

Public Works & Services Survey

CATI Fieldwork : October 8th-10th 2010

Absolutes/col percents

Table 1

Q.1 I am going to read out a list of public works and services that are usually provided by the Government.

Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them?

Summary Table

Base: All respondents

		Public Works & Services					
		Public transport	Roads and Highways	Electricity and gas supply to homes	Drinking water and sewage	Flood defences	Disposal of rubbish and waste
Unweighted base		1002	1002	1002	1002	1002	1002
Weighted base		1002	1002	1002	1002	1002	1002
NET: Satisfied		650 65%	591 59%	852 85%	896 89%	673 67%	782 78%
Very satisfied	(4)	200 20%	112 11%	343 34%	414 41%	218 22%	352 35%
Fairly satisfied	(3)	450 45%	479 48%	509 51%	482 48%	455 45%	430 43%
Fairly dissatisfied	(2)	142 14%	217 22%	76 8%	46 5%	86 9%	124 12%
Very dissatisfied	(1)	94 9%	176 18%	58 6%	51 5%	57 6%	89 9%
NET: Dissatisfied		235 23%	393 39%	135 13%	97 10%	143 14%	213 21%
Don't know		117 12%	18 2%	16 2%	10 1%	186 19%	7 1%
Mean		2.85	2.53	3.15	3.27	3.02	3.05
Standard deviation		0.89	0.91	0.80	0.77	0.81	0.91
Standard error		0.03	0.03	0.03	0.02	0.03	0.03

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Table 2

Q.1 I am going to read out a list of public works and services that are usually provided by the Government.

Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them?

Public transport

Base: All respondents

	Gender			Age						Social Grade				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land	
Unweighted base	1002	447	555	84	128	162	210	167	251	329	186	169	318	269	262	246	138	87	
Weighted base	1002	491	511	120	161	191	171	150	210	271	291	211	230	255	264	251	145	87	
NET: Satisfied	650 65%	313 64%	336 66%	78 65%	102 64%	123 64%	101 59%	102 68%	144 68%	168 62%	187 64%	138 66%	157 68%	184 72%	162 61%	156 62%	89 62%	59 67%	
Very satisfied	(4) 20%	200 20%	98 20%	101 20%	21 17%	32 20%	30 16%	30 17%	31 21%	56 27%	40 15%	43 15%	51 24%	65 28%	56 22%	41 16%	51 20%	30 21%	21 24%
Fairly satisfied	(3) 45%	450 44%	215 44%	235 46%	57 48%	71 44%	92 48%	71 42%	71 47%	88 42%	128 47%	143 49%	87 41%	92 40%	128 50%	121 46%	105 42%	59 41%	37 43%
Fairly dissatisfied	(2) 14%	142 14%	70 14%	72 14%	30 25%	25 16%	27 14%	21 12%	14 9%	25 12%	45 17%	44 15%	26 12%	27 12%	36 14%	38 14%	31 12%	21 15%	16 19%
Very dissatisfied	(1) 9%	94 9%	42 9%	52 10%	7 6%	16 10%	22 12%	23 13%	13 9%	12 6%	28 10%	26 9%	20 9%	19 8%	15 6%	28 11%	25 10%	19 13%	6 6%
NET: Dissatisfied	235 23%	112 23%	124 24%	37 31%	41 26%	50 26%	44 26%	27 18%	37 18%	74 27%	70 24%	46 22%	46 20%	51 20%	66 25%	56 22%	41 28%	22 25%	
Don't know	117 12%	66 13%	51 10%	6 5%	17 11%	18 10%	25 15%	21 14%	29 14%	29 11%	34 12%	26 13%	27 12%	20 8%	37 14%	39 16%	15 10%	7 8%	
Mean	2.85	2.87	2.84	2.80	2.83	2.76	2.74	2.93	3.04	2.74	2.79	2.92	3.00	2.96	2.77	2.86	2.77	2.92	
Standard deviation	0.89	0.88	0.90	0.81	0.90	0.89	0.96	0.87	0.85	0.87	0.84	0.92	0.92	0.81	0.89	0.92	0.97	0.86	
Standard error	0.03	0.04	0.04	0.09	0.08	0.07	0.07	0.07	0.06	0.05	0.07	0.08	0.05	0.05	0.06	0.06	0.09	0.10	

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Table 3

Q.1 I am going to read out a list of public works and services that are usually provided by the Government.

Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them?

Roads and Highways

Base: All respondents

	Gender			Age						Social Grade				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1002	447	555	84	128	162	210	167	251	329	186	169	318	269	262	246	138	87
Weighted base	1002	491	511	120	161	191	171	150	210	271	291	211	230	255	264	251	145	87
NET: Satisfied	591	267	324	96	97	109	91	86	112	154	177	125	134	163	166	131	86	45
	59%	54%	63%	80%	60%	57%	53%	57%	53%	57%	61%	60%	58%	64%	63%	52%	60%	51%
Very satisfied	(4) 112	72	39	25	18	14	19	14	23	35	25	15	37	36	23	28	16	10
	11%	15%	8%	21%	11%	7%	11%	9%	11%	13%	9%	7%	16%	14%	9%	11%	11%	11%
Fairly satisfied	(3) 479	194	285	71	79	96	72	72	90	120	151	110	97	127	143	103	71	35
	48%	40%	56%	59%	49%	50%	42%	48%	43%	44%	52%	52%	42%	50%	54%	41%	49%	40%
Fairly dissatisfied	(2) 217	112	105	16	37	47	43	37	38	62	68	41	46	47	52	67	31	20
	22%	23%	21%	13%	23%	25%	25%	24%	18%	23%	23%	19%	20%	18%	20%	26%	22%	23%
Very dissatisfied	(1) 176	107	70	6	23	34	36	26	52	50	45	41	41	39	44	49	25	19
	18%	22%	14%	5%	14%	18%	21%	17%	25%	18%	15%	19%	18%	15%	17%	19%	17%	22%
NET: Dissatisfied	393	218	175	21	59	81	79	62	90	112	113	81	87	86	96	115	56	39
	39%	44%	34%	18%	37%	43%	46%	42%	43%	41%	39%	39%	38%	34%	36%	46%	39%	45%
Don't know	18	6	12	3	4	-	1	2	8	4	1	4	9	6	2	5	2	3
	2%	1%	2%	2%	3%	-	1%	1%	4%	1%	*	2%	4%	2%	1%	2%	1%	3%
Mean	2.53	2.48	2.59	2.98	2.59	2.47	2.43	2.50	2.41	2.52	2.54	2.48	2.59	2.64	2.55	2.45	2.54	2.42
Standard deviation	0.91	0.99	0.82	0.74	0.87	0.87	0.95	0.89	0.99	0.94	0.86	0.89	0.97	0.91	0.87	0.93	0.91	0.97
Standard error	0.03	0.05	0.04	0.08	0.08	0.07	0.07	0.07	0.06	0.05	0.06	0.07	0.06	0.06	0.05	0.06	0.08	0.11

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Table 4

Q.1 I am going to read out a list of public works and services that are usually provided by the Government.

Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them?

Electricity and gas supply to homes

Base: All respondents

	Gender			Age						Social Grade				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1002	447	555	84	128	162	210	167	251	329	186	169	318	269	262	246	138	87
Weighted base	1002	491	511	120	161	191	171	150	210	271	291	211	230	255	264	251	145	87
NET: Satisfied	852	424	427	105	128	156	140	139	185	238	242	169	203	226	220	206	123	76
	85%	86%	84%	87%	79%	82%	82%	93%	88%	88%	83%	80%	88%	89%	83%	82%	85%	88%
Very satisfied	(4) 343	178	165	35	48	50	58	60	91	85	92	67	98	95	78	81	61	28
	34%	36%	32%	29%	30%	26%	34%	40%	43%	31%	32%	32%	43%	37%	30%	32%	42%	32%
Fairly satisfied	(3) 509	246	262	69	79	105	81	79	94	153	150	102	104	131	142	126	62	48
	51%	50%	51%	58%	49%	55%	48%	53%	45%	56%	52%	48%	45%	51%	54%	50%	43%	55%
Fairly dissatisfied	(2) 76	35	41	6	17	21	18	5	9	15	29	20	12	14	24	18	13	7
	8%	7%	8%	5%	11%	11%	11%	3%	4%	6%	10%	10%	5%	6%	9%	7%	9%	8%
Very dissatisfied	(1) 58	30	29	3	14	11	12	5	14	15	11	18	15	11	10	26	9	4
	6%	6%	6%	2%	9%	6%	7%	3%	7%	5%	4%	8%	6%	4%	4%	10%	6%	4%
NET: Dissatisfied	135	65	70	9	31	32	30	10	23	30	40	38	27	25	34	43	22	11
	13%	13%	14%	7%	19%	17%	18%	7%	11%	11%	14%	18%	12%	10%	13%	17%	15%	12%
Don't know	16	2	14	7	2	3	1	1	2	3	9	4	1	3	11	2	-	-
	2%	*	3%	6%	1%	1%	1%	1%	1%	1%	3%	2%	*	1%	4%	1%	-	-
Mean	3.15	3.17	3.13	3.21	3.02	3.04	3.10	3.30	3.26	3.15	3.15	3.06	3.25	3.24	3.14	3.05	3.21	3.16
Standard deviation	0.80	0.81	0.79	0.65	0.87	0.79	0.85	0.69	0.83	0.76	0.75	0.88	0.83	0.74	0.74	0.90	0.85	0.74
Standard error	0.03	0.04	0.03	0.07	0.08	0.06	0.06	0.05	0.05	0.04	0.06	0.07	0.05	0.05	0.05	0.06	0.07	0.08

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Table 5

Q.1 I am going to read out a list of public works and services that are usually provided by the Government.

Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them?

Drinking water and sewage

Base: All respondents

	Gender			Age						Social Grade				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1002	447	555	84	128	162	210	167	251	329	186	169	318	269	262	246	138	87
Weighted base	1002	491	511	120	161	191	171	150	210	271	291	211	230	255	264	251	145	87
NET: Satisfied	896 89%	451 92%	445 87%	110 91%	140 87%	167 88%	150 88%	139 92%	190 91%	253 93%	256 88%	183 87%	204 88%	233 92%	226 85%	232 92%	120 83%	85 97%
Very satisfied	(4) 41%	233 47%	181 35%	43 35%	62 39%	83 43%	67 39%	62 41%	98 46%	120 44%	113 39%	79 38%	103 45%	108 43%	102 38%	108 43%	58 40%	38 44%
Fairly satisfied	(3) 48%	218 44%	263 52%	67 56%	78 49%	85 44%	83 49%	76 51%	92 44%	133 49%	144 49%	104 49%	101 44%	125 49%	124 47%	124 49%	62 43%	47 53%
Fairly dissatisfied	(2) 5%	15 3%	31 6%	1 1%	11 7%	11 6%	8 5%	5 3%	10 5%	7 2%	14 5%	15 7%	10 4%	10 4%	18 7%	7 3%	10 7%	1 1%
Very dissatisfied	(1) 5%	22 4%	29 6%	10 8%	8 5%	11 6%	10 6%	6 4%	7 3%	9 3%	16 6%	11 5%	14 6%	12 5%	14 5%	10 4%	13 9%	1 2%
NET: Dissatisfied	97 10%	36 7%	60 12%	11 9%	19 12%	22 11%	17 10%	10 7%	17 8%	15 6%	30 10%	27 13%	24 10%	21 8%	32 12%	18 7%	23 16%	2 3%
Don't know	10 1%	4 1%	6 1%	-	1 1%	2 1%	3 2%	1 1%	3 1%	2 1%	4 1%	1 *	2 1%	-	6 2%	2 1%	2 1%	-
Mean	3.27	3.36	3.18	3.18	3.21	3.27	3.24	3.31	3.35	3.36	3.23	3.20	3.28	3.30	3.21	3.32	3.15	3.39
Standard deviation	0.77	0.75	0.79	0.81	0.79	0.81	0.79	0.71	0.73	0.69	0.79	0.80	0.82	0.75	0.80	0.73	0.91	0.60
Standard error	0.02	0.04	0.03	0.09	0.07	0.06	0.05	0.06	0.05	0.04	0.06	0.06	0.05	0.05	0.05	0.05	0.08	0.06

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Table 6

Q.1 I am going to read out a list of public works and services that are usually provided by the Government.

Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them?

Flood defences

Base: All respondents

	Gender			Age						Social Grade				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land	
Unweighted base	1002	447	555	84	128	162	210	167	251	329	186	169	318	269	262	246	138	87	
Weighted base	1002	491	511	120	161	191	171	150	210	271	291	211	230	255	264	251	145	87	
NET: Satisfied	673 67%	338 69%	336 66%	91 76%	121 75%	129 68%	106 62%	99 66%	127 61%	189 70%	200 69%	134 64%	150 65%	189 74%	162 61%	164 65%	96 66%	63 73%	
Very satisfied	(4) 22%	218 28%	140 15%	78 25%	29 24%	39 21%	41 16%	28 22%	33 23%	48 27%	73 19%	54 16%	33 25%	58 24%	62 19%	50 23%	57 23%	34 23%	15 18%
Fairly satisfied	(3) 45%	455 40%	198 50%	258 51%	62 51%	82 46%	88 46%	78 44%	67 37%	79 37%	116 43%	146 50%	101 48%	92 40%	127 50%	112 42%	106 42%	62 43%	48 55%
Fairly dissatisfied	(2) 9%	86 7%	33 10%	53 9%	11 9%	15 9%	17 10%	18 10%	12 8%	15 7%	21 8%	23 8%	20 10%	21 9%	21 8%	24 9%	18 7%	15 10%	8 9%
Very dissatisfied	(1) 6%	57 7%	36 4%	22 4%	5 2%	3 2%	12 6%	11 6%	9 6%	18 8%	11 4%	19 6%	12 6%	16 7%	9 4%	17 6%	21 8%	6 4%	4 5%
NET: Dissatisfied	143 14%	68 14%	75 15%	15 13%	18 11%	29 15%	28 16%	20 13%	32 15%	32 12%	42 14%	32 15%	37 16%	30 12%	41 16%	39 15%	21 14%	12 14%	
Don't know	186 19%	85 17%	101 20%	14 12%	22 14%	33 17%	36 21%	31 20%	50 24%	50 19%	49 17%	44 21%	43 19%	35 14%	62 23%	49 19%	28 20%	12 13%	
Mean	3.02	3.09	2.96	3.09	3.12	3.00	2.92	3.03	2.99	3.14	2.97	2.93	3.03	3.10	2.96	2.99	3.06	2.99	
Standard deviation	0.81	0.88	0.73	0.74	0.69	0.82	0.81	0.81	0.92	0.78	0.79	0.78	0.87	0.74	0.84	0.89	0.79	0.73	
Standard error	0.03	0.05	0.03	0.09	0.07	0.07	0.06	0.07	0.07	0.05	0.06	0.07	0.05	0.05	0.06	0.06	0.08	0.09	

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Table 7

Q.1 I am going to read out a list of public works and services that are usually provided by the Government.

Please tell me how satisfied or dissatisfied you are with the quality of each one as you experience them?

Disposal of rubbish and waste

Base: All respondents

	Gender			Age						Social Grade				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land	
Unweighted base	1002	447	555	84	128	162	210	167	251	329	186	169	318	269	262	246	138	87	
Weighted base	1002	491	511	120	161	191	171	150	210	271	291	211	230	255	264	251	145	87	
NET: Satisfied	782	386	395	97	107	146	122	129	181	217	228	152	185	216	201	187	108	70	
	78%	79%	77%	80%	67%	77%	72%	86%	86%	80%	78%	72%	80%	85%	76%	75%	75%	80%	
Very satisfied	(4)	352	171	181	28	46	50	51	72	105	93	97	67	96	93	88	86	57	28
		35%	35%	35%	23%	28%	26%	30%	48%	50%	34%	33%	32%	42%	37%	33%	34%	40%	32%
Fairly satisfied	(3)	430	215	214	69	61	96	71	57	76	125	131	85	89	123	113	102	51	42
		43%	44%	42%	57%	38%	51%	41%	38%	36%	46%	45%	41%	39%	48%	43%	40%	35%	48%
Fairly dissatisfied	(2)	124	67	57	10	32	32	25	13	11	28	45	27	25	23	35	31	22	12
		12%	14%	11%	9%	20%	17%	15%	9%	5%	10%	15%	13%	11%	9%	13%	12%	15%	14%
Very dissatisfied	(1)	89	36	54	10	21	12	21	8	16	24	17	29	19	15	28	28	15	3
		9%	7%	11%	9%	13%	6%	13%	6%	8%	9%	6%	14%	8%	6%	11%	11%	10%	4%
NET: Dissatisfied		213	103	111	21	53	45	47	21	27	52	62	56	44	39	64	59	36	16
		21%	21%	22%	17%	33%	23%	27%	14%	13%	19%	21%	27%	19%	15%	24%	23%	25%	18%
Don't know		7	2	5	3	1	-	2	-	1	1	3	2	-	-	5	-	2	
		1%	*	1%	2%	1%	-	1%	-	1%	*	*	1%	-	-	2%	-	2%	
Mean		3.05	3.07	3.03	2.97	2.82	2.96	2.90	3.28	3.30	3.06	3.06	2.91	3.15	3.15	2.98	3.00	3.04	3.11
Standard deviation		0.91	0.88	0.95	0.83	0.99	0.83	0.98	0.85	0.88	0.90	0.85	1.00	0.92	0.83	0.95	0.96	0.98	0.79
Standard error		0.03	0.04	0.04	0.09	0.09	0.07	0.07	0.07	0.06	0.05	0.06	0.08	0.05	0.05	0.06	0.06	0.08	0.09

Public Works & Services Survey

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Absolutes/col percents

Table 8

Q.2a Thinking about the same list, which I will read out again, please tell me which one you think should be given first priority for more investment?

Base: All respondents

	Gender		Age						Social Grade				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1002	447	555	84	128	162	210	167	251	329	186	169	318	269	262	246	138	87
Weighted base	1002	491	511	120	161	191	171	150	210	271	291	211	230	255	264	251	145	87
Roads and Highways	318 32%	185 38%	132 26%	28 23%	44 27%	62 33%	58 34%	58 39%	68 32%	79 29%	93 32%	84 40%	62 27%	68 27%	77 29%	93 37%	49 34%	31 36%
Public transport	235 23%	123 25%	112 22%	42 35%	41 25%	45 23%	44 26%	30 20%	34 16%	92 34%	61 21%	38 18%	44 19%	72 28%	60 23%	45 18%	40 27%	18 21%
Disposal of rubbish and waste	147 15%	57 12%	90 18%	18 15%	26 16%	32 17%	25 15%	19 13%	27 13%	35 13%	44 15%	33 16%	34 15%	31 12%	42 16%	39 16%	19 13%	15 18%
Drinking water and sewage	107 11%	44 9%	63 12%	15 13%	19 12%	20 11%	13 7%	11 7%	29 14%	25 9%	30 10%	20 10%	31 14%	32 13%	27 10%	25 10%	14 10%	8 10%
Flood defences	93 9%	32 7%	61 12%	4 4%	10 6%	19 10%	12 7%	18 12%	30 14%	17 6%	27 9%	16 8%	33 14%	23 9%	30 11%	26 10%	12 8%	3 3%
Electricity and gas supply to homes	78 8%	39 8%	39 8%	9 7%	21 13%	11 6%	14 8%	8 5%	14 7%	18 7%	30 10%	13 6%	17 7%	21 8%	24 9%	17 7%	8 6%	6 7%
Don't know	25 3%	11 2%	14 3%	5 4%	-	1 1%	5 3%	6 4%	8 4%	5 2%	6 2%	6 3%	9 4%	8 3%	4 1%	7 3%	2 1%	5 5%

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Absolutes/col percents

Table 9
Q.2b Which should have second priority for investment?
Base: All respondents

	Gender		Age						Social Grade				Region					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1002	447	555	84	128	162	210	167	251	329	186	169	318	269	262	246	138	87
Weighted base	1002	491	511	120	161	191	171	150	210	271	291	211	230	255	264	251	145	87
Disposal of rubbish and waste	229 23%	127 26%	102 20%	22 19%	37 23%	51 27%	43 25%	35 23%	41 20%	66 24%	63 22%	52 25%	47 21%	59 23%	52 19%	58 23%	37 26%	23 27%
Roads and Highways	174 17%	99 20%	75 15%	24 20%	20 13%	31 16%	37 22%	25 16%	38 18%	65 24%	42 15%	35 17%	32 14%	42 16%	50 19%	44 18%	27 19%	11 13%
Drinking water and sewage	171 17%	78 16%	93 18%	22 19%	26 16%	26 13%	33 19%	29 19%	35 17%	37 14%	55 19%	36 17%	43 19%	44 17%	55 21%	34 14%	23 16%	16 19%
Public transport	168 17%	78 16%	90 18%	16 14%	37 23%	32 17%	22 13%	25 17%	35 17%	46 17%	59 20%	21 10%	42 18%	47 19%	45 17%	42 17%	25 18%	9 10%
Flood defences	125 12%	47 10%	78 15%	17 14%	17 10%	25 13%	16 9%	18 12%	31 15%	31 12%	31 11%	35 17%	27 12%	26 10%	31 12%	42 17%	17 12%	8 9%
Electricity and gas supply to homes	99 10%	47 9%	53 10%	13 11%	22 14%	24 12%	12 7%	10 7%	18 8%	19 7%	33 11%	22 11%	25 11%	27 10%	28 10%	21 8%	11 8%	13 15%
Don't know	35 3%	16 3%	19 4%	5 4%	1 *	2 1%	8 5%	8 5%	11 5%	6 2%	7 3%	8 4%	13 6%	10 4%	6 2%	10 4%	4 3%	6 7%

Public Works & Services Survey

CATI Fieldwork : October 8th-10th 2010

Absolutes/col percents

Table 10

Q.2a/b Thinking about the same list, which I will read out again, please tell me which ones you think should be given priority for more investment?

Base: All respondents

	Gender			Age						Social Grade				Region				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	South East	Mid-lands	North Eng-land	Wales & South West	Scot-land
Unweighted base	1002	447	555	84	128	162	210	167	251	329	186	169	318	269	262	246	138	87
Weighted base	1002	491	511	120	161	191	171	150	210	271	291	211	230	255	264	251	145	87
Roads and Highways	492 49%	284 58%	208 41%	51 43%	65 40%	93 49%	94 55%	82 55%	106 51%	145 53%	135 47%	119 56%	93 41%	110 43%	127 48%	137 54%	76 53%	43 49%
Public transport	403 40%	200 41%	203 40%	58 48%	78 48%	77 40%	66 38%	55 37%	69 33%	138 51%	119 41%	59 28%	87 38%	119 47%	104 40%	87 35%	65 45%	27 31%
Disposal of rubbish and waste	376 38%	184 38%	192 38%	40 33%	63 39%	83 44%	68 40%	54 36%	68 32%	101 37%	108 37%	86 41%	82 35%	91 36%	94 35%	97 38%	56 39%	39 45%
Drinking water and sewage	278 28%	121 25%	156 31%	38 31%	45 28%	46 24%	45 27%	40 26%	64 30%	62 23%	84 29%	57 27%	74 32%	76 30%	82 31%	59 23%	37 25%	25 28%
Flood defences	218 22%	79 16%	139 27%	22 18%	27 17%	44 23%	28 17%	36 24%	61 29%	48 18%	58 20%	51 24%	60 26%	49 19%	61 23%	68 27%	29 20%	11 12%
Electricity and gas supply to homes	177 18%	85 17%	91 18%	22 19%	43 27%	35 18%	26 15%	19 12%	32 15%	37 14%	63 22%	36 17%	42 18%	48 19%	52 20%	38 15%	20 14%	20 23%
Don't know	25 3%	11 2%	14 3%	5 4%	-	1 1%	5 3%	6 4%	8 4%	5 2%	6 2%	6 3%	9 4%	8 3%	4 1%	7 3%	2 1%	5 5%