%i	14 1%	20 1%q	- -	78 1%	
36 1%cgmo	- -	7 1%c	- -	10 2%zacg	9 4%zabcfgh	4 1%c	1 *	5 1%c	4 *	8 *	4 1%	4 1%	13 *	9 1%	2 *	8 1%	1 *	25 *	
3073 52%bdk	359 59%zbddefh	412 45%	591 62%zbddefh	205 39%	112 45%	400 51%d	567 56%zbddef	421 52%bd	955 57%zkn	1181 55%zkn	401 48%	302 53%	2136 56%zkn	703 50%	977 62%zp	742 53%	251 61%zp	3349 57%	
1515 26%cgo	149 24%	279 31%zacgh	207 22%	168 32%zacgh	82 33%cgh	211 27%c	223 22%	194 24%	423 25%	528 24%	239 29%	136 24%	951 25%	375 27%	325 21%	367 26%o	101 24%	1400 24%	
27%	34%	15%	40%	7%	12%	24%	34%	28%	32%	30%	19%	29%	31%	23%	41%	27%	36%	33%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 29

Q10_S7. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Road maintenance and repairs
Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	39 1% p	16 1% p	22 1% p	20 3% hi	5 zdefg 1%	7 1% i	1 * hi	3 * hi	1 * hi	2 * hi	26 1% p	11 1% p	4 * p	35 1% p	9 1% p	30 1% p	16 * p	7 1% p	11 2% p	15 1% p	7 * p	8 1% p	1 * p	27 * p
Fairly satisfied	397 7% p	187 7% p	205 7% p	93 12% hi	98 zefg 10%	52 zefgh 6% h	63 7% gh	39 4% hi	23 3% hi	28 4% hi	271 5% p	121 15% p	159 6% p	234 7% p	130 7% p	260 6% p	242 6% p	67 9% p	47 8% p	76 6% p	102 6% p	93 7% p	28 6% p	325 6% p
Neither satisfied or dissatisfied	496 8% p	221 8% p	265 9% p	143 18% gh	104 zdef 11% gh	80 9% gh	70 8% hi	54 6% hi	24 3% hi	19 3% hi	378 8% p	110 14% p	185 7% p	306 9% p	162 9% p	325 8% p	286 7% p	90 12% p	76 13% p	114 9% p	141 8% p	97 8% p	38 8% p	394 7% p
Fairly dissatisfied	1726 29% o	826 29% o	884 29% o	239 31% i	335 35% zefgh	306 33% zfgi	244 26% hi	227 25% hi	202 28% hi	173 27% hi	1436 29% p	271 34% p	788 31% zm	935 28% p	583 33% zo	1130 28% p	1208 29% p	259 33% p	155 27% p	330 27% p	498 30% p	380 30% p	177 35% zs	1632 28% p
Very dissatisfied	3120 53% qr	1523 54% qr	1579 53% qr	242 31% f	390 41% cd	482 51% cd	535 58% zcde	594 65% zcde	462 65% zcde	414 65% zcdef	2827 57% zk	265 33% p	1349 54% p	1757 53% p	844 48% p	2249 55% zn	2408 57% zqr	339 44% p	277 48% p	664 55% p	925 55% p	698 54% p	256 51% p	3423 58% p
Don't know/Not applicable	69 1% ptu	24 1% ptu	41 1% ptu	30 4% i	17 zefgh 2% fgh	10 1% h	3 * hi	3 * hi	1 * hi	5 1% p	49 1% p	17 2% p	14 1% p	46 1% p	14 1% p	49 1% p	28 1% p	12 2% p	10 2% p	12 1% p	7 * p	5 * p	1 * p	49 1% p
Prefer not to say	27 * t	15 * t	9 * t	13 2% gh	4 * gh	2 * gh	8 1% gh	- - hi	- - hi	* * hi	13 * p	6 1% p	7 * p	11 * p	7 * p	11 * p	11 * p	4 * p	* * p	2 * p	2 * p	5 * p	- - p	25 * p
Satisfied	436 7% p	202 7% p	226 8% p	114 15% hi	103 zefg 11% gh	59 6% h	64 7% gh	42 5% hi	24 3% hi	30 5% hi	297 6% p	132 16% p	163 7% p	269 8% p	140 8% p	289 7% p	258 6% p	73 9% p	58 10% p	91 8% p	110 7% p	101 8% p	29 6% p	352 6% p
Dissatisfied	4846 82% qr	2348 84% qr	2463 82% qr	481 62% f	725 76% cd	788 84% cd	779 84% cd	822 89% zcde	664 93% zcde	587 92% zcdef	4263 85% zk	535 67% p	2137 85% zm	2692 81% p	1427 82% p	3379 83% z	3615 86% zqr	597 77% p	432 75% p	994 82% p	1422 85% z	1078 84% p	433 86% p	5055 86% p
NET Satisfied: satisfied-dissatisfied	-75%	-76%	-74%	-47%	-65%	-78%	-77%	-85%	-90%	-87%	-79%	-50%	-79%	-73%	-74%	-76%	-80%	-67%	-65%	-74%	-78%	-76%	-81%	-80%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 30

Q10_S7. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Road maintenance and repairs

Base: All UK adults, age 16+

	Country					England region (Net)			England region											Urbanity			IMD Quintile					Unwtd Total
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)					
Total (z)	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875				
5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875				
39	31	6	1	2	10	5	16	5	2	3	5	-	-	4	1	10	35	4	10	3	15	8	3	27				
1%	1%	1%	*	1%	1%	1%	1%	2%	zilmn*	1%	1%	-	-	*	*	1%	1%	*	1%	*	1%	z	*	*				
397	349	17	19	12	82	49	219	21	37	23	26	22	27	35	32	124	347	49	86	99	80	65	67	325				
7%	7%	3%	7%	7%	6%	5%	8%	9%	lm	5%	6%	4%	5%	4%	6%	16%	zhijk	7%	7%	8%	7%	6%	6%	6%				
496	410	49	27	10	107	77	226	23	44	39	31	46	36	47	31	112	432	64	121	114	100	84	76	394				
8%	8%	10%	10%	6%	8%	8%	9%	10%	7%	8%	7%	9%	6%	6%	6%	15%	zijkl	9%	10%	10%	9%	7%	6%	7%				
1726	1472	139	76	39	426	259	787	79	186	160	112	147	148	207	157	275	1363	364	319	371	361	338	337	1632				
29%	30%	28%	27%	24%	31%	27%	30%	34%	29%	33%	26%	29%	27%	26%	31%	36%	zijkl	29%	27%	31%	31%	29%	29%	28%				
3120	2600	274	151	95	712	542	1346	105	358	249	249	293	335	512	285	214	2383	737	598	575	602	665	679	3423				
53%	53%	56%	53%	58%	52%	57%	51%	45%	55%	52%	58%	57%	61%	63%	56%	28%	51%	60%	51%	49%	51%	57%	58%	58%				
69	57	4	4	3	21	9	26	1	15	5	7	3	5	2	2	17	67	3	27	10	8	10	14	49				
1%	1%	1%	2%	2%	2%	1%	1%	1%	2%	1%	2%	1%	1%	2	*	2%	1%	*	2%	1%	1%	1%	1%	1%				
27	19	4	3	1	6	3	10	-	6	-	-	3	-	2	1	7	26	1	6	11	9	1	*	25				
*rw	*	1%	1%	1%	*	*	*	-	1%	-	-	1%	-	*	*	1%	1%	*	1%	1%	1%	*	*	*				
436	379	22	21	13	91	53	235	27	39	26	31	22	27	39	34	135	383	53	96	102	95	73	70	352				
7%	8%	5%	7%	8%	7%	6%	9%	11%	ijlmn	6%	5%	7%	4%	5%	7%	18%	zijkl	8%	8%	9%	9%	8%	6%	6%				
4846	4072	413	227	134	1138	801	2133	184	544	409	360	441	482	720	442	489	3746	1100	917	946	963	1004	1016	5055				
82%	82%	84%	80%	83%	83%	85%	81%	78%	84%	85%	84%	86%	88%	89%	87%	64%	81%	90%	79%	80%	82%	86%	86%	86%				
-75%	-75%	-79%	-73%	-74%	-77%	-79%	-72%	-67%	-78%	-80%	-77%	-81%	-83%	-84%	-80%	-47%	-72%	-86%	-70%	-71%	-74%	-79%	-80%	-80%				

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 31

Q10_S7. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Road maintenance and repairs
Base: All UK adults, age 16+

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	39 1%o	4 1%	10 1%	3 *	1 *	5 2%zcdg	9 1%	3 *	4 1%	11 1%	9 *	3 *	7 1%	21 1%	10 1%	4 *	5 *	5 1%o	27 *
Fairly satisfied	397 7%cfjimo	28 5%	65 7%f	49 5%	66 12%zabcfgh	63 25%zabcfgh	30 4%	50 5%	45 5%	113 7%	113 5%	54 6%	40 7%	226 6%	94 7%	63 4%	105 8%o	22 5%	325 6%
Neither satisfied or dissatisfied	496 8%cmoq	36 6%	101 11%zacfg	51 5%	79 15%zacfgh	36 14%zacfgh	55 7%	71 7%	65 8%	137 8%	159 7%	65 8%	54 10%	296 8%	119 8%	76 5%	98 7%o	20 5%	394 7%
Fairly dissatisfied	1726 29%fin	168 27%	276 30%	283 30%	176 33%f	95 38%zafg	202 26%	273 27%	249 31%	533 32%zln	652 30%ln	234 28%	136 24%	1185 31%zln	370 26%	437 28%	427 31%	137 33%	1632 28%
Very dissatisfied	3120 53%bde	373 61%zbddeh	431 48%de	569 59%zbddeh	184 35%e	43 17%	481 61%zbddeh	598 59%zbdde	438 54%bde	862 52%	1206 56%zim	472 57%	322 57%	2068 54%li	794 57%zi	990 63%zpq	741 53%	227 55%	3423 58%
Don't know/Not applicable	69 1%cimo	4 1%	16 2%e	* *	15 3%zac	4 2%e	8 1%e	12 1%e	10 1%e	8 *	18 1%	7 1%	8 1%	26 1%	14 1%	2 *	14 1%o	1 *	49 1%
Prefer not to say	27 *imo	- -	7 1%	1 *	6 1%acg	3 1%ag	4 1%	1 *	4 *	1 *	7 *	- *	2 *	7 *	2 *	2 *	3 *	- *	25 *
Satisfied	436 7%cfjimo	32 5%	75 8%cfg	52 5%	67 13%zacfgh	69 28%zabcfgh	39 5%	53 5%	49 6%	125 7%	123 6%	56 7%	47 8%	247 6%	103 7%	66 4%	110 8%o	27 7%	352 6%
Dissatisfied	4846 82%bde	541 88%zbdde	707 78%de	852 89%zbddeh	360 68%e	138 55%	684 87%zbdde	870 86%zbdde	687 84%bde	1395 84%	1859 86%zli	706 85%	458 81%	3253 85%zli	1164 83%	1428 91%zsp	1168 84%	363 88%z	5055 86%
NET Satisfied: satisfied-dissatisfied	-75%	-83%	-70%	-84%	-56%	-28%	-82%	-81%	-78%	-76%	-80%	-78%	-72%	-78%	-76%	-86%	-76%	-82%	-80%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 32

Q10_S8. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Local bus services
Base: All UK adults, age 16+

	Total (z)	Gender		Age							Ethnicity		Working status		Education		Tenure			Annual household income					Unwtd Total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)		
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875	
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875	
Very satisfied	359 6%fgl	163 6%	191 6%	47 6%	39 4%	44 5%	42 5%	45 5%	71 5%	70 10%zcde fg	319 11%zcdefg 6%z	37 5%	114 5%	243 7%zli	116 7%	237 6%	272 6%	43 6%	25 4%	77 6%	98 6%	69 5%	47 9%ztu	384 7%	
Fairly satisfied	1738 30%il	852 30%	870 29%	223 29%	252 26%	294 31%	251 27%	255 28%	235 33%zdfg	229 36%zcdfg	1475 30%	239 30%	687 27%	1042 31%zli	531 30%	1189 29%	1242 30%	234 30%	181 31%	362 30%	509 30%	377 29%	150 30%	1716 29%	
Neither satisfied or dissatisfied	1284 22%bjn	655 23%b	613 20%	157 20%	217 23%	212 23%	199 22%	224 24%zhi	147 21%	126 20%	1061 21%	210 26%j	575 23%	700 21%	343 20%	934 23%zn	927 22%	155 20%	126 22%	293 24%u	396 24%	258 20%	110 22%	1262 21%	
Fairly dissatisfied	1222 21%hip	552 20%	658 22%	170 22%	232 24%hi	186 20%	212 23%hi	188 20%i	131 18%	104 16%	1045 21%	161 20%	559 22%	659 20%	387 22%	831 21%	843 20%	202 26%zp	127 22%	259 21%	349 21%	285 22%	97 19%	1220 21%	
Very dissatisfied	747 13%h	362 13%	381 13%	125 16%hi	141 15%h	108 11%	125 13%h	110 12%	72 10%	67 10%	641 13%	99 12%	331 13%	410 12%	235 13%	501 12%	528 13%	87 11%	83 14%	143 12%	199 12%	186 14%	51 10%	742 13%	
Don't know/Not applicable	495 8%akms	207 7%	283 9%za	42 5%	68 7%	94 10%c	88 9%	99 11%zcghi	57 8%	46 7%	446 9%zk	44 5%	235 9%	252 8%	130 7%	351 9%	379 9%zr	51 7%	33 6%	76 6%	128 8%	106 8%	46 9%	527 9%	
Prefer not to say	30 1%bghjl opt	20 1%	8 *	17 2%zeghi *	4 *	2 *	8 1%ghi	- -	- -	* -	12 *	10 1%j	5 *	16 *	7 *	10 *	8 *	4 *	2 *	2 *	2 *	5 *	- -	24 *	
Satisfied	2097 36%dfgl	1015 36%	1061 35%	271 35%	291 31%	338 36%	293 32%	299 33%	306 43%zcde fg	299 47%zcdefg	1795 36%	276 35%	801 32%	1285 39%zli	647 37%	1425 35%	1513 36%	277 36%	206 36%	440 36%	607 36%	446 35%	197 39%	2100 36%	
Dissatisfied	1968 34%himp	914 33%	1039 35%	294 38%hi	372 39%zeghi i	294 31%	337 36%zehi	298 32%hi	204 29%	170 27%	1686 34%	260 33%	889 35%zm	1070 32%	622 36%	1333 33%	1371 33%	290 37%	210 36%	403 33%	548 33%	471 37%zsv	149 30%	1962 33%	
NET Satisfied: satisfied-dissatisfied	2%	4%	1%	-3%	-9%	5%	-5%	*	14%	20%	2%	2%	-4%	6%	1%	2%	3%	-2%	-1%	3%	4%	-2%	10%	2%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 33

Q10_S8. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Local bus services
Base: All UK adults, age 16+

	Total (z)	Country				England region (Net)			England region											Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)			
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875		
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875		
Very satisfied	359 6%efh r	305 6%	31 6%	12 4%	10 6%	47 3%	38 4%	220 8%zof	4 2%	25 4%	18 4%	30 7%hl	8 2%	24 4%l	67 8%zhijl m	29 6%hl	100 13%zhijk Imno	308 7%zr	51 4%	58 5%	68 6%	72 6%	87 7% s	73 6%	384 7%		
Fairly satisfied	1738 30%ch mr	1487 30%chl	142 29% c	60 21% c	49 30% c	369 27%	255 27%	863 33%zof	51 22%	217 33%h jlm	101 21%	135 31%h jlm	120 23%	131 24%	235 29% j	139 27%	358 47% zhij klmno	1479 32% zr	258 21%	348 30%	375 32% u	320 27%	329 28%	366 31%	1716 29%		
Neither satisfied or dissatisfied	1284 22%g pr	1106 22%	89 18%	55 20%	33 21%	331 24% zg	246 26% zg	529 20%	64 27% op	164 28% p	103 22%	90 21%	156 30% zjkm nop	129 23% p	179 22% p	100 20%	121 16%	1051 23% zr	232 19%	293 28% z tv	242 20%	263 22%	240 20%	247 21%	1262 21%		
Fairly dissatisfied	1222 21% fkp	1012 20%	108 22%	66 23%	36 22%	323 24% zfg	163 17%	526 20%	69 29% zkil np	114 18%	140 29% zik lm	69 16%	94 18%	137 25% zik l	149 18%	128 25% zik l	112 15%	917 20%	305 25% zq	215 18%	230 19%	248 21%	271 23% s	257 22%	1220 21%		
Very dissatisfied	747 13% agp	589 12%	84 17% za	54 19% zad	20 12%	175 13%	139 15% g	275 10%	30 13% p	67 10% p	78 16% in p	66 15% p	74 14% p	66 12% p	88 11% p	81 16% in p	40 5%	505 11%	242 20% zq	153 13%	159 13%	152 13%	152 13%	132 11%	742 13%		
Don't know/Not applicable	495 8% pq	416 8%	33 7%	32 11% zb	13 8%	112 8%	100 11% zg	205 8%	17 7% p	58 9% p	37 8% p	40 9% p	60 12% zop	64 12% zop	92 11% zop	32 6% p	17 2%	364 8%	131 11% zq	93 8%	100 8%	109 9%	92 8%	101 9%	527 9%		
Prefer not to say	30 1% rvw	22 *	5 1%	3 1%	1 *	6 *	3 *	13 *	- *	5 1%	1 *	- *	3 1%	- *	1 *	1 *	11 1% zmn	29 1% r	1 *	7 1% w	9 1% vw	13 1% zvw	1 *	* *	24 *		
Satisfied	2097 36% cefh jimr	1793 36% c	173 35% c	72 26% c	59 36% c	417 31%	293 31%	1083 41% zof	55 23%	242 37% h jlm	120 25%	165 38% h jlm	128 25%	155 28%	302 37% h jlm	168 33% h jl	458 60% zhij klmno	1787 38% zr	310 25%	406 35%	443 37%	392 33%	416 36%	440 37%	2100 36%		
Dissatisfied	1968 34% egin pq	1601 32%	192 39% za	120 42% zad	56 35%	498 37% zg	302 32%	801 30%	99 42% zik l np	181 28% p	218 45% zik lm	134 31% p	168 33% p	203 37% in p	237 29% p	209 41% zik l np	152 20%	1422 31%	547 45% zq	368 32%	389 33%	400 34%	423 36%	389 33%	1962 33%		
NET Satisfied: satisfied-dissatisfied	2%	4%	-4%	-17%	2%	-6%	-1%	11%	-19%	9%	-20%	7%	-8%	-9%	8%	-8%	40%	8%	-19%	3%	5%	-1%	-1%	4%	2%		

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 34

Q10_S8. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local bus services

Base: All UK adults, age 16+

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)		
Total (z)																			
5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875	
5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875	
359 6%fgh	49 8%fgh	69 8%fgh	60 6%f	41 8%fgh	39 16%zabdcfgh	27 3%	43 4%	31 4%	121 7%	121 6%	48 6%	33 6%	242 6%	81 6%	126 8%zp	79 6%	28 7%	384 7%	
1738 30%cfg	176 29%	281 31%cfg	245 26%	222 42%zabcfgh	115 46%zabcfgh	188 24%	252 25%	254 31%cfg	501 30%	663 31%	227 27%	183 32%	1164 30%	411 29%	480 30%	433 31%	121 29%	1716 29%	
1284 22%c	118 19%	198 22%	182 19%	93 18%	41 16%	182 23%	260 26%zacde	206 e	342 25%zacd	475 21%	184 22%	131 23%	817 21%	315 22%	378 24%zpq	283 20%	73 18%	1262 21%	
1222 21%ho	118 19%	213 23%dh	234 24%zadeh	89 17%	39 16%	185 23%dh	214 21%h	130 16%	339 20%	448 21%	185 22%	112 20%	787 21%	296 21%	278 18%	310 22%o	94 23%o	1220 21%	
747 13%eo	78 13%e	95 10%e	149 16%zbe	57 11%e	4 2%	129 16%zbddeh	137 14%e	98 12%e	226 14%	262 12%	107 13%	71 12%	489 13%	177 13%	159 10%	177 13%o	62 15%o	742 13%	
495 8%bde	72 12%zbde	44 5%	87 9%bde	19 4%	4 2%	73 9%bde	101 10%bde	92 11%zbde	136 8%	189 9%	79 9%	37 7%	325 8%	116 8%	152 10%z	108 8%	34 8%	527 9%	
30 1%gimo	-	7 1%cg	-	6 1%acg	7 3%zabcfgh	6 1%cg	1 *	3 *	1 *	7 *	4 1%l	2 *	7 *	6 *	2 *	3 *	-	24 *	
2097 36%cfg	226 37%fg	350 39%cfg	305 32%	263 50%zabcfgh	154 62%zabdcfgh	215 27%	295 29%	285 35%fg	622 37%	784 36%	276 33%	216 38%	1406 37%	492 35%	606 38%z	512 37%	149 36%	2100 36%	
1968 34%deho	196 32%e	307 34%eh	383 40%zabdegh	146 28%e	43 17%	314 40%zabdeh	351 35%deh	228 28%e	565 34%	710 33%	291 35%	182 32%	1275 33%	473 34%	436 28%	487 35%o	156 38%o	1962 33%	
2%	5%	5%	-8%	22%	44%	-12%	-6%	7%	3%	3%	-2%	6%	3%	1%	11%	2%	-2%	2%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 35

Q10_S9. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Train companies

Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	99	55	44	21	19	9	9	14	13	15	74	18	27	70	22	75	56	13	20	23	31	14	9	106
	2%jp	2%	1%	3%	2%	1%	1%	2%	2%	2%k	1%	2%	1%	2%zl	1%	2%	1%	2%	3%zp	2%	2%	1%	2%	2%
Fairly satisfied	954	402	545	148	116	123	149	153	150	114	814	134	337	617	263	684	697	110	95	210	271	208	71	1010
	16%adel	14%	18%za	19%de	12%	13%	16%	17%de	21%zdef	18%de	16%	17%	13%	19%zl	15%	17%	17%	14%	16%	17%	16%	16%	14%	17%
Neither satisfied or dissatisfied	1289	582	700	169	203	218	213	195	159	131	1076	192	493	783	280	990	875	178	151	340	389	243	81	1311
	22%jnp	21%	23%z	22%	21%	23%	23%	21%	22%	20%	22%	24%	20%	24%zl	16%	24%zn	21%	23%	26%zp	28%ztuv	23%uv	19%	16%	22%
Fairly dissatisfied	1601	789	804	199	240	271	275	251	181	185	1391	202	729	869	509	1082	1187	199	147	290	478	408	140	1546
	27%as	28%	27%	25%	25%	29%	30%h	27%	25%	29%	28%z	25%	29%zm	26%	29%	27%	28%z	26%	26%	24%	28%z	32%zs	28%	26%
Very dissatisfied	1490	822	640	191	327	256	218	234	148	116	1269	204	803	678	599	883	1085	232	112	253	409	356	185	1375
	25%bbhim	29%zb	21%	25%i	34%zcef	27%hi	24%i	25%hi	21%	18%	25%	25%	32%zm	20%	34%zo	22%	26%r	30%zr	19%	21%	24%	28%z	37%zstu	23%
Don't know/Not applicable	411	144	262	39	44	61	54	73	62	78	360	43	112	294	70	326	286	40	51	95	102	51	15	500
	7%adlnu	5%	9%za	5%	5%	6%	6%	8%h	9%zcd	12%zcd	7%z	5%	4%	9%zl	4%	8%zn	7%	5%	9%q	8%uv	6%uv	4%	3%	9%
Prefer not to say	29	16	10	14	4	1	6	-	1	2	16	7	5	13	7	14	13	4	-	3	2	5	-	27
	*ghilop	1%	*	2%zegh	*	*	1%eg	-	*	*	*	1%	*	*	*	*	*	*	-	*	*	*	-	*
Satisfied	1053	457	588	169	135	132	158	168	163	129	888	153	364	687	285	759	753	123	115	233	302	222	80	1116
	18%adel	16%	20%za	22%de	14%	14%	17%	18%e	23%zdef	20%de	18%	19%	15%	21%zl	16%	19%	18%	16%	20%	19%	18%	17%	16%	19%
Dissatisfied	3091	1611	1444	390	567	527	493	485	329	301	2660	405	1532	1547	1108	1965	2272	432	260	543	887	764	325	2921
	53%bbhim	57%zb	48%	50%	59%zcf	56%zhi	53%hi	53%hi	46%	47%	53%z	51%	61%zm	47%	63%zo	48%	54%zr	56%r	45%	45%	53%z	59%zst	65%zst	50%
NET Satisfied: satisfied-dissatisfied	-35%	-41%	-28%	-28%	-45%	-42%	-36%	-34%	-23%	-27%	-35%	-32%	-47%	-26%	-47%	-30%	-36%	-40%	-25%	-26%	-35%	-42%	-49%	-31%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 36

Q10_S9. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Train companies

Base: All UK adults, age 16+

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
Very satisfied	99	71	19	3	6	16	7	49	1	12	3	5	1	2	15	7	24	82	17	27	29	18	8	18	106	
	2%afimv	1%	4%zac	1%	4%zac	1%	1%	2%	*	2%	1%	1%	*	*	2%l	1%	3%zhjlm	2%	1%	2%v	2%v	1%	1%	2%	2%	
Fairly satisfied	954	751	122	39	43	200	136	414	35	104	62	71	65	98	123	71	122	753	201	183	186	188	184	213	1010	
	16%sa	15%	25%zac	14%	26%zac	15%	14%	16%	15%	16%	13%	17%	13%	18%	15%	14%	16%	16%	16%	16%	16%	16%	16%	18%	17%	
Neither satisfied or dissatisfied	1289	1068	124	57	40	281	239	549	53	116	111	111	127	109	142	109	189	1013	277	306	267	240	280	197	1311	
	22%inw	22%	25%	20%	24%	21%	25%zeg	21%	23%	18%	23%an	26%in	25%in	20%	17%	21%	25%in	22%	23%	26%zuw	23%w	20%	24%w	17%	22%	
Fairly dissatisfied	1601	1379	113	78	31	375	215	790	64	166	145	90	125	190	245	153	201	1259	342	256	329	331	334	351	1546	
	27%dfks	28%d	23%	27%d	19%	28%f	23%	30%zf	27%	26%	30%k	21%	24%	35%zkl	30%k	30%k	26%	27%	28%	22%	28%s	28%s	29%s	30%sa	26%	
Very dissatisfied	1490	1320	79	72	19	390	266	664	63	198	129	116	151	110	231	135	188	1216	274	300	286	308	277	319	1375	
	25%bdmr	27%zbd	16%	26%bd	12%	29%z	28%	25%	27%	30%zm	27%am	27%am	29%am	20%	28%am	26%am	25%	26%zr	22%	26%	24%	26%	24%	27%	23%	
Don't know/Not applicable	411	326	31	31	23	98	76	152	19	49	30	36	40	41	51	32	28	302	109	88	75	82	87	79	500	
	7%gpq	7%	6%	11%zab	14%zab	7%	8%	6%	8%p	8%p	6%	8%p	8%p	7%p	6%	6%	4%	6%	9%zq	8%	8%	6%	7%	7%	9%	
Prefer not to say	29	21	4	3	1	3	5	13	-	3	-	-	5	-	3	1	8	27	1	7	11	9	2	1	27	
	*rw	*	1%	1%	1%	*	1%	*	-	1%	-	-	1%	-	*	*	1%	1%	*	1%	1%vw	1%w	*	*	*	
Satisfied	1053	822	141	42	49	216	143	463	35	116	65	76	67	101	138	78	146	835	218	210	215	206	192	231	1116	
	18%ajl	17%	29%zac	15%	30%zac	16%	15%	18%	15%	18%	13%	18%	13%	18%	17%	15%	19%l	18%	18%	18%	18%	18%	16%	20%	19%	
Dissatisfied	3091	2699	193	149	50	765	481	1453	127	364	274	206	275	300	476	288	389	2475	616	556	615	639	611	670	2921	
	53%bds	55%zbd	39%bd	53%bd	31%	56%z	51%	55%z	54%	56%k	57%k	48%	54%	54%	59%zcp	57%k	51%	53%	50%	48%	52%	54%sa	52%	57%zsa	50%	
NET Satisfied: satisfied-dissatisfied	-35%	-38%	-11%	-38%	-1%	-40%	-36%	-38%	-39%	-38%	-44%	-30%	-41%	-36%	-42%	-41%	-32%	-35%	-33%	-30%	-34%	-37%	-36%	-37%	-31%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 37

Q10_S9. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Train companies

Base: All UK adults, age 16+

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	99 2% _m	10 2%	7 1%	17 2%	14 3% _b	10 4% _{bh}	15 2%	17 2%	10 1%	25 2%	26 1%	18 2%	9 2%	51 1%	27 2%	23 1%	15 1%	6 1%	106 2%
Fairly satisfied	954 16% _{bp}	110 18% _b	117 13%	143 15%	87 17%	36 14%	146 18% _b	193 19% _{zbch}	121 15%	291 17%	345 16%	123 15%	96 17%	636 17%	220 16%	277 18% _p	191 14%	55 13%	1010 17%
Neither satisfied or dissatisfied	1289 22% _{aimp}	102 17%	183 20%	216 23% _a	138 26% _a	60 24%	204 26% _{zabg}	210 21%	176 22%	286 17%	473 22% _{im}	219 26% _{zjlm}	155 27% _{zjlm}	759 20% _i	375 27% _{zjlm}	364 23% _p	232 17%	76 19%	1311 22%
Fairly dissatisfied	1601 27%	206 34% _{zdefgh}	264 29%	274 29%	127 24%	57 23%	194 25%	264 26%	210 26%	510 31% _{zln}	589 27%	220 26%	133 23%	1099 29% _{zln}	353 25%	428 27%	381 27%	139 34% _{zop}	1546 26%
Very dissatisfied	1490 25% _{fkino}	150 24%	282 31% _{zacfg}	224 23%	129 24%	75 30% _f	161 20%	234 23%	234 29% _{cfg}	476 29% _{zkln}	587 27% _{klm}	163 19%	116 20%	1064 28% _{zkln}	279 20%	344 22%	494 35% _{zoq}	112 27% _o	1375 23%
Don't know/Not applicable	411 7% _{bimp}	34 6%	46 5%	79 8% _{bd}	23 4%	9 4%	66 8% _{bd}	90 9% _{zbde}	64 8%	76 5%	137 6% _i	90 11% _{zjlm}	57 10% _{zjlm}	213 6% _i	146 10% _{zjlm}	135 9% _{zp}	77 6%	22 5%	500 9%
Prefer not to say	29 * _{im}	1 *	7 1%	2 *	10 2% _{zacgh}	3 1% _g	4 1%	1 *	1 *	1 *	7 *	2 *	2 *	8 *	4 *	4 *	3 *	- -	27 *
Satisfied	1053 18% _{bp}	120 20% _b	125 14%	160 17%	101 19%	46 18%	161 20% _b	209 21% _{zbh}	130 16%	316 19%	371 17%	141 17%	105 19%	688 18%	246 18%	300 19% _p	206 15%	61 15%	1116 19%
Dissatisfied	3091 53% _{fkino}	356 58% _{zdfg}	546 60% _{zcdfg}	498 52% _f	256 48%	133 53%	355 45%	497 49%	444 55% _f	987 59% _{zjklmn}	1176 54% _{klm}	382 46%	249 44%	2163 56% _{zjkl}	632 45%	772 49%	875 63% _{zo}	251 61% _{zo}	2921 50%
NET Satisfied: satisfied-dissatisfied	-35%	-38%	-46%	-35%	-29%	-35%	-25%	-29%	-39%	-40%	-37%	-29%	-25%	-39%	-27%	-30%	-48%	-46%	-31%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * = small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 38

Q10_S10. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- The quality of your high street
Base: All UK adults, age 16+

	Gender		Age								Ethnicity		Working status		Education		Tenure			Annual household income					
											White (including White minorities)	Ethnic minorities (excluding White minorities)			Graduates (Degree/ Master/ PhD/ above)		Owned outright/ buying on mortgage	Rent from private landlord	Rent from council/ housing association	Up to £25,999	£26,000 up to £51,999	£52,000 up to £99,999	£100,000 and above		
Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		(j)	(k)		(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	Unwtd Total
5875	2816	3004	303	476	797	991	1382	1276	650	5357	447		2241	3597	1807	3998	4562	566	542	1407	1804	1180	428		5875
5874	2811	3004	781	953	939	924	921	714	642	5001	800		2506	3323	1750	4053	4198	777	577	1213	1682	1285	502		5875
159 3%ghj	75 3%	81 3%	36 5%egh	33 3%	17 2%	24 3%	17 2%	13 2%	20 3%	123 2%	32 4%		67 3%	92 3%	62 4%zo	96 2%	105 3%	28 4%	13 2%	26 2%	36 2%	36 3%	30 6%zstu	135 2%	
1214 21%fgh lor	577 21%	626 21%	233 30%zefg hi	220 23%fgh	176 19%	163 18%	152 17%	128 18%	143 22%fgh	1003 20%	196 25%		477 19%	736 22%zi	427 24%zo	773 19%	867 21%	191 25%zr	95 16%	234 19%	344 20%	278 22%	117 23%		1108 19%
1037 18%bj 19%zb	540 19%	484 16%	144 18%	181 19%	171 18%	152 16%	160 17%	123 17%	107 17%	840 17%	179 22%zj		434 17%	598 18%	323 18%	706 17%	717 17%	135 17%	108 19%	228 19%	298 18%	198 15%	84 17%		1018 17%
1927 33%ckmq s	914 33%	997 33%	205 26%	272 29%	313 33%ci	332 36%zcd	321 35%cd	253 35%zcd	232 36%cd	1707 34%zk	208 26%		865 35%	1048 32%	574 33%	1339 33%	1461 35%zqr	199 26%	169 29%	360 30%	568 34%is	434 34%	181 36%is		1986 34%
1414 24%ckn v	648 23%	758 25%	112 14%	228 24%ci	251 27%ci	235 25%ci	266 29%zci	188 26%zci	132 21%ci	1249 25%zk	150 19%		641 26%	767 23%	336 19%	1064 26%zn	992 24%	205 26%	179 31%zp	343 28%zv	416 25%v	327 25%v	83 17%		1523 26%
85 1%gjpu	31 1%	51 2%	30 4%zdefg h	11 1%	12 1%	11 1%	4 *	9 1%g	9 1%g	60 1%	22 3%j		15 1%	61 2%zi	19 1%	61 2%	46 1%	14 2%	9 2%	19 2%u	18 1%	7 1%	6 1%		75 1%
38 1%beghi jlopt	25 1%b	7 *	21 3%zefgh i	8 1%g	1 *	8 1%eghi	- .	* .	* .	20 *	12 2%zj		7 *	21 1%	9 1%	14 *	10 *	5 1%	4 1%	2 *	2 *	5 *	- .		30 1%
1373 23%fgh lor	652 23%	707 24%	269 34%zdef ghi	253 27%efgh	192 20%	187 20%	169 18%	141 20%	162 25%efgh	1126 23%	228 29%zj		544 22%	828 25%zi	489 28%zo	868 21%	972 23%	219 28%zpr	108 19%	260 21%	380 23%	314 24%	148 29%zst		1243 21%
3341 57%ckmn q	1561 56%	1755 58%z	317 41%	501 53%ci	564 60%cd	567 61%zcd	588 64%zcdi	441 62%zcdi	363 57%ci	2955 59%zk	358 45%		1505 60%zm	1815 55%	910 52%	2403 59%zn	2453 58%zq	403 52%	348 60%q	703 58%	984 59%	762 59%v	264 53%		3509 60%
-33%	-32%	-35%	-6%	-26%	-40%	-41%	-45%	-42%	-31%	-37%	-16%		-38%	-30%	-24%	-38%	-35%	-24%	-42%	-37%	-36%	-35%	-23%		-39%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 39

Q10_S10. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- The quality of your high street
Base: All UK adults, age 16+

	Country					England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)			
Total (z)																										
5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875		
5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875		
159 3%b	140 3%b	4 1%	12 4%zb	3 2%	32 2%	22 2%	86 3%	2 1%	18 3%	12 2%	9 2%	13 2%	15 3%	25 3%	16 3%	31 4%	117 3%	43 3%	26 2%	22 2%	29 2%	28 2%	54 5%zstuv	135 2%		
1214 21%cgst	1045 21%c	83 17%	46 16%	40 25%zbc	271 20%	175 19%	599 23%zf	40 17%	129 20%	101 21%	86 20%	89 17%	127 23%	181 22%	97 19%	195 26%zhlo	924 20%	290 24%zq	184 16%	207 18%	244 21%z	285 24%zst	294 25%zst	1108 19%		
1037 18%b	899 18%b	65 13%	44 16%	29 18%	246 18%	177 19%	476 18%	40 17%	121 19%	84 18%	67 16%	110 21%	92 17%	136 17%	95 19%	154 20%	809 17%	228 19%	217 19%	205 17%	219 19%	206 18%	190 16%	1018 17%		
1927 33%des	1621 33%d	169 34%d	94 33%	43 27%	399 29%	304 32%	918 35%ze	65 28%	186 29%	148 31%	150 35%	154 30%	203 37%hi	280 35%	188 37%hi	247 33%	1525 33%	403 33%	324 28%	411 35%z	392 33%z	387 33%z	413 35%z	1986 34%		
1414 24%agmp ruw	1134 23%	159 32%za	78 28%a	43 26%	377 28%zg	248 26%g	509 19%	83 35%zikm nop	167 26%mp	127 27%mp	111 26%p	137 27%mp	108 20%	177 22%p	109 21%p	115 15%	1178 25%zr	236 19%	375 32%ztuv w	315 27%uvw	250 21%	257 22%	215 18%	1523 26%		
85 1%v	73 1%	6 1%	4 1%	3 2%	31 2%zg	15 2%	27 1%	5 2%	19 3%zop	6 1%	6 2%	9 2%	6 1%	10 1%	4 1%	6 1%	65 1%	20 2%	30 3%ztvw	11 1%	29 2%ztvw	6 1%	9 1%	75 1%		
38 1%rw	26 1%	7 1%a	4 1%	1 1%	7 1%	4 *	14 1%	- -	7 1% m	- -	1 *	3 1%	- *	2 *	1 *	11 1%jm	36 1%r	1 *	10 1%w	11 1%w	13 1%vw	2 *	* *	30 1%		
1373 23%bqst	1185 24%b	87 18%	59 21%	43 27%b	303 22%	196 21%	685 26%zof	42 18%	148 23%	113 24%	95 22%	102 20%	141 26%	206 25%	113 22%	226 30%zhik lo	1041 22%	333 27%zq	210 18%	229 19%	273 23%z	313 27%zst	348 30%zstu	1243 21%		
3341 57%agpr w	2755 56%	328 67%zad	172 61% d	86 53%	776 57%	551 58%	1428 54%	147 63%p	353 54%	276 57%p	260 61%p	291 57%p	311 56%p	457 56%p	297 58%p	362 48%	2702 58%zr	639 52%	699 60%uw	726 61%zuvw	642 55%	644 55%	629 53%	3509 60%		
-33%	-32%	-49%	-40%	-26%	-35%	-38%	-28%	-45%	-32%	-34%	-39%	-37%	-31%	-31%	-36%	-18%	-36%	-25%	-42%	-42%	-31%	-28%	-24%	-39%		

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 40

Q10_S10. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- The quality of your high street
Base: All UK adults, age 16+

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	159	24	30	18	10	18	12	39	7	61	56	15	8	117	23	38	26	20	135
		3%hnp	4%fgh	3%h	2%	7%zbcdfh	2%	4%zcfh	1%	4%zkln	3%	2%	1%	3%n	2%	2%	2%	5%zop	2%
Fairly satisfied	1214	179	198	201	116	75	106	185	153	399	438	143	105	837	248	320	265	85	1108
		21%fk	29%zbcdfgh	22%f	21%f	22%f	30%zcfgh	13%	18%f	19%fmn	24%zjkl	20%	17%	19%	22%zjkn	18%	20%	19%	21%
Neither satisfied or dissatisfied	1037	95	190	158	112	47	110	171	151	286	330	160	128	616	288	258	231	72	1018
		18%fjm	16%	21%zacf	17%	21%f	19%	14%	17%	17%	15%	19%j	23%zjim	16%	21%zjm	16%	17%	17%	17%
Fairly dissatisfied	1927	223	271	347	168	68	246	345	256	577	778	250	152	1355	403	547	475	164	1986
		33%ln	36%b	30%	36%zbf	32%	27%	31%	31%	35%ln	36%zkln	30%	27%	35%zkln	29%	35%	34%	40%z	34%
Very dissatisfied	1414	87	199	212	111	30	299	246	228	322	536	252	163	858	415	403	385	63	1523
		24%aeimq	14%	22%ae	22%ae	21%ao	12%	38%zabcdegh	24%ae	28%zabcde	19%	25%im	30%zjim	29%zim	22%i	30%zjim	26%q	28%zq	15%
Don't know/Not applicable	85	5	11	15	3	5	12	20	15	19	21	9	7	40	16	5	8	8	75
		1%jmop	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%	1%	1%	1%	*	1%	2%op	1%
Prefer not to say	38	-	7	5	6	7	5	2	5	1	7	4	5	7	9	3	4	-	30
		1%lmo	-	1%	1%a	3%zabcdfgh	1%	*	1%	*	*	1%i	1%im	*	1%im	*	*	-	1%
Satisfied	1373	203	228	219	127	93	119	224	160	460	494	158	113	954	272	368	291	105	1243
		23%fhknp	33%zbcdfgh	25%fh	23%f	24%f	37%zbcdfgh	15%	20%fmn	28%zjkl	23%n	19%	20%	25%zjkl	19%	23%	21%	25%	21%
Dissatisfied	3341	310	469	560	279	98	545	591	483	899	1313	503	315	2213	818	950	859	227	3509
		57%abe	51%e	52%e	59%abe	53%e	39%	69%zabcdegh	59%abe	54%	61%zim	60%i	55%	58%i	58%im	60%z	62%zq	55%	60%
NET Satisfied: satisfied-dissatisfied	-33%	-17%	-27%	-36%	-29%	-2%	-54%	-36%	-40%	-26%	-38%	-41%	-36%	-33%	-39%	-38%	-41%	-30%	-39%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 41

Q10_S11. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Local sports/leisure facilities
Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	271 5% i	109 4% a	159 5% b	40 5% c	45 5% d	37 4% e	41 4% f	42 5% g	33 5% h	32 5% i	242 5% j	23 3% k	92 4% l	177 5% m	92 5% n	175 4% o	193 5% p	29 4% q	23 4% r	58 5% s	70 4% t	59 5% u	33 6% v	289 5% w
Fairly satisfied	1967 33% rs	964 34% a	993 33% b	298 38% c	294 31% d	328 35% e	297 32% f	294 32% g	232 32% h	224 35% i	1722 34% j	232 29% k	847 34% l	1118 34% m	593 34% n	1359 34% o	1486 35% p	247 32% q	157 27% r	370 30% s	581 36% t	467 36% u	184 37% v	1961 33% w
Neither satisfied or dissatisfied	1652 28% deln qv	786 28% a	851 28% b	222 28% c	212 22% d	232 25% e	239 26% f	305 33% g	229 32% h	213 33% i	1393 28% j	242 30% k	652 26% l	986 30% m	438 25% n	1194 29% o	1187 28% p	173 22% q	182 31% r	386 32% s	470 28% t	334 26% u	116 23% v	1689 29% w
Fairly dissatisfied	1036 18% cg h jmo	522 19% a	501 17% b	102 13% c	232 24% d	189 20% e	202 22% f	144 16% g	107 15% h	60 9% i	864 17% j	154 19% k	531 21% l	499 15% m	368 21% n	661 16% o	727 17% p	153 20% q	113 20% r	200 16% s	303 18% t	263 20% u	104 21% v	994 17% w
Very dissatisfied	391 7% hijmp	191 7% a	192 6% b	42 5% c	94 10% d	82 9% e	74 8% f	54 6% g	31 4% h	16 2% i	303 6% j	81 10% k	202 8% l	185 6% m	120 7% n	266 7% o	241 6% p	80 10% q	49 9% r	98 8% s	122 7% t	76 6% u	25 5% v	374 6% w
Don't know/Not applicable	523 9% af lnp u	221 8% a	295 10% b	61 8% c	70 7% d	70 7% e	62 7% f	80 9% g	82 11% h	97 15% i	456 9% j	62 8% k	171 7% l	345 10% m	132 8% n	382 9% o	350 8% p	88 11% q	53 9% r	100 8% s	129 6% t	81 6% u	40 8% v	536 9% w
Prefer not to say	33 1% gh jmo ps	17 1% a	13 * b	15 2% c	6 1% d	1 * e	9 1% f	2 * g	1 * h	* * i	21 * j	6 1% k	12 * l	12 * m	8 * n	16 * o	14 * p	7 1% q	* * r	2 * s	6 * t	6 * u	- - v	32 1% w
Satisfied	2238 38% krs	1073 38% a	1152 38% b	339 43% c	340 36% d	366 39% e	339 37% f	335 36% g	265 37% h	256 40% i	1964 39% j	255 32% k	938 37% l	1296 39% m	685 39% n	1534 38% o	1680 40% p	276 36% q	180 31% r	428 35% s	651 39% t	526 41% u	217 43% v	2250 38% w
Dissatisfied	1427 24% bc gh ijmop	714 25% a	693 23% b	144 18% c	326 34% d	271 29% e	276 30% f	198 21% g	138 19% h	75 12% i	1167 23% j	235 29% k	733 29% l	685 21% m	487 28% n	928 23% o	968 23% p	233 30% q	163 28% r	298 25% s	425 25% t	339 26% u	129 26% v	1368 23% w
NET Satisfied: satisfied-dissatisfied	14%	13%	15%	25%	1%	10%	7%	15%	18%	28%	16%	3%	8%	18%	11%	15%	17%	6%	3%	11%	13%	15%	18%	15%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 42

Q10_S11. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Local sports/leisure facilities
Base: All UK adults, age 16+

	Country					England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)			
5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875		
5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875		
271 5%l	221 4%	21 4%	16 4%	13 5%zab	47 3%	31 3%	143 5%ef	14 6%l	20 3%	13 3%	19 4%	12 2%	31 6%l	48 6%ijl	24 5%	39 5%	215 5%	56 5%	44 4%	45 4%	75 6%zst	55 5%	53 4%	289 5%		
1967 33%ss	1642 33%	157 32%	99 35%	69 42%zabc	436 32%	310 33%	896 34%	74 32%	207 32%	154 32%	152 35%	158 31%	198 36%	305 38%zlo	154 30%	240 32%	1563 34%	404 33%	322 28%	376 32%	364 31%	434 37%zstu	472 40%zstu	1961 33%		
1652 28%dd	1420 29%dd	126 26%	73 26%	33 20%	393 29%	273 29%	754 29%	59 25%	187 29%	147 31%	112 26%	161 31%	164 30%	224 28%	174 34%zhkn p	191 25%	1282 28%	370 30%	359 31%	324 27%	327 28%	330 28%	312 27%	1689 29%		
1036 18%	861 17%	97 20%	50 18%	28 17%	238 17%	160 17%	463 18%	44 19%	109 17%	85 18%	72 17%	87 17%	79 14%	140 17%	78 15%	166 22%zmo 18%	837 18%	199 16%	207 18%	250 21%zvw	212 18%	183 16%	185 16%	994 17%		
391 7%gnw	316 6%	47 10%zad	19 7%	9 5%	118 9%zgz	75 8%gz	123 5%	26 11%zmnop 9%zmmo	59 9%zmn	33 7%n	30 7%n	45 9%n	27 5%	23 3%	26 5%	47 6%n	318 7%	74 6%	111 9%zuwv	82 7%w	68 6%	76 7%	54 5%	374 6%		
523 9%dd	453 9%dd	40 8%	21 8%	9 6%	127 9%	92 10%	234 9%	18 8%	62 10%	46 10%	43 10%	48 9%	51 9%	67 8%	49 10%	69 9%	408 9%	115 9%	119 10%	92 8%	121 10%	92 8%	99 8%	536 9%		
33 1%v	25 *	4 1%	4 1%za	1 1%	5 *	4 *	16 1%	- -	5 1%	- -	1 *	3 1%	- -	4 *	5 1%	7 1%	31 1%	3 *	6 1%	15 1%zvw	8 1%	1 *	3 *	32 1%		
2238 38%ss	1863 38%	178 36%	115 41%	82 50%zabc	483 35%	341 36%	1039 40%ee	88 38%	228 35%	167 35%	171 40%	170 33%	229 42%l	353 44%zjl op	178 35%	279 37%	1778 38%	460 38%	365 31%	421 36%	439 37%ss	489 42%zst	524 45%zstu	2250 38%		
1427 24%gmnw	1177 24%	144 29%zad	69 25%	37 23%	356 26%gz	235 25%	587 22%	70 30%mo	168 26%mn	119 25%	102 24%	132 26%mm	107 19%	163 20%	104 20%	213 28%mmo	1155 25%	273 22%	317 27%zvw	332 28%zvw	280 24%	260 22%	238 20%	1368 23%		
14%	14%	7%	16%	28%	9%	11%	17%	8%	9%	10%	16%	7%	22%	23%	15%	9%	13%	15%	4%	7%	14%	20%	24%	15%		

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/fg - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 43

Q10_S11. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Local sports/leisure facilities
Base: All UK adults, age 16+

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	271 5%j	37 6%bh	30 3%	50 5%	25 5%	11 5%	32 4%	59 6%bh	26 3%	100 6%zjm	80 4%	36 4%	37 7%j	180 5%j	74 5%	84 5%	52 4%	31 8%zp	289 5%
Fairly satisfied	1967 33%ln	252 41%zbcdfgh	280 31%	313 33%	148 28%	91 37%	255 32%	343 34%	280 34%	594 36%ln	792 37%zklm	259 31%	151 27%	1386 36%zklm	410 29%	566 36%z	454 33%	132 32%	1961 33%
Neither satisfied or dissatisfied	1652 28%lm	150 24%	258 29%	304 32%za	138 26%	64 26%	232 29%	281 28%	221 27%	437 26%	571 26%	247 30%	186 33%zjlm	1008 26%	433 31%zjlm	478 30%zp	362 26%	111 27%	1689 29%
Fairly dissatisfied	1036 18%o	99 16%	159 18%	147 15%	121 23%zacf	48 19%	134 17%	175 17%	154 19%	318 19%	362 17%	144 17%	101 18%	680 18%	245 17%	220 14%	289 21%zo	78 19%o	994 17%
Very dissatisfied	391 7%acimq	24 4%	87 10%zacg	45 5%	46 9%ac	14 6%	70 9%zacg	53 5%	52 6%	86 5%	144 7%	71 8%im	44 8%	230 6%	115 8%zim	78 5%	124 9%zoq	14 3%	374 6%
Don't know/Not applicable	523 9%li	51 8%	85 9%	93 10%	43 8%	18 7%	63 8%	91 9%	78 10%	125 8%	208 10%	77 9%	46 8%	333 9%	123 9%	146 9%	108 8%	45 11%	536 9%
Prefer not to say	33 1%lm	-	7 1%	3 *	6 1%a	4 1%a	5 1%	5 *	3 *	4 *	9 *	-	4 1%	13 *	4 *	4 *	3 *	-	32 1%
Satisfied	2238 38%bln	289 47%zbcdfgh	310 34%	363 38%	173 33%	103 41%	287 36%	402 40%bd	306 38%	694 42%zklm	872 40%zklm	295 35%	188 33%	1566 41%zklm	484 34%	650 41%zp	506 36%	163 40%	2250 38%
Dissatisfied	1427 24%aco	123 20%	245 27%ac	192 20%	167 32%zacg	62 25%	203 26%ac	229 23%	206 25%o	404 24%	506 23%	215 26%	145 25%	910 24%	360 26%	298 19%	413 30%zoq	92 22%	1368 23%
NET Satisfied: satisfied-dissatisfied	14%	27%	7%	18%	1%	16%	11%	17%	12%	17%	17%	10%	8%	17%	9%	22%	7%	17%	15%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 44

Q10_S12. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Council housing
Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income					
											White (including White minorities)	Ethnic minorities (excluding White minorities)	Working full-time	Not working full-time	Graduates (Degree/ Master/ PhD/ above)	Non-graduates	Owned outright/ buying on mortgage	Rent from private landlord	Rent from council/ housing association	Up to £25,999	£26,000 up to £51,999	£52,000 up to £99,999	£100,000 and above		
Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)		(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	Unwtd Total	
5875	2816	3004	303	476	797	991	1382	1276	650	5357	447		2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875	
5874	2811	3004	781	953	939	924	921	714	642	5001	800		2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875	
75	47	27	16	20	14	8	4	9	5	53	22		25	49	26	47	31	23	20	23	18	7	5	65	
1%bgjpu	2%b	1%	2%g	2%g	1%g	1%	*	1%g	1%	1%	3%zj		1%	1%	1%	1%	1%	1%	3%zp	2%u	1%	1%	1%	1%	
354	166	184	77	51	70	45	51	30	30	279	65		143	210	73	280	172	35	111	105	91	57	16	331	
6%hjnpu	6%	6%	10%kzdfgh	5%	7%thi	5%	6%	3%	5%	6%	8%		6%	6%	4%	7%zn	4%	4%	19%zpq	9%ztuv	5%	4%	3%	6%	
1669	878	784	265	256	272	229	247	201	199	1442	210		728	934	482	1177	1312	171	108	340	503	391	150	1651	
28%bqr	31%zb	26%	34%zfg	27%	29%	25%	27%	28%	31%r	29%z	26%		29%	28%	28%	29%	31%zqr	22%	19%	28%	30%	30%	30%	28%	
994	487	501	139	181	157	160	155	111	90	831	156		446	544	299	690	661	145	144	227	303	218	85	975	
17%jp	17%	17%	18%	19%i	17%	17%	17%	16%	14%	17%	19%		18%	16%	17%	17%	16%	19%	25%zpq	19%	18%	17%	17%	17%	
1051	487	547	104	200	178	177	180	123	89	856	175		445	594	290	745	584	224	178	280	323	191	76	1028	
18%cljp	17%	18%	13%	21%ci	19%ci	19%ci	20%ci	17%	14%	17%	22%j		18%	18%	17%	18%	14%	29%zp	31%zp	23%ztuv	19%u	15%	15%	17%	
1692	721	953	164	234	247	299	283	238	228	1519	160		710	973	572	1097	1424	184	13	237	437	417	170	1793	
29%acd	26%	32%za	21%	25%	26%	32%zcde	31%cde	33%zcde	36%zcde	30%zk	20%		28%	29%	33%zo	27%	34%zqr	24%r	2%	23%	26%sa	32%zst	34%zst	31%	
38	25	8	17	11	1	6	*	2	1	21	11		9	20	8	18	14	4	4	2	6	5	-	32	
1%beghj	1%b		2%zeghi	1%eg		1%eg	*	*	*	*	1%j		*	1%	*	*	*	*	1%	*	*	*	-	1%	
430	212	211	93	71	84	53	55	39	34	332	87		168	259	99	327	203	48	131	128	109	63	21	396	
7%ghjnp	8%	7%	12%zfg	7%	9%fghi	6%	6%	5%	5%	7%	11%zj		7%	8%	6%	8%zn	5%	6%	23%zpq	11%ztuv	6%	5%	4%	7%	
2045	974	1048	242	381	335	337	335	234	179	1687	331		891	1137	589	1435	1245	370	321	507	626	409	161	2003	
35%ijpu	35%	35%	40%zchi	38%i	36%i	36%i	33%i	33%i	28%	34%	41%zj		36%	34%	34%	35%	30%	48%zp	56%zpq	42%ztuv	37%zu	32%	32%	34%	
-27%	-27%	-28%	-19%	-33%	-27%	-31%	-30%	-27%	-23%	-27%	-31%		-29%	-26%	-28%	-27%	-25%	-41%	-33%	-31%	-31%	-27%	-28%	-27%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 45

Q10_S12. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Council housing
Base: All UK adults, age 16+

	Country					England region (Net)			England region											Urbanity		IMD Quintile					Unwtd Total
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)		North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)			
5875	4241	516	542	576		1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875		
5874	4937	492	282	163		1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875		
75 1%	66 1%	4 1%	2 1%	2 2% zbc		16 1%	17 2%	33 1%	1 *	9 1%	6 1%	9 2%	8 2%	4 1%	12 1%	3 1%	14 2%	65 1%	11 1%	24 2%	13 1%	12 1%	16 1%	11 1%	65 1%		
354 6% v	291 6%	32 7%	20 7%	11 7%		80 6%	49 5%	162 6%	13 6%	44 7%	23 5%	27 6%	22 4%	49 9% zjlop	49 6%	26 5%	39 5%	284 6%	71 6%	93 8% zv	77 7%	66 6%	53 5%	65 6%	331 6%		
1669 28% pps	1415 29%	134 27%	77 27%	43 27%		423 31% g	298 32% g	694 26%	76 32% p	189 29% p	158 33% p	136 32% p	162 32% p	155 28% p	222 27%	152 30% p	165 22%	1292 28%	378 31%	281 24%	332 28%	352 30% s	324 28%	380 32% zsv	1651 28%		
994 17%	825 17%	92 19%	45 16%	31 19%		235 17%	139 15%	452 17%	46 19%	112 17%	78 16%	63 15%	76 15%	79 14%	121 15%	91 18%	160 21% zkim	811 17%	182 15%	231 20% zvw	213 18%	187 16%	182 16%	180 15%	975 17%		
1051 18% rw	884 18%	91 19%	46 16%	30 18%		255 19%	171 18%	458 17%	48 20%	125 19%	81 17%	71 16%	100 19%	85 15%	139 17%	74 15%	160 21% o	877 19% zr	174 14%	286 24% zuvw	250 21% zuvw	186 16% w	197 17% w	132 11%	1028 17%		
1692 29% eqst	1430 29%	131 27%	89 32%	42 26%		351 26%	264 28%	815 31% zo	52 22%	165 25%	134 28%	123 29%	141 27%	177 32% hi	265 33% zhi	162 32% h	210 28%	1287 28%	405 33% zq	244 21%	286 24%	355 30% st	399 34% zst	408 35% zst	1793 31%		
38 1% arvw	26 1%	8 2% za	3 1%	1 1%		3 *	6 1%	16 1%	- -	3 1%	- -	1 *	6 1%	- -	3 *	2 *	11 1% jm	37 1% r	1 *	8 1% w	12 1% vw	17 1% zvw	1 *	1 *	32 1%		
430 7%	357 7%	36 7%	22 8%	15 9%		96 7%	66 7%	195 7%	14 6%	54 8%	29 6%	36 8%	30 6%	54 10% o	60 7%	28 6%	52 7%	349 7%	81 7%	117 10% zuvw	90 8%	78 7%	69 6%	76 6%	396 7%		
2045 35% mrw	1709 35%	184 37%	91 32%	61 37%		490 36%	309 33%	910 35%	94 40% m	237 37%	159 33%	134 31%	175 34%	164 30%	260 32%	165 32%	320 42% zjkl mno	1688 36% zr	356 29%	517 44% ztuv w	463 39% zuvw	374 32% w	379 32% w	312 27%	2003 34%		
-27%	-27%	-30%	-25%	-28%		-29%	-26%	-27%	-34%	-28%	-27%	-23%	-28%	-20%	-25%	-27%	-35%	-29%	-23%	-34%	-32%	-25%	-26%	-20%	-27%		

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 46

Q10_S12. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Council housing

Base: All UK adults, age 16+

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (l)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	75 1% ^m	11 2%	17 2%	8 1%	4 1%	11 4% ^{zcd}	5 1%	12 1%	6 1%	14 1%	25 1%	7 1%	14 2% ^{zijk}	39 1%	21 1% ^k	20 1%	18 1%	3 1%	65 1%
Fairly satisfied	354 6% ^{impq}	41 7%	57 6%	48 5%	26 5%	16 6%	41 5%	64 6%	62 8%	70 4%	120 6%	57 7% ⁱ	66 12% ^{zijk}	190 5%	123 9% ^{zijk}	101 6% ^{pq}	60 4%	9 2%	331 6%
Neither satisfied or dissatisfied	1669 28% ^{delp}	162 26% ^e	275 30% ^{de}	273 29% ^{de}	115 22%	41 17%	241 30% ^{de}	320 32% ^{zde}	240 29% ^{de}	464 28%	641 30% ⁱ	256 31% ^{ln}	135 24%	1106 29% ⁱ	391 28% ⁱ	546 35% ^{zpq}	302 22%	113 27% ^p	1651 28%
Fairly dissatisfied	994 17% ^o	100 16%	151 17%	156 16%	115 22% ^{zg}	51 20%	129 16%	157 16%	133 16%	272 16%	380 18%	129 16%	107 19%	651 17%	236 17%	202 13%	290 21% ^{zo}	71 17% ^o	975 17%
Very dissatisfied	1051 18% ^{cgimo}	95 16%	167 18%	142 15%	131 25% ^{zab}	49 20%	155 20% ^{cg}	153 15%	159 20% ^{cg}	235 14%	368 17% ⁱ	168 20% ^{im}	148 26% ^{zijk}	603 16% ⁱ	316 22% ^{zijk}	181 12%	354 25% ^{zoq}	70 17% ^o	1028 17%
Don't know/Not applicable	1692 29% ^{kn}	203 33% ^{bdfh}	231 25%	325 34% ^{zbd}	128 24%	74 29%	215 27%	301 30%	213 26%	608 37% ^{zjkl}	624 29% ^{ln}	210 25% ^{ln}	96 17%	1233 32% ^{zjkl}	307 22% ^{ln}	520 33% ^{zp}	367 26%	146 35% ^{zp}	1793 31%
Prefer not to say	38 1% ^{gijmop}	1 *	7 1%	5 1%	9 2% ^{zag}	7 3% ^{zac}	5 1%	1 *	2 *	2 *	7 *	7 1% ^{im}	2 *	9 *	9 1% ^{im}	4 *	3 *	- -	32 1%
Satisfied	430 7% ^{impq}	52 8%	75 8%	55 6%	30 6%	27 11% ^{cf}	46 6%	76 8%	68 8%	84 5%	144 7%	64 8% ⁱ	80 14% ^{zijk}	229 6%	144 10% ^{zijk}	121 8% ^q	78 6%	12 3%	396 7%
Dissatisfied	2045 35% ^{cgimo}	195 32%	318 35%	298 31%	245 46% ^{zab}	100 40% ^g	284 36% ^g	310 31%	292 36%	507 30%	748 35% ^{im}	297 36% ⁱ	255 45% ^{zijk}	1254 33% ⁱ	552 39% ^{zijk}	383 24%	644 46% ^{zoq}	141 34% ^o	2003 34%
NET Satisfied: satisfied- dissatisfied	-27%	-23%	-27%	-25%	-41%	-29%	-30%	-23%	-27%	-25%	-28%	-28%	-31%	-27%	-29%	-17%	-41%	-31%	-27%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 47

Q10_S13. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Local nursery schools/classes
Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3988	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	208	84	124	37	58	48	27	13	16	10	157	48	84	123	70	135	134	12	44	41	66	33	22	176
	4%ghijp	3%	4%z	5%gi	6%zfghi	5%zfghi	3%g	1%	2%	2%	3%	6%zj	3%	4%	4%	3%	3%	2%	8%zpq	3%	4%	3%	4%	3%
Fairly satisfied	953	402	546	142	153	225	162	109	84	78	784	158	419	528	284	657	690	123	100	196	285	236	86	923
	16%aghi	14%	18%za	18%ghi	16%gh	24%zdfg	18%ghi	12%	12%	12%	16%	20%	17%	16%	16%	16%	16%	16%	17%	16%	17%	18%	17%	16%
Neither satisfied or dissatisfied	1939	1009	912	273	263	281	307	343	257	215	1648	265	821	1106	533	1396	1382	233	201	441	589	406	160	1951
	33%bdn	36%zb	30%	35%	28%	30%	33%d	37%zde	36%zde	34%	33%	33%	33%	33%	30%	34%zn	33%	30%	35%	36%zu	35%	32%	32%	33%
Fairly dissatisfied	561	281	277	87	127	126	83	66	45	26	449	102	276	282	168	390	370	91	65	117	182	118	59	499
	10%ghij	10%	9%	11%ghi	13%zfgh	13%zfghi	9%hi	7%i	6%	4%	9%	13%zj	11%zm	8%	10%	10%	9%	12%	11%	10%	11%	9%	12%	8%
Very dissatisfied	242	106	130	44	55	54	40	34	11	5	181	58	136	105	75	162	147	49	34	64	54	58	25	214
	4%hjimp	4%	4%	6%hi	6%hi	6%zghi	4%hi	4%hi	2%	1%	4%	7%zj	5%zm	3%	4%	4%	4%	6%zp	6%p	5%zt	3%	4%	5%	4%
Don't know/Not applicable	1935	907	1005	179	292	204	299	355	300	307	1763	159	764	1160	614	1297	1463	263	132	350	503	430	150	2081
	33%cekl	32%	33%	23%	31%ce	22%	32%ce	39%zcde	42%zcde	48%zcdefgh	35%zk	20%	31%	38%zl	35%	32%	35%zr	34%r	23%	29%	30%	33%sa	30%	35%
Prefer not to say	36	22	10	20	6	1	6	1	1	1	19	10	6	20	8	16	12	5	-	4	3	5	-	31
	1%beghj	1%	1%	3%zdefg	1%	*	1%e	*	*	*	*	1%j	*	1%	*	*	*	1%	-	*	*	*	-	1%
Satisfied	1161	486	670	178	211	273	189	122	100	88	940	206	503	651	353	793	824	135	144	237	351	269	108	1099
	20%aghi	17%	22%za	23%ghi	22%ghi	29%zdfg	20%ghi	13%	14%	14%	19%	26%zj	20%	20%	20%	20%	20%	17%	25%zpq	20%	21%	21%	22%	19%
Dissatisfied	803	387	407	131	182	180	123	100	56	31	630	160	412	387	243	552	517	141	99	182	236	175	83	713
	14%ghij	14%	14%	17%ghi	19%zfgh	19%zfghi	13%hi	11%hi	8%i	5%	13%	20%zj	16%zm	12%	14%	14%	12%	18%zp	17%zp	15%	14%	14%	17%	12%
NET Satisfied: satisfied-dissatisfied	6%	4%	9%	6%	3%	10%	7%	2%	6%	9%	6%	6%	4%	8%	6%	6%	7%	-1%	8%	5%	7%	7%	5%	7%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 48

Q10_S13. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Local nursery schools/classes
Base: All UK adults, age 16+

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
Very satisfied	208 4%	171 3%	18 4%	10 3%	10 6%za	40 3%	30 3%	102 4%	8 3%	17 3%	14 3%	20 5%	10 2%	32 6%zino	20 3%	13 3%	36 5%	164 4%	44 4%	59 5%zww	46 4%	37 3%	33 3%	33 3%	176 3%	
Fairly satisfied	953 16%ao	769 16%	85 17%	58 21%za	41 25%zab	212 16%	161 17%	396 15%	34 14%	101 16%	78 16%	73 17%	89 17%	87 16%	135 17%	62 12%	112 15%	760 16%	193 16%	194 17%	187 16%	168 14%	195 17%	208 18%	923 16%	
Neither satisfied or dissatisfied	1939 33%ac	1659 34%ac	149 30%	80 28%	51 31%	498 37%z	304 32%	857 33%	87 37%	257 40%zjmop	154 32%	154 36%	150 29%	177 32%	275 34%	166 33%	239 32%	1538 33%	401 33%	394 34%	386 33%	387 33%	371 32%	402 34%	1951 33%	
Fairly dissatisfied	561 10%w	485 10%	35 7%	25 9%	16 10%	130 10%	98 10%	257 10%	20 8%	54 8%	57 12%	37 9%	61 12%	53 10%	70 9%	43 8%	91 12%	462 10%	99 8%	122 10%w	146 12%zww	111 9%w	106 9%	76 6%	499 8%	
Very dissatisfied	242 4%cn	197 4%	31 6%zac	6 2%	8 5%c	62 5%	34 4%	101 4%	15 6%cn	29 5%	18 4%	18 4%	16 3%	29 5%cn	18 2%	21 4%	32 4%	194 4%	49 4%	50 4%	60 5%	47 4%	47 4%	38 3%	214 4%	
Don't know/Not applicable	1935 33%dst	1630 33%cd	170 34%cd	100 35%cd	36 22%	417 31%	313 33%	899 34%	71 30%	187 29%	159 33%	128 30%	186 36%l	169 31%	289 36%l	204 40%zhik	238 31%	1502 32%	433 35%	339 29%	344 29%	414 35%st	419 36%st	419 36%st	2081 35%	
Prefer not to say	36 1%vw	26 1%	5 1%	3 1%	2 1%	5 *	3 *	18 1%	2 1%	3 1%	- *	1 *	3 1%	2 *	3 *	1 *	11 1%zj	33 1%	3 *	8 1%w	14 1%zvw	12 1%vw	1 *	1 *	31 1%	
Satisfied	1161 20%ao	941 19%	103 21%	67 24%za	51 31%zabc	252 18%	191 20%	498 19%	41 18%	118 18%	92 19%	92 22%o	99 19%	119 22%o	156 19%	76 15%	147 19%	925 20%	236 19%	253 22%u	233 20%	205 17%	228 19%	241 21%	1099 19%	
Dissatisfied	803 14%w	682 14%	66 13%	31 11%	23 14%	192 14%	132 14%	358 14%	34 15%	83 13%	75 16%	55 13%	77 15%	83 15%	89 11%	64 12%	123 16%cn	655 14%	148 12%	172 15%w	207 17%zuwv	157 13%w	153 13%w	114 10%	713 12%	
NET Satisfied: satisfied- dissatisfied	6%	5%	7%	13%	17%	4%	6%	5%	3%	5%	4%	9%	4%	7%	8%	2%	3%	6%	7%	7%	2%	4%	6%	11%	7%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 49

Q10_S13. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Local nursery schools/classes
Base: All UK adults, age 16+

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	208 4% ^b	24 4%	17 2%	35 4%	16 3%	12 5%	25 3%	44 4% ^b	34 4% ^b	60 4%	66 3%	23 3%	30 5% ^{jkmn}	126 3%	52 4% ^k	46 3%	52 4%	16 4%	176 3%
Fairly satisfied	953 16% ^{oq}	131 21% ^{zbce}	140 15%	136 14%	85 16%	23 9%	132 17% ^{ie}	172 17% ^{ie}	134 16% ^{ie}	251 15%	357 16%	152 18%	100 18%	608 16%	252 18%	264 17% ^q	220 16% ^q	46 11%	923 16%
Neither satisfied or dissatisfied	1939 33% ^e	182 30%	316 35% ^e	304 32%	173 33%	62 25%	262 33%	344 34% ^e	292 36% ^e	516 31%	740 34%	284 34%	194 34%	1256 33%	478 34%	525 33%	450 32%	145 35%	1951 33%
Fairly dissatisfied	561 10% ^{moq}	56 9%	86 10%	80 8%	65 12%	39 16% ^{zcfgh}	74 9%	85 8%	76 9%	148 9%	192 9%	82 10%	56 10%	340 9%	138 10%	127 8%	155 11% ^{oq}	26 6%	499 8%
Very dissatisfied	242 4% ^{ao}	12 2%	40 4%	43 4% ^a	23 4%	19 7% ^{ag}	42 5% ^a	32 3%	32 4%	67 4%	91 4%	26 3%	33 6% ^{kn}	158 4%	59 4% ^k	34 2%	82 6% ^{zo}	13 3%	214 4%
Don't know/Not applicable	1935 33% ^{ln}	204 33%	299 33%	357 37% ^{zdfh}	159 30%	88 35%	249 32%	329 33%	246 30%	622 37% ^{zjkl}	710 33% ^l	262 31%	153 27%	1332 35% ^{zjln}	414 30%	576 37% ^{zp}	430 31%	165 40% ^{zp}	2081 35%
Prefer not to say	36 1% ^{imo}	3 1%	8 1%	1 *	6 1% ^c	7 3% ^{zacgh}	6 1%	2 *	1 *	1 *	8 *	6 1% ^l	3 *	10 *	8 1% ^l	4 *	4 *	- -	31 1%
Satisfied	1161 20% ^q	155 25% ^{zbcef}	157 17%	171 18%	101 19%	35 14%	157 20%	216 21%	168 21%	311 19%	423 20%	175 21%	130 23%	734 19%	305 22%	309 20%	272 20%	62 15%	1099 19%
Dissatisfied	803 14% ^{oq}	68 11%	126 14%	123 13%	87 17%	58 23% ^{zabcfgh}	116 15%	117 12%	108 13%	215 13%	284 13%	108 13%	89 16%	499 13%	197 14%	161 10%	237 17% ^{zoq}	39 9%	713 12%
NET Satisfied: satisfied- dissatisfied	6%	14%	3%	5%	3%	-9%	5%	10%	7%	6%	6%	8%	7%	6%	8%	9%	3%	6%	7%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 50

Q10_S14. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Local primary schools
Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	314	134	180	35	34	71	68	33	36	37	268	39	131	181	124	186	251	19	31	56	101	74	40	339
	5%goq	5%	6%z	4%	4%	8%zdg	7%zdg	4%	5%	6%g	5%	5%	5%	5%	7%zo	5%	6%zq	2%	5%q	5%	6%	6%	8%zs	6%
Fairly satisfied	1475	674	788	233	212	289	263	187	156	136	1257	204	606	868	440	1029	1101	177	132	280	426	364	139	1436
	25%ghi	24%	26%	30%dghi	22%	31%zdg	28%zdg	20%	22%	21%	25%	25%	24%	26%	25%	25%	26%z	23%	23%	23%	25%	28%zs	28%	24%
Neither satisfied or dissatisfied	1663	868	777	202	260	232	253	296	232	187	1431	215	718	929	452	1189	1158	209	185	407	482	340	128	1701
	28%benp	31%zb	26%	26%	27%	25%	27%	32%zcef	33%zcde	29%	29%	27%	29%	28%	26%	29%zn	28%	27%	32%	34%ztuv	29%	26%	25%	29%
Fairly dissatisfied	610	296	313	115	145	112	93	78	39	28	447	153	308	299	173	429	378	113	74	114	192	138	60	498
	10%ghij	11%	10%	15%zfgh	15%zfgh	12%ghi	10%hi	8%hi	6%	4%	9%	19%zj	12%zm	9%	10%	11%	9%	14%zp	13%p	9%	11%	11%	12%	8%
Very dissatisfied	235	98	129	57	55	56	33	24	5	5	177	50	109	123	66	166	126	48	45	66	60	34	22	187
	4%ghjp	3%	4%	7%zfgh	6%ghi	6%zfgh	4%hi	3%hi	1%	1%	4%	6%zj	4%	4%	4%	4%	3%	6%zp	8%zp	5%ztu	4%	3%	4%	3%
Don't know/Not applicable	1548	727	807	124	244	178	209	302	244	247	1404	133	628	910	489	1041	1172	206	107	288	418	330	114	1688
	26%cefk	26%	27%	16%	26%ce	19%	23%cf	33%zcde	34%zcde	39%zcddefg	28%zk	17%	25%	27%	28%	26%	28%zr	27%r	18%	24%	25%	26%	23%	29%
Prefer not to say	28	15	10	14	4	1	6	*	1	1	16	6	5	13	8	12	11	5	2	2	3	5	-	26
	*ghilo	1%	*	2%zeghi	*	*	1%g	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	*	*	*
Satisfied	1789	808	968	268	245	360	331	219	193	173	1526	243	737	1049	564	1216	1352	196	164	336	527	438	178	1775
	30%adgh	29%	32%za	34%dghi	26%	38%zdg	36%zdg	24%	27%	27%	31%	30%	29%	32%	32%	30%	32%zq	25%	28%	28%	31%	34%zs	36%zs	30%
Dissatisfied	845	393	442	172	200	168	126	102	44	33	624	203	416	422	239	595	504	160	119	180	252	173	82	685
	14%ghij	14%	15%	22%zfgh	21%zfgh	18%zfgh	14%hi	11%hi	6%	5%	12%	25%zj	17%zm	13%	14%	15%	12%	21%zp	21%zp	15%	15%	13%	16%	12%
NET Satisfied: satisfied-dissatisfied	16%	15%	18%	12%	5%	20%	22%	13%	21%	22%	18%	5%	13%	19%	19%	15%	20%	5%	8%	13%	16%	21%	19%	19%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 51

Q10_S14. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Local primary schools
Base: All UK adults, age 16+

	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
314 5%qs	255 5%	25 5%	15 5%	18 5%zabc	61 4%	46 5%	148 6%	8 4%	35 5%	17 4%	28 6%	18 4%	27 5%	44 5%	24 5%	53 7%	227 5%	86 7%zq	42 4%	62 5%	73 6% s	71 6% s	66 6%	339 6%	
1475 25%gpu	1220 25%	125 25%	81 29%	50 31%za	349 26%	261 28%g	610 23%	56 24%	159 25%	133 28%p	121 28%p	140 27%p	132 24%	201 25%	129 25%	148 20%	1150 25%	326 27%	277 24%	267 23%	252 21%	332 28%zstu	348 30%zstu	1436 24%	
1663 28%v	1423 29%	126 26%	70 25%	44 27%	416 31%	261 28%	746 28%	77 33%	204 31%	135 28%	120 28%	140 27%	189 34%zino p	216 27%	136 27%	204 27%	1323 28%	340 28%	347 30%v	351 30%v	374 32%zvw	276 24%	316 27%	1701 29%	
610 10%druw	518 11% d	56 11% d	24 9%	11 7%	158 12%	102 11%	258 10%	26 11%	78 12% o	55 11%	42 10%	60 12%	43 8%	70 9%	38 8%	107 14%zmnof	506 1%	105 9%	144 12%uw	147 12%zuw	92 8%	132 11%uw	95 8%	498 8%	
235 4%	193 4%	24 5%	12 4%	6 4%	51 4%	30 3%	112 4%	14 6%l	20 3%	17 4%	20 5%	10 2%	19 3%	42 5% l	18 4%	33 4%	193 4%	42 3%	58 5%	67 6%zuwv	38 3%	36 3%	36 3%	187 3%	
1548 26%dt	1311 27% d	130 26% d	75 27% d	32 20%	326 24%	242 26%	744 28%zo	54 23%	150 23%	122 25%	99 23%	143 28%	140 25%	234 29%	164 32%zhik m	207 27%	1227 26%	321 26%	292 25%	279 24%	336 29% t	325 28%	316 27%	1688 29%	
28 *arvw	17 *	6 1% a	4 2% za	1 1%	3 *	3 *	11 *	- -	3 1%	- -	- -	3 1%	- -	3 *	1 *	7 1%	27 1%	1 *	6 1%	11 1%zvw	10 1% vw	1 *	* *	26 *	
1789 30%qs	1475 30%	150 30%	96 34%	69 42%zabc	410 30%	307 33%	758 29%	65 28%	194 30%	150 31%	148 35%p	158 31%	159 29%	245 30%	153 30%	202 27%	1377 30%	412 34%zq	319 27%	329 28%	326 28%	402 34%zstu	413 35%zstu	1775 30%	
845 14%druw	711 14% d	80 16% d	36 13%	17 11%	209 15%	132 14%	370 14%	39 17%	98 15%	72 15%	62 14%	70 14%	62 11%	112 14%	56 11%	140 18%zmo	699 15% zr	147 12%	203 17%zuw	213 18%zuwv	131 11%	168 14%	130 11%	685 12%	
16%	15%	14%	21%	32%	15%	19%	15%	11%	15%	16%	20%	17%	18%	16%	19%	8%	15%	22%	10%	10%	17%	20%	24%	19%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 52

Q10_S14. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Local primary schools
Base: All UK adults, age 16+

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	314 5%bj	43 7%b	27 3%	54 6%b	20 4%	25 10%zbdf	36 5%	62 6%b	47 6%b	120 7%zjm	90 4%	43 5%	34 6%	210 5%j	77 6%	93 6%	83 6%	31 7%	339 6%
Fairly satisfied	1475 25%e	182 30%zde	225 25%e	244 26%e	109 21%	34 13%	202 26%e	272 27%e	204 25%e	415 25%	578 27%	201 24%	142 25%	993 26%	344 25%	398 25%	355 26%	87 21%	1436 24%
Neither satisfied or dissatisfied	1663 28%i	161 26%	269 30%	245 26%	162 31%	57 23%	228 29%	299 30%	239 29%	419 25%	655 30%zim	224 27%	187 n	1074 33%zikm	411 28%l	463 29%	385 28%	119 29%	1701 29%
Fairly dissatisfied	610 10%jmoq	48 8%	91 10%	86 9%	73 14%ac	45 18%zabcfgh	81 10%	103 10%	85 10%	161 10%	196 9%	118 14%zijl	54 10%	357 9%	172 12%zjlm	132 8%	174 13%zoq	22 5%	498 8%
Very dissatisfied	235 4%gmo	16 3%	40 4%	45 5%g	32 6%ag	7 3%	36 5%g	25 3%	33 4%	56 3%	78 4%	29 3%	30 5%	134 3%	58 4%	36 2%	61 4%o	14 3%	187 3%
Don't know/Not applicable	1548 26%ip	161 26%	247 27%	281 29%zg	124 23%	79 32%	199 25%	246 24%	207 25%	494 n	561 30%zjlm	219 26%l	119 26%	1055 21%	338 28%zjln	450 29%zp	332 24%	139 34%zp	1688 29%
Prefer not to say	28 *im	1 *	7 1%	1 *	6 1%cg	3 1%g	8 1%cg	1 *	1 *	1 *	7 *	- -	2 *	8 *	2 *	3 *	3 *	- -	26 *
Satisfied	1789 30% d	226 37%z bdef	252 28%	298 31%	130 25%	58 23%	238 30%	334 33% bde	251 31%	534 32%	668 31%	245 29%	176 31%	1203 31%	421 30%	491 31%	438 31%	117 28%	1775 30%
Dissatisfied	845 14%ajmoq	64 11%	130 14%	131 14%	105 20%zacg	52 21%zacg	117 15%	128 13%	118 14%	217 13%	274 13%	146 18%zijm	84 15%	491 13%	231 16%zjlm	168 11%	236 17%zoq	36 9%	685 12%
NET Satisfied: satisfied- dissatisfied	16%	26%	13%	17%	5%	3%	15%	20%	16%	19%	18%	12%	16%	19%	14%	21%	15%	20%	19%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 53

Q10_S15. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Local secondary schools
Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	208 4%dgh	95 3%	110 4%	50 6%zdeg	17 2%	31 3%g	48 5%zdgh	16 2%	18 3%	27 4%dg	170 3%	36 4%	81 3%	123 4%	70 4%	131 3%	147 4%	19 2%	23 4%	45 4%	61 4%	48 4%	21 4%	202 3%
Fairly satisfied	1168 20%dghi	567 20%	591 20%	208 27%zdgh	139 15%	200 21%dghi	234 25%zdgh	156 17%	123 17%	107 17%	988 20%	166 21%	486 19%	680 20%	341 19%	816 20%	868 21%zq	121 16%	116 20%	214 18%	338 20%	302 24%zsv	89 18%	1160 20%
Neither satisfied or dissatisfied	1746 30%bfu	905 32%zb	828 28%	202 26%	305 32%f	261 28%	230 25%	303 33%zcef	242 34%zcef	204 32%f	1489 30%	240 30%	750 30%	982 30%	523 30%	1212 30%	1269 30%	201 26%	169 29%	419 35%zu	526 31%u	331 26%	146 29%	1779 30%
Fairly dissatisfied	864 15%ahj	376 13%	473 16%za	129 17%hi	167 17%hi	148 16%hi	171 18%zghi	127 14%hi	75 11%l	48 8%	703 14%	143 18%	383 15%	475 14%	258 15%	600 15%	571 14%	156 20%zp	106 18%zp	162 13%	250 15%	187 15%	97 19%zs	787 13%
Very dissatisfied	404 7%aghij	167 6%	230 8%za	90 12%zfghi	83 9%ghi	90 10%zghi	67 7%ghi	41 4%h	15 2%	18 3%	321 6%	80 10%zj	192 8%	209 6%	106 6%	291 7%	248 6%	61 8%	57 10%zp	99 8%	101 6%	89 7%	37 7%	319 5%
Don't know/Not applicable	1453 25%cfkr	681 24%	761 25%	86 11%	239 25%cf	209 22%cf	167 18%c	277 30%zcef	240 34%zcde	235 37%zcddefg	1313 26%zk	127 16%	609 24%	833 25%	445 25%	989 24%	1082 26%zr	216 28%r	104 18%	271 22%	403 24%	324 25%	113 22%	1601 27%
Prefer not to say	32 1%eghjl	18 1%	11 *	15 2%zegh	4 *	* *	7 1%egh	1 *	- -	3 *	17 *	8 1%	5 *	21 1%	7 *	14 *	12 *	4 *	2 *	4 *	2 *	5 *	- -	27 *
Satisfied	1376 23%dghq	662 24%	702 23%	258 33%zdeg	156 16%	231 25%dgh	282 31%zdeg	172 19%	141 20%	134 21%	1158 23%	202 25%	567 23%	803 24%	411 23%	947 23%	1016 24%zq	140 18%	139 24%q	259 21%	399 24%	351 27%zs	110 22%	1362 23%
Dissatisfied	1268 22%aghi	544 19%	703 23%za	219 28%zghi	249 26%zghi	238 25%zghi	238 26%zghi	167 18%hi	91 13%	66 10%	1024 20%	223 28%zj	575 23%	684 21%	364 21%	891 22%	819 20%	217 28%zp	163 28%zp	261 21%	351 21%	276 21%	134 27%zt	1106 19%
NET Satisfied: satisfied-dissatisfied	2%	4%	*	5%	-10%	-1%	5%	1%	7%	11%	3%	-3%	*	4%	3%	1%	5%	-10%	-4%	*	3%	6%	-5%	4%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 54

Q10_S15. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Local secondary schools
Base: All UK adults, age 16+

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
Very satisfied	208 4%	174 4%	16 3%	6 2%	12 7% ^{zabc}	37 3%	30 3%	107 4%	5 2%	26 4% ^j	6 1%	14 3%	16 3%	10 2%	27 3%	21 4%	49 6% ^{zhilm}	170 4%	38 3%	33 3%	38 3%	39 3%	41 3%	57 5% ^{zs}	202 3%	
Fairly satisfied	1168 20% ^{qqt}	959 19%	94 19%	63 22%	52 32% ^{zabc}	274 20%	203 22%	482 18%	53 23%	117 18%	104 22%	89 21%	114 22%	107 19%	151 19%	93 18%	132 17%	882 19%	286 23% ^{zq}	219 19%	194 16%	221 19%	244 21% ^t	288 25% ^{zstu}	1160 20%	
Neither satisfied or dissatisfied	1746 30% ^r	1488 30%	135 27%	80 28%	43 26%	445 33% ^z	276 29%	766 29%	71 30%	218 34% ⁿ	156 32%	125 29%	152 29%	183 33% ⁿ	218 27%	155 30%	210 28%	1429 31% ^{zr}	317 26%	368 32%	371 31%	339 29%	344 29%	323 27%	1779 30%	
Fairly dissatisfied	864 15% ^d	728 15% ^d	76 15% ^d	44 16% ^d	16 10%	214 16%	130 14%	383 15%	40 17%	109 17%	65 14%	55 13%	75 15%	80 14%	136 17%	70 14%	98 13%	677 15%	187 15%	167 14%	184 16%	168 14%	179 15%	166 14%	787 13%	
Very dissatisfied	404 7%	348 7%	33 7%	14 5%	8 5%	108 8%	76 8%	164 6%	19 8%	52 8%	37 8%	45 10% ^{zln}	31 6%	45 8%	42 5%	28 6%	49 6%	328 7%	76 6%	88 8%	109 9% ^{zuvw}	66 6%	69 6%	71 6%	319 5%	
Don't know/Not applicable	1453 25% ^{dei}	1218 26% ^d	133 27% ^d	72 26% ^d	30 19%	280 21%	224 24%	714 27% ^{ze}	47 20%	122 19%	111 23%	99 23%	125 24%	127 23%	235 29% ^{zhi}	141 28% ⁱ	212 28% ^{il}	1137 24%	316 26%	285 24%	278 24%	327 28% ^{ztw}	294 25%	269 23%	1601 27%	
Prefer not to say	32 1% ^{rv}	22 *	6 1%	3 1%	1 *	6 *	5 1%	12 *	- -	5 1%	1 *	2 1%	3 1%	- -	2 *	1 *	9 1%	31 1% ^r	1 *	6 1%	9 1% ^v	14 1% ^{zvw}	* *	3 *	27 *	
Satisfied	1376 23% ^{qt}	1133 23%	110 22%	69 24%	64 39% ^{zabc}	311 23%	233 25%	590 22%	58 24%	143 22%	110 23%	104 24%	129 25%	117 21%	178 22%	114 22%	181 24%	1052 23%	324 26% ^{zq}	252 22%	232 20%	261 22%	285 24% ^t	345 29% ^{zstuv}	1362 23%	
Dissatisfied	1268 22% ^d	1076 22% ^d	109 22% ^d	58 21%	25 15%	323 24%	206 22%	548 21%	60 25%	161 25%	102 21%	100 23%	106 21%	124 23%	178 22%	98 19%	147 19%	1005 22%	263 22%	256 22%	293 25% ^{zuw}	234 20%	248 21%	237 20%	1106 19%	
NET Satisfied: satisfied- dissatisfied	2%	1%	*	4%	24%	-1%	3%	2%	-1%	-3%	2%	1%	5%	-1%	*	3%	4%	1%	5%	*	-5%	2%	3%	9%	4%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index (Public Use)

30 May 2024
Table 55

Q10_S15. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local secondary schools

Base: All UK adults, age 16+

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	208 4%bf	29 5%bf	19 2%	29 3%	23 4%	19 7%zbcfh	15 2%	48 5%zbf	26 3%	70 4%	73 3%	25 3%	22 4%	142 4%	47 3%	53 3%	45 3%	20 5%	202 3%
Fairly satisfied	1168 20%op	142 23%e	167 18%e	199 21%e	95 18%e	24 10%	162 20%e	221 22%e	156 19%e	345 21%	435 20%	147 18%	117 21%	780 20%	264 19%	342 22%zp	244 18%	77 19%	1160 20%
Neither satisfied or dissatisfied	1746 30%	176 29%	288 32%	257 27%	152 29%	61 24%	249 32%	295 29%	265 32%c	468 28%	653 30%	256 31%	182 32%	1121 29%	439 31%	480 30%	422 30%	123 30%	1779 30%
Fairly dissatisfied	864 15%mo	87 14%	120 13%	145 15%	83 16%	37 15%	126 16%	144 14%	122 15%	231 14%	296 14%	143 17%jm	84 15%	526 14%	227 16%	194 12%	236 17%zo	52 13%	787 13%
Very dissatisfied	404 7%o	36 6%	65 7%	66 7%	46 9%	15 6%	45 6%	63 6%	67 8%	105 6%	152 7%	63 8%	38 7%	257 7%	101 7%	79 5%	111 8%oq	19 4%	319 5%
Don't know/Not applicable	1453 25%	142 23%	239 26%	258 27%h	125 24%	86 34%zadfgh	187 24%	235 23%	177 22%	446 27%ln	550 25%	196 23%	123 22%	996 26%zn	319 23%	422 27%z	332 24%	120 29%	1601 27%
Prefer not to say	32 1%im	2 *	7 1%	1 *	4 1%	7 3%zacgh	7 1%g	1 *	2 *	1 *	7 *	4 1%	2 *	9 *	6 *	6 *	2 *	- -	27 *
Satisfied	1376 23%p	171 28%zbe	186 21%	228 24%	118 22%	43 17%	176 22%	269 27%zbe	182 22%	414 25%	507 23%	172 21%	139 24%	922 24%	311 22%	394 25%p	289 21%	98 24%	1362 23%
Dissatisfied	1268 22%moq	122 20%	186 20%	212 22%	129 24%	53 21%	171 22%	206 20%	189 23%	335 20%	448 21%	206 25%im	122 21%	783 20%	328 23%	273 17%	347 25%zoq	71 17%	1106 19%
NET Satisfied: satisfied-dissatisfied	2%	8%	*	2%	-2%	-4%	1%	6%	-1%	5%	3%	-4%	3%	4%	-1%	8%	-4%	7%	4%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 56

Q10_S16. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Employment and skills support for adults
 Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	65 1% eghij	25 1% hij	39 1% i	13 2% i	18 2% ghi	14 1% ghi	12 1% ghi	3 *	3 *	1 *	49 1%	13 2%	27 1%	35 1%	14 1%	48 1%	42 1%	7 1%	10 2%	14 1%	15 1%	12 1%	4 1%	52 1%
Fairly satisfied	617 10% ghij mp	276 10% hij	335 11% i	91 12% h	132 14% zghi	120 13% zghi	99 11% gh	71 8%	52 7%	50 8%	513 10%	92 11%	291 12%	321 10%	172 10%	441 11%	418 10%	89 11%	72 12%	130 11%	187 11%	166 13% zv	42 8%	574 10%
Neither satisfied or dissatisfied	2059 35% bn	1042 37% zb	998 33% c	291 37%	301 32%	327 35%	299 32%	354 38% zdf	263 37% f	226 35%	1758 35%	285 36%	883 35%	1163 35%	560 32%	1480 37% zn	1503 36%	247 32%	198 34%	465 38% z	609 36%	440 34%	174 35%	2089 36%
Fairly dissatisfied	1097 19% hijp u	513 18% hijp	573 19% i	131 17%	188 20%	195 21% hi	188 20% hi	179 19% i	119 17%	97 15%	909 18%	172 22%	490 20%	604 18%	333 19%	757 19%	750 18%	174 22% zp	123 21%	239 20%	381 23% zu	208 16%	94 19%	1091 19%
Very dissatisfied	504 9% ghijp tu	252 9% hijp	244 8% i	102 13% zfg	119 12% zghi	87 9% hi	75 8% hi	65 7% hi	30 4%	26 4%	378 8%	117 15% zj	225 9%	271 8%	144 8%	347 9%	275 7%	96 12% zp	94 16% zp	138 11% ztu	113 7%	84 7%	37 7%	428 7%
Don't know/Not applicable	1503 26% cdek loqrst	685 24% cd	809 27% z	138 18%	189 20%	197 21%	244 26% cde	249 27% cde	246 34% zcde fg	241 38% zcdefg	1380 28% zk	111 14%	584 23%	913 27% z	517 30% zo	970 24%	1201 29% zqr	159 21% r	78 14%	225 19%	374 22% s	370 29% zst	151 30% st	1615 27%
Prefer not to say	30 1% bghj opt	18 1% b	7 *	16 2% zeghi	6 1%	* *	6 1% egh	* *	- -	1 *	14 *	10 1% j	5 *	16 *	10 1%	10 *	10 *	4 *	2 *	4 *	3 *	5 *	- -	26 *
Satisfied	681 12% ghij mp	300 11% hij	374 12% i	104 13% ghi	151 16% zghi	134 14% zghi	112 12% ghi	74 8%	55 8%	51 8%	562 11%	105 13%	319 13%	356 11%	187 11%	489 12%	459 11%	96 12%	82 14%	144 12%	202 12%	178 14% zv	45 9%	626 11%
Dissatisfied	1601 27% hijp u	765 27% hijp	817 27% i	233 30% hi	307 32% zghi	281 30% hi	263 28% hi	243 26% hi	150 21%	123 19%	1287 26%	289 36% zj	715 29%	875 26%	477 27%	1104 27%	1025 24%	271 35% zp	217 38% zp	376 31% zu	494 29% zu	292 23%	132 26%	1519 26%
NET Satisfied: satisfied-dissatisfied	-16%	-17%	-15%	-17%	-16%	-16%	-16%	-18%	-13%	-11%	-14%	-23%	-16%	-16%	-17%	-15%	-13%	-22%	-23%	-19%	-17%	-9%	-17%	-15%

Fieldwork dates: 25th April - 1st May 2024
 Respondent type: KnowledgePanel Members - UK, 16+
 Source: Ipsos (JN J24-000725-01)
 Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
 Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
 Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 57

Q10_S16. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Employment and skills support for adults
Base: All UK adults, age 16+

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
Very satisfied	65 1%	56 1%	5 1%	2 1%	2 1%	16 1%	15 2%	26 1%	2 1%	8 1%	6 1%	11 3% zno	4 1%	11 2% n	4 1%	2 *	9 1%	58 1%	6 1%	23 2% zvw	12 1%	14 1%	8 1%	8 1%	52 1%	
Fairly satisfied	617 10%	505 10%	54 11%	29 10%	29 18% zabc	160 12%	95 10%	251 10%	25 11%	77 12%	58 12%	54 13%	41 8%	49 9%	85 10%	43 8%	74 10%	494 11%	123 10%	125 11%	126 11%	106 9%	125 11%	134 11%	574 10%	
Neither satisfied or dissatisfied	2059 35% p	1727 35%	176 36%	102 36%	54 33%	519 38% zg	324 34%	884 34%	96 41% p	254 39% p	168 35%	153 36%	171 33%	204 37% p	275 34%	183 36% p	221 29%	1620 35%	440 36%	410 35%	404 34%	421 36%	407 35%	416 35%	2089 36%	
Fairly dissatisfied	1097 19%	937 19%	80 16%	52 18%	29 18%	251 18%	190 20%	496 19%	42 18%	116 18%	93 19%	83 19%	107 21%	109 20%	140 17%	102 20%	145 19%	882 19%	215 18%	242 21% w	233 20%	208 18%	220 19%	194 17%	1091 19%	
Very dissatisfied	504 9% orvw	424 9%	39 8%	21 8%	18 11%	119 9%	95 10%	211 8%	21 9%	59 9%	39 8%	36 8%	59 11% mno	36 7%	59 7%	29 6%	87 11% zmmo	427 9% zr	77 6%	136 12% zvw	130 11% zvw	104 9% v	58 5%	75 6%	428 7%	
Don't know/Not applicable	1503 26% dei qst	1267 26% dei q	134 26% d	72 26% d	29 18%	294 22%	222 24%	751 29% zef	48 21%	130 20%	116 24%	93 22%	130 25%	142 26%	245 30% zhik	149 29% hik	215 28% i	1144 25%	359 29% zq	222 19%	265 22%	316 27% st	352 30% zst	348 30% zst	1615 27%	
Prefer not to say	30 1% rvw	21 *	4 1%	3 1% a	2 1%	6 *	3 *	12 *	- 1%	6 1%	- -	- -	3 1%	- -	2 *	1 *	9 1%	29 1%	1 *	8 1% vw	13 1% zvw	7 1% w	1 *	* *	26 *	
Satisfied	681 12%	562 11%	58 12%	31 11%	31 19% zabc	175 13%	110 12%	276 11%	28 12%	84 13%	63 13%	65 15% lo	45 9%	60 11%	89 11%	45 9%	83 11%	552 12%	129 11%	148 13%	138 12%	120 10%	133 11%	143 12%	626 11%	
Dissatisfied	1601 27% rvw	1361 28%	119 24%	73 26%	48 29%	370 27%	284 30%	707 27%	63 27%	175 27%	132 28%	119 28%	166 32% zn	145 26%	199 25%	131 26%	232 31% n	1309 28% zr	292 24%	378 32% zuvw	363 31% zvw	312 27%	278 24%	270 23%	1519 26%	
NET Satisfied: satisfied- dissatisfied	-16%	-16%	-12%	-15%	-10%	-14%	-18%	-16%	-15%	-14%	-14%	-12%	-23%	-15%	-14%	-17%	-20%	-16%	-13%	-20%	-19%	-16%	-12%	-11%	-15%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 58

Q10_S16. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Employment and skills support for adults

Base: All UK adults, age 16+

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875	
5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875	
65 1% ^m	3 1%	9 1%	6 1%	10 2%	3 1%	13 2%	12 1%	7 1%	11 1%	18 1%	8 1%	14 2% ^z	29 1%	22 1% ^{ikm}	15 1%	13 1%	1 *	52 1%	
617 10% ⁿ	54 9%	86 10%	98 10%	47 9%	25 10%	80 10%	132 13% ^{zab}	94 12%	160 10%	229 11%	94 11%	62 11%	389 10%	156 11%	190 12% ^{zq}	147 11% ^q	27 7%	574 10%	
2059 35% ^{op}	226 37% ^e	335 37% ^e	335 35% ^e	166 31%	55 22%	288 36% ^e	352 35% ^e	296 36% ^e	559 34%	753 35%	318 38%	195 34%	1312 34%	513 37%	613 39% ^{zp}	407 29%	145 35% ^p	2089 36%	
1097 19% ^o	102 17%	167 18%	178 19%	103 19%	54 22%	140 18%	180 18%	174 21%	306 18%	416 19%	157 19%	121 21%	722 19%	278 20%	233 15%	331 24% ^{zoq}	64 16%	1091 19%	
504 9% ^{cimo}	40 7%	78 9%	64 7%	62 12% ^{ac}	37 15% ^{zabcgh}	76 10% ^c	77 8%	69 8%	96 6%	192 9% ^{im}	74 9% ⁱ	69 12% ^z	287 7% ⁱ	143 10% ^{zim}	59 4%	173 12% ^{zoq}	29 7% ^o	428 7%	
1503 26% ^{hklmp}	189 31% ^{zbfgh}	224 25%	273 29% ^{zfh}	134 25%	71 28%	187 24%	253 25%	171 21%	532 32% ^{zjkl}	548 25% ^{ln}	184 22%	103 18%	1080 28% ^{zjkl}	287 20% ⁿ	462 29% ^{zp}	317 23%	145 35% ^{zop}	1615 27%	
30 1% ^{imo}	- -	7 1%	1 *	6 1% ^{acg}	5 2% ^{zacg}	5 1%	2 *	3 *	1 *	10 *	- -	4 1% ^{ik}	11 *	4 *	3 *	5 *	- -	26 *	
681 12% ^q	57 9%	96 11%	104 11%	57 11%	28 11%	94 12%	144 14% ^{zab}	101 12%	171 10%	246 11%	102 12%	76 13%	418 11%	178 13%	205 13% ^{zq}	160 11% ^q	28 7%	626 11%	
1601 27% ^{io}	142 23%	245 27%	242 25%	165 31% ^a	91 36% ^{zabcfg}	217 27%	257 26%	243 30% ^a	402 24%	608 28% ^{im}	230 28%	190 33% ^z	1010 26% ⁱ	420 30% ^{zim}	292 19%	504 36% ^{zoq}	94 23%	1519 26%	
-16%	-14%	-16%	-14%	-21%	-25%	-16%	-11%	-17%	-14%	-17%	-15%	-20%	-15%	-17%	-6%	-25%	-16%	-15%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 59

Q10_S17. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Police

Base: All UK adults, age 16+

	Total (z)	Gender		Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	126	60	65	40	16	14	15	12	12	16	95	27	34	92	26	95	89	4	13	32	35	20	11	117
	2%g	1%q	2%	5%h	2%z	2%	2%	1%	2%	2%	2%	3%	1%	3%z	1%	2%	2%q	1%	2%q	3%	2%	2%	2%	2%
Fairly satisfied	1205	521	678	172	190	185	178	169	147	163	1058	138	512	690	365	827	873	154	122	243	371	280	97	1236
	21%ag	19%	23%za	22%	20%	20%	19%	18%	21%	25%z	21%g	17%	20%	21%	21%	20%	21%	20%	21%	20%	22%	22%	19%	21%
Neither satisfied or dissatisfied	1770	861	897	231	275	280	283	277	232	192	1527	225	735	1027	514	1236	1307	223	142	370	511	385	135	1806
	30%r	31%	30%	30%	29%	30%	31%	30%	32%z	30%	31%z	28%	29%	31%	29%	30%	31%z	29%	25%	31%	30%	30%	27%	31%
Fairly dissatisfied	1559	764	786	156	222	248	258	278	213	185	1341	203	665	886	487	1065	1132	212	147	325	459	357	148	1594
	27%c	27%	26%	20%	23%	26%g	28%g	30%z	30%z	29%g	27%	25%	27%	27%	28%	26%	27%	27%	26%	27%	27%	28%	30%	27%
Very dissatisfied	905	501	380	109	178	162	150	156	87	63	743	147	454	445	255	642	598	133	129	198	244	195	86	852
	15%b	18%h	13%j	14%	19%h	17%h	16%h	17%h	12%	10%	15%	18%	18%z	13%	15%	16%	14%	17%	22%z	16%	15%	15%	17%	15%
Don't know/Not applicable	277	83	190	60	64	50	32	28	22	22	220	54	100	168	95	174	189	47	20	43	61	44	25	241
	5%ag	3%h	6%za	8%z	7%g	5%g	3%	3%	3%	3%	4%	7%	4%	5%	5%	4%	4%	6%	3%	4%	4%	3%	5%	4%
Prefer not to say	32	20	8	13	7	2	8	1	*	*	16	6	7	16	8	15	10	4	4	2	2	5	-	29
	1%b	1%g	1%	2%z	1%g	*	1%g	*	*	*	*	1%	*	*	*	*	*	1%	1%	*	*	*	-	*
Satisfied	1331	581	743	213	207	199	193	181	159	179	1153	165	546	782	391	922	962	159	134	276	406	299	107	1353
	23%ag	21%	25%za	27%g	22%	21%	21%	20%	22%	28%z	23%g	21%	22%	24%	22%	23%	23%	20%	23%	23%	24%	23%	21%	23%
Dissatisfied	2465	1265	1166	265	400	409	408	434	300	248	2084	349	1119	1331	742	1707	1730	345	276	522	703	552	235	2446
	42%bcm	45%zb	39%	34%	42%c	44%g	44%ci	47%zchi	42%c	39%	42%	44%	45%zm	40%	42%	42%	41%	44%	48%z	43%	42%	43%	47%	42%
NET Satisfied: satisfied-dissatisfied	-19%	-24%	-14%	-7%	-20%	-22%	-23%	-27%	-20%	-11%	-19%	-23%	-23%	-17%	-20%	-19%	-18%	-24%	-25%	-20%	-18%	-20%	-25%	-19%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 60

Q10_S17. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Police

Base: All UK adults, age 16+

	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
126 2%w	100 2%	14 3%	6 2%	5 3%	30 2%	18 2%	52 2%	10 4%jn	16 2%	4 1%	12 3%kn	6 1%	11 2%	8 1%	9 2%	24 3%kn	100 2%	26 2%	37 3%zw	24 2%	23 3%	30 3%w	12 1%	117 2%	
1205 21%kl	985 20%	110 22%	66 23%	44 27%za	282 21%	181 19%	523 20%	53 23%	130 20%	99 21%	97 23%l	83 16%	130 24%lp	171 21%	93 18%	129 17%	943 20%	262 21%	219 19%	219 18%	246 21%	229 20%	292 25%zstv	1236 21%	
1770 30%pq	1482 30%	147 30%	89 32%	51 31%	394 29%	275 29%	813 31%	58 25%	190 29%	147 31%	125 29%	150 29%	177 32%p	258 32%p	191 38%zhik lp	187 25%	1346 29%	424 35%zq	345 30%	336 28%	355 30%	353 30%	380 32%	1806 31%	
1559 27%bdr	1358 28%zbd	103 21%	71 25% d	27 17%	383 28%	265 28%	710 27%	63 27%	184 28%	136 28%	110 26%	155 30%	136 25%	230 28%	140 27%	204 27%	1268 27%r	291 24%	291 25%	325 27%	330 28%	317 27%	297 25%	1594 27%	
905 15% norw	771 16%	76 15%	36 13%	23 14%	217 16%	149 16%	404 15%	46 20%no	89 14%	82 17%no	56 13%	93 18%no	75 14%	98 12%	59 12%	172 23%zikm no	757 16% zr	148 12%	215 18%zuvw	223 19%zuvw	163 14%	162 14%	142 12%	852 15%	
277 5%j	221 4%	35 7%zac	10 4%	11 7%zac	51 4%	53 6%	117 4%	5 2%	36 5%j	11 2%	29 7%hjo	23 5%	21 4%	43 5%j	17 3%	36 5%	208 4%	69 6%	48 4%	46 4%	52 4%	79 7%zstu	54 5%	241 4%	
32 1%arvw	20 *	7 1%za	3 1%a	2 1%	6 *	3 *	11 *	- -	5 1%	1 *	- -	3 1%	- -	3 *	1 *	7 1%	31 1%r	1 *	11 1%vw	11 1%vw	8 1%vw	1 *	1 *	29 *	
1331 23%kl	1086 22%	124 25%	72 26%	49 30%za	312 23%	199 21%	575 22%	63 27%kl	146 22%	103 22%	110 26%kl	89 17%	141 26%kl	179 22%	102 20%	152 20%	1043 22%	288 24%	256 22%	243 21%	268 23%	260 22%	304 26%zt	1353 23%	
2465 42% bdrw	2129 43%zbd	179 36%	107 38% d	50 31%	600 44%	414 44%	1114 42%	109 47%	273 42%	218 45%	166 39%	249 48%zkmn o	211 38%	328 40%	199 39%	376 50%zikm no	2026 44% zr	439 36%	506 43%w	548 46%zvw	493 42%	479 41%	438 37%	2446 42%	
-19%	-21%	-11%	-12%	-1%	-21%	-23%	-20%	-20%	-20%	-24%	-13%	-31%	-13%	-18%	-19%	-29%	-21%	-12%	-21%	-26%	-19%	-19%	-11%	-19%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 61

Q10_S17. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Police

Base: All UK adults, age 16+

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	126	4	19	20	11	14	27	20	11	39	30	15	14	69	29	34	21	7	117
	2%ajm	1%	2%	2%	2%	5%zabcbgh	3%zah	2%	1%	2%	1%	2%	2%	2%	2%	2%	1%	2%	2%
Fairly satisfied	1205	150	181	209	73	44	163	222	162	359	482	150	115	841	265	336	245	89	1236
	21%dp	24%d	20%d	22%d	14%	18%	21%d	22%d	20%d	22%	22%zkn	18%	20%	22%zkn	19%	21%p	18%	22%	21%
Neither satisfied or dissatisfied	1770	174	284	337	159	42	227	301	245	555	624	248	173	1179	421	461	408	149	1806
	30%e	28%e	31%e	35%zaefg	30%e	17%	29%e	30%e	30%e	33%zjm	29%	30%	30%	31%j	30%	29%	29%	36%zop	31%
Fairly dissatisfied	1559	169	226	247	141	76	205	274	216	415	627	228	139	1043	368	456	422	102	1594
	27%	28%	25%	26%	27%	31%	26%	27%	26%	25%	29%zim	27%	24%	27%i	26%	29%z	30%z	25%	27%
Very dissatisfied	905	88	149	106	107	57	131	124	141	218	309	159	98	527	257	234	233	43	852
	15%cgimq	14%	16%cg	11%	20%zcg	23%zacg	17%cg	12%	17%cg	13%	14%	19%zjim	17%i	14%	18%zjim	15%q	17%q	10%	15%
Don't know/Not applicable	277	28	39	32	30	13	33	65	37	78	86	34	27	164	61	52	61	22	241
	5%co	5%	4%	3%	6%	5%	4%	6%zc	5%	5%	4%	4%	5%	4%	4%	3%	4%	5%	4%
Prefer not to say	32	-	8	5	6	3	5	1	3	1	7	-	3	8	3	3	3	-	29
	1%imo	-	1%	*	1%ag	1%a	1%	*	*	*	*	-	*	*	*	*	*	-	*
Satisfied	1331	154	201	229	84	58	190	241	173	398	513	165	129	910	294	369	265	96	1353
	23%dp	25%d	22%d	24%d	16%	23%	24%d	24%d	21%	24%	24%	20%	23%	24%zk	21%	23%p	19%	23%	23%
Dissatisfied	2465	257	375	354	247	134	336	399	357	634	936	388	237	1570	625	691	655	145	2446
	42%ciq	42%	41%	37%	47%cg	53%zabcbfg	43%c	40%	44%c	38%	43%im	46%zim	42%	41%i	45%i	44%q	47%zq	35%	42%
NET Satisfied: satisfied-dissatisfied	-19%	-17%	-19%	-13%	-31%	-30%	-18%	-16%	-23%	-14%	-20%	-27%	-19%	-17%	-24%	-20%	-28%	-12%	-19%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 62

Q10_S18. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Courts

Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	63 1% ghijn	36 1% ghijn	26 1% ghijn	18 2% ghij	20 2% zghi	11 2% zghi	7 1% i	4 * i	3 * i	- - i	50 1% i	11 1% i	30 1% i	33 1% i	11 1% i	52 1% i	45 1% i	6 1% i	8 1% i	23 2% zuv	28 2% zu	7 1% i	2 * i	48 1% i
Fairly satisfied	550 9% hjn	273 10% hjn	273 9% hjn	124 16% zde	83 9% fgh	85 9% fgh	86 9% h	77 8% h	46 6% h	50 8% h	452 9% h	93 12% h	233 9% h	317 10% h	118 7% h	423 10% zn	363 9% h	72 9% h	70 12% p	110 9% h	184 11% z	124 10% h	48 10% h	515 9% h
Neither satisfied or dissatisfied	2243 38% j	1065 38% j	1157 39% j	312 40% j	357 37% j	358 38% j	351 38% j	347 38% j	269 38% j	249 39% j	1890 38% j	331 41% j	981 39% j	1254 38% j	657 38% j	1558 38% j	1604 38% j	291 38% j	218 38% j	479 40% j	672 40% j	471 37% j	187 37% j	2244 38% j
Fairly dissatisfied	764 13% bc	417 15% zb	340 11% bc	67 9% bc	131 14% c	109 12% c	118 13% c	143 15% zce	101 14% c	96 15% c	653 13% c	94 12% c	320 13% c	439 13% c	249 14% c	510 13% c	549 13% c	94 12% c	88 15% c	164 14% c	228 14% c	164 13% c	81 16% c	799 14% c
Very dissatisfied	472 8% bp	268 10% zb	197 7% bp	43 5% bp	81 9% c	79 8% c	77 8% c	79 9% c	65 9% c	49 8% c	412 8% c	52 6% c	200 8% c	266 8% c	148 8% c	319 8% c	317 8% c	83 11% zp	53 9% p	131 11% ztu	131 8% p	94 7% p	46 9% p	505 9% p
Don't know/Not applicable	1746 30% arst	728 26% arst	1000 33% za	199 25% arst	277 29% arst	294 31% arst	277 30% arst	271 29% arst	229 32% zc	198 31% zc	1522 30% z	212 27% z	732 29% z	997 30% z	561 32% zo	1169 29% zo	1309 31% zr	227 29% z	136 23% z	304 25% z	435 26% z	417 32% st	139 28% z	1733 29% z
Prefer not to say	37 1% bghij pst	23 1% bghij pst	12 * bghij pst	18 2% zdegh i	4 * zdegh i	4 * zdegh i	9 1% ghi	* * ghi	1 * ghi	* * ghi	22 * i	8 1% i	10 * i	18 1% i	8 * i	21 1% i	11 * i	4 * i	5 1% i	2 * i	4 * i	7 1% i	- - i	31 1% i
Satisfied	613 10% ghij np	309 11% ghij np	299 10% ghij np	142 18% zdef ghi	103 11% h	95 10% h	93 10% h	81 9% h	49 7% h	50 8% h	501 10% h	104 13% h	263 10% h	350 11% h	128 7% h	475 12% zn	409 10% h	78 10% h	77 13% p	133 11% h	212 13% z	132 10% h	49 10% h	563 10% h
Dissatisfied	1236 21% bc	686 24% zb	537 18% bc	110 14% c	212 22% c	188 20% c	194 21% c	221 24% zce	166 23% zc	145 23% c	1065 21% c	146 18% c	520 21% c	705 21% c	397 23% c	829 20% c	866 21% c	177 23% c	141 24% c	295 24% zu	359 21% c	259 20% c	127 25% c	1304 22% c
NET Satisfied: satisfied-dissatisfied	-11%	-13%	-8%	4%	-11%	-10%	-11%	-15%	-16%	-15%	-11%	-5%	-10%	-11%	-15%	-9%	-11%	-13%	-11%	-13%	-9%	-10%	-16%	-13%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 63

Q10_S18. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Courts

Base: All UK adults, age 16+

	Country				England region (Net)			England region										Urbanity		IMD Quintile					
Total (z)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)	Unwtd Total	
5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
63 1%rw	53 1%	2 *	6 2%zb	2 1%	10 1%	10 1%	34 1%	4 2%	4 1%	2 *	7 2%	3 1%	9 2%	9 1%	6 1%	9 1%	58 1%r	5 *	20 2%vw	17 1%w	16 1%w	6 1%	3 *	48 1%	
550 9%	442 9%	60 12%a	23 8%	24 15%zac	132 10%	86 9%	224 9%	29 12%	50 8%	53 11%	45 10%	41 8%	50 9%	61 8%	51 10%	62 8%	426 9%	124 10%	123 11%	107 9%	93 8%	108 9%	119 10%	515 9%	
2243 38%p	1866 38%	199 40%	113 40%	65 40%	527 39%	374 40%	966 37%	84 36%	260 40%p	183 38%	168 39%	206 40%p	211 38%	311 38%	201 39%p	243 32%	1782 38%	461 38%	442 38%	446 38%	461 39%	440 38%	453 39%	2244 38%	
764 13%	655 13%	60 12%	30 11%	19 12%	181 13%	106 11%	368 14%	33 14%	78 12%	71 15%	50 12%	55 11%	80 15%	92 11%	61 12%	134 18%zkl	602 13%	163 13%	140 12%	164 14%	148 13%	155 13%	157 13%	799 14%	
472 8%	403 8%	34 7%	16 6%	18 11%zabc	133 10%zg	74 8%	196 7%	30 13%zlmop	64 10%	40 8%	37 9%	37 7%	34 6%	70 9%	37 7%	55 7%	379 8%	93 8%	115 10%zw	95 8%	93 8%	88 8%	80 7%	505 9%	
1746 30%nd	1490 30%nd	132 27%	91 32%nd	34 21%	371 27%	292 31%	827 31%ne	55 23%	186 29%	131 27%	123 29%	169 33%h	164 30%	265 33%h	152 30%	246 32%h	1370 29%	376 31%	314 27%	339 29%	353 30%	374 32%ns	365 31%	1733 29%	
37 1%rvw	28 1%	5 1%	3 1%	1 1%	9 1%	3 *	16 1%	- -	9 1%	1 *	- -	3 1%	2 *	2 *	1 *	10 1%	37 1%zr	1 *	12 1%vw	15 1%zvw	10 1%vw	1 *	* *	31 1%	
613 10%	495 10%	62 13%	30 10%	26 16%zac	142 10%	95 10%	258 10%	33 14%in	54 8%	55 11%	51 12%	44 9%	59 11%	70 9%	58 11%	71 9%	484 10%	128 11%	143 12%	124 10%	109 9%	114 10%	122 10%	563 10%	
1236 21%c	1058 21%c	94 19%	45 16%	38 23%cd	315 23%	180 19%	564 21%	63 27%l	141 22%	111 23%	87 20%	92 18%	114 21%	162 20%	98 19%	189 25%l	981 21%	255 21%	255 22%	259 22%	242 21%	243 21%	236 20%	1304 22%	
-11%	-11%	-7%	-6%	-7%	-13%	-9%	-12%	-13%	-13%	-12%	-8%	-9%	-10%	-11%	-8%	-16%	-11%	-10%	-10%	-11%	-11%	-11%	-10%	-13%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 64

Q10_S18. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Courts

Base: All UK adults, age 16+

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	63 1%ab	- -	3 *	11 1%a	8 1%a	1 1%	13 2%ab	18 2%ab	10 1%a	19 1%	19 1%	9 1%	7 1%	38 1%	16 1%	11 1%	15 1%	1 *	48 1%
Fairly satisfied	550 9%p	60 10%	108 12%zh	97 10%	44 8%	19 8%	75 9%	87 9%	60 7%	141 8%	207 10%	85 10%	66 12%	348 9%	152 11%	171 11%zpq	100 7%	28 7%	515 9%
Neither satisfied or dissatisfied	2243 38%e	244 40%e	354 39%e	351 37%	177 34%	72 29%	315 40%e	416 41%de	310 38%	621 37%	838 39%	331 40%	209 37%	1459 38%	540 38%	612 39%	542 39%	154 38%	2244 38%
Fairly dissatisfied	764 13%b	70 11%	93 10%	122 13%	86 16%bf	49 19%zabf	85 11%	141 14%b	118 14%b	231 14%	273 13%	99 12%	79 14%	504 13%	178 13%	200 13%	204 15%	67 16%	799 14%
Very dissatisfied	472 8%	43 7%	88 10%g	76 8%	36 7%	22 9%	78 10%g	64 6%	63 8%	120 7%	184 9%	63 8%	58 10%	304 8%	121 9%	131 8%	135 10%z	26 6%	505 9%
Don't know/Not applicable	1746 30%	193 31%	254 28%	298 31%	170 32%	82 33%	218 28%	281 28%	247 30%	533 32%zln	637 29%	246 29%	146 26%	1170 31%i	391 28%	447 28%	394 28%	135 33%	1733 29%
Prefer not to say	37 1%cgijkmp	2 *	7 1%g	1 *	8 1%cg	5 2%cg	6 1%g	1 *	7 1%g	1 *	7 *	1 *	4 1%i	8 *	5 *k	3 *	3 *	1 *	31 1%
Satisfied	613 10%pq	60 10%	110 12%	108 11%	51 10%	20 8%	88 11%	104 10%	70 9%	160 10%	226 10%	94 11%	73 13%	386 10%	168 12%	182 12%pq	115 8%	28 7%	563 10%
Dissatisfied	1236 21%	114 19%	180 20%	198 21%	122 23%	71 28%zabg	163 21%	206 20%	181 22%	351 21%	457 21%	163 20%	137 24%	808 21%	299 21%	331 21%	339 24%z	93 23%	1304 22%
NET Satisfied: satisfied-dissatisfied	-11%	-9%	-8%	-9%	-13%	-20%	-10%	-10%	-14%	-11%	-11%	-8%	-11%	-11%	-9%	-9%	-16%	-16%	-13%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 65

Q10_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- SUMMARY TABLE

Base: All who interacted with the Public service

	Your GP	NHS hospitals	Social care services for adults	Services and support for children and young people	Libraries	Provision of recycling facilities	Local bus services	Train companies	Local sports/leisure facilities	Council housing	Local nursery schools/classes	Local primary schools	Local secondary schools	Employment and skills support for adults	Police	Courts
Unweighted Total	5206	4609	791	396	2132	3788	3257	3326	2179	520	540	1047	1009	390	1105	351
Weighted Total	5034	4483	691	428	2057	3424	3237	3396	2192	545	627	1128	1161	461	1165	367
Very satisfied	540 11%	250 6%	12 2%	13 3%	398 19%	479 14%	291 9%	61 2%	153 7%	20 4%	88 14%	150 13%	85 7%	10 2%	33 3%	15 4%
Fairly satisfied	1470 29%	1184 26%	102 15%	67 16%	957 47%	1649 48%	1214 38%	649 19%	1029 47%	91 17%	236 38%	504 45%	426 37%	93 20%	230 20%	65 18%
Neither satisfied or dissatisfied	686 14%	641 14%	95 14%	51 12%	322 16%	435 13%	471 15%	501 15%	398 18%	64 12%	94 15%	150 13%	206 18%	96 21%	212 18%	77 21%
Fairly dissatisfied	1290 26%	1492 33%	213 31%	110 26%	269 13%	590 17%	736 23%	1065 31%	446 20%	119 22%	127 20%	199 18%	267 23%	138 30%	368 32%	109 30%
Very dissatisfied	1022 20%	896 20%	254 37%	161 38%	95 5%	257 8%	491 15%	1088 32%	150 7%	241 44%	68 11%	87 8%	157 14%	106 23%	309 27%	90 24%
Don't know/Not applicable	26 1%	19 *	15 2%	26 6%	16 1%	13 *	32 1%	30 1%	13 1%	6 1%	14 2%	36 3%	20 2%	18 4%	12 1%	12 3%
Prefer not to say	* *	1 *	- -	- -	* *	- -	- -	2 *	3 *	4 1%	- -	1 *	- -	- -	1 *	* *
Satisfied	2010 40%	1434 32%	114 16%	80 19%	1355 66%	2128 62%	1505 47%	710 21%	1182 54%	111 20%	324 52%	654 58%	511 44%	103 22%	263 23%	80 22%
Dissatisfied	2311 46%	2387 53%	467 68%	271 63%	364 18%	847 25%	1228 38%	2153 63%	596 27%	360 66%	195 31%	286 25%	424 37%	244 53%	677 58%	198 54%
NET Satisfied: satisfied-dissatisfied	-6%	-21%	-51%	-45%	48%	37%	9%	-42%	27%	-46%	21%	33%	7%	-31%	-36%	-32%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 66

Q10_S1_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Your GP

Base: All who interacted with Your GP

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5206	2469	2698	208	392	680	853	1266	1196	611	4801	359	1945	3243	1639	3521	4133	472	454	1219	1618	1076	390	5206
Weighted Total	5034	2346	2645	535	779	803	800	843	672	602	4386	601	2142	2871	1546	3444	3721	629	469	1015	1467	1151	447	5206
Very satisfied	540	249	288	62	40	54	67	94	101	121	486	52	157	381	147	383	434	43	40	100	172	117	47	598
	11%defl	11%	11%	12%de	5%	7%	8%	11%de	15%zdef	20%zcdefgh	11%z	9%	7%	13%zl	9%	11%	12%zq	7%	9%	10%	12%	10%	11%	11%
Fairly satisfied	1470	681	779	134	214	204	254	262	219	182	1297	167	599	867	441	1020	1116	176	127	286	418	348	133	1580
	29%e	29%	29%	25%	28%	25%	32%e	31%e	33%zce	30%	30%z	28%	28%	30%	29%	30%	30%z	28%	27%	28%	29%	30%	30%	30%
Neither satisfied or dissatisfied	686	324	354	67	123	134	101	107	76	78	602	77	310	376	254	428	509	95	52	162	188	159	43	672
	14%hov	14%	13%	13%	16%h	17%zfhg	13%	13%	11%	13%	14%	13%	14%	13%	16%zo	12%	14%	15%	11%	16%zv	13%	14%	10%	13%
Fairly dissatisfied	1290	583	695	135	212	212	219	208	170	135	1127	140	584	702	421	855	959	154	122	239	381	316	132	1325
	26%	25%	26%	25%	27%	26%	27%i	25%	25%	22%	26%	23%	27%	24%	27%	25%	26%	24%	26%	24%	26%	28%	29%	25%
Very dissatisfied	1022	492	519	132	179	195	154	172	105	85	849	163	481	529	276	739	695	155	121	224	300	202	93	1014
	20%hijm	21%	20%	25%hi	23%hi	24%zthi	19%hi	20%hi	16%	14%	19%	27%zi	22%zm	18%	18%	21%zn	19%	25%zp	26%zp	22%u	20%	18%	21%	19%
Don't know/Not applicable	26	17	10	5	10	5	4	1	-	1	25	1	11	15	7	20	10	7	5	3	8	7	-	16
	1%ghp	1%	*	1%	1%gh	1%	1%h	*	-	*	1%	*	1%	1%	*	1%	*	1%p	1%p	*	1%	1%	-	*
Prefer not to say	*	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*	-	*	*	-	-	-	-	1
	*	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*	-	-	*	-	-	-	-	*
Satisfied	2010	930	1067	196	255	258	321	356	321	303	1783	219	757	1248	588	1403	1549	219	168	386	591	465	180	2178
	40%delq	40%	40%	37%	33%	32%	40%de	42%de	48%zcde	50%zcdefg	41%z	36%	35%	43%zl	38%	41%	42%zq	35%	36%	38%	40%	40%	40%	42%
Dissatisfied	2311	1075	1214	267	391	407	374	380	274	220	1976	303	1065	1231	697	1593	1653	309	244	464	681	519	224	2339
	46%hijm	46%	46%	50%hi	50%hi	51%zghi	47%hi	45%i	41%	36%	45%	50%	50%zm	43%	45%	46%	44%	49%	52%zp	46%	46%	45%	50%	45%
	p																							
NET Satisfied: satisfied-dissatisfied	-6%	-6%	-6%	-13%	-18%	-19%	-7%	-3%	7%	14%	-4%	-14%	-14%	1%	-7%	-6%	-3%	-14%	-16%	-8%	-6%	-5%	-10%	-3%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 67

Q10_S1_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Your GP

Base: All who interacted with Your GP

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	5206	3770	455	477	504	1082	742	1946	206	484	392	358	384	435	607	482	422	3862	1344	912	1068	1044	1073	1109	5206	
Weighted Total	5034	4229	424	242	139	1152	806	2271	205	554	393	360	446	484	707	464	616	3944	1090	946	1012	1000	1026	1050	5206	
Very satisfied	540 11% ^{qs}	452 11%	51 12%	25 10%	12 9%	115 10%	75 9%	262 12%	22 11%	54 10%	39 10%	31 9%	43 10%	55 11%	81 11%	58 13%	68 11%	372 9%	168 15% ^{zq}	78 8%	90 9%	131 13% ^{zst}	109 11%	131 13% st	598 11%	
Fairly satisfied	1470 29%	1217 29%	141 33%	75 31%	36 26%	350 30%	226 28%	640 28%	62 30%	162 29%	126 32%	100 28%	126 28%	128 26%	184 26%	154 33% ⁿ	175 28%	1132 29%	338 31%	249 26%	271 27%	310 31%	340 33% ^{zst}	301 29%	1580 30%	
Neither satisfied or dissatisfied	686 14%	581 14%	60 14%	31 13%	15 11%	170 15%	114 14%	297 13%	34 16%	87 16%	49 13%	50 14%	63 14%	67 14%	85 12%	60 13%	85 14%	550 14%	136 12%	130 14%	142 14%	127 13%	124 12%	163 16%	672 13%	
Fairly dissatisfied	1290 26%	1097 26%	96 23%	62 25%	35 25%	283 25%	199 25%	616 27%	48 24%	133 24%	101 26%	82 23%	117 26%	140 29%	188 27%	124 27%	163 27%	1020 26%	270 25%	248 26%	273 27%	266 27%	247 24%	257 24%	1325 25%	
Very dissatisfied	1022 20% ^{oru}	857 20%	75 18%	50 20%	40 29% ^{zabc}	228 20%	189 23% ^g	440 19%	37 18%	114 21% ^o	77 20%	97 27% ^{zhjmo}	92 21% ^o	93 19%	165 23% ^o	64 14%	118 19%	846 21% ^{zr}	176 16%	239 25% ^{zuvw}	225 22% ^u	163 16%	198 19%	196 19%	1014 19%	
Don't know/Not applicable	26 1%	25 1%	1 *	- -	* -	5 *	3 *	17 1%	1 1%	3 1%	1 *	- -	3 1%	1 *	5 1%	4 1%	7 1%	24 1%	3 *	1 *	12 1% ^{zsw}	3 *	8 1%	2 *	16 *	
Prefer not to say	* *	- -	* *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	* *	- -	- -	- -	- -	1 *	
Satisfied	2010 40% ^{qst}	1669 39%	192 45% ^{zad}	100 41%	49 35%	465 40%	301 37%	902 40%	84 41%	216 39%	165 42%	131 37%	170 38%	182 38%	264 37%	212 46% ^{zkmn}	244 40%	1505 38%	505 46% ^{zq}	327 35%	360 36%	441 44% ^{zst}	449 44% ^{zst}	432 41% st	2178 42%	
Dissatisfied	2311 46% ^{bor}	1954 46% ^b	171 40%	111 46%	75 54% ^{zabc}	511 44%	387 48%	1055 46%	85 42%	248 45%	178 45%	178 50% ^o	209 47%	233 48% ^o	353 50% ^o	188 41%	281 46%	1865 47% ^{zr}	446 41%	487 51% ^{zuvw}	498 49% ^{uvw}	429 43%	445 43%	453 43%	2339 45%	
NET Satisfied: satisfied- dissatisfied	-6%	-7%	5%	-5%	-19%	-4%	-11%	-7%	-1%	-6%	-3%	-13%	-9%	-11%	-12%	5%	-6%	-9%	5%	-17%	-14%	1%	*	-2%	-3%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 68

Q10_S1_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Your GP

Base: All who interacted with Your GP

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5206	468	752	1027	284	145	803	1112	610	1609	1917	778	540	3526	1318	1579	1196	387	5206
Weighted Total	5034	548	764	873	430	199	672	854	687	1505	1869	733	483	3374	1216	1430	1253	357	5206
Very satisfied	540 11%	62 11%	79 10%	132 15%z b d e f h	35 8%	16 8%	61 9%	98 11%	56 8%	185 12%z	186 10%	77 10%	50 10%	371 11%	126 10%	197 14%z p	115 9%	47 13%p	598 11%
Fairly satisfied	1470 29%	152 28%	236 31%	259 30%	113 26%	63 31%	194 29%	248 29%	204 30%	463 31%	532 28%	198 27%	146 30%	995 29%	345 28%	431 30%	364 29%	122 34%z	1580 30%
Neither satisfied or dissatisfied	686 14%o	78 14%	119 16%h	115 13%	63 15%	28 14%	97 14%	110 13%	74 11%	193 13%	284 18%z	101 14%	60 12%	476 14%	161 13%	148 10%	174 14%o	40 11%	672 13%
Fairly dissatisfied	1290 26%c	146 27%	172 23%	197 23%	107 25%	61 31%	176 26%	226 27%	202 29%b c	408 27%	475 25%	175 24%	126 26%	883 26%	301 25%	354 25%	357 29%z	96 27%	1325 25%
Very dissatisfied	1022 20%im q	106 19%	155 20%	164 19%	104 24%	29 15%	143 21%	170 20%	150 22%	252 17%	383 20%im	176 24%zim	99 20%	635 19%i	275 23%im	291 20%q	239 19%	50 14%	1014 19%
Don't know/Not applicable	26 1%*	3 1%	3 *	6 1%	8 2%z f h	2 1%	1 *	3 *	2 *	4 *	9 *	6 1%	2 *	13 *	8 1%	9 1%	4 *	-	16 *
Prefer not to say	* *	- -	- -	- -	- -	- -	* *	- -	- -	- -	- -	- -	* *	- -	* *	- -	- -	- -	1 *
Satisfied	2010 40%	214 39%	315 41%	390 45%z d f h	148 34%	79 40%	255 38%	346 40%	260 38%	648 43%z k m	718 38%	275 38%	196 41%	1366 41%j	471 39%	628 44%z p	479 38%	169 47%z p	2178 42%
Dissatisfied	2311 46%c	253 46%	327 43%	361 41%	211 49%c	91 46%	319 47%c	396 46%	352 51%z b c	660 44%	858 46%	351 48%	225 46%	1518 45%	576 47%	645 45%	596 48%	147 41%	2339 45%
NET Satisfied: satisfied- dissatisfied	-6%	-7%	-2%	3%	-15%	-6%	-10%	-6%	-13%	-1%	-7%	-10%	-6%	-5%	-9%	-1%	-9%	6%	-3%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 69

Q10_S2_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- NHS hospitals

Base: All who interacted with NHS hospitals

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	Unwtd Total
Unweighted Total	4609	2217	2358	193	347	596	760	1133	1047	533	4240	324	1715	2881	1477	3095	3660	421	406	1072	1427	954	350	4609
Weighted Total	4483	2134	2310	494	698	709	706	757	594	524	3879	562	1901	2568	1397	3055	3320	572	413	900	1305	1020	398	4609
Very satisfied	250 6% dq	126 6%	124 5%	17 3%	22 3%	37 5%	30 4%	42 6%	43 7%	58 zdf	229 11% zcd	21 6% z	87 5%	163 6% zl	69 5%	179 6%	195 6% q	17 3%	28 7% q	57 6%	75 6%	54 5%	22 6%	273 6%
Fairly satisfied	1184 26% efgl q	529 25%	648 28% za	110 22%	175 25%	153 22%	159 23%	183 24%	195 24%	209 33% zcd	1042 40% zcd	138 27% z	449 24%	732 29% zl	348 25%	821 27%	922 28% zq	120 21%	101 24%	238 26%	357 27%	266 26%	98 24%	1234 27%
Neither satisfied or dissatisfied	641 14% v	322 15%	318 14%	94 19% dg	84 12%	95 13%	116 16% g	95 13%	89 15%	68 13%	561 14%	73 13%	253 13%	386 15%	189 13%	448 15%	469 14%	97 17%	53 13%	143 16% v	180 14%	155 15% v	39 10%	629 14%
Fairly dissatisfied	1492 33% bhim s	749 35% b	722 31%	165 33% i	263 38% hi	253 36% hi	249 35% hi	271 36% zhi	172 29% i	120 23%	1306 34%	175 31%	701 37% zm	789 31%	505 36% zo	983 32%	1134 34% z	178 31%	124 30%	259 29%	403 31%	390 38% zst	155 39% st	1490 32%
Very dissatisfied	896 20% hijm pu	395 18%	491 21% z	101 20% i	153 22% hi	167 24% zhi	149 21% hi	165 22% hi	94 16%	67 13%	728 19%	148 26% zl	411 22% m	478 19%	284 20%	607 20%	587 18%	155 27% zp	105 26% zp	201 22% u	284 22% u	155 15%	85 21% u	965 21%
Don't know/Not applicable	19 * jl	13 1%	6 *	7 1%	3 *	2 *	3 *	2 *	1 *	1 *	13 *	6 1%	1 *	19 1% zl	2 *	17 1%	13 *	4 1%	2 1%	2 *	6 *	- *	- *	15 *
Prefer not to say	1 *	* *	1 *	- *	- *	1 *	- *	- *	- *	- *	1 *	- *	1 *	* *	- *	1 *	1 *	- *	* *	- *	- *	* *	- *	3 *
Satisfied	1434 32% efiq	655 31%	771 33%	127 26%	196 28%	191 27%	189 27%	225 30%	238 40% zcd	268 51% zcd	1271 51% zcd	159 33% z	536 28%	895 35% zl	417 30%	1000 33%	1116 34% zq	138 24%	128 31%	294 33%	432 33%	320 31%	120 30%	1507 33%
Dissatisfied	2387 53% hijm p	1144 54%	1214 53%	266 54% hi	416 60% zhi	420 59% zhi	398 56% hi	436 58% zhi	266 45% i	187 36%	2034 52%	323 57%	1111 58% zm	1267 49%	789 56% zo	1590 52%	1721 52%	333 58% p	229 55%	460 51%	688 53%	545 53%	240 60% zst	2455 53%
NET Satisfied: satisfied-dissatisfied	-21%	-23%	-19%	-28%	-31%	-32%	-30%	-28%	-5%	15%	-20%	-29%	-30%	-14%	-27%	-19%	-18%	-34%	-24%	-18%	-20%	-22%	-30%	-21%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 70

Q10_S2_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- NHS hospitals

Base: All who interacted with NHS hospitals

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	4609	3344	397	426	442	955	669	1720	186	427	342	325	344	384	542	418	376	3441	1168	800	942	907	969	991	4609	
Weighted Total	4483	3769	372	221	121	1021	725	2023	186	484	352	329	396	422	636	400	564	3531	951	831	905	871	932	943	4609	
Very satisfied	250 6%dfi	216 6%d	23 6%	8 3%	3 3%	53 5%	26 4%	137 7%zf	9 5%	24 5%	20 6%	15 5%	11 3%	29 7%l	45 7%l	23 6%	39 7%l	189 5%	61 6%	48 6%	39 4%	57 7%	54 6%	52 6%	273 6%	
Fairly satisfied	1184 26%dt	999 26%d	110 30%d	52 24%	23 19%	263 26%	185 25%	551 27%	60 32%	115 24%	88 25%	91 28%	94 24%	123 29%	166 26%	123 31%	139 25%	894 25%	290 30%zq	203 24%	203 22%	250 29%t	245 26%	283 30%zst	1234 27%	
Neither satisfied or dissatisfied	641 14%dt	536 14%	59 16%	33 15%	13 10%	141 14%	111 15%	285 14%	22 12%	66 14%	53 15%	47 14%	64 16%	53 13%	98 15%	66 16%	68 12%	496 14%	145 15%	124 15%	110 12%	136 16%	129 14%	142 15%	629 14%	
Fairly dissatisfied	1492 33%u	1278 34%	109 29%	70 32%	35 29%	366 36%	231 32%	680 34%	78 42%kzn	172 36%	117 33%	101 31%	131 33%	149 35%	203 32%	128 32%	200 35%	1198 34%	294 31%	264 32%	333 37%zu	250 29%	339 36%u	306 32%	1490 32%	
Very dissatisfied	896 20%agho rw	724 19%	68 18%	57 26%zab	47 39%zabc	196 19%	166 23%g	363 16%	16 9%	107 22%ho	73 21%h	75 23%ho	91 23%hmo	68 16%h	118 19%h	59 15%	118 21%h	737 21%zr	159 17%	190 23%vw	220 24%zuvw	168 19%	161 17%	156 17%	965 21%	
Don't know/Not applicable	19 *	16 *	2 1%	1 *	-	3 *	6 1%	7 *	1 1%	-	2 *	-	-	6 1%zimp	-	6 1%	1 *	-	2 *	3 *	-	9 1%zt	4 *	4 *	15 *	
Prefer not to say	1 *	-	*	-	1 *za	-	-	-	-	-	-	-	-	-	-	-	-	1 *	*	-	*	*	*	-	3 *	
Satisfied	1434 32%dt	1214 32%d	133 36%cd	60 27%	26 22%	315 31%	210 29%	688 34%zf	69 37%l	139 29%	108 31%	106 32%	105 26%	152 36%l	212 33%	146 36%il	178 32%	1083 31%	351 37%zq	251 30%	242 27%	308 35%t	299 32%t	335 35%zt	1507 33%	
Dissatisfied	2387 53%boru w	2002 53%	177 48%	127 58%b	81 67%zabc	562 55%	398 55%	1042 52%	94 51%	279 58%o	189 54%	176 54%	221 56%o	217 51%	321 50%	187 47%	318 56%o	1934 55%zr	453 48%	454 55%u	553 61%zsuv	418 48%	501 54%u	462 49%	2455 53%	
NET Satisfied: satisfied- dissatisfied	-21%	-21%	-12%	-30%	-45%	-24%	-26%	-18%	-14%	-29%	-23%	-21%	-29%	-15%	-17%	-10%	-25%	-24%	-11%	-24%	-34%	-13%	-22%	-13%	-21%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 71

Q10_S2_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- NHS hospitals

Base: All who interacted with NHS hospitals

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			
Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	Unwtd Total	
4609	423	653	881	250	127	725	1005	542	1438	1678	692	471	3116	1163	1400	1068	350	4609	
4483	500	673	733	391	178*	618	767	618	1349	1664	650	413	3014	1063	1272	1112	326	4609	
250 6%	32 6%	37 5%	42 6%	20 5%	15 8%	35 6%	44 6%	26 4%	63 5%	98 6%	40 6%	30 7%	161 5%	69 7%	91 7%z	61 5%	24 7%	273 6%	
1184 26%hp	152 30%dh	178 26%	212 29%h	86 22%	52 29%	166 27%	204 27%	132 21%	376 28%	448 27%	161 25%	110 27%	825 27%	271 26%	387 30%zp	231 21%	97 30%p	1234 27%	
641 14%	64 13%	107 16%	107 15%	52 13%	23 13%	86 14%	112 15%	88 14%	187 14%	221 13%	97 15%	64 16%	408 14%	161 15%	166 13%	138 12%	48 15%	629 14%	
1492 33%ino	172 34%	217 32%	240 33%	122 31%	62 35%	201 33%	244 32%	233 38%z	481 36%ln	568 34%ln	213 33%ln	101 24%	1048 35%zln	313 29%il	387 30%	455 41%zoq	99 30%	1490 32%	
896 20%aim	77 15%	132 20%	130 18%	105 27%zabce	26 15%	128 21%	161 21%a	136 22%a	237 18%	319 19%	139 21%	106 26%zjlm	556 18%	245 23%zjlm	236 19%	224 20%	57 17%	965 21%	
19 *	3 1%	3 *	3 *	5 1%	-	2 *	1 *	2 *	5 *	10 1%	1 *	15 *	3 *	3 *	5 *	3 *	1 *	15 *	
1 *	-	*	-	-	-	*	*	-	-	*	-	*	*	*	-	-	-	3 *	
1434 32%hp	184 37%dh	214 32%	253 35%h	106 27%	67 37%h	201 32%h	248 32%h	158 26%	440 33%	546 33%	201 31%	140 34%	986 33%	340 32%	478 38%zp	291 26%	121 37%p	1507 33%	
2387 53%o	249 50%	349 52%	370 50%	228 58%	89 50%	329 53%	405 53%	369 60%zabc g	718 53%	887 53%	351 54%	207 50%	1605 53%	558 52%	623 49%	679 61%zoq	156 48%	2455 53%	
-21%	-13%	-20%	-16%	-31%	-12%	-21%	-21%	-34%	-21%	-20%	-23%	-16%	-21%	-20%	-11%	-35%	-11%	-21%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 72

Q10_S3_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Social care services for adults
Base: All who interacted with Social care services for adults

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	791	331	451	25	38	77	118	258	171	104	743	38	277	511	234	551	611	55	105	228	251	126	54	791
Weighted Total	691	288	393	59**	72*	82*	102*	171	100	104*	621	61**	271	418	192	494	498	66*	107*	195	209	115*	42*	791
Very satisfied	12	8	3	1	2	1	2	1	1	3	11	-	2	11	1	11	8	*	4	5	1	3	-	13
	2%bg	3%	1%	2%	3%	2%	2%	1%	1%	2%	2%	-	1%	3%	*	2%	2%	1%	4%	3%	1%	3%	-	2%
Fairly satisfied	102	41	60	12	4	12	14	21	20	19	89	12	37	64	31	70	75	9	16	25	35	15	7	115
	15%	14%	15%	20%	6%	14%	14%	12%	20%	18%	14%	20%	14%	15%	16%	14%	15%	13%	15%	13%	17%	13%	16%	15%
Neither satisfied or dissatisfied	95	51	42	11	13	14	8	22	11	16	72	21	32	63	23	72	64	13	17	25	39	13	1	98
	14%bjv	18%zb	11%	18%	18%	17%	8%	13%	11%	15%	12%	35%	12%	15%	12%	14%	13%	20%	15%	13%	19%zv	11%	3%	12%
Fairly dissatisfied	213	94	115	11	17	25	34	62	34	30	202	9	86	126	58	154	156	14	31	48	68	33	15	266
	31%ks	33%	29%	18%	24%	30%	33%	36%z	34%	29%	32%kz	15%	32%	30%	30%	31%	31%	21%	29%	25%	32%	29%	35%	34%
Very dissatisfied	254	85	166	21	32	29	41	63	33	34	234	17	104	149	72	182	182	29	40	86	63	46	19	285
	37%at	30%	42%za	36%	44%	35%	41%	37%	33%	33%	38%kz	27%	38%	36%	37%	37%	36%	43%	37%	44%zt	30%	40%	46%	36%
Don't know/Not applicable	15	8	6	3	3	1	3	2	1	2	13	1	10	5	8	6	13	1	1	5	2	4	-	14
	2%mo	3%	2%	4%	5%	2%	3%	1%	1%	2%	2%	2%	4%	1%	4%o	1%	3%	2%	*	3%	1%	4%	-	2%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	114	50	63	13	7	13	16	21	22	21	99	12	39	75	32	81	83	9	20	30	36	18	7	128
	16%g	17%	16%	23%	9%	16%	16%	13%	21%g	20%	16%	20%	14%	18%	17%	16%	17%	14%	19%	16%	17%	16%	16%	16%
Dissatisfied	467	179	281	32	49	54	75	126	67	65	436	26	190	275	129	335	338	43	70	134	131	80	34	551
	68%a	62%	72%za	54%	68%	65%	74%	73%z	67%	62%	70%z	42%	70%	66%	67%	68%	68%	65%	66%	69%	63%	69%	80%t	70%
NET Satisfied: satisfied-dissatisfied	-51%	-45%	-56%	-32%	-59%	-49%	-58%	-61%	-46%	-42%	-54%	-22%	-56%	-48%	-51%	-51%	-51%	-51%	-47%	-53%	-45%	-53%	-64%	-53%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 73

Q10_S3_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Social care services for adults

Base: All who interacted with Social care services for adults

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile						Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)			
Unweighted Total	791	548	76	82	85	174	113	261	36	79	59	56	57	62	89	68	42	583	208	128	171	167	169	156	791		
Weighted Total	691	564	64*	38*	24*	168	120*	276	32**	82*	54*	52*	68*	68*	100*	57*	51*	539	152	125*	149	130	149	138	791		
Very satisfied	12 2%	11 2%	- -	1 2%	1 2%	4 3%	4 3%	3 1%	1 2%	4 5%	- -	2 5%	1 2%	- -	* *	- -	2 4%	8 2%	4 3%	7 5%ztu	* *	* *	1 1%	4 3%	13 2%		
Fairly satisfied	102 15%	79 14%	14 21%	5 13%	4 16%	16 10%	15 12%	48 17%	2 7%	10 12%	4 8%	6 11%	9 13%	10 14%	24 24%zj	6 11%	8 15%	83 12%	18 12%	22 17%	18 12%	19 15%	22 14%	21 16%	115 15%		
Neither satisfied or dissatisfied	95 14%w	78 14%	10 15%	4 10%	3 13%	28 17%	12 10%	38 14%	2 6%	15 18%km	11 21%km	7 13%	5 7%	3 5%	9 9%	11 20%km	14 28%zlmn	81 15%	14 9%	22 17%w	34 23%zvw	19 14%w	16 11%w	5 3%	98 12%		
Fairly dissatisfied	213 31%q	174 31%	18 28%	15 38%	7 27%	53 32%	38 32%	83 30%	16 50%	19 23%	18 34%	17 32%	22 32%	27 39%	30 30%	15 27%	11 21%	154 29%	59 39%zq	32 25%	40 27%	42 32%	55 37%	45 33%	266 34%		
Very dissatisfied	254 37%	213 38%	20 31%	14 36%	8 32%	62 37%	49 41%	102 37%	12 36%	33 41%	17 31%	18 34%	31 46%	29 42%	33 33%	24 42%	16 32%	201 37%	53 35%	42 34%	54 36%	47 36%	51 34%	59 43%	285 36%		
Don't know/Not applicable	15 2%	9 2%	3 4%	1 2%	2 8%za	4 3%	3 2%	3 1%	- -	1 2%	3 5%	3 5%	- -	- -	3 3%	- -	- -	12 2%	3 2%	1 1%	3 2%	2 2%	5 3%	4 3%	14 2%		
Prefer not to say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -		
Satisfied	114 16%	90 16%	14 21%	5 14%	4 19%	21 12%	19 16%	51 18%	3 9%	14 17%	4 8%	8 16%	10 15%	10 14%	25 25%zj	6 11%	10 20%	92 17%	22 15%	28 22%	18 12%	20 15%	23 15%	26 18%	128 16%		
Dissatisfied	467 68%	387 69%	38 59%	28 74%	14 59%	115 68%	87 73%	185 67%	28 85%	52 63%	35 66%	34 66%	53 78%p	55 81%zinp	63 63%	39 69%	27 52%	355 66%	112 74%	74 59%	94 63%	89 69%	106 71%	104 75% s	551 70%		
NET Satisfied: satisfied- dissatisfied	-51%	-53%	-38%	-59%	-41%	-56%	-57%	-48%	-77%	-47%	-58%	-50%	-62%	-67%	-39%	-58%	-33%	-49%	-59%	-37%	-51%	-54%	-56%	-57%	-53%		

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 74

Q10_S3_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Social care services for adults

Base: All who interacted with Social care services for adults

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	791	74	107	163	31	15	131	171	98	244	287	123	82	531	205	253	184	65	791
Weighted Total	691	82*	94*	131	38**	18**	101	114	111*	199	257	104*	69*	456	173	216	175	62*	791
Very satisfied	12	-	1	4	-	2	4	*	1	3	4	1	3	7	4	5	1	2	13
	2%	-	1%	3%	-	13%	3%	*	1%	2%	2%	1%	4%	2%	2%	2%	1%	3%	2%
Fairly satisfied	102	19	12	11	7	4	17	19	13	30	35	22	9	65	31	35	19	4	115
	15% ^c	23% ^c	13%	8%	19%	21%	17%	16%	12%	15%	14%	21%	13%	14%	18%	16%	11%	6%	15%
Neither satisfied or dissatisfied	95	3	14	12	10	6	13	11	26	29	34	14	6	62	21	27	32	3	98
	14% ^a	4%	15% ^a	10%	26%	30%	13%	10%	23% ^z ^a ^c ^g	14%	13%	14%	9%	14%	12%	13%	19% ^q	5%	12%
Fairly dissatisfied	213	27	19	50	9	2	35	44	28	59	94	31	17	153	49	75	49	22	266
	31% ^b	33%	20%	38% ^b	24%	8%	34% ^b	38% ^b	25%	30%	37% ^z	30%	25%	34%	28%	35%	28%	36%	34%
Very dissatisfied	254	30	46	52	12	5	33	35	41	72	88	34	32	160	66	66	71	27	285
	37% ^o	37%	49% ^z ^f ^g	40%	31%	28%	32%	31%	37%	36%	34%	33%	46%	35%	38%	31%	41%	44%	36%
Don't know/Not applicable	15	3	3	2	-	-	-	5	1	6	3	1	3	8	4	7	2	3	14
	2%	3%	3%	1%	-	-	-	4% ^f	1%	3%	1%	1%	4%	2%	2%	3%	1%	5%	2%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	114	19	12	15	7	6	21	19	15	33	39	23	12	72	34	40	20	6	128
	16%	23%	13%	11%	19%	33%	20%	17%	13%	17%	15%	22%	17%	16%	20%	19%	11%	9%	16%
Dissatisfied	467	58	65	102	21	7	68	79	69	131	182	66	49	313	114	141	120	49	551
	68%	70%	69%	78% ^{zh}	55%	36%	67%	69%	62%	66%	71%	63%	70%	69%	66%	66%	69%	80% ^{zo}	70%
NET Satisfied: satisfied-dissatisfied	-51%	-47%	-56%	-66%	-37%	-3%	-46%	-53%	-49%	-49%	-56%	-41%	-53%	-53%	-46%	-47%	-58%	-71%	-53%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 75

Q10_S4_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Services and support for children and young people (e.g. for children in care, family support services, Sure Start, Youth Justice)
Base: All who interacted with Services and support for children and young people

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	396	178	214	23	43	104	93	86	35	12	354	34	214	181	164	228	282	46	50	79	122	109	42	396
Weighted Total	428	201	223	58**	75*	119*	83*	61*	21**	11**	367	54**	230	197	157	267	271	66*	67*	90*	119*	114*	44*	396
Very satisfied	13 3%	8 4%	5 2%	1 2%	5 7%	5 4%	- -	2 3%	- -	- -	10 3%	3 6%	8 4%	5 2%	6 4%	7 3%	6 2%	- -	4 6%	4 4%	4 3%	1 1%	4 9%	10 3%
Fairly satisfied	67 16%	30 15%	35 16%	12 20%	16 22%	17 14%	10 13%	8 13%	- -	4 33%	61 17%	6 12%	38 17%	29 15%	25 16%	41 15%	48 18%	9 13%	9 14%	14 15%	15 13%	16 14%	13 29%	60 15%
Neither satisfied or dissatisfied	51 12%	29 14%	22 10%	3 5%	- -	20 17%	12 15%	8 13%	4 21%	3 26%	42 11%	9 16%	27 12%	24 12%	17 11%	34 13%	41 15%	9 13%	2 2%	13 14%	15 13%	16 14%	4 9%	53 13%
Fairly dissatisfied	110 26%	53 26%	57 25%	18 31%	19 26%	24 20%	19 23%	20 33%	8 38%	1 11%	93 25%	13 24%	59 25%	51 26%	36 23%	74 28%	71 26%	12 18%	18 26%	21 24%	32 27%	25 22%	9 21%	106 27%
Very dissatisfied	161 38%	69 34%	90 40%	17 29%	24 32%	50 42%	41 49%	19 30%	9 42%	2 18%	135 37%	23 42%	83 36%	77 39%	62 39%	97 36%	89 33%	31 47%	33 49%	35 39%	49 41%	44 39%	13 30%	150 38%
Don't know/Not applicable	26 6%	12 6%	15 7%	8 13%	10 13%	3 2%	1 1%	4 7%	- -	1 12%	26 7%	- z	15 7%	11 6%	12 8%	14 5%	16 6%	6 9%	3 4%	4 4%	4 3%	12 10%	1 2%	17 4%
Prefer not to say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Satisfied	80 19%	39 19%	40 18%	13 22%	21 28%	22 19%	10 13%	10 16%	- -	4 33%	71 19%	9 17%	47 20%	34 17%	31 20%	49 18%	55 20%	9 13%	13 19%	18 20%	19 16%	17 15%	17 38%	70 18%
Dissatisfied	271 63%	121 60%	147 66%	35 60%	44 58%	74 62%	59 72%	39 64%	16 79%	3 29%	228 62%	36 66%	141 61%	128 65%	97 62%	171 64%	160 59%	43 65%	50 75%	56 62%	81 68%	69 61%	22 51%	256 65%
NET Satisfied: satisfied- dissatisfied	-45%	-41%	-48%	-39%	-30%	-43%	-59%	-47%	-79%	4%	-43%	-49%	-41%	-48%	-42%	-46%	-39%	-52%	-55%	-43%	-52%	-46%	-13%	-47%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 76

Q10_S4_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?
- Services and support for children and young people (e.g. for children in care, family support services, Sure Start, Youth Justice)
Base: All who interacted with Services and support for children and young people

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	396	287	30	29	50	82	75	130	18	40	24	35	40	29	40	32	29	307	89	83	102	73	74	64	396	
Weighted Total	428	369	26**	19**	14*	94*	102*	173*	18**	54*	22**	47*	55**	38**	56*	27**	51**	343	85*	105*	109*	67*	81*	66*	396	
Very satisfied	13 3%	12 3%	-	1 6%	* 2%	3 3%	5 5%	4 2%	-	3 5%	-	5 11%z	-	-	-	1 3%	3 6%	10 3%	3 3%	4 4%	-	3 4%	7 8%zt	-	10 3%	
Fairly satisfied	67 16%	56 15%	4 15%	4 23%	3 19%	18 20%	17 17%	20 12%	2 10%	11 19%	6 28%	5 11%	12 22%	8 21%	3 5%	6 22%	3 6%	51 15%	16 19%	13 12%	17 16%	14 20%	15 18%	9 13%	60 15%	
Neither satisfied or dissatisfied	51 12%	45 12%	3 11%	2 8%	2 13%	10 10%	18 17%	17 10%	1 7%	6 10%	3 14%	12 24%z	6 11%	3 9%	5 10%	4 13%	5 9%	39 11%	12 15%	14 14%	15 14%	10 15%	6 8%	5 7%	53 13%	
Fairly dissatisfied	110 26%	92 25%	11 43%	4 21%	3 24%	17 18%	24 24%	51 29%	3 16%	10 18%	4 18%	8 17%	16 30%	15 39%	14 24%	5 18%	17 34%	83 24%	27 32%	19 18%	38 35%ss	16 24%	23 29%	14 20%	106 27%	
Very dissatisfied	161 38%	141 38%	7 26%	8 42%	5 33%	44 46%	32 31%	66 38%	12 67%	24 44%	7 34%	11 24%	20 37%	11 29%	31 55%zk	12 45%	12 23%	135 39%	25 30%	49 47%t	31 28%	22 33%	24 30%	34 52%ztv	150 38%	
Don't know/Not applicable	26 6%	24 6%	1 6%	-	1 8%	3 4%	6 6%	15 8%	-	2 4%	1 6%	6 12%	-	1 3%	3 5%	-	11 21%	25 7%	1 1%	6 6%	7 7%	2 3%	6 7%	5 8%	17 4%	
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Satisfied	80 19%nn	68 18%	4 15%	6 29%	3 22%	21 22%	23 22%	24 14%	2 10%	13 24%nn	6 28%	11 22%	12 22%	8 21%	3 5%	7 24%	6 13%	61 18%	19 23%	17 16%	17 16%	16 24%	21 26%	9 13%	70 18%	
Dissatisfied	271 63%kk	233 63%	18 68%	12 63%	8 57%	60 64%	56 55%	117 68%	15 83%	34 62%	11 52%	19 41%	37 67%	26 67%	45 80%zk	17 63%	29 57%	219 64%	52 61%	68 65%	69 63%	38 57%	47 59%	48 72%	256 65%	
NET Satisfied: satisfied-dissatisfied	-45%	-45%	-53%	-34%	-35%	-42%	-33%	-54%	-74%	-38%	-24%	-19%	-45%	-47%	-75%	-38%	-44%	-46%	-39%	-49%	-47%	-33%	-32%	-60%	-47%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 77

Q10_S4_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- **Services and support for children and young people (e.g. for children in care, family support services, Sure Start, Youth Justice)**

Base: All who interacted with Services and support for children and young people

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	396	33	55	60	23	9	66	94	55	127	142	64	30	269	94	71	108	30	396
Weighted Total	428	44**	59*	58*	37**	17**	69*	74*	70*	126*	150*	68*	39**	276	108*	73*	125*	31**	396
Very satisfied	13 3%	1 -	1 2%	1 1%	2 6%	1 7%	5 7%	3 4%	- -	1 1%	5 4%	3 4%	2 6%	7 3%	5 5%	1 2%	3 2%	1 2%	10 3%
Fairly satisfied	67 16%	4 9%	8 13%	12 20%	2 6%	1 5%	10 15%	16 21%	14 20%	16 13%	25 17%	13 19%	6 16%	41 15%	20 18%	16 21%	16 12%	1 2%	60 15%
Neither satisfied or dissatisfied	51 12%	4 8%	4 7%	10 17%	5 15%	3 15%	8 11%	8 11%	10 14%	15 12%	17 11%	9 13%	7 17%	32 12%	16 15%	12 17%	11 9%	5 15%	53 13%
Fairly dissatisfied	110 26%	19 44%	14 25%	10 17%	14 39%	2 14%	17 25%	19 26%	13 19%	43 34%zk	35 23%	12 18%	10 26%	78 28%	22 21%	19 25%	27 22%	9 29%	106 27%
Very dissatisfied	161 38%	15 34%	29 49%	26 45%	10 28%	2 9%	25 36%	24 33%	30 43%	44 35%	61 41%	23 33%	13 34%	105 38%	36 34%	23 31%	54 43%	15 49%	150 38%
Don't know/Not applicable	26 6%	2 5%	3 5%	- -	2 6%	8 49%	4 6%	4 5%	3 4%	6 5%	7 5%	9 13% ^m	- -	13 5%	9 8%	2 3%	14 12% ^{kz}	1 3%	17 4%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	80 19%	4 9%	9 15%	12 21%	4 12%	2 12%	15 22%	19 25%	14 20%	18 14%	31 20%	16 23%	9 23%	48 17%	25 23%	17 23%	18 14%	1 4%	70 18%
Dissatisfied	271 63%	34 78%	43 74%	36 62%	25 67%	4 24%	42 61%	43 58%	43 62%	87 69% ^k	96 64%	35 51%	24 60%	183 66%	58 54%	42 57%	81 65%	24 77%	256 65%
NET Satisfied: satisfied-dissatisfied	-45%	-69%	-59%	-41%	-55%	-12%	-39%	-33%	-42%	-55%	-44%	-28%	-38%	-49%	-31%	-34%	-50%	-73%	-47%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 78

Q10_S5_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Libraries

Base: All who interacted with Libraries

	Gender		Age								Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	2132	937	1169	97	164	304	349	432	526	260	1947	163	718	1406	844	1273	1707	197	160	506	655	458	160	2132
Weighted Total	2057	898	1129	252*	303	360	308	294	290	250	1760	276	784	1265	777	1263	1527	264	157	418	579	476	187	2132
Very satisfied	398	139	254	36	54	61	41	56	77	73	358	36	121	273	143	250	309	40	32	91	103	87	36	456
	19%af	16%	22%za	14%	18%	17%	13%	19%fg	26%zcde	29%zcdefg	20%z	13%	15%	22%zi	18%	20%	20%	15%	20%	22%	18%	18%	19%	21%
Fairly satisfied	957	409	536	92	133	196	156	137	123	119	819	129	376	578	394	555	731	115	63	174	277	243	93	1000
	47%hos	46%	47%	37%	44%	54%zch	51%ch	47%	43%	48%	47%	47%	48%	46%	51%zo	44%	48%z	44%	40%	42%	48%	51%sa	49%	47%
Neither satisfied or dissatisfied	322	152	165	53	46	59	51	45	43	24	276	45	124	197	93	229	217	52	37	80	88	63	24	312
	16%imp	17%	15%	21%ai	15%	16%ai	17%ai	15%ai	15%	10%	16%	16%	16%	16%	12%	18%zn	14%	20%	24%zp	19%zu	15%	13%	13%	15%
Fairly dissatisfied	269	136	125	53	50	34	40	35	30	26	215	47	114	155	104	164	200	37	9	44	92	48	27	250
	13%bhjr	15%b	11%	21%zogh	16%ei	9%	13%	12%	10%	10%	12%	17%	15%	12%	13%	13%	13%r	14%r	6%	11%	16%zsu	10%	14%	12%
Very dissatisfied	95	52	42	14	18	7	16	16	15	8	76	18	41	53	37	56	56	18	14	27	18	32	4	96
	5%ep	6%	4%	6%	6%	2%	5%e	5%e	5%e	3%	4%	7%	5%	4%	5%	4%	4%	7%	9%zp	7%t	3%	7%t	2%	5%
Don't know/Not applicable	16	9	7	3	1	2	2	4	2	-	15	1	8	8	6	10	14	1	*	1	1	5	5	17
	1%	1%	1%	1%	*	1%	1%	1%	1%	-	1%	*	1%	1%	1%	1%	1%	*	*	*	*	1%	3%zat	1%
Prefer not to say	*	-	*	-	-	*	-	-	-	-	*	-	-	*	-	*	-	-	*	*	-	-	-	1
	*	-	*	-	-	*	-	-	-	-	*	-	-	*	-	*	-	-	*	*	-	-	-	*
Satisfied	1355	548	790	128	187	257	198	194	200	192	1176	165	497	851	537	804	1040	155	95	265	380	330	128	1456
	66%aco	61%	70%za	51%	62%	71%zc	64%c	66%c	69%c	77%zcdtgh	67%z	60%	63%	67%	69%zo	64%	68%zq	59%	61%	64%	66%	69%	68%	68%
Dissatisfied	364	189	168	67	68	41	57	51	45	34	292	66	155	209	141	220	256	56	24	71	110	79	30	346
	18%bejp	21%zb	15%	27%zehi	23%ei	12%	18%e	17%e	16%	14%	17%	24%j	20%	16%	18%	17%	17%	21%	15%	17%	19%	17%	16%	16%
NET Satisfied: satisfied-dissatisfied	48%	40%	55%	24%	39%	60%	46%	48%	54%	63%	50%	36%	44%	51%	51%	46%	51%	37%	46%	46%	47%	53%	52%	52%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 79

Q10_S5_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Libraries

Base: All who interacted with Libraries

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	2132	1549	177	193	213	418	274	857	81	190	147	135	139	186	267	204	200	1606	526	327	463	407	435	500	2132	
Weighted Total	2057	1727	165	101	64	447	297	983	79*	219	149*	134	164	200	298	193	291	1622	434	356	422	385	419	475	2132	
Very satisfied	398 19%	326 19%	28 17%	26 25%	19 29% ^{zab}	82 18%	59 20%	185 19%	11 14%	46 21%	25 17%	35 26% ^{lp}	24 14%	48 24%	60 20%	32 17%	45 16%	302 19%	96 22%	59 17%	75 18%	83 22%	80 19%	101 21%	456 21%	
Fairly satisfied	957 47%	807 47%	78 48%	45 44%	27 43%	189 42%	134 45%	484 49%	28 35%	93 42%	68 46%	56 42%	78 48%	100 50%	156 52% ^h	100 52% ^h	128 44%	752 46%	206 47%	167 47%	195 46%	173 45%	205 49%	218 46%	1000 47%	
Neither satisfied or dissatisfied	322 16%	269 16%	33 20%	11 11%	9 14%	65 15%	48 16%	155 16%	14 18%	29 13%	22 15%	25 19%	23 14%	29 15%	46 15%	28 15%	52 18%	253 16%	69 16%	45 13%	66 16%	66 17%	61 14%	84 18%	312 15%	
Fairly dissatisfied	269 13% ^r	236 14%	16 10%	11 11%	6 9%	82 18% ^{zfg}	33 11%	121 12%	19 24% ^{zkmn}	37 17% ^{kmn}	26 18% ^{kmn}	9 7%	24 15%	16 8%	27 9%	26 14%	50 17% ^{kmn}	227 14%	42 10%	54 15%	69 16% ^w	46 12%	50 12%	50 11%	250 12%	
Very dissatisfied	95 5% ^g	80 5%	6 3%	6 6%	3 4%	25 6%	23 8% ^{zg}	32 3%	6 7%	14 6%	6 4%	7 5%	15 9% ^{zmn}	6 3%	8 3%	6 3%	13 4%	76 5%	18 4%	28 8% ^{ztw}	15 3%	16 4%	19 5%	16 3%	96 5%	
Don't know/Not applicable	16 1%	10 1%	4 2% ^{za}	1 1%	1 1%	4 1%	1 *	6 1%	2 2%	- -	2 1%	1 *	- -	1 1%	2 1%	1 *	2 1%	12 1%	3 1%	3 1%	3 1%	1 *	5 1%	5 1%	17 1%	
Prefer not to say	* *	- -	- -	- -	* * ^{za}	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	* *	- -	- -	- -	- -	1 *	
Satisfied	1355 66% ^{eh}	1133 66%	106 65%	70 70%	46 72%	271 61%	193 65%	669 68% ^e	39 49%	139 63%	93 62%	91 68% ^h	102 62%	148 74% ^{zhlp}	215 72% ^{zhp}	132 68% ^h	173 60%	1054 65%	301 69%	225 63%	270 64%	256 67%	285 68%	319 67%	1456 68%	
Dissatisfied	364 18% ^{mn}	316 18%	22 13%	18 17%	8 13%	107 24% ^{zg}	56 19%	153 16%	24 31% ^{zkmn}	51 23% ^{kmn}	32 22% ^{mn}	17 12%	39 24% ^{kmn}	22 11%	35 12%	32 17%	63 22% ^{mn}	303 19%	61 14%	82 23% ^{zw}	83 20%	62 16%	69 17%	67 14%	346 16%	
NET Satisfied: satisfied- dissatisfied	48%	47%	51%	52%	59%	37%	46%	52%	19%	40%	41%	56%	38%	63%	60%	52%	38%	46%	55%	40%	44%	50%	51%	53%	52%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index (Public Use)

30 May 2024
Table 80

Q10_S5_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Libraries

Base: All who interacted with Libraries

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	2132	211	312	418	126	73	303	438	250	729	768	287	193	1497	480	547	535	187	2132
Weighted Total	2057	236	307	353	187*	95*	267	337	273	662	762	272	172	1424	445	488	560	164	2132
Very satisfied	398 19%dp	49 21%d	55 18%d	78 22%d	15 8%	23 24%d	41 16%	76 22%d	60 22%d	134 20%	136 18%	53 20%	38 22%	270 19%	92 21%	123 25%zp	87 16%	34 21%	456 21%
Fairly satisfied	957 47%	130 55%zbefg	136 44%	178 50%	83 44%	37 39%	116 44%	149 44%	128 47%	328 50%	372 49%	125 46%	83 48%	701 49%z	208 47%	253 52%zp	247 44%	83 50%	1000 47%
Neither satisfied or dissatisfied	322 16%cmo	35 15%	46 15%	39 11%	32 17%	20 21%c	57 21%zch	57 17%	36 13%	91 14%	111 15%	51 19%	23 13%	202 14%	74 17%	50 10%	90 16%o	22 13%	312 15%
Fairly dissatisfied	269 13%ao	18 8%	48 16%a	44 12%	39 21%zacg	13 14%	36 13%	37 11%	34 12%	78 12%	103 14%	30 11%	17 10%	181 13%	47 11%	43 9%	90 16%zo	18 11%	250 12%
Very dissatisfied	95 5%o	5 2%	17 5%	12 3%	17 9%zace	1 1%	14 5%	15 4%	14 5%	30 4%	33 4%	10 4%	9 5%	63 4%	20 4%	14 3%	42 8%zo	5 3%	96 5%
Don't know/Not applicable	16 1%i	-	4 1%	3 1%	1 1%	-	3 1%	3 1%	1 *	1 *	6 1%	3 1%	2 1%	7 1%	5 1%	4 1%	4 1%	2 1%	17 1%
Prefer not to say	* *	- -	- -	- -	- -	- -	- -	* *	- -	- -	- -	* *	- -	- -	* *	- -	- -	- -	1 *
Satisfied	1355 66%dfp	179 76%zbdf	191 62%	255 72%zbdf	98 52%	60 64%	158 59%	224 67% d	188 69% d f	462 70% z	508 67%	178 65%	121 70%	970 68% z	299 67%	376 77% z p	334 60%	117 71% p	1456 68%
Dissatisfied	364 18%ao	23 10%	65 21%a	56 16%	56 30%zacefgh	14 15%	50 19%a	52 15%	48 18%a	107 16%	137 18%	40 15%	26 15%	244 17%	67 15%	57 12%	132 24%zoq	24 14%	346 16%
NET Satisfied: satisfied-dissatisfied	48%	66%	41%	56%	22%	49%	41%	51%	52%	54%	49%	51%	55%	51%	52%	65%	36%	57%	52%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * = small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 81

Q10_S6_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Provision of recycling facilities

Base: All who interacted with Provision of recycling facilities

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	3788	1831	1931	108	234	470	655	969	910	442	3586	175	1420	2357	1338	2430	3196	275	232	809	1201	860	319	3788
Weighted Total	3424	1646	1751	268*	444	540	610	627	501	433	3128	274	1488	1927	1201	2207	2785	320	212	627	992	880	350	3788
Very satisfied	479 14%	229 14%	248 14%	34 13%	50 11%	61 11%	70 11%	86 14%	88 18%zdefg	90 21%zdefg	441 14%	37 14%	168 11%	310 16%zl	168 14%	310 14%	410 15%zk	31 10%	24 12%	91 15%	147 15%	128 15%	39 11%	568 15%
Fairly satisfied	1649 48%dklqr	766 47%	872 50%	118 44%	175 40%	250 46%	300 49%	320 51%	262 52%zd	224 52%zd	1539 49%zk	99 36%	677 45%	968 50%zl	556 46%	1082 49%	1375 49%zqr	131 41%	86 41%	303 48%	486 49%	425 48%	169 48%	1890 50%
Neither satisfied or dissatisfied	435 13%bjm	236 14%zb	194 11%	29 11%	83 19%zfh	70 13%	68 11%	85 14%	59 12%	42 10%	385 12%	47 17%	227 15%zm	208 11%	154 13%	280 13%	341 12%	47 15%	39 18%zp	89 14%	118 12%	123 14%	38 11%	460 12%
Fairly dissatisfied	590 17%ghimp	274 17%	312 18%	63 24%ghi	96 22%ghi	105 19%ghi	119 19%ghi	89 14%	68 14%	51 12%	532 17%	54 20%	294 20%zm	294 15%	224 19%	363 16%	460 17%	72 23%zp	44 21%	95 15%	171 17%	137 16%	77 22%zsu	598 16%
Very dissatisfied	257 8%hjpr	136 8%	116 7%	21 8%	40 9%	49 9%h	51 8%h	46 7%h	25 5%	26 6%	220 7%	36 13%zj	119 8%	138 7%	98 8%	159 7%	190 7%	36 11%p	18 9%	49 8%	67 7%	65 7%	28 8%	262 7%
Don't know/Not applicable	13 *	4 *	9 1%	2 -	- -	5 1%	2 *	1 *	1 *	1 *	12 *	1 1%	4 *	8 *	2 *	12 1%	9 *	2 1%	- -	- -	4 *	* -	- -	10 *
Prefer not to say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Satisfied	2128 62%dklqr	996 60%	1119 64%z	151 56%	225 51%	312 58%	370 61%	405 65%de	350 70%zcdefg	314 72%zcdefg	1980 63%zk	136 50%	845 57%	1279 66%zl	723 60%	1392 63%	1785 64%zqr	162 51%	110 52%	394 63%	633 64%	554 63%	208 59%	2458 65%
Dissatisfied	847 25%ghijmp	410 25%	428 24%	84 31%ghi	136 31%ghi	154 28%ghi	169 28%ghi	135 22%	93 18%	77 18%	751 24%	89 33%zj	413 28%zm	432 22%	322 27%	523 24%	650 23%	108 34%zp	62 29%	144 23%	238 24%	202 23%	104 30%su	860 23%
NET Satisfied: satisfied-dissatisfied	37%	36%	39%	25%	20%	29%	33%	43%	51%	55%	39%	17%	29%	44%	33%	39%	41%	17%	23%	40%	40%	40%	30%	42%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 82

Q10_S6_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Provision of recycling facilities

Base: All who interacted with Provision of recycling facilities

	Country				England region (Net)			England region										Urbanity		IMD Quintile					
Total (z)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)	Unwtd Total	
3788	2662	351	383	392	706	516	1440	131	310	265	258	258	316	461	397	266	2690	1098	561	737	808	814	868	3788	
3424	2820	309	189	105	713	526	1581	125*	334	255	245	281	331	522	368	360	2566	858	527	632	726	732	808	3788	
479 14%b	396 14%b	25 8%	44 23%zabd	15 14%b	96 13%	68 13%	232 15%	23 19%	42 12%	31 12%	31 12%	38 13%	40 12%	85 16%	61 16%	46 13%	352 14%	127 15%	73 14%	72 11%	112 15%	108 15%	114 14%	568 15%	
1649 48%pq	1356 48%	155 50%	82 43%	55 53% c	324 45%	269 51%	763 48%	51 41%	162 49%	111 43%	137 56% zhjp	132 47%	163 49%	249 48%	204 56% zhjp	146 41%	1181 46%	468 55% zq	218 41%	292 46%	353 49% s	388 53% zst	398 49% s	1890 50%	
435 13%r	364 13%	36 12%	24 13%	11 10%	100 14%	74 14%	189 12%	14 11%	46 14%	40 16% n	31 13%	44 16% n	41 12%	50 10%	36 10%	62 17% no	353 14% zr	82 10%	80 15% v	88 14%	94 13%	78 11%	95 12%	460 12%	
590	496	53	24	17	132	73	292	21	60	50	34	39	55	104	54	80	456	134	101	121	115	107	146	598	
17% cf	18% c	17%	13%	16%	18%	14%	18% f	17%	18%	20%	14%	14%	17%	20%	15%	22% klo	18%	16%	19%	19%	19%	16%	15%	18%	16%
257	199	37	16	6	61	35	103	16	24	22	12	23	32	32	13	25	213	44	52	58	52	48	48	262	
8% or	7%	12% zad	8%	6%	9%	7%	7%	12% kno	7%	8% o	5%	8% o	10% o	6%	4%	7%	8% zr	5%	10% w	9% w	7%	7%	6%	7%	7%
13 *	10 *	3 1%	-	1 1% zac	1 *	6 1% zeg	3 *	-	-	1 *	-	6 2% zimno	-	1 -	-	1 *	11 *	3 *	2 *	2 *	-	3 *	7 1% u	10 *	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
2128	1752	180	126	70	420	338	994	74	204	142	168	170	203	334	265	192	1533	595	292	363	465	496	512	2458	
62% pqst	62%	58%	66%	67%	59%	64%	63%	60%	61%	56%	69% kjp	61%	61%	64% p	64% p	53%	60%	69% zq	55%	58%	64% st	68% zst	63% s	65%	
847	695	90	40	23	193	107	395	36	84	72	46	61	87	136	67	105	669	178	153	178	167	155	194	860	
25% fkor v	25%	29% c	21%	22%	27% f	20%	25%	29% ko	25%	28% ko	19%	22%	26% o	26% o	18%	29% ko	26% zr	21%	29% zuv	28% zuv	23%	21%	24%	23%	
37%	37%	29%	45%	45%	32%	44%	38%	30%	36%	27%	50%	39%	35%	38%	54%	24%	34%	49%	26%	29%	41%	47%	39%	42%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index (Public Use)

30 May 2024
Table 83

Q10_S6_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Provision of recycling facilities

Base: All who interacted with Provision of recycling facilities

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	3788	352	542	806	165	99	572	842	404	1300	1436	515	315	2736	830	1141	890	337	3788
Weighted Total	3424	397	506	652	215	133*	462	626	424	1180	1307	445	251	2487	696	1010	883	304	3788
Very satisfied	479 14% ^{bp}	60 15%	53 10%	120 18% ^{zbdgh}	21 10%	21 16%	68 15%	86 14%	48 11%	170 14%	183 14%	57 13%	39 16%	354 14%	96 14%	184 18% ^{zp}	103 12%	50 16%	568 15%
Fairly satisfied	1649 48% ^d	208 52% ^{bde}	224 44%	329 51% ^{de}	82 38%	51 38%	213 46%	321 51% ^{bde}	217 51% ^{de}	576 49%	655 50%	206 46%	123 49%	1232 50% ^z	329 47%	512 51%	445 50%	152 50%	1890 50%
Neither satisfied or dissatisfied	435 13% ^{cm}	36 9%	74 15% ^{ac}	63 10%	37 17% ^{ac}	16 12%	67 15% ^{ac}	77 12%	64 15% ^{ac}	132 11%	156 12%	57 13%	34 14%	288 12%	91 13%	116 12%	120 14%	28 9%	460 12%
Fairly dissatisfied	590 17% ^{fo}	69 17%	105 21% ^{fh}	105 16%	50 23% ^{fh}	34 26% ^{cfh}	60 13%	103 17%	63 15%	216 18%	205 16%	82 19%	37 15%	421 17%	119 17%	130 13%	151 17% ^o	55 18% ^o	598 16%
Very dissatisfied	257 8% ^c	23 6%	48 10% ^{cg}	31 5%	23 11% ^{cg}	12 9%	54 12% ^{zacgh}	35 6%	31 7%	85 7%	99 8%	41 9%	18 7%	184 7%	59 8%	66 7%	61 7%	21 7%	262 7%
Don't know/Not applicable	13 *	1 *	1 *	3 1%	1 1%	-	-	3 1%	2 1%	1 *	8 1%	1 *	-	9 *	1 *	2 *	3 *	-	10 *
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	2128 62% ^{bd}	268 68% ^{bde}	277 55%	449 69% ^{zbddef}	104 48%	72 54%	281 61% ^d	407 65% ^{bd}	265 62% ^{bd}	746 63%	839 64%	263 59%	162 64%	1585 64% ^z	425 61%	696 69% ^{zp}	548 62%	201 66%	2458 65%
Dissatisfied	847 25% ^{co}	92 23%	154 30% ^{zacgh}	136 21%	73 34% ^{zacfgh}	46 35% ^{zacgh}	114 25%	138 22%	93 22%	301 25%	304 23%	124 28%	55 22%	605 24%	178 26%	196 19%	212 24% ^o	76 25%	860 23%
NET Satisfied: satisfied-dissatisfied	37%	44%	24%	48%	14%	19%	36%	43%	40%	38%	41%	31%	43%	39%	35%	49%	38%	41%	42%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 84

Q10_S8_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local bus services

Base: All who interacted with Local bus services

	Total (z)	Gender		Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	3257	1600	1630	179	248	403	541	747	775	364	2980	246	1194	2056	1105	2130	2523	324	315	786	1016	687	233	3257
Weighted Total	3237	1564	1642	454	493	488	514	496	433	359	2788	419	1356	1872	1062	2155	2306	449	325	669	923	742	272	3257
Very satisfied	291 9%fl	134 9%	153 9%	35 8%	32 6%	36 7%	32 6%	40 8%	60 14%zcde fg	56 16%zcd efg	261 9%z	29 7%	93 7%	196 10%zi	98 9%	188 9%	226 10%zr	34 8%	18 6%	65 10%	74 8%	59 8%	39 14%ztu	316 10%
Fairly satisfied	1214 38%fr	583 37%	621 38%	144 32%	185 37%	200 41%fr	171 33%	178 36%	178 41%zcf	158 44%zcf g	1037 37%	165 39%	484 37%	729 39%	422 40%	787 37%	858 37%	169 38%	125 39%	244 36%	356 39%	275 37%	111 41%	1214 37%
Neither satisfied or dissatisfied	471 15%j	239 15%	226 14%	70 15%	70 14%	59 12%	85 17%	81 16%	62 14%	44 12%	394 14%	69 17%	209 15%	261 14%	144 14%	326 15%	342 15%	52 12%	55 17%	109 16%	131 14%	108 15%	35 13%	466 14%
Fairly dissatisfied	736 23%hi	341 22%	386 23%	110 24%	118 24%l	117 24%l	129 25%l	117 24%l	87 20%	59 16%	634 23%	96 23%	330 24%	405 22%	245 23%	489 23%	517 22%	123 27%	68 21%	162 24%	207 22%	160 22%	53 20%	748 23%
Very dissatisfied	491 15%hi	251 16%	239 15%	91 20%hi	89 18%hi	68 14%	85 17%hi	73 15%h	44 10%	39 11%	437 16%z	54 13%	223 16%	265 14%	142 13%	345 16%	341 15%	68 15%	53 16%	85 13%	146 16%	133 18%ls	34 12%	480 15%
Don't know/Not applicable	32 1%	16 1%	17 1%	3 1%	-	7 1%	12 2%zdhi	7 1% d	2 *	2 *	26 1%	7 2%	17 1%	15 1%	11 1%	20 1%	23 1%	3 1%	6 2%	4 1%	9 1%	6 1%	1 *	33 1%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	1505 47%fl	717 46%	774 47%	180 40%	216 44%	237 49%fr	203 39%	219 44%	237 55%zcdf g	214 60%zcd efg	1298 47%	193 46%	577 43%	925 49%zi	521 49%	975 45%	1084 47%	203 45%	143 44%	309 46%	430 47%	335 45%	150 55%zsu	1530 47%
Dissatisfied	1228 38%him	592 38%	624 38%	202 44%hi	207 42%hi	185 38%hi	214 42%hi	190 38%hi	131 30%	98 27%	1070 38%	149 36%	553 41%zm	670 36%	387 36%	834 39%	857 37%	191 42%	121 37%	247 37%	353 38%	292 39%	87 32%	1228 38%
NET Satisfied: satisfied-dissatisfied	9%	8%	9%	-5%	2%	11%	-2%	6%	25%	32%	8%	10%	2%	14%	13%	7%	10%	3%	7%	9%	8%	6%	23%	9%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 85

Q10_S8_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local bus services

Base: All who interacted with Local bus services

	Total (z)	Country				England region (Net)			England region											Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)			
Unweighted Total	3257	2337	331	262	327	685	403	1249	134	299	252	196	207	232	356	296	365	2594	663	601	690	634	654	678	3257		
Weighted Total	3237	2706	303	136	92	748	442	1515	135*	339	274	200	242	265	406	304	539	2668	568	621	678	638	641	659	3257		
Very satisfied	291 9%ehjl	246	29	9	7	34	28	184	4	19	11	25	3	19	49	26	90	249	42	43	53	61	75	59	316 10%		
			9%	10%	7%	5%	6%	12%zef	3%	6%l	4%	12%hjil	1%	7%l	12%hijl	9%l	17%zhijl mo	9%	7%	7%	8%	10%	12%zs	9%	10%		
Fairly satisfied	1214 38%cehj or	1045	98	38	33	248	166	631	36	151	61	82	85	90	164	95	282	1058	156	250	253	236	221	254	1214 37%		
		39%zc	32%	26%	36%	33%	38%	42%zo	26%	45%zhjmo	22%	41%hj	35%j	34%j	40%hjo	31%	52%zhjk lmo	40%zr	27%	40%	37%	37%	35%	39%	37%		
Neither satisfied or dissatisfied	471 15%r	408	34	17	11	119	71	219	20	57	42	18	52	41	59	51	67	407	64	98	102	98	82	91	466		
		15%	11%	13%	12%	16%	16%	14%	14%	17%k	15%	9%	22%zkp	15%	15%	17%k	12%	15%zr	11%	16%	15%	15%	13%	14%	14%		
Fairly dissatisfied	736 23%gipq	601	73	38	25	203	95	303	49	60	94	40	55	72	82	77	71	579	157	123	158	131	160	165	748 23%		
		22%	24%	28%	27%	27%zg	21%	20%	36%zikl np	18%	34%ziklin p	20%	23%p	27%ip	20%p	25%ip	13%	22%	28%zq	20%	23%	20%	25%	25%	23%		
Very dissatisfied	491 15%agpp	378	64	34	15	136	75	167	26	50	61	32	43	40	49	52	26	347	144	102	105	100	97	87	480		
		14%	21%za	25%zad	16%	18%zg	17%g	11%	19%p	15%p	22%znp	16%p	18%p	15%p	12%p	17%p	5%	13%	25%zq	16%	16%	16%	15%	13%	15%		
Don't know/Not applicable	32 1%	28	3	-	1	9	7	12	2	2	5	3	4	4	2	2	3	27	5	5	7	11	6	3	33		
		1%	1%	1%	1%	1%	2%	1%	2%	*	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*	1%		
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Satisfied	1505 47%cehj lor	1291	127	47	40	282	194	815	39	171	72	107	88	109	213	121	372	1307	198	292	306	298	296	313	1530 47%		
		48%zc	42%	35%	43%	38%	44%	54%zef	29%	50%hjlo	26%	53%hjlm	36%	41%j	52%zhjl	40%kj	69%zhij klmo	49%zr	35%	47%	45%	47%	46%	48%	47%		
Dissatisfied	1228 38%agnp q	979	138	72	40	339	170	470	74	110	155	72	98	112	132	130	97	927	301	225	263	231	257	252	1228 38%		
		36%	45%za	53%za	43%a	45%zg	38%g	31%	55%zikl mnop	32%p	57%zikim	36%p	41%p	42%inp	32%p	43%inp	18%	35%	53%zq	36%	39%	36%	40%	38%	38%		
NET Satisfied: satisfied-dissatisfied		9%	12%	-3%	-18%	*	-8%	6%	23%	-26%	18%	-30%	17%	-4%	-1%	20%	-3%	51%	14%	-18%	11%	6%	10%	6%	9%	9%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 86

Q10_S8_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local bus services

Base: All who interacted with Local bus services

	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			
	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	Unwtd Total
3257	258	593	551	231	127	490	643	362	1024	1198	486	315	2222	801	863	808	257	3257
3237	306	587	482	350	176*	428	503	401	993	1197	460	290	2190	749	777	846	239	3257
291 9%fg	42 14%zfg	60 10%fgh	48 10%f	35 10%f	34 19%zbcdfgh	17 4%	30 6%	24 6%	105 11%	92 8%	45 10%	25 8%	198 9%j	69 9%	101 13%zp	71 8%	22 9%	316 10%
1214 38%cf	112 37%	213 36%	153 32%	161 46%zbcfg	98 56%zabcfgh	133 31%	173 34%	169 42%cfg	377 38%	469 39%	158 34%	113 39%	846 39%	271 36%	309 40%	319 38%	97 41%	1214 37%
471 15%	42 14%	90 15%	69 14%	51 15%	22 13%	60 14%	77 15%	60 15%	140 14%	159 13%	62 14%	45 16%	299 14%	108 14%	110 14%	125 15%	28 12%	466 14%
736 23%eo	69 23%e	147 25%e	120 25%e	63 18%	20 11%	110 26%e	126 25%e	81 20%e	210 21%	280 23%	111 24%	60 21%	490 22%	171 23%	144 19%	193 23%	50 21%	748 23%
491 15%e	37 12%e	73 12%e	90 19%zbd	36 10%e	2 1%	100 23%zabdeh	89 18%bde	63 16%e	157 16%	185 15%	75 16%	42 15%	342 16%	117 16%	103 13%	128 15%	42 18%	480 15%
32 1% ^m	3 1%	4 1%	3 1%	3 1%	-	8 2%	7 1%	4 1%	4 *	11 1%	8 2% ⁱ	5 2%	16 1%	13 2% ^{im}	11 1%	9 1%	1 *	33 1%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1505 47%cfg	154 50%fg	273 47%f	201 42%	196 56%zbcfg	132 75%zabcfgh	150 35%	203 40%	193 48%f	482 49%	561 47%	203 44%	138 48%	1044 48%	341 45%	410 53%zp	390 46%	119 50%	1530 47%
1228 38%deo	106 35%e	220 37%de	210 44%zde	100 28%e	22 12%	210 49%zabdeh	215 43%zde	145 36%e	367 37%	465 39%	186 41%	102 35%	832 38%	288 38%	246 32%	322 38%o	92 38%	1228 38%
9%	16%	9%	-2%	28%	63%	-14%	-2%	12%	12%	8%	4%	12%	10%	7%	21%	8%	11%	9%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 87

Q10_S9_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Train companies

Base: All who interacted with Train companies

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	3326	1682	1613	180	274	441	582	827	721	301	3080	223	1394	1924	1268	2038	2707	316	209	628	1037	817	326	3326
Weighted Total	3396	1726	1635	472	549	545	560	571	404	295	2995	380	1603	1784	1265	2109	2572	453	225	534	972	892	383	3326
Very satisfied	61 2% finu	35 2%	26 2%	10 2%	7 1%	4 1%	4 1%	13 2%	10 3%	14 5%	56 2%	3 1%	16 1%	45 3%	14 1%	47 2%	43 2%	5 1%	7 3%	18 3%	22 2%	5 1%	6 1%	81 2%
Fairly satisfied	649 19% deln	303 18%	344 21%	100 21%	61 11%	84 15%	107 19%	119 21%	114 28%	66 22%	574 19%	72 19%	241 15%	406 23%	195 15%	448 21%	506 20%	66 15%	43 19%	107 20%	189 19%	162 18%	60 16%	705 21%
Neither satisfied or dissatisfied	501 15% ln	235 14%	266 16%	70 15%	67 12%	68 13%	96 17%	100 18%	60 15%	41 14%	447 15%	50 13%	207 13%	293 16%	142 11%	352 17%	375 15%	64 14%	48 21%	104 19%	154 16%	122 14%	41 11%	506 15%
Fairly dissatisfied	1065 31% si	523 30%	534 33%	135 29%	171 31%	189 35%	186 33%	167 29%	115 28%	103 35%	946 32%	114 30%	508 32%	557 31%	399 32%	660 31%	813 32%	142 31%	68 30%	143 27%	309 32%	319 36%	111 29%	1015 31%
Very dissatisfied	1088 32% bhim or	617 36%	448 27%	153 33%	238 43%	198 36%	164 29%	167 29%	101 25%	65 22%	947 32%	133 35%	620 39%	462 26%	504 40%	582 28%	814 32%	173 38%	55 24%	158 30%	289 30%	278 31%	163 43%	984 30%
Don't know/Not applicable	30 1%	12 1%	17 1%	3 1%	6 1%	2 *	4 1%	5 1%	4 1%	5 2%	24 1%	6 2%	10 1%	19 1%	11 1%	19 1%	19 1%	4 1%	3 1%	5 1%	8 1%	7 1%	2 *	33 1%
Prefer not to say	2 * j	1 *	1 *	- -	- -	- -	- -	- -	1 *	1 *	1 *	1 *	- -	2 *	- -	2 *	2 *	- -	- -	- -	- -	- -	- -	2 *
Satisfied	710 21% deln q	338 20%	370 23%	110 23%	67 12%	87 16%	110 20%	132 23%	124 31%	80 27%	631 21%	75 20%	257 16%	452 25%	209 17%	495 23%	550 21%	71 16%	50 22%	125 23%	212 22%	167 19%	66 17%	786 24%
Dissatisfied	2153 63% bg mors	1140 66%	982 60%	289 61%	409 74%	388 71%	350 63%	334 58%	216 53%	168 57%	1893 63%	247 65%	1128 70%	1018 57%	903 71%	1242 59%	1627 63%	314 69%	124 55%	300 56%	599 62%	597 67%	274 72%	1999 60%
NET Satisfied: satisfied-dissatisfied	-42%	-46%	-37%	-38%	-62%	-55%	-43%	-35%	-23%	-30%	-42%	-45%	-54%	-32%	-55%	-35%	-42%	-54%	-33%	-33%	-40%	-48%	-54%	-36%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 88

Q10_S9_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Train companies

Base: All who interacted with Train companies

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	3326	2500	288	275	263	692	445	1363	122	317	253	191	254	291	436	309	327	2542	784	539	680	660	690	757	3326	
Weighted Total	3396	2905	266	150	74	786	500	1619	128*	380	278	195	305	323	513	307	476	2725	671	582	688	668	681	777	3326	
Very satisfied	61 2%a	42 1%	11 4%za	3 2%	5 7%zac	8 1%	7 1%	28 2%	- -	6 2%	2 1%	5 3%	1 *	2 1%	14 3%	4 1%	7 1%	46 2%	16 2%	2 2%	10 2%	15 2%	13 2%	6 1%	17 2%	81 2%
Fairly satisfied	649 19%al	521 18%	76 29%zac	27 18%	25 34%zac	139 18%	79 16%	302 19%	27 21%	69 18%	43 15%	38 19%	41 14%	69 21%l	85 17%	59 19%	89 19%	512 19%	137 20%	104 18%	139 20%	132 20%	122 18%	152 20%	705 21%	
Neither satisfied or dissatisfied	501 15%nu	422 15%	53 20%zc	16 11%	11 15%	98 12%	88 18%e	236 15%	19 15%	48 13%	31 11%	29 15%	60 20%jn	43 13%	54 10%	46 15%	94 20%zjn	404 15%	97 15%	103 18%uw	110 16%u	74 11%	121 18%zuw	95 12%	506 15%	
Fairly dissatisfied	1065 31%bf	927 32%b	66 25%	52 35%b	19 26%	254 32%	132 26%	540 33%bf	40 31%	112 30%	102 37%kl	50 26%	82 27%	128 40%zikl p	185 36%zklp	94 31%	133 28%	840 31%	225 34%	160 27%	218 32%	205 31%	223 33%	260 33%	1015 31%	
Very dissatisfied	1088 32%bdmr	970 33%zbd	53 20%	51 34%bd	13 17%	280 36%	187 37%zg	503 31%	40 31%	141 37%lm	99 36%lm	72 37%lm	115 38%lm	80 25%	170 33%lm	101 33%	152 32%	900 33%r	188 28%	200 34%	206 30%	233 35%	205 30%	243 31%	984 30%	
Don't know/Not applicable	30 1%gt	21 1%	6 2%za	1 1%	1 1%	7 1%	7 1%	8 *	2 2%	4 1%	1 *	1 1%	5 2%	1 *	5 1%	1 *	1 *	22 1%	8 1%	5 1%	*	10 2%t	4 1%	10 1%t	33 1%	
Prefer not to say	2 *	2 *	- -	- -	- -	- -	- -	2 *	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	2 *	- -	- -	- -	1 *	- -	1 *	2 *	
Satisfied	710 21%al	563 19%	87 33%zac	30 20%	30 41%zac	147 19%	86 17%	330 20%	27 21%	75 20%	45 16%	43 22%	43 14%	71 22%l	99 19%	64 21%	96 20%	558 20%	153 23%	114 20%	154 22%	145 22%	128 19%	169 22%	786 24%	
Dissatisfied	2153 63%bd	1897 65%zbd	120 45%	104 69%bd	32 43%	534 68%z	320 64%	1044 64%	79 62%	253 67%	202 73%zp	122 63%	197 65%	208 65%	355 69%zp	196 64%	285 60%	1740 64%	413 62%	360 62%	424 62%	438 66%	428 63%	503 65%	1999 60%	
NET Satisfied: satisfied- dissatisfied	-42%	-46%	-12%	-49%	-2%	-49%	-47%	-44%	-40%	-47%	-57%	-40%	-51%	-43%	-50%	-43%	-40%	-43%	-39%	-42%	-39%	-44%	-44%	-43%	-36%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 89

Q10_S9_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Train companies

Base: All who interacted with Train companies

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	3326	346	503	611	200	117	489	678	378	1188	1238	405	262	2426	667	916	869	295	3326
Weighted Total	3396	407	550	517	299	161*	437	581	437	1183	1294	393	238	2477	630	842	927	291	3326
Very satisfied	61 2%mp	10 2%	7 1%	12 2%	3 1%	4 2%	9 2%	13 2%	5 1%	21 2%	15 1%	11 3%	5 2%	37 1%	16 3%	21 2%p	3 *	2 1%	81 2%
Fairly satisfied	649 19%bp	75 18%	74 14%	98 19%b	58 20%	26 16%	106 24%zb	130 22%b	80 18%	220 19%	236 18%	84 21%	53 22%	456 18%	137 22%	190 23%zpq	135 15%	45 16%	705 21%
Neither satisfied or dissatisfied	501 15%p	50 12%	69 12%	86 17%	52 17%	28 18%	81 18%zabg	74 13%	61 14%	153 13%	196 15%	69 18%	34 14%	349 14%	103 16%	133 16%p	111 12%	37 13%	506 15%
Fairly dissatisfied	1065 31%	151 37%zde	181 33%	157 30%	82 27%	39 24%	131 30%	180 31%	139 32%	392 33%	404 31%	122 31%	70 30%	796 32%	192 30%	269 32%	282 30%	103 36%	1015 31%
Very dissatisfied	1088 32%fkno	121 30%	213 39%zacfg	157 30%	98 33%	64 40%f	106 24%	177 30%	151 35%f	390 33%k	429 33%k	103 26%	73 31%	818 33%kn	175 26%	224 27%	388 42%zoq	98 34%o	984 30%
Don't know/Not applicable	30 1%	1 *	6 1%	6 1%	4 1%	-	4 1%	8 1%	1 *	8 1%	13 1%	3 1%	2 1%	21 1%	5 1%	5 1%	8 1%	5 2%	33 1%
Prefer not to say	2 *	-	-	1 *	1 *	-	-	-	-	-	-	1 *m	-	-	1 *	1 *	-	-	2 *
Satisfied	710 21%bmp	85 21%	82 15%	110 21%b	61 20%	29 18%	115 26%zbh	142 24%b	85 19%	241 20%	252 19%	95 24%	59 25%	493 20%	153 24%jm	211 25%zpq	138 15%	48 16%	786 24%
Dissatisfied	2153 63%fkno	272 67%f	394 72%zcdfg	315 61%	180 60%	104 64%	237 54%	357 61%	290 66%f	781 66%kn	833 64%kn	225 57%	143 60%	1614 65%zkn	368 58%	493 59%	670 72%zo	202 69%zo	1999 60%
NET Satisfied: satisfied-dissatisfied	-42%	-46%	-57%	-40%	-40%	-46%	-28%	-37%	-47%	-46%	-45%	-33%	-35%	-45%	-34%	-34%	-57%	-53%	-36%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 90

Q10_S11_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local sports/leisure facilities

Base: All who interacted with Local sports/leisure facilities

	Gender		Age								Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	2179	1071	1093	113	184	378	449	502	412	141	2021	140	970	1203	874	1294	1788	190	144	379	693	584	213	2179
Weighted Total	2192	1104	1073	301*	351	434	414	333	223	137	1940	232	1075	1112	811	1369	1686	273	151	323	630	632	255	2179
Very satisfied	153 7% ktu	63 6%	90 8% za	18 6%	26 7%	23 5%	24 6%	29 9%	22 10% zef	10 7%	148 8% zk	5 2%	56 5%	95 9% zi	62 8%	89 7%	114 7%	14 5%	12 8%	31 10% u	40 6%	29 5%	27 10% u	182 8%
Fairly satisfied	1029 47% gnr	541 49%	483 45%	190 63% zdef ghi	154 44%	185 43%	182 44%	142 43%	107 48%	68 50%	912 47%	110 47%	488 45%	540 49%	355 44%	669 49%	815 48% zr	127 47%	52 34%	136 42%	287 46%	289 46%	129 51%	990 45%
Neither satisfied or dissatisfied	398 18%	189 17%	206 19%	37 12%	61 17%	79 18%	63 15%	80 24% zcef	47 21% cf	30 22%	358 18%	36 16%	191 18%	207 19%	148 18%	248 18%	312 19%	49 18%	25 16%	69 22%	114 18%	127 20%	38 15%	403 18%
Fairly dissatisfied	446 20% him	231 21%	211 20%	39 13%	85 24% chi	100 23% chi	112 27% zcgh i	58 17%	34 15%	18 13%	388 20%	49 21%	251 23% zm	195 18%	185 23% z	259 19%	328 19%	57 21%	42 28% zp	57 18%	139 22%	142 22%	48 19%	434 20%
Very dissatisfied	150 7% jp	76 7%	72 7%	13 4%	23 7%	47 11% zcgh	28 7%	19 6%	11 5%	9 6%	118 6%	31 13% zj	83 8%	67 6%	55 7%	94 7%	104 6%	24 9%	18 12% zp	27 8%	43 7%	43 7%	12 5%	154 7%
Don't know/Not applicable	13 1%	4 *	9 1%	- 1%	2 -	- 1%	4 1% e	4 1% e	1 1% e	2 1% e	12 1%	1 *	5 *	9 1%	6 1%	8 1%	10 1%	2 1%	1 1%	2 1%	4 1%	2 *	3 1%	15 1%
Prefer not to say	3 *	-	3 *	3 1%	-	-	-	-	-	-	3 *	-	3 *	-	-	3 *	3 *	-	-	-	3 *	-	-	1 *
Satisfied	1182 54% elr	604 55%	574 53%	209 69% zdef gh	180 51%	208 48%	206 50%	172 52%	130 58% ef	78 57%	1060 55% z	114 49%	544 51%	635 57% zi	417 51%	758 55%	929 55% zr	141 52%	64 42%	167 52%	327 52%	318 50%	156 61% u	1172 54%
Dissatisfied	596 27% cgh mp	307 28%	282 26%	52 17%	108 31% chi	147 34% zcgh i	140 34% zcgh i	77 23%	45 20%	27 20%	507 26%	80 35%	334 31% zm	262 24%	240 30%	353 26%	432 26%	81 30%	61 40% zp	84 26%	182 29%	185 29%	59 23%	588 27%
NET Satisfied: satisfied-dissatisfied	27%	27%	27%	52%	20%	14%	16%	28%	38%	38%	29%	15%	20%	34%	22%	30%	29%	22%	2%	26%	23%	21%	38%	27%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 91

Q10_S11_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local sports/leisure facilities

Base: All who interacted with Local sports/leisure facilities

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	2179	1542	180	191	266	443	299	800	99	203	141	139	160	183	254	189	174	1629	550	327	448	431	485	488	2179	
Weighted Total	2192	1831	176	105	80	494	341	996	106*	232	156*	144	197	222	325	198	251	1728	464	343	441	411	487	510	2179	
Very satisfied	153 7%	120 7%	13 7%	9 9%	11 13%za	29 6%	21 6%	70 7%	6 6%	15 6%	8 5%	13 9%	8 4%	14 7%	27 8%	16 8%	12 5%	110 6%	43 9%	24 7%	24 5%	32 8%	33 7%	39 8%	182 8%	
Fairly satisfied	1029 47%t	872 48%	69 39%	48 46%	40 50%	219 44%	160 47%	493 49%	50 47%	105 45%	65 41%	64 44%	96 49%	115 52%	175 54%zjo	84 42%	119 47%	819 47%	210 45%	144 42%	180 41%	194 47%	233 48%	278 55%zst	990 45%	
Neither satisfied or dissatisfied	398 18% d	339 19%	32 18%	17 16%	10 12%	92 19%	56 16%	192 19%	17 16%	41 18%	34 22%	22 15%	33 17%	41 18%	57 18%	49 25%z	45 18%	305 18%	93 20%	56 16%	90 20%	68 17%	100 21%	84 16%	403 18%	
Fairly dissatisfied	446 20%	362 20%	47 27%	22 21%	14 18%	110 22%	63 19%	190 19%	26 24%	47 20%	36 23%	31 21%	32 16%	37 17%	57 17%	36 18%	60 24%	360 21%	86 19%	75 22%	109 25%zvw	90 22%	86 18%	87 17%	434 20%	
Very dissatisfied	150 7% gnw	123 7%	15 8%	8 8%	4 6%	44 9%g	40 12%zg	39 4%	7 7% n	24 10% n	13 8% n	14 10% n	26 13% zmnop	10 4%	5 2% z	10 5%	14 5%	122 7%	28 6%	40 12% zuw	36 8% w	23 6%	34 7%	18 3%	154 7%	
Don't know/Not applicable	13 1%	12 1%	-	1 1%	1 1%	-	2 1%	10 1%	-	-	-	1 *	1 1%	5 2% z	3 1%	-	2 1%	10 1%	4 1%	3 1%	3 1%	4 1%	2 *	2 *	15 1%	
Prefer not to say	3 *	3 *	-	-	-	-	-	3 *	-	-	-	-	-	-	-	3 1% z	-	3 *	-	-	-	-	-	3 1%	1 *	
Satisfied	1182 54% t	992 54%	82 47%	58 55%	50 63% zab	248 50%	181 53%	563 57%	56 53%	120 52%	73 47%	77 53%	104 53%	129 58%	202 62% zjo	100 51%	131 52%	929 54%	253 55%	168 49%	204 46%	226 55% t	267 55% t	317 62% zst	1172 54%	
Dissatisfied	596 27% gnw	485 26%	62 35% zad	30 29%	19 23%	154 31% g	103 30% g	229 23%	33 31% n	71 31% n	49 32% n	45 31% n	58 29% n	47 21%	62 19%	46 23%	74 29% n	482 28%	114 25%	116 34% zvw	144 33% zvw	113 27%	119 24%	104 20%	588 27%	
NET Satisfied: satisfied- dissatisfied	27%	28%	12%	26%	40%	19%	23%	34%	21%	21%	15%	22%	24%	37%	43%	27%	23%	26%	30%	15%	13%	28%	30%	42%	27%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
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30 May 2024
Table 92

Q10_S11_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local sports/leisure facilities

Base: All who interacted with Local sports/leisure facilities

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	2179	207	329	381	118	69	314	537	222	785	811	290	146	1596	436	577	551	176	2179
Weighted Total	2192	261	341	328	181*	96*	292	432	258	765	826	292	133	1590	425	550	593	154	2179
Very satisfied	153 7% _j	20 8%	16 5%	30 9%	6 3%	5 5%	18 6%	44 10% _z bd	14 5%	61 8%	44 5%	21 7%	20 15% _z ijk n	105 7%	41 10% _j k	47 9%	37 6%	12 8%	182 8%
Fairly satisfied	1029 47% _{bln}	153 59% _z bcdfg	138 41%	142 43%	73 40%	55 57% _b	136 47%	194 45%	137 53% _b	363 47% _l	418 51% _z ln	126 43%	48 36%	781 49% _z ln	174 41%	263 48%	258 44%	70 45%	990 45%
Neither satisfied or dissatisfied	398 18% _h	43 16%	72 21% _h	70 21% _h	35 19%	15 15%	54 18%	78 18%	31 12%	136 18%	137 17%	54 19%	22 17%	273 17%	77 18%	111 20%	100 17%	34 22%	403 18%
Fairly dissatisfied	446 20%	38 15%	82 24% _a	65 20%	45 25%	17 18%	65 22%	80 19%	54 21%	163 21%	164 20%	58 20%	25 19%	327 21%	83 20%	95 17%	139 23% _o	29 19%	434 20%
Very dissatisfied	150 7% _{aim}	5 2%	31 9% _a	18 6%	20 11% _a	3 3%	19 6% _a	30 7% _a	23 9% _a	39 5%	57 7%	27 9%	18 13% _z ijm	96 6%	44 10% _z im	30 6%	55 9% _z oq	6 4%	154 7%
Don't know/Not applicable	13 1%	2 1%	2 *	3 1%	2 1%	1 1%	* *	3 1%	- -	1 *	6 1%	6 2% _z im	- *	7 *	6 1% _a	3 1%	3 1%	3 2%	15 1%
Prefer not to say	3 *	- -	- -	- -	- -	- -	- -	3 1% _z	- -	3 *	- -	- -	- *	3 *	- -	- -	- -	- -	1 *
Satisfied	1182 54% _{bd}	174 66% _z bcdfg	154 45%	172 52%	79 44%	60 62% _{bd}	154 53%	238 55% _b	150 58% _{bd}	424 55%	462 56%	147 50%	68 51%	886 56% _z	215 51%	310 56%	296 50%	82 53%	1172 54%
Dissatisfied	596 27% _{ao}	43 16%	113 33% _z a	83 25% _a	65 36% _a	20 21%	83 29% _a	110 26% _a	77 30% _a	202 26%	221 27%	85 29%	43 32%	423 27%	127 30%	126 23%	194 33% _z oq	36 23%	588 27%
NET Satisfied: satisfied- dissatisfied	27%	50%	12%	27%	8%	41%	24%	30%	28%	29%	29%	21%	19%	29%	21%	34%	17%	30%	27%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 93

Q10_S12_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Council housing

Base: All who interacted with Council housing

	Total (z)	Gender		Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	520	225	288	31	54	92	97	131	88	27	449	62	183	332	90	424	146	63	288	239	138	54	19	520
Weighted Total	545	238	300	77**	110*	106*	87*	87	52*	26**	431	105*	203	337	97*	442	149*	72*	289	224	149*	70*	24**	520
Very satisfied	20 4%	10 4%	8 3%	-	9 8%	1 1%	* *	2 2%	5 9% zefg	4 14%	16 4%	4 4%	3 2%	17 5%	1 2%	17 4%	2 2%	* 1%	13 5%	14 6%	4 3%	- -	- -	22 4%
Fairly satisfied	91 17% pq	44 19%	45 15%	17 22%	14 13%	19 18%	15 18%	14 16%	6 12%	6 24%	74 17%	14 13%	27 13%	63 19%	13 13%	78 18%	15 10%	3 5%	70 24% zpq	47 21%	23 16%	9 14%	1 6%	88 17%
Neither satisfied or dissatisfied	64 12%	34 14%	29 10%	17 22%	8 7%	7 7%	11 13%	11 12%	7 14%	3 10%	47 11%	16 16%	26 13%	37 11%	10 10%	53 12%	23 15%	5 7%	31 11%	24 11%	20 13%	15 21%	- -	59 11%
Fairly dissatisfied	119 22%	54 23%	63 21%	13 17%	27 25%	20 19%	22 25%	19 22%	15 29%	2 7%	100 23%	17 16%	50 25%	67 20%	20 21%	98 22%	32 21%	11 15%	69 24%	60 27%	29 19%	16 23%	3 12%	119 23%
Very dissatisfied	241 44% hrs	91 38%	150 50% za	29 38%	46 42%	59 56% zh	37 43%	40 47%	17 33%	12 46%	184 43%	52 50%	91 45%	147 44%	51 53%	187 42%	70 47%	53 73% zpr	104 36%	80 36%	65 44%	30 42%	20 82%	223 43%
Don't know/Not applicable	6 1%	1 1%	5 2%	1 2%	2 2%	- -	1 1%	1 1%	1 2%	- -	6 1%	- -	2 1%	4 1%	1 1%	5 1%	4 3%	- -	2 1%	- -	4 3% s	- -	- -	6 1%
Prefer not to say	4 1%	3 1%	-	-	4 4%	-	-	-	* 1%	- -	3 1%	1 1%	3 1%	1 *	- -	4 1%	3 2%	- -	* *	- -	4 3%	- -	- -	3 1%
Satisfied	111 20% pq	55 23%	53 18%	17 22%	23 21%	19 18%	16 18%	15 18%	11 21%	10 37%	90 21%	18 18%	30 15%	80 24%	14 15%	95 22%	18 12%	4 5%	83 29% zpq	61 27% z	28 18%	9 14%	1 6%	110 21%
Dissatisfied	360 66% r	145 61%	212 71% z	42 55%	73 66%	80 75%	59 68%	60 69%	33 62%	14 53%	284 66%	69 66%	142 70%	214 64%	71 74%	285 64%	101 68%	64 88% zpr	173 60%	140 62%	94 63%	46 65%	22 94%	342 66%
NET Satisfied: satisfied- dissatisfied	-46%	-38%	-53%	-33%	-45%	-57%	-50%	-51%	-41%	-15%	-45%	-48%	-55%	-40%	-59%	-43%	-56%	-82%	-31%	-35%	-44%	-52%	-88%	-45%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 94

Q10_S12_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Council housing

Base: All who interacted with Council housing

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	520	353	57	45	65	114	71	168	22	49	43	27	44	34	50	34	50	426	94	189	138	92	73	28	520	
Weighted Total	545	451	49*	26*	19*	132*	94*	226	24**	64*	44**	34**	59*	43**	63*	35**	85*	473	72*	197	149*	97*	72*	31**	520	
Very satisfied	20 4%	17 4%	* 1%	2 6%	1 4%	9 7%	4 4%	4 2%	1 2%	8 13%znp	- -	2 7%	1 2%	1 3%	- -	2 6%	1 1%	17 4%	3 4%	14 7%z	2 1%	1 2%	3 4%	- -	22 4%	
Fairly satisfied	91 17%	74 16%	9 19%	6 23%	2 11%	20 15%	13 14%	41 18%	7 29%	8 12%	5 12%	8 22%	6 10%	12 28%	14 23%	7 20%	8 9%	75 16%	16 22%	29 15%	22 14%	20 21%	15 21%	6 18%	88 17%	
Neither satisfied or dissatisfied	64 12%	56 12%	4 9%	2 9%	1 6%	20 15%	13 13%	23 10%	2 10%	11 17%	7 16%	6 17%	7 11%	3 6%	4 6%	2 5%	15 17%	55 12%	8 11%	19 10%	16 11%	15 15%	12 16%	2 6%	59 11%	
Fairly dissatisfied	119 22%v	95 21%	13 26%	6 25%	5 24%	31 24%	21 22%	43 19%	5 20%	14 22%	12 28%	7 19%	14 24%	8 19%	10 15%	7 22%	18 21%	103 22%	15 21%	43 22%	36 24%	22 23%	8 11%	9 31%	119 23%	
Very dissatisfied	241 44%	202 45%	21 42%	9 36%	9 48%	48 36%	41 43%	114 50%	9 39%	19 31%	19 43%	12 34%	29 48%	19 43%	36 56%l	16 45%	44 52%	212 45%	30 41%	90 46%	70 47%	34 35%	34 48%	13 43%	223 43%	
Don't know/Not applicable	6 1%	4 1%	1 2%	- -	1 6%za	4 3%g	- -	- -	- -	3 5%z	1 1%	- -	- -	- -	- -	- -	- -	6 1%	- -	2 1%	3 2%	1 1%	- -	1 2%	6 1%	
Prefer not to say	4 1%	4 1%	* 1%	- -	- -	- 3%	3 *	1 *	- -	- -	- -	- -	3 5%z	- -	- -	1 3%	- -	4 1%	- -	- -	* *	4 4%zs	- -	- -	3 1%	
Satisfied	111 20%	91 20%	9 19%	8 30%	3 15%	28 22%	17 18%	45 20%	7 31%	16 25%	5 12%	10 29%	7 12%	13 31%	14 23%	9 26%	9 10%	92 19%	19 26%	42 22%	23 16%	22 22%	18 25%	6 18%	110 21%	
Dissatisfied	360 66%	297 66%	34 69%	16 61%	14 72%	79 60%	61 65%	157 69%	14 59%	33 52%	32 71%	18 54%	43 72%	27 62%	45 72%	23 67%	62 72%	315 67%	45 62%	133 68%	106 71%	56 58%	42 58%	22 74%	342 66%	
NET Satisfied: satisfied-dissatisfied	-46%	-46%	-49%	-31%	-57%	-38%	-47%	-49%	-28%	-27%	-59%	-24%	-60%	-31%	-49%	-41%	-62%	-47%	-36%	-46%	-55%	-36%	-33%	-55%	-45%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 95

Q10_S12_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Council housing

Base: All who interacted with Council housing

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	520	40	91	66	33	26	89	97	77	80	156	117	110	236	227	108	141	19	520
Weighted Total	545	54**	95*	61*	53**	40**	76*	74*	89*	83*	168	113*	106*	251	219	106*	166*	21**	520
Very satisfied	20 4%	1 1%	5 5%	2 4%	- -	1 2%	3 4%	6 8%	2 3%	* *	8 5%	2 2%	6 6%	9 4%	9 4%	6 5%	6 4%	* 1%	22 4%
Fairly satisfied	91 17%	16 30%	17 18%	10 16%	3 5%	5 13%	15 20%	10 13%	14 16%	15 18%	28 16%	22 20%	23 17%	42 22%	46 21%	17 16%	21 12%	3 13%	88 17%
Neither satisfied or dissatisfied	64 12%	2 4%	10 11%	8 13%	11 21%	3 8%	9 12%	5 7%	12 14%	11 13%	15 9%	20 18%	8 8%	25 10%	28 13%	16 15%	11 7%	2 11%	59 11%
Fairly dissatisfied	119 22%	11 19%	21 22%	18 29%	6 11%	13 32%	15 20%	22 29%	14 16%	16 19%	37 22%	23 20%	21 20%	54 21%	44 20%	20 19%	43 26%	6 27%	119 23%
Very dissatisfied	241 44%	25 45%	40 42%	24 39%	30 57%	18 45%	33 43%	30 40%	42 47%	40 49%	78 46%	42 37%	47 44%	119 47%	88 40%	47 44%	84 50%	10 48%	223 43%
Don't know/Not applicable	6 1%	- -	2 2%	- -	- -	- -	- -	2 2%	3 3%	1 1%	2 1%	1 1%	- -	3 1%	1 *	- -	2 1%	- -	6 1%
Prefer not to say	4 1%	- -	- -	- -	3 5%	- -	* *	- -	1 1%	- -	- -	3 3% ^m	* *	- -	3 1%	- -	- -	- -	3 1%
Satisfied	111 20%	17 31%	22 24%	12 20%	3 5%	6 15%	19 24%	16 21%	17 19%	15 18%	36 21%	25 22%	30 28%	51 20%	54 25%	23 21%	27 16%	3 14%	110 21%
Dissatisfied	360 66%	35 65%	61 64%	41 68%	36 69%	31 78%	48 63%	51 69%	56 63%	56 68%	116 69%	65 57%	68 64%	172 68%	132 60%	67 63%	126 76% ^z	16 75%	342 66%
NET Satisfied: satisfied- dissatisfied	-46%	-34%	-40%	-48%	-64%	-63%	-38%	-48%	-44%	-50%	-47%	-35%	-36%	-48%	-36%	-42%	-60%	-61%	-45%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 96

Q10_S13_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local nursery schools/classes

Base: All who interacted with Local nursery schools/classes

		Gender		Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	540	228	310	21	101	186	63	85	72	12	469	63	271	267	210	327	410	58	54	93	180	145	50	540
Weighted Total	627	271	354	47**	186*	221	62*	57*	43*	11**	505	114*	341	283	236	388	437	88*	71*	98*	205	165	73*	540
Very satisfied	88	34	54	3	38	26	8	6	4	3	68	20	43	44	37	50	66	5	9	11	31	21	15	73
	14%	13%	15%	6%	21%	12%	12%	11%	10%	26%	14%	17%	13%	15%	16%	13%	15%	6%	13%	11%	15%	13%	20%	14%
Fairly satisfied	236	101	135	17	66	89	28	20	15	2	197	40	135	101	81	155	168	33	26	33	78	72	25	209
	38%	37%	38%	36%	35%	40%	45%	35%	35%	21%	39%	35%	40%	36%	34%	40%	38%	37%	37%	34%	38%	44%	34%	39%
Neither satisfied or dissatisfied	94	47	44	11	18	36	5	10	10	5	72	19	48	47	40	55	64	15	15	16	28	20	11	85
	15%	17%	13%	24%	10%	16%	8%	17%	23%zdf	42%	14%	17%	14%	17%	17%	14%	15%	17%	21%	16%	14%	12%	15%	16%
Fairly dissatisfied	127	65	62	9	48	39	14	9	9	-	103	20	75	50	48	79	89	20	9	16	43	34	18	103
	20%	24%	17%	18%	26%	18%	23%	16%	20%	-	20%	18%	22%	18%	20%	20%	20%	23%	13%	16%	21%	21%	24%	19%
Very dissatisfied	68	17	50	6	17	30	5	7	3	-	52	15	35	33	26	40	41	13	10	21	18	14	5	55
	11%a	6%	14%za	13%	9%	13%	8%	13%	6%	-	10%	13%	10%	12%	11%	10%	9%	15%	15%	21%ztu	9%	9%	7%	10%
Don't know/Not applicable	14	6	8	2	-	1	2	4	2	1	14	-	5	9	5	9	10	2	1	1	7	4	-	15
	2%	2%	2%	4%	-	1%	4%zd	8%zde	5%de	11%	3%	-	1%	3%	2%	2%	2%	2%	2%	1%	3%	2%	-	3%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	324	135	189	20	104	115	35	26	19	5	265	59	178	144	117	205	234	38	35	44	109	93	39	282
	52%	50%	54%	41%	56%	52%	57%	46%	45%	47%	52%	52%	52%	51%	50%	53%	54%	43%	50%	45%	53%	56%	54%	52%
Dissatisfied	195	83	112	15	65	68	19	17	11	-	155	35	110	83	74	119	129	33	20	37	62	48	23	158
	31%	30%	32%	31%	35%	31%	31%	29%	26%	-	31%	31%	32%	29%	31%	31%	30%	38%	28%	38%	30%	29%	32%	29%
NET Satisfied: satisfied-dissatisfied	21%	19%	22%	10%	21%	21%	27%	17%	19%	47%	22%	22%	20%	22%	18%	22%	24%	5%	22%	8%	23%	27%	22%	23%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 97

Q10_S13_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local nursery schools/classes

Base: All who interacted with Local nursery schools/classes

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	540	392	42	43	63	112	82	198	21	62	29	42	40	47	60	42	49	418	122	112	126	99	97	106	540	
Weighted Total	627	533	41*	30*	23*	152*	104*	277	27**	85*	41**	47*	57**	66*	85*	46*	80*	529	98*	148*	138*	111*	109*	121*	540	
Very satisfied	88 14%	74 14%	4 11%	5 15%	5 21%	19 12%	10 10%	46 17%	2 7%	9 11%	8 20%	9 19%	1 2%	18 27%zn	7 8%	5 11%	16 20%	72 14%	16 17%	27 18%	17 13%	12 11%	18 16%	14 12%	73 14%	
Fairly satisfied	236 38%	198 37%	13 32%	14 48%	11 46%	59 39%	39 38%	100 36%	9 34%	36 42%	14 35%	18 38%	21 37%	19 28%	36 43%	16 34%	29 36%	192 36%	44 45%	53 35%	56 40%	34 31%	43 40%	51 42%	209 39%	
Neither satisfied or dissatisfied	94 15%p	81 15%	5 12%	5 18%	3 13%	26 17%	13 13%	42 15%	1 5%	20 24%p	4 11%	5 10%	8 15%	11 16%	15 18%	12 26%p	4 5%	81 15%	14 14%	16 10%	21 15%	18 16%	12 11%	27 22%sa	85 16%	
Fairly dissatisfied	127 20%ir	110 21%	9 21%	5 17%	4 16%	25 16%	31 30%	54 20%	5 18%	7 8%	13 31%	11 23%	20 35%	6 9%	22 26%i	7 15%	20 24%i	117 22%r	10 10%	33 22%	26 19%	27 25%	24 22%	18 15%	103 19%	
Very dissatisfied	68 11%cc	56 11%	10 24%zacd	* 1%	1 5%	16 11%	9 8%	31 11%	6 24%	9 10%	1 3%	4 8%	5 9%	12 18%	5 6%	6 13%	9 11%	54 10%	13 13%	17 11%	14 10%	15 14%	11 10%	10 8%	55 10%	
Don't know/Not applicable	14 2%	13 2%	- -	* 1%	* *	7 4%	3 2%	4 1%	3 12%	3 4%	- -	1 2%	2 3%	1 1%	- -	1 1%	3 3%	12 2%	1 1%	4 3%	4 3%	4 3%	1 1%	1 1%	15 3%	
Prefer not to say	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Satisfied	324 52%u	272 51%	18 43%	19 63%	15 66%b	78 51%	49 47%	145 52%	11 41%	45 53%	22 55%	27 57%	22 39%	36 56%	43 51%	20 45%	45 56%	264 50%	60 61%	79 53%	73 53%	46 42%	61 56%	65 54%	282 52%	
Dissatisfied	195 31%i	166 31%	19 45%cd	5 18%	5 21%	41 27%	39 38%	86 31%	11 42%	16 19%	14 34%	15 31%	25 43%	18 27%	27 31%	13 28%	29 35%	172 32%	23 23%	50 33%	40 29%	43 39%w	35 32%	28 23%	158 29%	
NET Satisfied: satisfied-dissatisfied	21%	20%	-3%	45%	45%	25%	9%	22%	-1%	34%	21%	26%	-4%	28%	20%	17%	21%	17%	38%	20%	24%	3%	24%	31%	23%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index (Public Use)

30 May 2024
Table 98

Q10_S13_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local nursery schools/classes

Base: All who interacted with Local nursery schools/classes

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	540	47	77	93	35	11	85	119	73	166	174	101	50	340	151	137	141	28	540
Weighted Total	627	77*	103*	89*	57*	15**	88*	106*	92*	165	220	118*	56*	385	174	150	183	29**	540
Very satisfied	88 14%	13 16%	8 8%	11 12%	9 16%	4 26%	12 14%	15 14%	17 18%	25 15%	30 14%	10 8%	10 17%	55 14%	19 11%	17 11%	30 17%	8 29%	73 14%
Fairly satisfied	236 38%	34 44%	38 37%	38 43%	21 38%	1 8%	32 37%	42 40%	29 32%	55 34%	97 44%	48 41%	17 31%	153 40%	66 38%	60 40%	60 33%	9 33%	209 39%
Neither satisfied or dissatisfied	94 15%	10 13%	21 20%	13 14%	4 7%	1 6%	11 12%	23 22%	13 14%	28 17% m	20 9%	25 21% j	8 15%	48 13%	33 19% j	30 20%	22 12%	3 10%	85 16%
Fairly dissatisfied	127 20%	14 18%	23 23%	17 20%	12 21%	6 43%	16 18%	16 15%	22 24%	26 16%	55 25%	22 19%	8 15%	81 21% i	30 17%	31 20%	44 24%	2 7%	103 19%
Very dissatisfied	68 11%	6 8%	10 10%	10 12%	6 11%	3 17%	14 16%	9 8%	9 10%	25 15% j	15 7%	9 8%	11 19% j	40 10%	20 12%	8 5%	21 11%	6 21%	55 10%
Don't know/Not applicable	14 2%	1 1%	4 3%	- -	4 7%	- -	2 2%	1 1%	3 3%	6 3%	2 1%	4 3%	2 4%	8 2%	6 3%	4 2%	5 3%	- -	15 3%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	324 52%	46 60%	46 44%	49 55%	30 54%	5 34%	45 51%	57 54%	46 50%	81 49%	127 58%	58 49%	27 48%	208 54%	85 49%	77 51%	90 49%	18 62%	282 52%
Dissatisfied	195 31%	20 26%	33 32%	28 31%	18 32%	9 60%	30 35%	25 24%	31 33%	51 31%	70 32%	31 26%	19 34%	121 31%	50 29%	39 26%	65 36%	8 28%	158 29%
NET Satisfied: satisfied- dissatisfied	21%	34%	12%	24%	21%	-26%	16%	30%	17%	18%	26%	23%	14%	23%	20%	26%	14%	34%	23%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 99

Q10_S14_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local primary schools

Base: All who interacted with Local primary schools

	Gender		Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total	
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)		£100,000 and above (v)
Unweighted Total	1047	451	590	51	118	322	214	149	148	45	914	116	499	544	419	621	788	121	101	187	348	281	89	1047
Weighted Total	1128	482	641	128*	226*	368	191	95	79	41*	912	197*	553	571	406	716	777	169*	130*	176	369	307	105*	1047
Very satisfied	150	59	91	3	21	52	33	12	19	10	129	19	70	78	74	74	120	8	18	22	54	40	20	167
	13%coq	12%	14%	2%	9%	14%k	17%k	13%k	24%zcde	25%zcdg	14%	10%	13%	14%	18%kzo	10%	15%zq	5%	14%q	12%	15%	13%	19%	16%
Fairly satisfied	504	239	265	55	96	181	78	37	35	22	424	76	246	258	179	326	366	69	49	63	165	152	51	473
	45%bs	50%zb	41%	43%	43%	49%	41%	39%	44%	53%	46%z	39%	44%	45%	44%	46%	47%z	41%	38%	36%	45%	49%sa	48%	45%
Neither satisfied or dissatisfied	150	70	75	19	24	50	29	13	13	2	109	38	77	73	48	101	101	23	16	26	46	38	14	141
	13%j	15%	12%	15%	11%	14%	15%	14%	17%l	4%	12%	19%	14%	13%	12%	14%	13%	14%	12%	15%	13%	12%	13%	13%
Fairly dissatisfied	199	90	109	22	50	55	36	22	10	5	157	35	111	87	65	131	116	44	26	35	74	58	11	173
	18%p	19%	17%	17%	22%	15%	19%	23%h	13%	11%	17%	18%	20%	15%	16%	18%	15%	26%zp	20%	20%	20%	19%	10%	17%
Very dissatisfied	87	18	68	14	23	26	12	8	1	2	66	19	38	49	32	55	55	12	14	22	23	16	9	70
	8%ah	4%	11%za	11%h	10%h	7%h	6%h	9%h	1%	5%	7%	9%	7%	9%	8%	8%	7%	7%	11%	13%ztu	6%	5%	8%	7%
Don't know/Not applicable	36	5	31	15	11	3	3	3	1	1	26	10	11	25	8	28	19	10	7	8	6	3	1	22
	3%ae	1%	5%za	12%zefh	5%e	1%	1%	3%e	1%	2%	3%	5%	2%	4%	2%	4%	2%	6%	5%	4%u	2%	1%	1%	2%
Prefer not to say	1	-	1	-	-	1	-	-	-	-	1	-	-	1	-	1	-	1	-	-	-	-	-	1
	*	-	*	-	-	*	-	-	-	-	*	-	-	*	-	*	-	1%	-	-	-	-	-	*
Satisfied	654	299	356	58	118	233	111	49	54	32	552	95	316	336	252	400	486	78	67	85	219	192	71	640
	58%qs	62%	56%	45%	52%	63%zcg	58%	51%	69%zcdg	77%zcdfg	61%zk	48%	57%	59%	62%	56%	63%zq	46%	52%	48%	59%sa	62%sa	67%sa	61%
Dissatisfied	286	108	177	36	73	81	48	30	11	7	224	54	149	136	97	186	171	56	39	58	97	74	20	243
	25%hp	22%	28%	28%h	32%eh	22%h	25%h	32%eh	13%	16%	25%	27%	27%	24%	24%	26%	22%	33%p	30%	33%zv	26%	24%	19%	23%
NET Satisfied: satisfied-dissatisfied	33%	40%	28%	17%	20%	41%	33%	20%	55%	61%	36%	21%	30%	35%	38%	30%	41%	13%	22%	15%	33%	38%	48%	38%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 100

Q10_S14_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local primary schools

Base: All who interacted with Local primary schools

	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
1047	729	75	95	148	223	144	362	40	96	87	72	72	84	114	89	75	795	252	197	238	195	192	225	1047	
1128	949	76*	60*	44*	284	189	475	51**	127*	106*	86*	104*	100*	157*	92*	126*	916	212	239	251	187	221	229	1047	
150	130	6	4	11	35	29	67	4	19	11	18	11	9	28	8	21	113	37	24	30	32	32	32	167	
13%	14%	7%	7%	24% zabc	12%	15%	14%	8%	15%	10%	21%	11%	9%	18%	9%	17%	12%	17%	10%	12%	17%	14%	14%	16%	
504	418	36	32	19	134	80	203	29	54	52	36	44	55	57	50	41	407	97	120	90	70	113	111	473	
45% pt	44%	47%	53%	43%	47%	42%	43%	57%	42%	49%	42%	43%	55% np	36%	55% np	33%	44%	46%	50% tu	36%	38%	51% tu	48% t	45%	
150	121	11	10	7	33	36	53	8	12	13	12	24	11	12	9	21	128	22	32	39	28	19	32	141	
13%	13%	15%	17%	17%	12%	19% g	11%	15%	9%	13%	14%	23% zin	11%	8%	10%	17%	14%	10%	13%	15%	15%	9%	14%	13%	
199	172	13	10	5	55	32	85	7	26	22	12	20	12	34	16	24	164	36	36	55	36	40	33	173	
18% d	18%	18%	16%	10%	19%	17%	18%	14%	20%	21%	14%	19%	12%	22%	17%	19%	18%	17%	15%	22%	19%	18%	14%	17%	
87	75	7	3	2	13	8	54	1	9	3	8	-	11	25	9	9	70	16	15	28	20	11	13	70	
8% l	8%	9%	5%	5%	4%	4%	11% zof	2%	7%	3%	10% l	-	11% l	16% zjl	10% l	7%	8%	8%	6%	11%	10%	5%	6%	7%	
36	33	2	*	*	15	5	13	2	8	5	-	5	3	1	-	9	32	4	11	10	1	6	8	22	
3%	4%	3%	1%	*	5%	2%	3%	4%	6% no	5%	-	4%	3%	1%	-	7% no	4%	2%	5%	4%	1%	3%	4%	2%	
1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1	
*	-	-	2% za	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	-	-	-	*	
654	548	42	36	29	169	109	270	33	73	63	54	55	64	85	58	63	521	134	144	120	102	144	143	640	
58% t	58%	55%	60%	67% z	59%	58%	57%	65%	57%	59%	63%	53%	64%	54%	64%	50%	57%	63%	60% t	48%	55%	65% t	62% t	61%	
286	246	21	13	7	67	40	139	8	35	25	20	20	22	59	25	33	234	52	51	83	55	51	46	243	
25% d	26% d	27%	21%	15%	24%	21%	29%	16%	27%	23%	23%	19%	22%	38% zlm	27%	26%	26%	25%	21%	33% zsw	30%	23%	20%	23%	
33%	32%	28%	39%	52%	36%	37%	28%	50%	30%	36%	39%	34%	42%	16%	37%	24%	31%	39%	39%	15%	25%	42%	42%	38%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 101

Q10_S14_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local primary schools

Base: All who interacted with Local primary schools

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	1047	80	158	184	60	22	150	262	130	346	357	171	85	703	256	241	260	71	1047
Weighted Total	1128	107*	170	178	106*	32**	153*	204	176	325	404	188	91*	729	279	253	296	71*	1047
Very satisfied	150 13%	17 16%	16 9%	22 12%	11 10%	10 29%	17 11%	35 17%	24 14%	58 18% zjm	44 11%	23 12%	15 16%	102 14% j	38 14%	48 19% z	37 13%	15 22%	167 16%
Fairly satisfied	504 45%	49 46%	75 44%	78 44%	39 36%	8 26%	78 51%	103 51%	73 41%	136 42%	213 53% zilm n	83 44%	34 37%	350 48% zi	117 42%	112 44%	137 46%	29 41%	473 45%
Neither satisfied or dissatisfied	150 13% c	10 9%	27 16% c	13 7%	24 22% cf	6 17%	15 10%	23 11%	33 19% c	41 13%	52 13%	17 9%	12 13%	94 13%	28 10%	37 14%	34 11%	9 12%	141 13%
Fairly dissatisfied	199 18%	21 20%	29 17%	37 21%	20 19%	5 14%	29 19%	34 17%	24 14%	57 17%	59 15%	51 27% zjm	18 20%	116 16%	69 25% zjm	41 16%	62 21% q	6 9%	173 17%
Very dissatisfied	87 8%	6 6%	14 8%	22 12% zg	9 9%	3 9%	13 8%	9 4%	11 6%	25 8%	28 7%	11 6%	9 10%	53 7%	20 7%	14 6%	23 8%	12 16% zo	70 7%
Don't know/Not applicable	36 3% fgmop	5 4% g	9 6% fg	6 3% g	4 3%	1 4%	* *	* *	11 6% fg	8 2%	8 2%	3 2%	3 4%	15 2%	7 2%	1 *	3 1%	- -	22 2%
Prefer not to say	1 *	-	-	-	-	-	1 1%	-	-	-	-	-	-	-	-	-	-	-	1 *
Satisfied	654 58%	66 61%	91 53%	100 56%	49 46%	18 55%	95 62%	139 68% zbc dh	97 55%	195 60%	257 64% z	107 57%	48 53%	452 62% z	155 56%	160 63%	174 59%	44 63%	640 61%
Dissatisfied	286 25% m	27 25%	43 25%	59 33% zgh	30 28%	7 23%	42 27%	43 21%	35 20%	81 25%	87 21%	62 33% zjm	27 30%	168 23%	89 32% zjm	56 22%	85 29%	18 25%	243 23%
NET Satisfied: satisfied- dissatisfied	33%	36%	28%	23%	18%	32%	34%	47%	35%	35%	42%	24%	23%	39%	24%	41%	30%	37%	38%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 102

Q10_S15_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local secondary schools

Base: All who interacted with Local secondary schools

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	Unwtd Total
Unweighted Total	1009	451	550	99	57	222	348	155	94	34	887	108	493	510	376	621	754	104	104	163	283	294	98	1009
Weighted Total	1161	523	629	257*	107*	268	334	114	52*	30**	951	193*	535	621	348	795	818	146*	121*	169	291	343	117*	1009
Very satisfied	85 7%	41 8%	42 7%	12 5%	8 7%	14 5%	34 10%z	9 8%	5 9%	4 12%	73 8%	11 6%	43 8%	41 7%	31 9%	51 6%	64 8%	6 4%	12 10%	8 5%	25 9%	28 8%	15 13%sa	82 8%
Fairly satisfied	426 37%bds	215 41%zb	209 33%	99 39%bds	20 19%	97 36%bds	142 42%zdg	34 30%	25 48%zdg	9 29%	361 38%	61 32%	195 37%	229 37%	133 38%	289 36%	318 38%z	39 27%	40 33%	44 26%	113 39%sa	142 41%sa	35 30%	377 37%
Neither satisfied or dissatisfied	206 18%fv	105 20%	100 16%	62 24%fv	28 27%fv	45 17%	42 13%	18 16%	7 14%	4 12%	161 17%	40 21%	108 20%	98 16%	56 16%	147 18%	136 17%	23 15%	30 25%	43 26%zfv	44 15%	61 18%v	9 8%	173 17%
Fairly dissatisfied	267 23%a	91 17%	173 28%za	55 21%	25 24%	58 22%	81 24%	31 28%	10 20%	6 21%	218 23%	42 22%	108 20%	158 25%	80 23%	184 23%	183 22%	53 36%zpr	20 16%	40 24%	72 25%	65 19%	39 33%zu	232 23%
Very dissatisfied	157 14%hj	58 11%	98 16%	25 10%	18 17%	51 19%zcfh	35 11%	17 15%	3 6%	8 26%	119 12%	38 20%	76 14%	81 13%	41 12%	113 14%	107 13%	17 12%	17 14%	30 18%	31 11%	43 13%	19 16%	130 13%
Don't know/Not applicable	20 2%fi	13 2%	7 1%	4 1%	7 6%zf	4 1%	1 *	3 3%f	1 3%f	-	19 2%	1 1%	5 1%	15 2%	7 2%	13 2%	10 1%	8 5%zp	2 1%	4 2%	6 2%	4 1%	-	15 1%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	511 44%bds	256 49%zb	250 40%	112 43%	28 27%	110 41%	175 52%zdeg	43 38%	29 57%zdeg	13 42%	434 46%z	73 38%	238 44%	270 43%	164 47%	339 43%	382 47%zq	46 31%	52 43%	51 30%	138 47%sa	170 50%sa	50 43%	459 45%
Dissatisfied	424 37%ah	149 29%	272 43%za	80 31%	43 41%	109 41%h	116 35%	49 43%h	14 27%	14 46%	337 35%	80 41%	184 34%	238 38%	120 35%	297 37%	290 35%	70 48%zpr	37 31%	70 42%	103 35%	108 32%	58 50%ztu	362 36%
NET Satisfied: satisfied-dissatisfied	7%	20%	-3%	12%	-14%	1%	18%	-5%	30%	-5%	10%	-4%	10%	5%	13%	5%	11%	-17%	13%	-11%	12%	18%	-7%	10%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 103

Q10_S15_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local secondary schools

Base: All who interacted with Local secondary schools

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	1009	729	72	84	124	212	172	345	36	88	88	76	96	79	101	90	75	745	264	192	195	191	207	224	1009	
Weighted Total	1161	981	85*	60*	37*	277	235	468	46**	124*	107*	91*	145*	105*	151*	96*	116*	910	252	247	202	209	235	269	1009	
Very satisfied	85 7%	75 8%	5 6%	1 2%	4 10% c	18 6%	15 6%	43 9%	4 9%	11 9%	2 2%	9 10%	6 4%	5 5%	9 6%	11 11% j	17 15% zjl	70 8%	15 6%	15 6%	12 6%	17 8%	17 7%	24 9%	82 8%	
Fairly satisfied	426 37% qt	358 37%	25 30%	26 43%	17 45%	98 35%	86 37%	174 37%	22 47%	36 30%	40 37%	33 36%	53 37%	45 43%	50 33%	35 36%	44 38%	310 34%	116 46% zq	82 33%	59 29%	78 37%	93 40%	114 43% t	377 37%	
Neither satisfied or dissatisfied	206 18% gnr	165 17%	22 26%	12 20%	7 19%	55 20%	52 22% g	59 13%	7 15%	21 17%	27 25% n	14 15%	38 26% np	17 17%	15 10%	13 13%	14 12%	177 19% zr	30 12%	64 26% zuw	36 18%	28 13%	40 17%	39 15%	173 17%	
Fairly dissatisfied	267 23%	230 23%	16 19%	15 25%	6 17%	63 23%	45 19%	122 26%	7 15%	31 25%	25 23%	19 21%	26 18%	18 17%	52 35% zlm	24 25%	28 24%	207 23%	60 24%	43 17%	50 25%	60 29% s	56 24%	58 21%	232 23%	
Very dissatisfied	157 14%	136 14%	13 16%	6 10%	3 8%	40 14%	35 15%	61 13%	6 12%	21 17%	13 12%	16 18%	19 13%	19 18%	17 11%	13 13%	12 10%	127 14%	30 12%	39 16%	41 20% zvw	26 13%	22 9%	30 11%	130 13%	
Don't know/Not applicable	20 2%	17 2%	3 4%	* *	* *	4 1%	3 1%	10 2%	1 2%	3 2%	- -	- -	3 2%	1 1%	7 5%	1 1%	1 1%	18 2%	1 1%	5 2%	5 2%	* *	6 3%	3 1%	15 1%	
Prefer not to say	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	
Satisfied	511 44% qt	434 44%	30 36%	27 45%	20 55% zb	116 42%	101 43%	217 46%	26 55%	48 39%	42 39%	42 46%	59 41%	50 48%	60 40%	46 48%	61 53%	380 42%	131 52% zq	97 39%	70 35%	94 45%	111 47% t	139 52% zst	459 45%	
Dissatisfied	424 37% d	365 37% d	29 35%	21 35%	9 25%	103 37%	80 34%	182 39%	13 27%	52 42%	38 36%	35 39%	45 31%	37 35%	69 46%	37 38%	40 34%	335 37%	90 36%	82 33%	91 45% zsvw	87 41%	78 33%	87 33%	362 36%	
NET Satisfied: satisfied- dissatisfied	7%	7%	1%	10%	30%	5%	9%	7%	28%	-3%	4%	7%	10%	13%	-6%	9%	18%	5%	16%	6%	-10%	4%	14%	19%	10%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 104

Q10_S15_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Local secondary schools

Base: All who interacted with Local secondary schools

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	1009	83	138	169	64	26	152	256	120	353	329	144	88	682	232	230	232	74	1009
Weighted Total	1161	120*	157*	166	113*	39**	172*	228	165*	382	396	160*	98*	778	259	243	261	81*	1009
Very satisfied	85 7%	8 7%	7 5%	16 10%	10 9%	4 10%	8 4%	20 9%	12 7%	34 9%	31 8%	6 4%	7 7%	65 8%	13 5%	15 6%	20 8%	12 15%zo	82 8%
Fairly satisfied	426 37%	45 38%	48 31%	59 35%	34 30%	12 31%	63 37%	93 41%	68 42%	152 40%	156 39%	48 30%	32 32%	308 40%zn	80 31%	100 41%	85 33%	29 36%	377 37%
Neither satisfied or dissatisfied	206 18%mn	13 11%	38 24%ac	20 12%	26 23%	7 18%	39 23%c	33 15%	29 18%	56 15%	63 16%	27 17%	22 22%	119 15%	49 19%	34 14%	51 20%	8 10%	173 17%
Fairly dissatisfied	267 23%	34 29%	30 19%	43 26%	26 23%	7 18%	43 25%	53 23%	29 18%	81 21%	83 21%	50 31%zjm	26 27%	164 21%	77 30%zm	59 24%	59 23%	18 22%	232 23%
Very dissatisfied	157 14%	15 12%	25 16%	25 15%	16 14%	8 19%	17 10%	26 11%	26 16%	50 13%	55 14%	27 17%	11 11%	105 13%	38 15%	32 13%	45 17%	14 17%	130 13%
Don't know/Not applicable	20 2%	4 3%	8 5%zgh	2 1%	-	1 4%	2 1%	2 1%	-	9 2%	7 2%	2 1%	-	16 2%	2 1%	4 2%	2 1%	-	15 1%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	511 44%kn	54 45%	56 36%	75 45%	45 40%	16 41%	70 41%	113 50%b	80 49%	186 49%kn	188 47%kn	54 34%	39 39%	373 48%zkn	93 36%	115 47%	104 40%	41 51%	459 45%
Dissatisfied	424 37%	49 41%	55 35%	69 41%	42 37%	15 38%	60 35%	79 35%	55 34%	131 34%	138 35%	77 48%zjm	37 38%	269 35%	115 44%zim	91 37%	103 40%	32 39%	362 36%
NET Satisfied: satisfied- dissatisfied	7%	4%	1%	4%	2%	3%	6%	15%	15%	14%	13%	-15%	1%	13%	-9%	10%	*	11%	10%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 105

Q10_S16_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Employment and skills support for adults

Base: All who interacted with Employment and skills support for adults

	Gender		Age								Ethnicity		Working status		Education		Tenure			Annual household income				
	Male	Female									White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (g)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	Unwtd Total
Total (z)	(a)	(b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)															
Unweighted Total	390	160	224	31	55	71	84	93	38	18	327	59	166	222	117	271	246	61	63	122	119	61	28	390
Weighted Total	461	196*	258	76**	117*	82*	78*	65*	23*	20**	342	114*	204	255	131*	328	249	96*	83*	136*	132*	68*	33**	390
Very satisfied	10	2	8	-	4	3	1	1	-	*	10	*	5	5	3	7	6	1	3	4	2	2	1	10
2%		1%	3%	-	3%	4%	2%	2%	-	1%	3%	*	2%	2%	2%	2%	2%	1%	3%	3%	2%	2%	2%	3%
Fairly satisfied	93	40	52	13	31	18	14	13	3	1	75	17	42	50	27	66	48	22	17	36	27	13	2	74
20%		20%	20%	17%	27%	22%	18%	20%	12%	6%	22%z	15%	20%	20%	20%	20%	19%	23%	20%	26%	20%	18%	6%	19%
Neither satisfied or dissatisfied	96	40	54	28	18	16	15	13	3	3	59	38	41	55	32	63	50	22	13	25	20	18	9	76
21%		20%	21%	37%	15%	20%	19%	20%	14%	16%	17%	33%z	20%	21%	25%	19%	20%	23%	16%	19%	15%	27%	27%	19%
Fairly dissatisfied	138	65	71	10	35	27	25	22	11	7	105	30	67	70	45	92	77	25	23	44	55	19	9	132
30%		33%	28%	13%	30%	33%	32%	35%	49%z	38%	31%	27%	33%	28%	35%	28%	31%	26%	28%	32%	41%z	28%	29%	34%
Very dissatisfied	106	44	63	18	29	16	21	12	4	7	76	28	47	60	23	84	62	25	18	26	25	11	11	82
23%		22%	24%	23%	25%	19%	27%	18%	16%	34%	22%	25%	23%	23%	17%	25%	25%	26%	22%	19%	19%	16%	34%	21%
Don't know/Not applicable	18	6	11	8	-	2	2	3	2	1	18	-	3	15	1	16	6	1	9	1	3	5	1	16
4%p		3%	4%	10%	-	2%	2%	5%d	9%d	5%	5%z	-	1%	6%	1%	5%	2%	1%	11%zpq	1%	2%	8%a	2%	4%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	103	42	59	13	35	21	16	14	3	1	85	18	46	55	29	73	54	23	20	40	29	14	3	84
22%		22%	23%	17%	30%	25%	20%	22%	12%	7%	25%z	15%	23%	22%	22%	22%	22%	24%	24%	30%	22%	21%	8%	22%
Dissatisfied	244	109	134	28	64	43	46	34	15	14	181	59	114	130	68	176	139	50	41	69	80	30	21	214
53%		55%	52%	36%	55%	52%	59%	53%	65%	72%	53%	51%	56%	51%	52%	54%	56%	52%	50%	51%	60%	44%	63%	55%
NET Satisfied: satisfied-dissatisfied	-31%	-34%	-28%	-20%	-25%	-27%	-39%	-31%	-53%	-65%	-28%	-36%	-33%	-29%	-30%	-31%	-34%	-29%	-26%	-21%	-38%	-23%	-55%	-33%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 106

Q10_S16_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Employment and skills support for adults

Base: All who interacted with Employment and skills support for adults

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	390	288	23	36	43	84	57	147	11	39	34	29	28	35	38	30	44	305	85	109	92	66	64	59	390	
Weighted Total	461	399	28**	19**	14**	108*	80*	212	13**	53*	41**	34**	45**	45**	53**	33**	81*	389	71*	137*	110*	74*	71*	69*	390	
Very satisfied	10 2%	9 2%	-	*	1 6%	1 1%	6 8%zg	1 1%	-	1 2%	-	6 18%	-	1 3%	-	-	-	8 2%	2 2%	6 4%	1 1%	*	1 2%	1 2%	1 2%	10 3%
Fairly satisfied	93 20%g	78 20%	9 30%	2 13%	3 22%	38 35%zfg	12 15%	28 13%	7 52%	22 41%kp	9 23%	9 25%	3 7%	5 10%	8 15%	6 20%	9 12%	80 21%	12 17%	24 17%	22 21%	17 22%	14 20%	16 23%	74 19%	
Neither satisfied or dissatisfied	96 21%	88 22%	1 5%	5 25%	2 14%	19 18%	16 20%	53 25%	1 8%	12 22%	6 16%	2 7%	13 30%	8 17%	9 17%	11 35%	25 31%	78 20%	18 26%	28 20%	24 22%	15 20%	17 23%	13 19%	76 19%	
Fairly dissatisfied	138 30%	119 30%	8 27%	7 39%	3 25%	31 29%	22 28%	66 31%	3 21%	9 16%	19 47%	11 31%	12 26%	18 40%	17 32%	9 29%	21 26%	118 30%	19 27%	42 30%	33 30%	21 28%	24 33%	19 27%	132 34%	
Very dissatisfied	106 23%e	89 22%	10 34%	3 15%	5 34%	14 13%	21 26%	54 25%	1 6%	10 19%	3 8%	5 15%	16 35%	11 25%	19 36%	5 15%	18 23%	90 23%	16 22%	36 26%	22 20%	19 25%	13 19%	17 24%	82 21%	
Don't know/Not applicable	18 4%	15 4%	1 4%	1 7%	-	4 4%	2 2%	9 4%	2 13%	-	2 6%	1 4%	1 1%	2 4%	-	1 2%	7 8%	14 4%	4 5%	2 1%	7 6%	3 4%	3 4%	3 5%	16 4%	
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Satisfied	103 22%g	87 22%	9 30%	3 15%	4 28%	39 36%zg	18 23%	30 14%	7 52%	23 43%kp	9 23%	15 43%	3 7%	6 14%	8 15%	6 20%	9 12%	89 23%	14 20%	30 22%	23 21%	17 23%	15 21%	17 25%	84 22%	
Dissatisfied	244 53%ei	208 52%	17 61%	10 53%	8 58%	45 42%	44 55%	120 57%	4 27%	19 35%	23 56%	16 46%	28 61%	29 65%	36 68%	14 44%	39 49%	209 54%	35 50%	77 57%	55 50%	40 54%	37 52%	35 51%	214 55%	
NET Satisfied: satisfied-dissatisfied	-31%	-30%	-31%	-39%	-30%	-5%	-32%	-42%	25%	8%	-33%	-2%	-54%	-52%	-53%	-25%	-37%	-31%	-30%	-35%	-29%	-31%	-30%	-26%	-33%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 107

Q10_S16_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Employment and skills support for adults

Base: All who interacted with Employment and skills support for adults

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	390	24	60	55	29	21	61	84	56	90	141	66	49	231	115	75	109	22	390
Weighted Total	461	29**	68*	53*	52**	41**	64*	78*	74*	85*	174*	76*	62*	259	138*	79*	132*	24**	390
Very satisfied	10 2% _m	-	-	1	-	-	4	3	1	-	2	4	2	2	7	1	4	-	10
		-	-	3%	-	-	7% _z	4%	1%	-	1%	5% _m	4%	1%	5% _m	2%	3%	-	3%
Fairly satisfied	93 20%	5	16	9	6	6	20	18	13	18	34	11	12	52	23	17	22	6	74
		16%	24%	17%	11%	14%	31%	23%	17%	21%	20%	14%	20%	20%	17%	22%	16%	24%	19%
Neither satisfied or dissatisfied	96 21%	4	14	15	18	8	8	16	13	20	30	19	11	50	30	18	19	5	76
		15%	21%	29%	36%	19%	12%	20%	17%	24%	17%	25%	18%	19%	22%	22%	15%	19%	19%
Fairly dissatisfied	138 30%	15	24	14	11	12	16	19	27	30	57	24	14	87	37	26	50	6	132
		53%	36%	26%	20%	29%	25%	24%	36%	36%	33%	31%	22%	34%	27%	32%	38%	24%	34%
Very dissatisfied	106 23%	4	11	13	12	14	11	21	21	14	47	12	20	61	32	14	36	7	82
		13%	17%	24%	22%	33%	18%	26%	28%	17%	27%	15%	33%	24%	23% _k	17%	27%	30%	21%
Don't know/Not applicable	18 4%	1	2	1	5	2	4	3	-	2	5	7	2	7	9	3	2	1	16
		3%	2%	2%	10%	5%	6%	3%	-	3%	3%	9%	3%	3%	6%	4%	1%	2%	4%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Satisfied	103 22%	5	16	11	6	6	25	21	14	18	36	15	15	54	30	19	25	6	84
		16%	24%	20%	11%	14%	38% _z	27%	19%	21%	21%	20%	24%	21%	22%	24%	19%	24%	22%
Dissatisfied	244 53%	19	36	27	22	26	28	39	48	45	104	35	34	148	69	39	86	13	214
		66%	52%	50%	43%	62%	43%	50%	64%	53%	60%	46%	55%	57%	50%	50%	65% _z	54%	55%
NET Satisfied: satisfied-dissatisfied	-31%	-51%	-28%	-30%	-31%	-49%	-5%	-23%	-46%	-31%	-39%	-27%	-31%	-36%	-28%	-26%	-46%	-29%	-33%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 108

Q10_S17_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Police

Base: All who interacted with Police

	Total (z)	Gender		Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	1105	574	521	53	128	178	211	269	188	78	1009	84	506	591	391	706	847	114	116	252	333	270	102	1105
Weighted Total	1165	621	536	137*	258	220	196	176	101	76*	1012	142*	590	568	392	768	813	172*	135*	235	319	317	123*	1105
Very satisfied	33 3%	20 3%	12 2%	7 5%	8 3%	4 2%	4 2%	4 2%	3 3%	3 3%	31 3%	2 1%	13 2%	19 3%	11 3%	22 3%	21 3%	1 1%	6 4%	6 2%	10 3%	10 3%	2 2%	31 3%
Fairly satisfied	230 20%	110 18%	120 22%	36 27%	54 21%	33 15%	37 19%	32 18%	19 19%	19 26%	209 21% kz	21 15%	110 19%	120 21%	75 19%	156 20%	167 21%	34 20%	23 17%	46 19%	68 21%	71 22%	20 16%	231 21%
Neither satisfied or dissatisfied	212 18%	119 19%	92 17%	24 18%	43 17%	42 19%	40 20%	32 18%	19 19%	12 15%	192 19% kz	19 13%	94 16%	117 21%	62 16%	149 19%	150 18%	20 12%	27 20%	51 22%	58 18%	54 17%	20 16%	210 19%
Fairly dissatisfied	368 32% s	192 31%	173 32%	35 25%	79 31%	77 35%	57 29%	59 34%	36 35%	24 32%	316 31%	50 35%	195 33%	172 30%	137 35%	230 30%	266 33%	63 37%	31 23%	57 24%	100 31%	103 33%	41 34%	341 31%
Very dissatisfied	309 27% jp	175 28%	130 24%	33 24%	68 26%	64 29%	56 29%	48 27%	24 24%	16 21%	252 25%	50 35%	173 29%	134 24%	102 26%	204 27%	202 25%	51 29%	47 35%	72 31%	81 26%	76 24%	36 29%	282 26%
Don't know/Not applicable	12 1%	4 1%	8 1%	1 1%	6 2%	1 1%	2 1%	- 1%	- 1%	2 2% g	12 1%	- 1%	5 1%	6 1%	6 1%	6 1%	6 1%	4 2%	1 1%	3 1%	1 *	3 1%	3 3%	9 1%
Prefer not to say	1 *	1 *	- -	- -	- -	- -	- -	1 z	- -	- -	- -	- -	1 *	- -	- *	1 *	1 *	- -	- -	- -	- -	- -	- -	1 *
Satisfied	263 23% e	130 21%	132 25%	44 32% e	62 24%	36 16%	41 21%	36 21%	22 21%	22 29% e	240 24% kz	23 16%	123 21%	139 25%	86 22%	177 23%	188 23%	34 20%	29 21%	51 22%	78 24%	81 26%	22 18%	262 24%
Dissatisfied	677 58% jm	367 59%	304 57%	68 50%	147 57%	141 64%	113 58%	107 61%	60 59%	40 53%	568 56%	100 70% zj	367 62% zm	306 54%	239 61%	435 57%	467 57%	113 66%	79 58%	130 55%	182 57%	179 56%	78 63%	623 56%
NET Satisfied: satisfied-dissatisfied	-36%	-38%	-32%	-18%	-33%	-48%	-37%	-40%	-38%	-24%	-32%	-54%	-41%	-29%	-39%	-34%	-34%	-46%	-37%	-33%	-33%	-31%	-45%	-33%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 109

Q10_S17_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Police

Base: All who interacted with Police

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	1105	792	98	96	119	240	148	404	53	102	85	71	77	87	128	88	101	852	253	221	250	209	203	222	1105	
Weighted Total	1165	974	100*	54*	36*	288	174	512	58*	139*	91*	73*	101*	106*	165*	96*	145*	952	213	245	253	216	219	231	1105	
Very satisfied	33 3%	26 3%	2 2%	2 4%	3 8%za	9 3%	4 2%	13 3%	4 7%l	3 2%	1 1%	4 5%	- -	3 3%	4 3%	2 3%	3 2%	27 3%	6 3%	7 3%	7 3%	5 2%	10 5%	3 1%	31 3%	
Fairly satisfied	230 20%al	174 18%	34 34%za	16 29%za	7 20%	58 20%	23 13%	92 18%	13 23%l	30 21%l	16 17%l	20 27%lp	4 4%	25 24%l	34 21%l	15 16%l	17 12%	189 20%	42 20%	39 16%	43 17%	47 22%	43 20%	58 25%	231 21%	
Neither satisfied or dissatisfied	212 18%	172 18%	20 20%	11 21%	9 25%	45 16%	39 22%	89 17%	8 14%	21 15%	16 18%	8 12%	30 30%zikp	17 16%	26 16%	24 25%	21 15%	173 18%	39 18%	47 19%	45 18%	47 22%	30 14%	43 18%	210 19%	
Fairly dissatisfied	368 32%b	330 34%zb	18 18%	12 22%	9 24%	97 34%	57 32%	176 34%	13 22%	49 35%	35 38%	22 31%	34 34%	31 29%	68 41%zh	33 34%	45 31%	298 31%	70 33%	79 32%	74 29%	67 31%	81 37%	67 29%	341 31%	
Very dissatisfied	309 27%n	263 27%	26 26%	12 22%	7 21%	77 27%	52 30%	134 26%	19 32%	35 25%	23 25%	19 26%	33 33%n	30 28%	28 17%	20 21%	57 39%zno	256 27%	53 25%	72 29%	84 33%zuv	45 21%	49 22%	59 26%	282 26%	
Don't know/Not applicable	12 1%	9 1%	1 1%	1 1%	1 3%z	2 1%	- -	7 1%	1 1%	1 1%	- -	- -	- -	- -	3 2%	2 2%	3 2%	9 1%	3 1%	- *	1 *	4 2%	6 3%a	1 *	9 1%	
Prefer not to say	1 *	1 *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	1 *	- -	1 *	- -	- -	- -	- -	1 *	
Satisfied	263 23%alp	200 20%	36 35%za	18 33%za	10 27%	68 23%	27 16%	105 20%	18 30%lp	33 24%l	17 19%l	24 32%lp	4 4%	29 27%l	39 23%l	18 18%l	20 14%	215 23%	48 22%	47 19%	49 20%	52 24%	53 24%	61 26%	262 24%	
Dissatisfied	677 58%bcd	593 61%zbcd	44 44%	24 44%	16 45%	174 60%	109 62%	310 61%	32 55%	84 60%	58 64%	41 56%	67 67%	61 57%	96 58%	52 55%	101 70%z	554 58%	123 58%	151 61%	158 63%	112 52%	130 59%	126 55%	623 56%	
NET Satisfied: satisfied- dissatisfied	-36%	-40%	-9%	-11%	-17%	-37%	-47%	-40%	-24%	-37%	-45%	-24%	-63%	-30%	-35%	-36%	-56%	-36%	-36%	-42%	-43%	-28%	-35%	-28%	-33%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index (Public Use)

30 May 2024
Table 110

Q10_S17_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Police

Base: All who interacted with Police

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	1105	96	176	177	77	38	159	242	139	351	408	160	92	759	252	316	275	74	1105
Weighted Total	1165	121*	185	158	97*	66*	150*	206	181	340	444	169	93*	784	262	299	329	65*	1105
Very satisfied	33 3%	3 3%	2 1%	5 3%	3 3%	1 1%	10 7%zb	4 2%	5 3%	12 4%	10 2%	3 2%	7 7%zj	22 3%	9 4%k	6 2%	9 3%	1 2%	31 3%
Fairly satisfied	230 20%	31 26%	37 20%	31 19%	11 12%	8 12%	35 24%	42 20%	33 18%	71 21%	96 22%	27 16%	15 16%	166 21%	42 16%	54 18%	59 18%	15 22%	231 21%
Neither satisfied or dissatisfied	212 18%jm	12 10%	40 21%a	36 23%a	16 16%	10 15%	23 15%	35 17%	41 23%a	65 19%	62 14%	39 23%j	22 24%	127 16%	61 23%jm	50 17%	53 16%	15 24%	210 19%
Fairly dissatisfied	368 32%l	42 35%	62 34%	51 32%	33 34%	21 32%	37 25%	79 38%fh	43 24%	107 31%	149 34%l	55 33%	19 20%	256 33%	74 28%	100 33%	112 34%	25 38%	341 31%
Very dissatisfied	309 27%q	30 25%	41 22%	36 23%	34 35%g	24 36%	44 30%	43 21%	56 31%	83 24%	119 27%	46 27%	29 31%	202 26%	75 29%	86 29%q	92 28%q	9 13%	282 26%
Don't know/Not applicable	12 1%	2 2%	1 1%	-	-	3 4%	1 1%	3 1%	2 1%	2 1%	8 2%	-	1 1%	10 1%	1 *	3 1%	3 1%	-	9 1%
Prefer not to say	1 *	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *
Satisfied	263 23%	34 28%	40 22%	35 22%	14 14%	9 13%	45 30% ^d	46 22%	38 21%	83 24%	105 24%	29 17%	22 24%	188 24%	51 19%	60 20%	68 21%	16 25%	262 24%
Dissatisfied	677 58%	72 60%	103 56%	87 55%	67 69%	44 67%	81 54%	123 59%	100 55%	190 56%	268 60%	101 60%	48 52%	457 58%	149 57%	185 62%	204 62%	34 52%	623 56%
NET Satisfied: satisfied- dissatisfied	-36%	-32%	-34%	-32%	-55%	-54%	-24%	-37%	-34%	-31%	-37%	-43%	-28%	-34%	-37%	-42%	-41%	-27%	-33%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 111

Q10_S18_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Courts

Base: All who interacted with Courts

	Gender		Age								Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates/ (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	351	202	146	20	39	61	74	89	52	16	315	29	163	186	121	227	252	40	42	83	110	88	32	351
Weighted Total	367	196	167	51**	80*	68*	69*	59*	27*	13**	298	59**	175	190	118*	247	230	52*	57**	92*	102*	89*	39**	351
Very satisfied	15 4%p	10 5%	5 3%	2 4%	7 8%	3 4%	1 2%	1 1%	1 3%	-	13 4%	2 3%	7 4%	7 4%	2 2%	12 5%	5 2%	3 5%	4 8%	10 11%ztu	2 2%	-	1 3%	10 3%
Fairly satisfied	65 18%n	36 18%	30 18%	18 36%	11 14%	10 15%	12 18%	9 15%	4 16%	-	52 17%	13 22%	32 18%	33 17%	12 10%	52 21%n	35 15%	9 17%	14 25%	12 13%	26 25%	11 13%	13 32%	56 16%
Neither satisfied or dissatisfied	77 21%j	42 21%	33 20%	10 20%	16 20%	12 17%	15 22%	15 26%	6 21%	3 20%	61 20%	13 22%	37 21%	39 20%	27 23%	50 20%	56 24%z	10 19%	10 17%	11 12%	20 19%	28 31%zs	6 14%	76 22%
Fairly dissatisfied	109 30%j	60 31%	49 29%	8 16%	29 36%	22 32%	20 29%	16 28%	7 26%	6 49%	83 28%	21 35%	53 30%	55 29%	40 34%	69 28%	75 33%	12 23%	14 24%	22 24%	34 33%	28 32%	10 25%	104 30%
Very dissatisfied	90 24%k	46 23%	43 26%	9 18%	17 21%	19 29%	19 27%	15 26%	8 31%	3 20%	81 27%z	7 11%	43 25%	46 24%	34 28%	55 22%	51 22%	18 35%	15 26%	37%zt	19 18%	20 22%	8 21%	93 26%
Don't know/Not applicable	12 3%l	3 1%	8 5%	3 7%	1 1%	2 3%	1 1%	2 4%	1 3%	2 12%	8 3%	3 6%	2 1%	10 5%	3 3%	8 3%	7 3%	1 1%	* 1%	2 2%	2 2%	1 2%	1 4%	11 3%
Prefer not to say	* *	* *	-	-	-	-	-	-	*	-	* *	-	* *	-	-	*	* *	-	-	-	-	*	-	1 *
Satisfied	80 22%np	45 23%	34 20%	20 40%	18 22%	13 19%	14 20%	10 17%	5 19%	-	65 22%	15 25%	39 22%	40 21%	14 12%	64 26%zn	40 17%	11 22%	18 32%	22 24%	28 27%u	11 13%	14 36%	66 19%
Dissatisfied	198 54%q	106 54%	91 55%	17 34%	45 57%	41 61%	39 56%	32 54%	15 56%	9 69%	164 55%	27 47%	97 55%	102 53%	73 62%	124 50%	126 55%	30 58%	28 50%	57 62%	52 51%	48 54%	18 46%	197 56%
NET Satisfied: satisfied-dissatisfied	-32%	-31%	-34%	6%	-35%	-42%	-36%	-37%	-37%	-69%	-33%	-21%	-33%	-32%	-50%	-24%	-37%	-36%	-17%	-38%	-24%	-41%	-11%	-37%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 112

Q10_S18_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Courts

Base: All who interacted with Courts

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	351	241	41	28	41	78	36	127	11	37	30	15	21	25	35	34	33	278	73	70	80	67	73	61	351	
Weighted Total	367	306	36**	14**	12**	92*	45**	168*	13**	45**	34**	18**	27**	32**	46**	35**	56**	305	62*	79*	80*	74*	79*	56*	351	
Very satisfied	15 4%	13 4%	1 4%	* 3%	-	3 3%	4 9%	6 3%	-	2 5%	1 2%	4 24%	-	-	2 5%	3 7%	1 1%	15 5%	-	5 7%	3 4%	4 5%	1 1%	1 2%	10 3%	
Fairly satisfied	65 18%u	58 19%	5 14%	1 8%	1 12%	21 23%	5 12%	31 19%	5 37%	5 12%	11 31%	4 21%	2 7%	5 16%	9 20%	4 12%	13 22%	58 19%	7 12%	18 23%	9 11%	6 8%	20 25%u	13 24%u	56 16%	
Neither satisfied or dissatisfied	77 21%	56 18%	14 40%	3 24%	3 26%	18 19%	11 24%	28 17%	-	10 22%	8 22%	4 19%	7 27%	3 9%	5 12%	15 43%	5 8%	57 19%	20 33%zq	23 29%	14 18%	17 22%	13 16%	10 18%	76 22%	
Fairly dissatisfied	109 30%	91 30%	9 26%	5 36%	4 32%	22 24%	7 15%	62 37%	3 20%	15 33%	4 13%	1 7%	6 21%	15 48%	9 21%	8 22%	29 52%	89 29%	19 31%	16 20%	34 42%zsw	28 38%	20 26%	11 20%	104 30%	
Very dissatisfied	90 24%	78 26%	6 17%	2 18%	3 28%	27 29%	14 32%	37 22%	6 43%	12 27%	9 26%	5 29%	9 33%	8 27%	5 14%	6 11%	75 25%	15 24%	12 15%	19 24%	17 24%	23 29%	19 33%	93 26%		
Don't know/Not applicable	12 3%	10 3%	-	2 11%	-	2 2%	3 8%	5 3%	-	-	2 6%	-	3 12%	-	1 3%	1 2%	3 5%	12 4%	-	4 6%	-	2 3%	3 4%	2 3%	11 3%	
Prefer not to say	* *	- -	- -	- -	* 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	* *	- -	- *	* *	- -	- -	- -	1 *	
Satisfied	80 22%	70 23%	6 18%	1 11%	1 12%	24 26%	10 22%	37 22%	5 37%	8 18%	11 32%	8 45%	2 7%	5 16%	11 25%	7 19%	13 24%	72 24%	7 12%	23 30%	12 15%	10 13%	20 26%	15 26%	66 19%	
Dissatisfied	198 54% _s	169 55%	15 42%	7 54%	7 60%	49 53%	21 47%	99 59%	8 63%	27 60%	14 39%	6 36%	15 54%	24 75%	27 60%	12 36%	35 63%	164 54%	34 55%	28 35%	53 66% _s	45 61% _s	43 54%	30 53%	197 56%	
NET Satisfied: satisfied- dissatisfied	-32%	-32%	-24%	-43%	-47%	-27%	-25%	-37%	-26%	-42%	-7%	9%	-48%	-58%	-35%	-16%	-39%	-30%	-43%	-6%	-51%	-48%	-28%	-27%	-37%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 113

Q10_S18_Interacted. Thinking about each of the following, how satisfied or dissatisfied are you with each?

- Courts

Base: All who interacted with Courts

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	351	28	62	54	20	16	51	79	41	110	125	52	32	235	84	90	83	19	351
Weighted Total	367	36**	63*	44*	34**	25**	46*	61*	56*	107*	127*	50*	34**	234	84*	82*	94*	21**	351
Very satisfied	15 4%	-	-	4	1	-	4	5	1	1	10	1	2	11	4	1	5	-	10
		-	-	8%	2%	-	9%b	9%	1%	1%	8%i	3%	7%	5%i	5%	1%	5%	-	3%
Fairly satisfied	65 18%p	9	15	6	2	7	8	10	9	23	17	16	5	40	22	14	7	*	56
		25%	24%	13%	6%	26%	16%	16%	16%	22%	13%	32%zjm	16%	17%	26%	17%	7%	1%	16%
Neither satisfied or dissatisfied	77 21%	3	15	11	3	5	8	19	13	23	27	8	5	49	13	18	24	6	76
		8%	23%	24%	10%	18%	17%	32%kz	23%	21%	21%	16%	14%	21%	15%	22%	26%	29%	22%
Fairly dissatisfied	109 30%	11	11	12	19	11	14	15	15	35	35	13	12	70	24	26	35	5	104
		30%	18%	27%	57%	43%	31%	24%	27%	33%	28%	25%	34%	30%	29%	32%	37%	21%	30%
Very dissatisfied	90 24%	13	21	11	3	3	11	11	18	21	36	9	9	57	19	22	22	8	93
		35%	33%	25%	9%	13%	23%	18%	31%	20%	29%	18%	28%	25%	22%	26%	24%	36%	26%
Don't know/Not applicable	12 3%	*	1	1	6	-	1	1	1	3	2	3	-	5	3	2	1	3	11
		1%	2%	2%	16%	-	3%	2%	1%	3%	2%	6%	-	2%	3%	2%	1%	13%	3%
Prefer not to say	* *	- -	* *	- -	- -	- -	- -	- -	- -	* *	- -	- -	- -	* *	- -	- -	- -	- -	1 *
Satisfied	80 22%p	9	15	9	3	7	12	15	10	24	27	18	8	51	26	15	12	*	66
		25%	24%	21%	8%	26%	26%	24%	17%	23%	21%	35%z	23%	22%	31%	18%	12%	1%	19%
Dissatisfied	198 54%	23	32	23	22	14	25	26	33	57	71	22	21	128	43	47	57	12	197
		65%	50%	52%	66%	56%	54%	42%	58%	53%	56%	43%	62%	55%	51%	58%	61%	57%	56%
NET Satisfied: satisfied-dissatisfied	-32%	-39%	-26%	-31%	-58%	-30%	-28%	-18%	-41%	-30%	-35%	-8%	-39%	-33%	-20%	-40%	-48%	-56%	-37%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

KnowledgePanel UK: 240425A - Public Services Index (Public Use)

30 May 2024
Table 114

Q11. Overall, how satisfied or dissatisfied are you with the way your local council runs things?

Base: All UK adults, age 16+

	Gender		Age								Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
										White (including White minorities)	Ethnic minorities (excluding White minorities)	Working full-time	Not working full-time	Graduates (Degree/ Master/ PhD/ above)		Owned outright/ buying on mortgage	Rent from private landlord	Rent from council/ housing association	Up to £25,999	£26,000 up to £51,999	£52,000 up to £99,999	£100,000 and above		
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very satisfied	69	48	20	22	15	5	7	4	8	9	50	18	19	49	18	48	40	18	6	17	25	15	3	52
	1%bgjlp	2%zb	1%	3%zefg	2%	1%	1%	*	1%	1%	1%	2%j	1%	1%	1%	1%	1%	2%zp	1%	1%	1%	1%	1%	1%
Fairly satisfied	1191	553	629	193	173	164	167	160	154	180	1033	149	467	722	386	790	890	148	88	233	352	275	105	1164
	20%eglr	20%	21%	25%defg	18%	17%	18%	17%	22%eg	28%zdefgh	21%z	19%	19%	22%zi	22%	19%	21%zr	19%	15%	19%	21%	21%	21%	20%
Neither satisfied or dissatisfied	1575	744	818	214	262	227	227	253	195	197	1336	227	654	912	493	1072	1130	204	154	332	440	340	133	1567
	27%	26%	27%	27%	27%	24%	25%	27%	27%	31%zef	27%	28%	26%	27%	28%	26%	27%	26%	27%	27%	26%	26%	26%	27%
Fairly dissatisfied	1894	917	957	206	279	320	355	318	235	180	1659	217	864	1023	584	1291	1398	225	173	363	554	446	163	1967
	32%cikm	33%	32%	26%	29%	34%ci	38%zcdh	35%zci	33%ci	28%	33%zk	27%	34%zm	31%	33%	32%	33%z	29%	30%	30%	33%	35%sa	32%	33%
Very dissatisfied	956	480	468	83	176	197	147	169	113	70	790	145	444	501	221	725	641	150	130	239	280	179	77	981
	16%cijm	17%	16%	11%	18%ci	21%zcfh	16%ci	18%zci	16%ci	11%	16%	18%	18%zm	15%	13%	18%zn	15%	19%p	22%zp	20%zu	17%	14%	15%	17%
Don't know	151	46	100	46	40	22	12	15	9	6	112	37	49	97	39	109	86	27	23	27	27	26	20	112
	3%afghi	2%	3%za	6%zefgh	4%zcfghi	2%	1%	2%	1%	1%	2%	5%zi	2%	3%	2%	3%	2%	4%	4%p	2%	2%	2%	4%ti	2%
Prefer not to say	38	22	13	17	7	4	9	1	1	*	21	8	8	18	8	18	13	4	4	2	3	5	-	32
	1%bg hij	1%	*	2%zeghi	1%	*	1%ghi	*	*	*	*	1%	*	1%	*	*	*	*	1%	*	*	*	-	1%
Satisfied	1260	601	648	215	188	169	174	164	161	188	1083	166	487	771	404	838	930	166	93	250	377	290	109	1216
	21%efgl	21%	22%	27%zdef	20%	18%	19%	18%	23%efg	29%zdefgh	22%	21%	19%	23%zi	23%	21%	22%zr	21%	16%	21%	22%	23%	22%	21%
Dissatisfied	2849	1398	1425	289	456	517	502	487	348	250	2449	362	1308	1525	805	2017	2039	375	303	602	835	625	240	2948
	49%cimn	50%	47%	37%	48%ci	55%zcdh	54%zcdh	53%zchi	49%ci	39%	49%z	45%	52%zm	46%	46%	50%zn	49%	48%	53%	50%	50%	49%	48%	50%
NET Satisfied: satisfied-dissatisfied	-27%	-28%	-26%	-10%	-28%	-37%	-36%	-35%	-26%	-10%	-27%	-24%	-33%	-23%	-23%	-29%	-26%	-27%	-36%	-29%	-27%	-26%	-26%	-29%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 115

Q11. Overall, how satisfied or dissatisfied are you with the way your local council runs things?
Base: All UK adults, age 16+

	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
	Total (z)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)	
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875
Very satisfied	69 1%ru	65 1%	2 *	1 *	1 *	13 1%	9 1%	43 2%z	2 1%	7 1%	3 1%	5 1%	5 1%	5 1%	9 1%	2 *	27 4%zijkl	65 1%zr	4 *	14 1%	27 2%zuwv	6 1%	11 1%	11 1%	52 1%
Fairly satisfied	1191 20%ls	1016 21%	86 17%	51 18%	38 23%b	260 19%	172 18%	585 22%zf	51 22%	128 20%	81 17%	95 22%l	77 15%	114 21%	166 20%l	112 22%l	192 25%zjl	921 20%	270 22%	203 17%	213 18%	253 22% s	257 22% s	265 22% st	1164 20%
Neither satisfied or dissatisfied	1575 27% c	1348 27%	112 23%	74 26%	41 25%	359 26%	253 27%	736 28%	50 21%	171 26%	138 29%	117 27%	136 26%	170 31%hp	240 30%hp	147 29%	179 24%	1212 26%	364 30%zq	279 24%	287 24%	328 28%	335 29% s	346 29% st	1567 27%
Fairly dissatisfied	1894 32% c	1565 32%	181 37% d	102 36% d	46 29%	434 32%	310 33%	821 31%	76 32%	193 30%	165 34%	131 31%	179 35%	188 34%	255 31%	164 32%	213 28%	1512 32%	382 31%	389 33%	405 34%	361 31%	369 31%	370 31%	1967 33%
Very dissatisfied	956 16% gmw	778 16%	98 20% a	49 17%	30 19%	244 18% g	177 19% g	357 14%	49 21% mo	116 18% m	79 17%	75 18% m	102 20% mno	63 11%	116 14%	70 14%	108 14%	789 17% zr	166 14%	241 21% zuwv	209 18% w	174 15%	173 15%	159 13%	981 17%
Don't know	151 3% c	137 3% c	7 1%	2 1%	5 3% c	42 3%	17 2%	78 3%	5 2%	23 4%	13 3%	7 2%	10 2%	10 2%	22 3%	14 3%	33 4% z	118 3%	32 3%	26 2%	29 2%	43 4% z	26 2%	27 2%	112 2%
Prefer not to say	38 1% vw	28 1%	7 1%	3 1%	1 1%	12 1%	6 1%	10 *	2 1%	10 2% zkmo	1 *	- *	6 1%	- *	2 *	1 *	7 1%	36 1%	3 *	15 1% zvw	12 1% vw	10 1% vw	1 *	* *	32 1%
Satisfied	1260 21% ls	1081 22%	88 18%	52 19%	39 24% b	273 20%	181 19%	628 24% zof	53 23%	136 21%	84 17%	99 23% l	82 16%	119 22%	175 22% l	114 22% l	220 29% zjll	986 21%	274 22%	217 19%	240 20%	259 22%	269 23% s	276 23% s	1216 21%
Dissatisfied	2849 49% agpr	2342 47%	279 57% zad	151 54% za	77 47%	678 50% g	487 52% g	1177 45%	124 53% p	309 48%	244 51% p	206 48%	281 55% zmno	251 46%	372 46%	234 46%	321 42%	2301 49% zr	548 45%	629 54% zuwv	614 52% zuwv	536 46%	542 46%	529 45%	2948 50%
NET Satisfied: satisfied-dissatisfied	-27%	-26%	-39%	-35%	-23%	-30%	-32%	-21%	-30%	-27%	-33%	-25%	-39%	-24%	-24%	-24%	-13%	-28%	-22%	-35%	-32%	-23%	-23%	-22%	-29%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 116

Q11. Overall, how satisfied or dissatisfied are you with the way your local council runs things?

Base: All UK adults, age 16+

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very satisfied	69 1%ck	6 1%	10 1%	3 *	19 4%zabcfgh	8 3%zcf	5 1%	10 1%	8 1%	22 1%	21 1%	3 *	9 2%k	43 1%	12 1%k	21 1%	10 1%	4 1%	52 1%
Fairly satisfied	1191 20%fn	135 22%f	159 18%	196 21%f	89 17%	83 33%zabcfgh	125 16%	229 23%bf	172 21%fn	401 24%zjkl mn	419 19%	145 17%	105 18%	819 21%zjkn	249 18%	304 19%	295 21%	93 23%	1164 20%
Neither satisfied or dissatisfied	1575 27%	189 31%df	244 27%	266 28%	123 23%	56 22%	197 25%	290 29%	210 26%	472 28%	558 26%	223 27%	141 25%	1030 27%	364 26%	412 26%	351 25%	128 31%p	1567 27%
Fairly dissatisfied	1894 32%e	192 31%	314 35%e	327 34%e	147 28%	58 23%	289 37%zdegh	308 31%	253 31%	535 32%	776 36%zin	269 32%	176 31%	1312 34%zi	444 32%	532 34%	477 34%	135 33%	1967 33%
Very dissatisfied	956 16%aimq	69 11%	149 16%a	135 14%	124 23%zabceg	30 12%	153 19%zacg	143 14%	150 18%acg	201 12%	341 16%im	174 21%zjim	121 21%zjim	542 14%i	295 21%zjim	283 18%zq	226 16%q	43 11%	981 17%
Don't know	151 3%imo	22 4%	21 2%	24 2%	16 3%	11 5%	14 2%	26 3%	15 2%	34 2%	41 2%	20 2%	13 2%	75 2%	32 2%	19 1%	31 2%	7 2%	112 2%
Prefer not to say	38 1%gimop	-	8 1%g	6 1%	8 2%ag	3 1%ag	6 1%g	1 *	7 1%g	1 *	9 *	2 *	4 1%i	9 *i	6 *	4 *	3 *	1 *	32 1%
Satisfied	1260 21%fn	142 23%f	169 19%	199 21%f	109 21%	91 36%zabcfgh	130 16%	239 24%bf	180 22%fn	422 25%zjkl mn	440 20%	147 18%	114 20%	862 23%zjkn	261 19%	326 21%	305 22%	97 24%	1216 21%
Dissatisfied	2849 49%aegi	260 42%	463 51%aeg	462 48%e	271 51%ae	89 36%	443 56%zacgeh	451 45%	403 49%ae	737 44%	1117 52%zim	443 53%zim	297 52%i	1854 48%i	740 53%zim	815 52%zq	703 50%q	179 43%	2948 50%
NET Satisfied: satisfied-dissatisfied	-27%	-19%	-32%	-27%	-31%	1%	-40%	-21%	-27%	-19%	-31%	-35%	-32%	-26%	-34%	-31%	-29%	-20%	-29%

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q

Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index (Public Use)

30 May 2024
Table 117

Q12. Below is a list of public services. Which of these, if any, have you or someone in your household used/interacted with in the last year?
Base: All UK adults, age 16+

	Gender		Age							Ethnicity		Working status		Education		Tenure			Annual household income					
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	Unwtd Total
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Your GP	5034	2346	2645	535	779	803	800	843	672	602	4386	601	2142	2871	1546	3444	3721	629	469	1015	1467	1151	447	5206
	86%acdk qrs	83% qrs	88%za	69% qrs	82% qrs	86% qrs	87% qrs	92% qrs	94% qrs	94% qrs	88% qrs	75% qrs	85% qrs	86% qrs	88% qrs	85% qrs	89% qrs	81% qrs	81% qrs	84% qrs	87% qrs	90% qrs	89% qrs	89% qrs
NHS hospitals	4483	2134	2310	494	698	709	706	757	594	524	3879	562	1901	2568	1397	3055	3320	572	413	900	1305	1020	398	4609
	76%ckr	76% qrs	77% qrs	63% qrs	73% qrs	76% qrs	76% qrs	82% qrs	83% qrs	82% qrs	78% qrs	70% qrs	76% qrs	77% qrs	80% qrs	75% qrs	79% qrs	74% qrs	72% qrs	74% qrs	78% qrs	79% qrs	79% qrs	78% qrs
Provision of recycling facilities	3424	1646	1751	268	444	540	610	627	501	433	3128	274	1488	1927	1201	2207	2785	320	212	627	992	880	350	3788
	58%cdko qrs	59% qrs	58% qrs	34% qrs	47% qrs	57% qrs	66% qrs	68% qrs	70% qrs	68% qrs	63% qrs	34% qrs	59% qrs	58% qrs	69% qrs	54% qrs	66% qrs	41% qrs	37% qrs	52% qrs	59% qrs	68% qrs	70% qrs	64% qrs
Train companies	3396	1726	1635	472	549	545	560	571	404	295	2995	380	1603	1784	1265	2109	2572	453	225	534	972	892	383	3326
	58%bikm ors	61%zb	54% ors	60% ors	58% ors	58% ors	61% ors	62% ors	57% ors	46% ors	60% ors	47% ors	64% ors	54% ors	72% ors	52% ors	61% ors	58% ors	39% ors	44% ors	58% ors	69% ors	76% ors	57% ors
Local bus services	3237	1564	1642	454	493	488	514	496	433	359	2788	419	1356	1872	1062	2155	2306	449	325	669	923	742	272	3257
	55%co	56% qrs	55% qrs	58% qrs	52% qrs	52% qrs	56% qrs	54% qrs	61% qrs	56% qrs	56% qrs	52% qrs	54% qrs	56% qrs	61% qrs	53% qrs	55% qrs	58% qrs	56% qrs	55% qrs	55% qrs	58% qrs	54% qrs	55% qrs
Local sports/leisure facilities	2192	1104	1073	301	351	434	414	333	223	137	1940	232	1075	1112	811	1369	1686	273	151	323	630	632	255	2179
	37%bhik mors	39%zb	36% mors	38% mors	37% mors	46% mors	45% mors	36% mors	31% mors	21% mors	38% mors	29% mors	43% mors	33% mors	46% mors	34% mors	40% mors	35% mors	26% mors	27% mors	37% mors	49% mors	51% mors	37% mors
Libraries	2057	898	1129	252	303	360	308	294	290	250	1760	276	784	1265	777	1263	1527	264	157	418	579	476	187	2132
	35%aglo r	32% r	38%za	32% r	32% r	38% r	33% r	32% r	41% r	39% r	35% r	35% r	31% r	38% r	44% r	31% r	36% r	34% r	27% r	34% r	34% r	37% r	37% r	36% r
Police	1165	621	536	137	258	220	196	176	101	76	1012	142	590	568	392	768	813	172	135	235	319	317	123	1105
	20%bhim	22%zb	18% hi	18% hi	27% hi	23% hi	21% hi	19% hi	14% hi	12% hi	20% hi	16% hi	24% hi	17% hi	22% hi	19% hi	19% hi	22% hi	23% hi	19% hi	19% hi	25% hi	25% hi	19% hi
Local secondary schools	1161	523	629	257	107	268	334	114	52	30	951	193	535	621	348	795	818	146	121	169	291	343	117	1009
	20%dghi jmst	19% jmst	21% jmst	33% jmst	11% jmst	28% jmst	36% jmst	12% jmst	7% jmst	5% jmst	19% jmst	24% jmst	21% jmst	19% jmst	20% jmst	20% jmst	19% jmst	19% jmst	21% jmst	14% jmst	17% jmst	27% jmst	23% jmst	17% jmst
Local primary schools	1128	482	641	128	226	368	191	95	79	41	912	197	553	571	406	716	777	169	130	176	369	307	105	1047
	19%aghi jmops	17% jmops	21% jmops	16% jmops	24% jmops	39% jmops	21% jmops	10% jmops	11% jmops	6% jmops	18% jmops	25% jmops	22% jmops	17% jmops	23% jmops	18% jmops	18% jmops	22% jmops	22% jmops	14% jmops	22% jmops	24% jmops	21% jmops	18% jmops
Social care services for adults	691	288	393	59	72	82	102	171	100	104	621	61	271	418	192	494	498	66	107	195	209	115	42	791
	12%acde kqu	10% kqu	13%za	8% kqu	8% kqu	9% kqu	11% kqu	19% kqu	14% kqu	16% kqu	12% kqu	8% kqu	11% kqu	13% kqu	11% kqu	12% kqu	12% kqu	8% kqu	19% kqu	16% kqu	12% kqu	9% kqu	8% kqu	13% kqu
Local nursery schools/classes	627	271	354	47	186	221	62	57	43	11	505	114	341	283	236	388	437	88	71	98	205	165	73	540
	11%cfgh jmoss	10% jmoss	12%za	6% jmoss	20% jmoss	24% jmoss	7% jmoss	6% jmoss	6% jmoss	2% jmoss	10% jmoss	14% jmoss	14% jmoss	9% jmoss	13% jmoss	10% jmoss	10% jmoss	11% jmoss	12% jmoss	8% jmoss	12% jmoss	13% jmoss	15% jmoss	9% jmoss
Council housing	545	238	300	77	110	106	87	87	52	26	431	105	203	337	97	442	149	72	289	224	149	70	24	520
	9%hijn puv	8% puv	10% puv	10% puv	12% puv	11% puv	9% puv	9% puv	7% puv	4% puv	9% puv	13% puv	8% puv	10% puv	6% puv	11% puv	4% puv	9% puv	50% puv	18% puv	9% puv	5% puv	5% puv	9% puv
Employment and skills support for adults	461	196	258	76	117	82	78	65	23	20	342	114	204	255	131	328	249	96	83	136	132	68	33	390
	8%hjpu	7% qrs	9% qrs	10% qrs	12% qrs	12% qrs	9% qrs	8% qrs	7% qrs	3% qrs	7% qrs	14% qrs	8% qrs	8% qrs	7% qrs	8% qrs	6% qrs	12% qrs	14% qrs	11% qrs	8% qrs	5% qrs	7% qrs	7% qrs
Services and support for children and young people (e.g. for children in care, family support services, Sure Start, Youth Justice)	428	201	223	58	75	119	83	61	21	11	367	54	230	197	157	267	271	66	67	90	119	114	44	396
	7%hmop	7% qrs	7% qrs	7% qrs	8% qrs	13% qrs	9% qrs	7% qrs	3% qrs	2% qrs	7% qrs	7% qrs	9% qrs	6% qrs	9% qrs	7% qrs	6% qrs	9% qrs	12% qrs	7% qrs	7% qrs	9% qrs	9% qrs	7% qrs
Courts	367	196	167	51	80	68	69	59	27	13	298	59	175	190	118	247	230	52	57	92	102	89	39	351
	6%hjpu	7% qrs	6% qrs	7% qrs	8% qrs	7% qrs	7% qrs	6% qrs	4% qrs	2% qrs	6% qrs	7% qrs	7% qrs	6% qrs	7% qrs	6% qrs	5% qrs	7% qrs	10% qrs	8% qrs	6% qrs	7% qrs	8% qrs	6% qrs
Don't know	110	50	53	49	22	11	16	6	4	2	69	31	30	60	17	71	50	5	16	14	16	8	1	82
	2%ghij nptuv	2% nptuv	2% nptuv	6% nptuv	2% nptuv	1% nptuv	2% nptuv	1% nptuv	1% nptuv	* nptuv	1% nptuv	4% nptuv	1% nptuv	2% nptuv	1% nptuv	2% nptuv	1% nptuv	1% nptuv	3% nptuv	1% nptuv	1% nptuv	1% nptuv	* nptuv	1% nptuv

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v

Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index (Public Use)

30 May 2024
Table 118

Q12. Below is a list of public services. Which of these, if any, have you or someone in your household used/interacted with in the last year?
Base: All UK adults, age 16+

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
Your GP	5034	4229	424	242	139	1152	806	2271	205	554	393	360	446	484	707	464	616	3944	1090	946	1012	1000	1026	1050	5206	
	86%pq	86%	86%	86%	85%	84%	85%	86%	87%	85%	82%	84%	87%	88%jp	87%jp	91%zijk p	81%	85%	89%zq	81%	86% s	85% s	88% s	89% zstu	89%	
NHS hospitals	4483	3769	372	221	121	1021	725	2023	186	484	352	329	396	422	636	400	564	3531	951	831	905	871	932	943	4609	
	76% s	76%	76%	78%	74%	75%	77%	77%	79%	75%	73%	77%	77%	77%	78%	79%	74%	76%	78%	71%	76% s	74%	80% zsu	80% zsu	78%	
Provision of recycling facilities	3424	2820	309	189	105	713	526	1581	125	334	255	245	281	331	522	368	360	2566	858	527	632	726	732	808	3788	
	58%aop qst	57%	63%a	67%za	64%za	52%	56%	60%a	53%	51%	53%	57%p	55%	60%ip	64%zhij klp	72%zhij klmnp	47%	55%	70%zq	45%	53% s	62% zst	62% zst	69% zstuv	64%	
Train companies	3396	2905	266	150	74	786	500	1619	128	380	278	195	305	323	513	307	476	2725	671	582	688	668	681	777	3326	
	58%dfkr s	59%zcd	54% d	53% d	46%	58%	53%	62%zf	55%	58% k	58% k	45%	59% k	59% k	63%zhk	60% k	63% zk	59%	55%	50%	58% s	57% s	58% s	66% zstuv	57%	
Local bus services	3237	2706	303	136	92	748	442	1515	135	339	274	200	242	265	406	304	539	2668	568	621	678	638	641	659	3257	
	55%cfkl mnr	55% c	62%zac	48%	57% c	55% f	47%	58% zf	58% klm	52%	57% klm	47%	47%	48%	50%	60% klkm n	71% zhij klmno	57% zr	47%	53%	57%	54%	55%	56%	55%	
Local sports/leisure facilities	2192	1831	176	105	80	494	341	996	106	232	156	144	197	222	325	198	251	1728	464	343	441	411	487	510	2179	
	37% s	37%	36%	37%	49% zabc	36%	36%	38%	45% zijk p	36%	32%	34%	38%	40% jp	40% jp	39%	33%	37%	38%	29%	37% s	35% s	42% zsu	43% zstu	37%	
Libraries	2057	1727	165	101	64	447	297	983	79	219	149	134	164	200	298	193	291	1622	434	356	422	385	419	475	2132	
	35%fs	35%	33%	36%	39%	33%	32%	37% zef	34%	34%	31%	31%	32%	36%	37%	38%	38%	35%	36%	30%	36% s	33%	36% s	40% zsu	36%	
Police	1165	974	100	54	36	288	174	512	58	139	91	73	101	106	165	96	145	952	213	245	253	216	219	231	1105	
	20% r	20%	20%	19%	22%	21%	18%	19%	25% k	21%	19%	17%	20%	20%	19%	20%	19%	20% r	17%	21%	21%	18%	19%	20%	20%	19%
Local secondary schools	1161	981	85	60	37	277	235	468	46	124	107	91	145	105	151	96	116	910	252	247	202	209	235	269	1009	
	20%gpt	20%	17%	21%	22%	20%	25% zeg	18%	20%	19%	22% p	21%	28% zhik mnop	19%	19%	19%	15%	20%	21%	21% t	17%	18%	20%	23% zstu	17%	
Local primary schools	1128	949	76	60	44	284	189	475	51	127	106	86	104	100	157	92	126	916	212	239	251	187	221	229	1047	
	19% u	19%	15%	21% b	27% zab	21%	20%	18%	22%	20%	22%	20%	20%	18%	19%	18%	17%	20%	17%	21% u	21% u	16%	19%	19%	18%	
Social care services for adults	691	564	64	38	24	168	120	276	32	82	54	52	68	68	100	57	51	539	152	125	149	130	149	138	791	
	12% gp	11%	13%	14%	15%	12%	13%	11%	14% p	13% p	11% p	12% p	13% p	12% p	12% p	11% p	7%	12%	12%	11%	13%	11%	13%	12%	13%	
Local nursery schools/classes	627	533	41	30	23	152	104	277	27	85	41	47	57	66	85	46	80	529	98	148	138	111	109	121	540	
	11% r	11%	8%	11%	14% zab	11%	11%	11%	11%	13%	8%	11%	11%	12%	10%	9%	11%	11% zr	8%	13% uv	12%	9%	9%	10%	9%	
Council housing	545	451	49	26	19	132	94	226	24	64	44	34	59	43	63	35	85	473	72	197	149	97	72	31	520	
	9%rvw	9%	10%	9%	12%	10%	10%	9%	10%	10%	9%	8%	12% o	8%	8%	7%	11% o	10% zr	6%	17% ztuv w	13% zuvw	8% w	6% w	3%	9%	
Employment and skills support for adults	461	399	28	19	14	108	80	212	13	53	41	34	45	45	53	33	81	389	71	137	110	74	71	69	390	
	8%rvw	8%	6%	7%	9%	8%	8%	8%	6%	8%	9%	8%	9%	8%	7%	6%	11% zno	8% zr	6%	12% zuvw	9% uvw	6%	6%	6%	7%	
Services and support for children and young people (e.g. for children in care, family support services, Sure Start, Youth Justice)	428	369	26	19	14	94	102	173	18	54	22	47	55	38	56	27	51	343	85	105	109	67	81	66	396	
	7% w	7%	5%	7%	8%	7%	11% zeg	7%	8%	8% j	5%	11% zjnop	11% zjo	7%	7%	5%	7%	7%	7%	9% uw	9% zuv	6%	7%	6%	7%	
Courts	367	306	36	14	12	92	45	168	13	45	34	18	27	32	46	35	56	305	62	79	80	74	79	56	351	
	6% p	6%	7%	5%	7%	7%	5%	6%	5%	7%	7%	4%	5%	6%	6%	7%	7%	7%	5%	7%	7%	6%	7%	5%	6%	
Don't know	110	90	12	5	4	30	18	42	2	21	7	9	9	10	9	6	17	105	5	49	21	20	8	11	82	
	2%rvw	2%	2%	2%	2%	2%	2%	2%	1%	3% zn	2%	2%	2%	2%	2%	1%	2%	2% zr	*	4% ztuvw	2%	2%	1%	1%	1%	

Fieldwork dates: 25th April - 1st May 2024

Respondent type: KnowledgePanel Members - UK, 16+

Source: Ipsos (JN J24-000725-01)

Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w

Overlap formulae used. * small base

KnowledgePanel UK: 240425A - Public Services Index (Public Use)

30 May 2024
Table 119

Q12. Below is a list of public services. Which of these, if any, have you or someone in your household used/interacted with in the last year?
Base: All UK adults, age 16+

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election				Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)		
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875	
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875	
Your GP	5034 86%	548 89%zbdefgh	764 84%	873 91%zbdefgh	430 81%	199 80%	672 85%	854 85%	687 84%	1505 90%zjlm n	1869 86%	733 88%	483 85%	3374 88%zj	1216 87%	1430 91%zq	1253 90%z	357 87%	5206 89%	
NHS hospitals	4483 76%	500 82%zbdegh	673 74%	733 77%	391 74%	178 71%	618 78%	767 76%	618 76%	1349 81%zjlm n	1664 77%	650 78%	413 73%	3014 79%zjl	1063 76%	1272 81%z	1112 80%z	326 79%	4609 78%	
Provision of recycling facilities	3424 58%dhklm	397 65%zbdeh	506 56% d	652 68%zbdefgh	215 41%	133 53% d	462 58% dh	626 62%zbdh	424 52% d	1180 71%zjkl mn	1307 60%zklm	445 53% ln	251 44%	2487 65%zjkl n	696 50% l	1010 64% z	883 63% z	304 74% zop	3788 64%	
Train companies	3396 58%chklno	407 66%zcdgh	550 61% ch	517 54%	299 57%	161 65% ch	437 55%	581 58%	437 54%	1183 71%zjkl mn	1294 60% klm	393 47%	238 42%	2477 65%zjkl n	630 45%	842 53%	927 67% zo	291 71% zo	3326 57%	
Local bus services	3237 55%acgho	306 50%	587 65%zacfgh	482 50%	350 66%zacfgh	176 70%zacfgh	428 54%	503 50%	401 49%	993 60%zjlm n	1197 55%	460 55%	290 51%	2190 57%zjlm	749 53%	777 49%	846 61% zo	239 58% o	3257 55%	
Local sports/leisure facilities	2192 37%hino	261 43%zcdh	341 38% h	328 34%	181 34%	96 38%	292 37%	432 43%zcdh	258 32%	765 46%zjkl mn	826 38% ln	292 38% ln	133 23%	1590 42%zjkl n	425 30% l	550 35%	593 43% zo	154 37%	2179 37%	
Libraries	2057 35%lno	236 39%	307 34%	353 37%	187 36%	95 38%	267 34%	337 33%	273 33%	662 40%zjkl mn	762 35%	272 33%	172 30%	1424 37%zjkl n	445 32%	488 31%	560 40% zo	164 40% o	2132 36%	
Police	1165 20% c	121 20%	185 20%	158 17%	97 18%	66 26% c	150 19%	206 20%	181 22% c	340 20% z	444 21%	169 20%	93 16%	784 20% z	262 19%	299 19%	329 24% zoq	65 16%	1105 19%	
Local secondary schools	1161 20% o	120 19%	157 17%	166 17%	113 21%	39 16%	172 22% c	228 23% zbc	165 20%	382 23%zjlm n	396 18%	160 19%	98 17%	778 20% j	259 18%	243 15%	261 19% o	81 20%	1009 17%	
Local primary schools	1128 19% o	107 18%	170 19%	178 19%	106 20%	32 13%	153 19%	204 20%	176 22% e	325 20% z	404 19%	188 23% zln	91 16%	729 19%	279 20% l	253 16%	296 21% o	71 17%	1047 18%	
Social care services for adults	691 12% d	82 13% d	94 10%	131 14% de	38 7%	18 7%	101 13% d	114 11%	111 14% d	199 12% z	257 12%	104 12%	69 12%	456 12%	173 12%	216 14% z	175 13%	62 15%	791 13%	
Local nursery schools/classes	627 11% q	77 13% e	103 11%	89 9%	57 11%	15 6%	88 11%	106 10%	92 11%	165 10% z	220 10%	118 14% zjlm	56 10%	385 10%	174 12% zlm	150 10%	183 13% zoq	29 7%	540 9%	
Council housing	545 9%cgijmoq	54 9%	95 10% c	61 6%	53 10%	40 16%zacfg	76 10% c	74 7%	89 11% cg	83 5% z	168 8% im	113 14% zjlm	106 19% zijkm	251 7% i	219 16% zijkm	106 7%	166 12% zoq	21 5%	520 9%	
Employment and skills support for adults	461 8% acimo	29 5%	68 8%	53 6%	52 10% ac	41 16%zabcfgh	64 8% a	78 8%	74 9% ac	85 5% z	174 8% im	76 9% im	62 11% zim	259 7% i	138 10% zim	79 5%	132 9% zo	24 6%	390 7%	
Services and support for children and young people (e.g. for children in care, family support services, Sure Start, Youth Justice)	428 7% o	44 7%	59 6%	58 6%	37 7%	17 7%	69 9%	74 7%	70 9%	126 8% z	150 7%	68 8%	39 7%	276 7%	108 8%	73 5%	125 9% zo	31 7% o	396 7%	
Courts	367 6% co	36 6%	63 7%	44 5%	34 6%	25 10% c	46 6%	61 6%	56 7%	107 6% z	127 6%	50 6%	34 6%	234 6%	84 6%	82 5%	94 7%	21 5%	351 6%	
Don't know	110 2% cijmop	10 2%	16 2%	9 1%	14 3%	11 5% zcg	13 2%	12 1%	23 3% cg	* 8% z	25 1% i	12 1% i	12 2% im	33 1% i	25 2% im	9 1%	12 1%	4 1%	82 1%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * = small base

KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 120

Q17. How likely do you believe that public services will see improvement, if at all ...?
- SUMMARY TABLE
Base: All UK adults, age 16+

	Within the next 2-3 years	Within the next 10 years	Within the next 20 years
Unweighted Total	5875	5875	5875
Weighted Total	5874	5874	5874
Very likely	76 1%	242 4%	623 11%
Fairly likely	903 15%	2216 38%	2223 38%
Not very likely	3483 59%	2406 41%	1826 31%
Not at all likely	1172 20%	629 11%	538 9%
Don't know	240 4%	380 6%	665 11%
Likely	979 17%	2459 42%	2845 48%
Not likely	4655 79%	3035 52%	2364 40%
NET Likely: likely-not likely	-63%	-10%	8%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 121

Q17_S1. How likely do you believe that public services will see improvement, if at all ...?
- Within the next 2-3 years
Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very likely	76	55	19	20	14	19	12	3	7	1	44	28	40	31	20	52	39	12	15	15	33	9	8	56
	1%abgijm	2%zb	1%	3%gi	1%gi	2%gi	1%gi	*	1%i	*	1%	4%zj	2%	1%	1%	1%	1%	2%	3%zp	1%	2%zu	1%	2%	1%
Fairly likely	903	466	425	213	170	143	125	90	76	85	711	184	390	510	316	577	619	142	87	170	249	223	91	753
	15%abghj	17%b	14%	27%zdef	18%gh	15%gh	14%g	10%	11%	13%g	14%	23%zj	16%	15%	18%zo	14%	15%	18%	15%	14%	15%	17%	18%	13%
Not very likely	3483	1573	1884	402	524	528	564	570	465	429	3038	413	1474	1998	1035	2420	2571	421	310	724	997	807	280	3571
	59%ackq	56%	63%za	51%	55%	56%	61%cd	62%zcde	65%zcde	67%zdef	61%zk	52%	59%	60%	59%	60%	61%zqr	54%	54%	60%	59%	63%zv	56%	61%
Not at all likely	1172	629	533	102	194	208	186	224	147	112	1024	127	528	636	325	836	845	170	122	262	345	216	116	1282
	20%bcu	22%zb	18%	13%	20%c	22%cl	20%c	24%zcfh	21%c	17%	20%z	16%	21%	19%	19%	21%	20%	22%	21%	22%u	20%u	17%	23%u	22%
Don't know	240	88	143	44	51	42	36	33	19	15	184	47	74	148	55	169	125	31	43	42	59	30	7	213
	4%ahijl	3%	5%za	6%hi	5%hi	4%i	4%	4%	3%	2%	4%	6%	3%	4%i	3%	4%	3%	4%	7%zpq	3%v	4%v	2%	1%	4%
Likely	979	521	444	232	184	162	138	94	83	86	756	213	430	542	336	629	658	155	101	185	281	232	99	809
	17%abghi	19%zb	15%	30%zdef	19%ghi	17%gh	15%gh	10%	12%	13%	15%	27%zj	17%	16%	19%zo	16%	16%	20%p	18%	15%	17%	18%	20%	14%
Not likely	4655	2202	2417	504	718	736	751	794	612	541	4061	541	2002	2634	1360	3256	3415	591	432	986	1341	1023	396	4853
	79%cdkr	78%	80%z	65%	75%c	78%c	81%cd	86%zcde	86%zcde	84%zcde	81%zk	68%	80%	79%	78%	80%z	81%zqr	76%	75%	81%	80%	80%	79%	83%
NET Likely: likely-not likely	-63%	-60%	-66%	-35%	-56%	-61%	-66%	-76%	-74%	-71%	-66%	-41%	-63%	-63%	-58%	-65%	-66%	-56%	-57%	-66%	-63%	-62%	-59%	-69%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 122

Q17_S1. How likely do you believe that public services will see improvement, if at all ...?
- Within the next 2-3 years
Base: All UK adults, age 16+

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
Very likely	76 1%rv	71 1%	3 1%	1 1%	* *	24 2%	13 1%	35 1%	11 5%zijl no	6 1%	6 1%	10 2%	3 1%	4 1%	9 1%	3 1%	18 2%	72 2%zr	4 *	29 2%zvw	19 2%v	13 1%v	3 *	12 1%	56 1%	
Fairly likely	903 15%bd	793 16%zbd	50 10%	46 16%bd	14 9%	215 16%	143 15%	435 17%	39 17%	98 15%	77 16%	71 16%	72 14%	80 15%	128 16%	75 15%	152 20%zl	728 16%	175 14%	171 15%	180 15%	185 16%	172 15%	194 17%	753 13%	
Not very likely	3483 59%qst	2953 60%	276 56%	155 55%	99 61%	787 58%	566 60%	1600 61%	130 55%	385 59%	272 57%	255 59%	311 61%	330 60%	481 59%	341 67%kzhij knp	449 59%	2711 58%	772 63%zq	630 54%	637 54%	731 62%kst	736 63%zst	749 64%zst	3571 61%	
Not at all likely	1172 20%agop w	915 19%	150 30%zac	66 23%a	41 25%za	272 20%	186 20%	458 17%	49 21%p	116 18%	106 22%op	82 19%p	104 20%p	107 19%p	170 21%p	80 16%	101 13%	935 20%	237 19%	261 22%uw	283 24%zuvw	214 18%	220 19%	194 17%	1282 22%	
Don't know	240 4%oruw	205 4%	14 3%	13 5%	8 5%	67 5%	36 4%	102 4%	5 2%	44 7%zhkno	18 4%	13 3%	23 4%	28 5%o	23 3%	10 2%	40 5%o	207 4%zr	33 3%	77 7%zuuvw	64 5%zuw	32 3%	40 3%	27 2%	213 4%	
Likely	979 17%bd	864 18%zbd	53 11%	47 17%bd	15 9%	238 17%	156 17%	470 18%	51 22%	104 16%	83 17%	80 19%	76 15%	85 15%	137 17%	78 15%	170 22%zilm no	800 17%	179 15%	199 17%	199 17%	199 17%	175 15%	207 18%	809 14%	
Not likely	4655 79%apqs	3868 78%	426 86%zac	221 78%	140 86%zac	1058 78%	752 80%	2058 78%	179 76%	501 77%	378 79%	336 78%	416 81%p	437 79%p	650 80%p	421 83%p	549 72%	3646 78%	1009 83%zq	891 76%	920 78%	945 80%	956 82%a	943 80%	4853 83%	
NET Likely: likely-not likely		-63%	-61%	-76%	-62%	-77%	-60%	-63%	-60%	-55%	-61%	-62%	-60%	-66%	-64%	-63%	-67%	-50%	-61%	-68%	-59%	-61%	-63%	-67%	-63%	-69%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 123

Q17_S1. How likely do you believe that public services will see improvement, if at all ...?

- Within the next 2-3 years

Base: All UK adults, age 16+

	Total (z)	ONS Area supergroup (LA Level)								Social grade						Voted in 2019 General Election			Unwtd Total
		Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very likely	76 1%cm	3 *	18 2%ac	3 *	18 3%zacfgh	7 3%ac	7 1%	12 1%	8 1%	17 1%	2165 1%	8 1%	7 1%	36 1%	15 1%	16 1%	18 1%	2 1%	56 1%
Fairly likely	903 15%lko	99 16%f	161 18%cf	130 14%	93 18%f	62 25%zacfgh	83 10%	144 14%f	127 16%f	292 18%zkn	326 15%k	97 12%	92 16%kn	618 16%k	189 13%k	148 9%	289 21%zo	69 17%o	753 13%
Not very likely	3483 59%p	393 64%zbeh	506 56%	601 63%zbeh	302 57%	130 52%	465 59%	617 61%	464 57%	1026 62%l	1306 60%	506 61%	314 55%	2332 61%zl	820 58%	1016 65%zp	769 55%	261 64%p	3571 61%
Not at all likely	1172 20%elq	100 16%	178 20%	193 20%e	85 13%	32 13%	212 27%zabdcdegh	203 20%e	168 21%e	293 18%	448 21%l	186 22%l	130 23%l	740 19%l	317 23%zim	355 23%zpq	261 19%	61 15%	1282 22%
Don't know	240 4%ijmo	17 3%	42 5%	28 3%	31 6%c	19 8%zacfg	23 3%	32 3%	48 6%zacfg	38 2%	66 3%	37 4%im	25 4%l	105 3%	62 4%im	40 3%	56 4%	19 4%	213 4%
Likely	979 17%cfkno	102 17%f	180 20%zcfg	134 14%	110 21%cf	69 28%zacfgh	90 11%	155 15%f	135 17%f	309 19%zkn	345 16%	106 13%	99 17%kn	654 17%k	205 15%k	164 10%	307 22%zo	71 17%o	809 14%
Not likely	4655 79%bdep	493 80%de	684 76%e	794 83%zbdeh	387 73%	162 65%	677 86%zabdegh	820 81%bde	631 77%e	1318 79%	1754 81%z	692 83%z	445 78%	3072 80%z	1137 81%	1371 87%zpq	1030 74%	322 78%	4853 83%
NET Likely: likely-not likely	-63%	-64%	-56%	-69%	-52%	-37%	-74%	-66%	-61%	-61%	-65%	-70%	-61%	-63%	-66%	-77%	-52%	-61%	-69%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 124

Q17_S2. How likely do you believe that public services will see improvement, if at all ...?
- Within the next 10 years
Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very likely	242	146	93	65	41	37	35	25	22	17	197	44	103	139	79	157	145	47	34	43	63	60	29	205
	4%bghjp	5%zb	3%	8%zdefg	4%	4%	4%	3%	3%	3%	4%	5%	4%	4%	5%	4%	3%	6%zp	6%p	4%	4%	5%	6%	3%
Fairly likely	2216	1036	1160	380	394	355	327	282	231	247	1832	361	977	1235	769	1432	1630	303	167	413	617	550	230	2044
	38%ghjors	37%	39%	49%zefg	41%fgh	38%gh	35%g	31%	32%	39%gh	37%	45%zj	39%	37%	44%zo	35%	39%zr	39%r	29%	34%	37%	43%zst	46%zst	35%
Not very likely	2406	1154	1231	224	328	360	396	442	348	307	2115	262	997	1394	674	1708	1773	261	243	516	713	515	181	2593
	41%cdknq	41%	41%	29%	34%	38%c	43%cd	48%zcde	49%zcde	48%zcde	42%zk	33%	40%	42%	39%	42%zn	42%zq	34%	42%q	43%v	42%v	40%	36%	44%
Not at all likely	629	335	290	63	136	126	91	110	60	44	555	68	302	326	137	485	421	115	76	163	208	99	50	651
	11%bhimnpu	12%zb	10%	8%	14%zcfh	13%zcfh	10%	12%hi	8%	7%	11%z	9%	12%zm	10%	8%	12%zn	10%	15%zp	13%	13%zu	12%zu	8%	10%	11%
Don't know	380	139	230	48	55	61	75	62	53	26	301	65	127	229	91	271	229	50	58	79	81	62	12	382
	6%aijlnptuv	5%	8%za	6%	6%	7%	8%zi	7%i	7%i	4%	6%	8%	5%	7%i	5%	7%	5%	6%	10%zp	6%v	5%	5%	2%	7%
Likely	2459	1182	1253	445	434	393	362	307	253	264	2029	405	1080	1374	848	1590	1775	351	200	456	680	609	259	2249
	42%ghjors	42%	42%	57%zdef	46%fgh	42%gh	39%g	33%	35%	41%gh	41%	51%zj	43%	41%	48%zo	39%	42%r	45%r	35%	38%	40%	47%zst	52%zst	38%
Not likely	3035	1489	1521	287	464	485	487	552	408	351	2670	331	1299	1720	812	2193	2194	376	319	679	921	614	231	3244
	52%cknuv	53%	51%	37%	49%c	52%c	53%c	60%zcde	57%zcde	55%cfi	53%zk	41%	52%	52%	46%	54%zn	52%	48%	55%	56%zuv	55%zuv	48%	46%	55%
NET Likely: likely-not likely	-10%	-11%	-9%	20%	-3%	-10%	-14%	-27%	-22%	-14%	-13%	9%	-9%	-10%	2%	-15%	-10%	-3%	-20%	-18%	-14%	*	5%	-17%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 125

Q17_S2. How likely do you believe that public services will see improvement, if at all ...?
- Within the next 10 years
Base: All UK adults, age 16+

	Total (z)	Country				England region (Net)			England region										Urbanity			IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (r)	Rural (s)	1 - Most deprived (t)	2 (u)	3 (v)	4 (w)	5 - Least deprived (x)			
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875		
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875		
Very likely	242	212	12	12	6	67	37	108	15	28	25	25	12	9	30	11	57	203	39	65	49	34	40	53	205		
	4% _m	4%	2%	4%	4%	5%	4%	4%	6% _{lmo}	4% _m	5% _{lmo}	6% _{lmo}	2%	2%	4%	2%	8% _{zlmno}	4%	3%	6% _{zuv}	4%	3%	3%	5%	3%		
Fairly likely	2216	1926	144	95	52	503	371	1052	85	239	179	161	210	213	306	212	321	1765	451	369	427	488	425	508	2044		
	38% _{bds}	39% _{zabcd}	29%	34%	32%	37%	39%	40% _z	36%	37%	37%	37%	41%	39%	38%	42%	42%	38%	37%	32%	36%	42% _{zstv}	36%	43% _{zstv}	35%		
Not very likely	2406	1997	219	117	73	540	385	1071	83	264	193	169	216	237	348	217	268	1847	559	469	457	492	520	469	2593		
	41% _{pq}	40%	44%	41%	45%	40%	41%	41%	35%	41%	40%	39%	42%	43% _p	43% _p	43% _p	35%	40%	46% _{zq}	40%	39%	42%	44% _{zt}	40%	44%		
Not at all likely	629	481	87	40	21	156	104	220	37	65	54	54	51	48	79	42	51	528	102	168	158	98	104	101	651		
	11% _{agpr}	10%	18% _{za}	14% _{za}	13% _a	11% _g	11% _g	8%	16% _{zlmn}	10%	11% _p	13% _p	10%	9%	10%	8%	7%	11% _{zr}	8%	14% _{zuvw}	13% _{zuvw}	8%	9%	9%	11%		
Don't know	380	322	30	18	10	97	46	179	15	54	28	22	24	43	47	27	62	310	71	96	93	64	82	46	382		
	6% _w	7%	6%	7%	6%	7%	5%	7%	6%	8%	6%	5%	5%	8%	6%	5%	8%	7%	6%	8% _{zlw}	8% _w	5%	7% _w	4%	7%		
Likely	2459	2138	156	107	58	570	408	1160	99	267	204	185	223	222	336	223	378	1969	490	434	476	522	465	561	2249		
	42% _{bds}	43% _{zabcd}	32%	38%	36%	42%	43%	44% _z	42%	41%	42%	43%	43%	40%	41%	44%	50% _{zlmn}	42%	40%	37%	40%	44% _s	40%	48% _{zstv}	38%		
Not likely	3035	2477	306	157	95	697	490	1291	121	328	248	223	267	285	427	259	319	2374	661	636	615	590	624	570	3244		
	52% _{agpw}	50%	62% _{za}	56% _a	58% _{za}	51%	52%	49%	51% _p	51% _p	52% _p	52% _p	52% _p	52% _p	53% _p	51% _p	42%	51%	54%	55% _w	52%	50%	53%	48%	55%		
NET Likely: likely-not likely	-10%	-7%	-31%	-18%	-22%	-9%	-9%	-5%	-9%	-9%	-9%	-9%	-9%	-11%	-11%	-7%	8%	-9%	-14%	-17%	-12%	-6%	-14%	-1%	-17%		

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 126

Q17_S2. How likely do you believe that public services will see improvement, if at all ...?
- Within the next 10 years
Base: All UK adults, age 16+

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)	
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875
Very likely	242	16	44	24	25	34	23	43	33	86	65	30	23	151	53	34	84	11	205
	4% _{cjo}	3%	5% _c	3%	5%	14% _{zabcdfgh}	3%	4%	4%	5% _{zjm}	3%	4%	4%	4% _{aj}	4%	2%	6% _{zoq}	3%	3%
Fairly likely	2216	256	355	328	230	100	254	391	299	713	844	268	206	1558	474	517	595	196	2044
	38% _{cfkno}	42% _{cf}	39% _f	34%	44% _{cf}	40%	32%	39% _f	37%	43% _{zklm39%kn}	32%	36%	36%	41% _{zkn}	34%	33%	43% _{zo}	48% _{zo}	35%
Not very likely	2406	267	338	447	189	81	337	431	312	673	912	354	223	1585	577	759	497	151	2593
	41% _{ep}	44% _e	37%	47% _{zbdeh}	36%	32%	43% _e	43% _{be}	38%	40%	42%	42%	39%	41%	41%	48% _{zpq}	36%	37%	44%
Not at all likely	629	46	106	98	36	14	126	93	109	112	234	119	81	345	200	195	118	28	651
	11% _{adimpq}	8%	12% _{ade}	10%	7%	6%	16% _{zabcddeg}	9%	13% _{zadeg}	7%	11% _{im}	14% _{zjim}	14% _{zim}	9% _i	14% _{zjim}	12% _{zpq}	8%	7%	11%
Don't know	380	28	64	59	47	21	50	49	62	81	109	63	36	191	100	71	99	24	382
	6% _{gjmo}	5%	7%	6%	9% _{ag}	8%	6%	5%	8% _g	5%	5%	8% _{ijm}	6%	5%	7% _{ijm}	5%	7% _o	6%	7%
Likely	2459	272	399	352	255	134	277	434	332	799	910	298	228	1709	526	550	679	208	2249
	42% _{cfkno}	44% _{cf}	44% _{cf}	37%	48% _{zcfh}	54% _{zcfgh}	35%	43% _{cf}	41%	48% _{zjkl}	42% _{kn}	36%	40%	45% _{zjkn}	38%	35%	49% _{zo}	50% _{zo}	38%
Not likely	3035	313	443	545	225	95	463	525	421	785	1146	473	304	1931	777	953	615	180	3244
	52% _{deimpq}	51% _{de}	49% _e	57% _{zbde}	43%	38%	59% _{zabdeg}	52% _{de}	52% _{de}	47%	53% _{im}	57% _{zim}	53% _i	50% _i	55% _{zim}	61% _{zpq}	44%	44%	55%
NET Likely: likely-not likely	-10%	-7%	-5%	-20%	6%	16%	-24%	-9%	-11%	1%	-11%	-21%	-13%	-6%	-18%	-26%	5%	7%	-17%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 127

Q17_S3. How likely do you believe that public services will see improvement, if at all ...?
- Within the next 20 years
Base: All UK adults, age 16+

	Gender			Age							Ethnicity		Working status		Education		Tenure			Annual household income				Unwtd Total
	Total (z)	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	White (including White minorities) (j)	Ethnic minorities (excluding White minorities) (k)	Working full-time (l)	Not working full-time (m)	Graduates (Degree/ Master/ PhD/ above) (n)	Non-graduates (o)	Owned outright/ buying on mortgage (p)	Rent from private landlord (q)	Rent from council/ housing association (r)	Up to £25,999 (s)	£26,000 up to £51,999 (t)	£52,000 up to £99,999 (u)	£100,000 and above (v)	
Unweighted Total	5875	2816	3004	303	476	797	991	1382	1276	650	5357	447	2241	3597	1807	3998	4562	566	542	1407	1804	1180	428	5875
Weighted Total	5874	2811	3004	781	953	939	924	921	714	642	5001	800	2506	3323	1750	4053	4198	777	577	1213	1682	1285	502	5875
Very likely	623	335	282	170	120	95	64	59	54	61	492	121	239	380	189	426	399	101	62	125	163	145	59	517
	11%bfgh	12%zb	9%	22%zdef	13%fgh	10%fg	7%	6%	8%	9%g	10%	15%kzj	10%	11%	11%	11%	9%	13%p	11%	10%	10%	11%	12%	9%
Fairly likely	2223	1007	1192	323	391	353	369	303	238	245	1874	325	999	1218	758	1447	1653	286	200	424	611	538	224	2119
	38%agjh	36%	40%za	41%gh	41%gh	38%g	40%gh	33%	33%	38%g	37%	41%	40%zm	37%	43%zo	36%	39%z	37%	35%	35%	36%	42%zst	45%zst	36%
Not very likely	1826	897	915	144	244	295	301	344	267	232	1625	182	795	1020	498	1312	1347	218	181	408	559	397	155	1988
	31%cdkn	32%	30%	18%	26%c	31%cd	33%cd	37%zcde	37%zcde	36%zcd	32%zk	23%	32%	31%	28%	32%zn	32%z	28%	31%	34%	33%	31%	31%	34%
Not at all likely	538	280	254	64	111	107	85	90	50	30	461	72	251	286	120	412	355	93	64	134	173	85	44	544
	9%hinp	10%	8%	8%	12%hi	11%zhi	9%i	10%hi	7%	5%	9%	9%	10%	9%	7%	10%zn	8%	12%p	11%	11%zu	10%u	7%	9%	9%
Don't know	665	291	361	81	87	90	106	124	105	73	548	100	221	420	185	456	445	79	70	123	176	120	20	707
	11%ijpu	10%	12%	10%	9%	10%	11%	13%zde	15%zdef	11%	11%	12%	9%	13%zl	11%	11%	11%	10%	12%	10%v	10%v	9%v	4%	12%
Likely	2845	1342	1474	492	511	448	433	363	293	306	2366	447	1239	1598	947	1873	2051	387	261	549	774	683	283	2636
	48%ghjo	48%	49%	63%zdef	54%zfg	48%gh	47%gh	39%	41%	48%gh	47%	56%kzj	49%	48%	54%zo	46%	49%	50%	45%	45%	46%	53%zst	56%zst	45%
Not likely	2364	1177	1169	208	355	402	386	434	316	263	2086	254	1046	1305	618	1725	1701	311	245	542	732	482	199	2532
	40%ckn	42%	39%	27%	37%c	43%c	42%c	47%zcdf	44%zcd	41%ci	42%zk	32%	42%	39%	35%	43%zn	41%	40%	42%	45%zu	44%zu	37%	40%	43%
NET Likely: likely-not likely	8%	6%	10%	36%	16%	5%	5%	-8%	-3%	7%	6%	24%	8%	9%	19%	4%	8%	10%	3%	1%	2%	16%	17%	2%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f/g/h/i - z/j/k - z/l/m - z/n/o - z/p/q/r - z/s/t/u/v
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 128

Q17_S3. How likely do you believe that public services will see improvement, if at all ...?

- Within the next 20 years

Base: All UK adults, age 16+

	Total (z)	Country				England region (Net)			England region										Urbanity		IMD Quintile					Unwtd Total
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North (e)	Midlands (f)	South (g)	North East (h)	North West (i)	Yorkshire and The Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	South East (n)	South West (o)	London (p)	Urban (q)	Rural (r)	1 - Most deprived (s)	2 (t)	3 (u)	4 (v)	5 - Least deprived (w)		
Unweighted Total	5875	4241	516	542	576	1224	844	2173	230	548	446	410	434	481	678	523	491	4402	1473	1080	1210	1186	1197	1202	5875	
Weighted Total	5874	4937	492	282	163	1364	944	2630	235	649	479	429	514	551	811	510	759	4653	1221	1167	1183	1176	1172	1177	5875	
Very likely	623 11%v	538 11%	37 8%	28 10%	19 12%b	160 12%	98 10%	279 11%	23 10%	78 12%	59 12%	46 11%	52 10%	50 9%	94 12%	41 8%	95 13%o	507 11%	116 9%	132 11%v	131 11%	126 11%	96 8%	138 12%v	517 9%	
Fairly likely	2223 38%bs	1917 39%zbd	154 31%	98 35%	54 33%	512 38%	378 40%	1027 39%	90 38%	236 36%	187 39%	167 39%	211 41%	191 35%	292 36%	223 44%zimm	321 42%im	1767 38%	455 37%	378 32%	421 36%	473 40%ss	451 38%ss	501 43%zst	2119 36%	
Not very likely	1826 31%	1512 31%	171 35%	89 32%	54 33%	403 30%	278 30%	830 32%	64 27%	202 31%	138 29%	130 30%	149 29%	192 35%p	271 33%p	164 32%	203 27%	1415 30%	411 34%	368 32%	368 31%	369 31%	378 32%	343 29%	1988 34%	
Not at all likely	538 9%agprv	418 8%	72 15%za	31 11%	17 10%	128 9%	93 10%	197 7%	34 15%zimno	49 8%	45 9%	45 10%p	48 9%	44 8%	70 9%	35 7%	47 6%	448 10%r	89 7%	152 13%zuvw	124 11%vw	90 8%	84 7%	87 7%	544 9%	
Don't know	665 11%w	552 11%	58 12%	35 12%	19 11%	159 12%	96 10%	297 11%	24 10%	84 13%	51 11%	42 10%	55 11%	74 13%	83 10%	47 9%	92 12%	515 11%	149 12%	137 12%	139 12%	118 10%	164 14%zuw	107 9%	707 12%	
Likely	2845 48%bs	2455 50%zb	191 39%	126 45%	73 45%	673 49%	476 50%	1306 50%	112 48%	314 48%	246 51%	213 50%	263 51%	241 44%	386 48%	263 52%im	416 55%zmm	2274 49%	571 47%	510 44%	551 47%	599 51%ss	546 47%	639 54%zstv	2636 45%	
Not likely	2364 40%apw	1930 39%	243 49%za	121 43%	71 43%	532 39%	371 39%	1027 39%	98 42%	251 39%	182 38%	175 41%p	197 38%	236 43%p	342 42%p	199 39%	250 33%	1863 40%	501 41%	520 45%zuvw	493 42%w	459 39%	462 39%	430 37%	2532 43%	
NET Likely: likely-not likely	8%	11%	-10%	2%	2%	10%	11%	11%	6%	10%	13%	9%	13%	1%	5%	13%	22%	9%	6%	-1%	5%	12%	7%	18%	2%	

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/fig - z/h/i/j/k/l/m/n/o/p - z/q/r - z/s/t/u/v/w
Overlap formulae used. * small base



KnowledgePanel UK: 240425A - Public Services Index
(Public Use)

30 May 2024
Table 129

Q17_S3. How likely do you believe that public services will see improvement, if at all ...?
- Within the next 20 years
Base: All UK adults, age 16+

	ONS Area supergroup (LA Level)									Social grade						Voted in 2019 General Election			Unwtd Total	
	Total (z)	Affluent England (a)	Business, Education and Heritage Centres (b)	Countryside Living (c)	Ethnically Diverse Metropolitan Living (d)	London Cosmopolitan (e)	Services and Industrial Legacy (f)	Town and Country Living (g)	Urban Settlements (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	ABC1 (m)	C2DE (n)	Conservative (o)	Labour (p)	Liberal Democrat (q)		
Unweighted Total	5875	512	861	1115	334	169	919	1262	697	1739	2141	873	625	3880	1498	1717	1309	433	5875	
Weighted Total	5874	613	906	956	528	250	790	1007	815	1666	2165	835	569	3830	1403	1575	1393	412	5875	
Very likely	623 11%jo	69 11%	94 10%	85 9%	62 12%	39 16%cf	73 9%	118 12%	83 10%	222 13%zjmn	189 9%	88 11%	55 10%	411 11%j	144 10%	114 7%	179 13%zoq	32 8%	517 9%	
Fairly likely	2223 38%fk	228 37%	355 39%	359 38%	212 40%	117 47%zcfh	267 34%	390 39%	290 36%	691 42%zkn	849 39%kn	261 31%	208 37%	1541 40%zkn	469 33%	564 36%	545 39%	184 45%zo	2119 36%	
Not very likely	1826 31%e	203 33%e	264 29%e	320 33%e	149 28%	49 20%	259 33%e	319 32%e	259 32%e	498 30%	702 32%	276 33%	182 32%	1200 31%	459 33%	576 37%zpq	413 30%	120 29%	1988 34%	
Not at all likely	538 9%eimpq	50 8%	94 10%e	77 8%	37 7%	10 4%	107 14%zacdeg	78 8%	83 10%e	93 6%	199 9%im	97 12%zim	70 12%zim	292 8%i	167 12%zjm	178 11%zpq	96 7%	22 5%	544 9%	
Don't know	665 11%imo	63 10%	99 11%	115 12%	68 13%	34 14%	84 11%	102 10%	99 12%	161 10%	226 10%	112 13%im	54 9%	388 10%	165 12%	142 9%	160 12%	55 13%o	707 12%	
Likely	2845 48%fkno	297 48%	448 49%f	444 46%	273 52%f	156 63%zabcfgh	339 43%	508 50%f	374 46%	913 55%zjkl	1038 48%kn	349 42%	263 46%	1952 51%zjkn	612 44%	678 43%	724 52%zo	215 52%o	2636 45%	
Not likely	2364 40%eimpq	253 41%e	359 40%e	397 42%e	186 35%e	60 24%	366 46%zbddeg	397 39%e	342 42%e	591 35%	900 42%im	374 45%zim	252 44%im	1491 39%i	626 45%zim	755 48%zpq	509 37%	142 34%	2532 43%	
NET Likely: likely-not likely		8%	7%	10%	5%	17%	39%	-3%	11%	4%	19%	6%	-3%	2%	12%	-1%	-5%	15%	18%	2%

Fieldwork dates: 25th April - 1st May 2024
Respondent type: KnowledgePanel Members - UK, 16+
Source: Ipsos (JN J24-000725-01)
Filename : 24-000725_ADHOC_240425A_PSI_wtd_v1_PublicUse
Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d/e/f/g/h - z/i/j/k/l/m/n - z/o/p/q
Overlap formulae used. * small base

