

# Public Service Delivery Poll

07/01/2015

Prepared on behalf of Northgate Public Services



# Methodology

## Fieldwork Dates

18<sup>th</sup> December 2014 – 5<sup>th</sup> January 2015

## Data Collection Method

The survey was conducted via online panel. Invitations to complete surveys were sent out to members of the panel. Differential response rates from different demographic groups were taken into account.

## Population Sampled

All residents aged 18+ in the United Kingdom were targeted for the initial 1,009 responses. Responses were then topped-up in four regions (London, North-East England, East Midlands and West Midlands) to ensure there were at least 500 respondents in each region.

## Sample Size

2,793

## Data Weighting

Data were weighted to the profile of all adults aged 18+. Data were weighted by age, sex, region, household income and education. Targets for the weighted data were derived from Office of National Statistics 2011 Census data.

## Margin of Error

Because only a sample of the full population was interviewed, all results are subject to margin of error, meaning that not all differences are statistically significant. For example, in a question where 50% (the worst case scenario as far as margin of error is concerned) gave a particular answer, with a sample of 2,793 it is 95% certain that the 'true' value will fall within the range of 1.9% from the sample result. Subsamples from the cross-breaks will be subject to higher margin of error, conclusions drawn from crossbreaks with very small sub-samples should be treated with caution.

## Question presentation

All data tables shown in full below, in order and wording put to respondents, including but not limited to all tables relating to published data and all relevant tables preceding them. Tables for demographic questions might not be included but these should be clear from the cross-breaks on published tables. In all questions where the responses are a list of parties, names or statements, these will typically have been displayed to respondents in a randomising order. The only questions which would not have had randomising responses would be those in which there was a natural order to maintain – e.g. a scale from “strongly agree” to “strongly disagree”, a list of numbers from 0 to 10 or questions which had factual rather than opinion-related answers such as demographic information. “Other”, “Don't know” and “Refused” responses are not randomised.

Not all questions will have necessarily been asked to all respondents – this is because they may be follow-on questions from previous questions or only appropriate to certain demographic groups. Lower response counts should make clear where this has occurred.

Data were analysed and weighted by Survation and presented by Patrick Briône and Damian Lyons Lowe.

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6 Jan 2015

**Table 1**  
**Q1. Where do you currently live?**  
**Base : All Respondents**

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
England	2344	1128	1216	698	836	810	509	371	532	933	361	448	659	873	-	-	361	115	200	247	496	472	536	231	774	981
	83.9%	83.2%	84.6%	86.8%	84.8%	80.7%	89.3%	89.2%	75.0%	84.8%	100.0%	100.0%	100.0%	100.0%	-	-	100.0%	100.0%	100.0%	100.0%	82.2%	90.2%	87.5%	82.1%	82.0%	84.0%
Scotland	234	134	100	62	46	126	28	23	113	70	-	-	-	-	234	-	-	-	-	-	43	27	35	7	83	98
	8.4%	9.9%	6.9%	7.7%	4.7%	12.5%	4.9%	5.6%	15.9%	6.3%	-	-	-	-	100.0%	-	-	-	-	-	7.1%	5.1%	5.8%	2.4%	8.7%	8.4%
Wales	135	44	91	32	48	56	15	15	24	82	-	-	-	-	135	-	-	-	-	-	12	19	24	6	35	76
	4.8%	3.2%	6.4%	3.9%	4.8%	5.6%	2.6%	3.6%	3.4%	7.4%	-	-	-	-	100.0%	-	-	-	-	-	2.0%	3.6%	3.8%	2.2%	3.7%	6.5%
Northern Ireland	80	50	30	12	56	11	18	7	40	15	-	-	-	-	-	-	-	-	-	-	53	6	18	38	53	14
	2.9%	3.7%	2.1%	1.5%	5.7%	1.1%	3.1%	1.6%	5.7%	1.4%	-	-	-	-	-	-	-	-	-	-	8.7%	1.1%	2.9%	13.3%	5.6%	1.2%
SIGMA	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

# Survation.

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**Table 2**  
**Q2. Which English county do you currently live in?**  
**Base : Currently live in England**

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2640	1191	1449	650	976	1014	621	555	671	793	517	1026	756	338	-	-	517	520	512	514	681	600	748	318	960	976
Weighted Total	2344	1128	1216	698	836	810	509	371	532	933	361	448	659	873	-	-	361	115	200	247	496	472	536	231	774	981
Greater London	361	173	187	175	107	79	126	49	81	105	361	-	-	-	-	-	361	-	-	-	114	70	98	50	135	120
	15.4%	15.4%	15.4%	25.1%	12.8%	9.7%	24.7%	13.3%	15.2%	11.3%	100.0%	-	-	-	-	-	100.0%	-	-	-	23.0%	14.9%	18.2%	21.6%	17.5%	12.3%
Avon & Bristol	29	9	20	14	3	12	11	5	2	10	-	-	-	29	-	-	-	-	-	-	8	1	6	3	6	18
	1.2%	0.8%	1.6%	2.0%	0.3%	1.5%	2.1%	1.5%	0.4%	1.1%	-	-	-	3.3%	-	-	-	-	-	-	1.7%	0.2%	1.2%	1.2%	0.7%	1.9%
Bedfordshire	20	13	7	3	10	7	6	12	1	1	-	-	-	20	-	-	-	-	-	-	3	6	3	-	7	8
	0.9%	1.1%	0.6%	0.4%	1.2%	0.9%	1.2%	3.2%	0.2%	0.1%	-	-	-	2.3%	-	-	-	-	-	-	0.6%	1.3%	0.6%	-	0.9%	0.8%
Berkshire	22	4	18	6	9	8	7	2	5	8	-	-	-	22	-	-	-	-	-	-	2	4	11	6	9	4
	1.0%	0.4%	1.5%	0.8%	1.1%	0.9%	1.4%	0.5%	1.0%	0.9%	-	-	-	2.6%	-	-	-	-	-	-	0.5%	0.8%	2.0%	2.5%	1.1%	0.4%
Buckinghamshire	30	15	14	8	7	14	7	8	9	5	-	-	-	30	-	-	-	-	-	-	5	4	2	4	16	11
	1.3%	1.4%	1.2%	1.2%	0.9%	1.8%	1.5%	2.1%	1.7%	0.6%	-	-	-	3.4%	-	-	-	-	-	-	0.9%	0.9%	0.4%	1.8%	2.1%	1.1%
Cambridgeshire	41	23	18	6	6	30	-	7	4	30	-	-	-	41	-	-	-	-	-	-	1	6	1	2	2	32
	1.8%	2.0%	1.5%	0.8%	0.7%	3.7%	-	1.8%	0.8%	3.2%	-	-	-	4.7%	-	-	-	-	-	-	0.2%	1.4%	0.2%	0.9%	0.3%	3.3%
Cheshire	57	38	19	17	19	21	16	17	5	20	-	-	57	-	-	-	-	-	-	-	8	13	18	10	15	29
	2.4%	3.4%	1.6%	2.5%	2.3%	2.5%	3.1%	4.5%	1.0%	2.1%	-	-	8.7%	-	-	-	-	-	-	-	1.6%	2.7%	3.4%	4.4%	1.9%	3.0%
Cleveland	15	7	8	3	5	8	2	1	4	8	-	-	15	-	-	-	15	-	-	-	5	5	5	2	4	4
	0.6%	0.6%	0.7%	0.4%	0.6%	0.9%	0.4%	0.3%	0.7%	0.9%	-	-	2.3%	-	-	-	13.3%	-	-	-	1.0%	1.0%	0.9%	0.8%	0.5%	0.4%
Cornwall	23	4	19	4	15	4	6	9	5	3	-	-	-	23	-	-	-	-	-	-	1	7	6	6	3	12
	1.0%	0.4%	1.5%	0.6%	1.8%	0.5%	1.2%	2.4%	0.9%	0.3%	-	-	-	2.6%	-	-	-	-	-	-	0.2%	1.5%	1.1%	2.5%	0.4%	1.2%
Cumbria	14	1	13	3	3	8	4	3	-	7	-	-	14	-	-	-	-	-	-	-	3	6	-	-	12	2
	0.6%	0.1%	1.1%	0.4%	0.3%	1.0%	0.8%	0.8%	-	0.8%	-	-	2.1%	-	-	-	-	-	-	-	0.6%	1.3%	-	-	1.5%	0.2%
Derbyshire	40	25	16	6	15	20	5	4	12	20	-	40	-	-	-	-	-	40	-	-	9	8	11	5	13	17
	1.7%	2.2%	1.3%	0.8%	1.7%	2.5%	0.9%	1.0%	2.2%	2.2%	-	9.0%	-	-	-	-	-	20.2%	-	-	1.7%	1.8%	2.1%	2.0%	1.7%	1.8%
Devon	51	30	20	2	26	23	5	9	15	22	-	-	-	51	-	-	-	-	-	-	5	6	5	-	6	35
	2.2%	2.7%	1.7%	0.3%	3.1%	2.8%	1.1%	2.4%	2.8%	2.3%	-	-	-	5.8%	-	-	-	-	-	-	1.0%	1.4%	0.9%	-	0.7%	3.5%
Dorset	40	11	30	9	15	17	-	8	8	24	-	-	-	40	-	-	-	-	-	-	13	7	13	4	17	17
	1.7%	1.0%	2.4%	1.2%	1.8%	2.1%	-	2.1%	1.6%	2.6%	-	-	-	4.6%	-	-	-	-	-	-	2.6%	1.5%	2.4%	1.8%	2.2%	1.7%
Durham	30	12	18	7	11	12	6	5	7	13	-	-	30	-	-	-	30	-	-	-	6	9	6	3	6	14
	1.3%	1.1%	1.5%	1.0%	1.4%	1.4%	1.2%	1.3%	1.3%	1.3%	-	-	4.6%	-	-	-	26.2%	-	-	-	1.2%	1.8%	1.2%	1.3%	0.8%	1.4%
East Sussex	43	16	27	8	22	13	6	-	7	30	-	-	-	43	-	-	-	-	-	-	20	8	5	2	11	17
	1.8%	1.4%	2.2%	1.2%	2.6%	1.6%	1.2%	-	1.3%	3.2%	-	-	-	5.0%	-	-	-	-	-	-	4.0%	1.7%	1.0%	1.0%	1.4%	1.7%
East Yorkshire	25	9	17	11	9	5	5	4	3	13	-	-	25	-	-	-	-	-	-	-	4	5	2	3	14	10
	1.1%	0.8%	1.4%	1.6%	1.1%	0.6%	0.9%	1.2%	0.5%	1.4%	-	-	3.8%	-	-	-	-	-	-	-	0.7%	1.1%	0.3%	1.5%	1.8%	1.0%
Essex	83	30	53	17	46	20	22	12	25	25	-	-	-	83	-	-	-	-	-	-	17	5	10	6	23	35
	3.6%	2.7%	4.4%	2.5%	5.5%	2.5%	4.3%	3.2%	4.7%	2.6%	-	-	-	9.5%	-	-	-	-	-	-	3.4%	1.0%	1.9%	2.6%	3.0%	3.6%
Gloucestershire	23	14	9	7	6	10	3	-	13	6	-	-	-	23	-	-	-	-	-	-	-	3	2	-	6	13
	1.0%	1.2%	0.7%	1.0%	0.7%	1.2%	0.7%	-	2.5%	0.6%	-	-	-	2.6%	-	-	-	-	-	-	-	0.6%	0.5%	-	0.8%	1.4%
Greater Manchester	79	41	38	17	35	27	14	15	25	25	-	-	79	-	-	-	-	-	-	-	14	15	19	4	21	36
	3.4%	3.6%	3.1%	2.4%	4.2%	3.3%	2.7%	4.0%	4.8%	2.6%	-	-	11.9%	-	-	-	-	-	-	-	2.8%	3.3%	3.6%	1.7%	2.8%	3.6%

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**Table 2**  
**Q2. Which English county do you currently live in?**  
**Base : Currently live in England**

	Total	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type					
		Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None
Weighted Total	2344	1128	1216	698	836	810	509	371	532	933	361	448	659	873	-	-	361	115	200	247	496	472	536	231	774	981
Hampshire	71 3.0%	42 3.7%	29 2.4%	28 4.0%	26 3.1%	17 2.1%	19 3.8%	12 3.1%	8 1.5%	32 3.5%	-	-	-	71 8.1%	-	-	-	-	-	-	9 1.7%	2 0.4%	4 0.7%	6 2.5%	24 3.1%	41 4.2%
Herefordshire	5 0.2%	2 0.2%	3 0.2%	1 0.2%	1 0.1%	2 0.3%	1 0.3%	* 0.1%	2 0.3%	1 0.2%	-	5 1.0%	-	-	-	-	-	-	5 1.8%	-	1 0.2%	* 0.1%	1 0.2%	-	1 0.1%	3 0.3%
Hertfordshire	61 2.6%	11 1.0%	49 4.1%	8 1.1%	30 3.6%	23 2.8%	10 2.1%	9 2.4%	8 1.5%	33 3.6%	-	-	-	61 6.9%	-	-	-	-	-	-	15 3.0%	9 1.8%	15 2.8%	5 2.1%	34 4.3%	18 1.8%
Isle of Wight	7 0.3%	-	7 0.6%	3 0.5%	3 0.3%	1 0.1%	-	-	3 0.5%	4 0.4%	-	-	-	7 0.8%	-	-	-	-	-	-	3 0.6%	1 0.2%	-	-	3 0.4%	3 0.3%
Kent	73 3.1%	32 2.8%	41 3.4%	21 3.0%	28 3.3%	24 2.9%	22 4.2%	7 1.9%	20 3.7%	24 2.6%	-	-	-	73 8.3%	-	-	-	-	-	-	31 6.2%	26 5.4%	17 3.2%	4 1.6%	21 2.7%	14 1.4%
Lancashire	111 4.7%	47 4.2%	64 5.2%	36 5.1%	35 4.2%	40 4.9%	13 2.6%	9 2.4%	20 3.7%	69 7.4%	-	-	111 16.8%	-	-	-	-	-	-	-	8 1.6%	24 5.0%	12 2.2%	14 6.1%	20 2.5%	65 6.7%
Leicestershire	39 1.7%	13 1.1%	26 2.2%	13 1.9%	13 1.5%	13 1.6%	8 1.6%	6 1.6%	9 1.6%	16 1.7%	-	39 8.7%	-	-	-	-	-	-	39 19.5%	-	9 1.9%	11 2.2%	12 2.2%	5 2.0%	11 1.5%	15 1.6%
Lincolnshire	39 1.7%	15 1.3%	24 2.0%	11 1.6%	11 1.4%	17 2.1%	9 1.8%	3 0.9%	8 1.4%	19 2.0%	-	39 8.8%	-	-	-	-	-	-	39 19.7%	-	11 2.1%	6 1.2%	10 2.0%	6 2.4%	14 1.8%	15 1.5%
Lincolnshire (North or North-East)	5 0.2%	4 0.4%	1 0.1%	3 0.5%	-	1 0.2%	-	-	1 0.1%	4 0.4%	-	-	5 0.7%	-	-	-	-	-	-	-	-	-	1 0.1%	-	3 0.4%	1 0.1%
Merseyside	51 2.2%	38 3.3%	13 1.1%	12 1.7%	21 2.5%	19 2.3%	8 1.5%	13 3.5%	5 1.0%	25 2.6%	-	-	51 7.7%	-	-	-	-	-	-	-	4 0.7%	21 4.5%	15 2.8%	3 1.2%	7 0.8%	20 2.1%
Norfolk	25 1.1%	10 0.9%	15 1.3%	7 1.0%	5 0.6%	14 1.7%	3 0.6%	2 0.6%	10 2.0%	10 1.0%	-	-	-	25 2.9%	-	-	-	-	-	-	7 1.3%	11 2.3%	6 1.1%	5 2.0%	8 1.0%	7 0.7%
North Yorkshire	25 1.1%	6 0.5%	19 1.6%	5 0.8%	16 1.9%	4 0.5%	1 0.3%	5 1.4%	10 1.8%	8 0.9%	-	-	25 3.8%	-	-	-	-	-	-	-	1 0.2%	5 1.0%	5 0.9%	1 0.6%	3 0.4%	13 1.3%
Northamptonshire	29 1.2%	16 1.5%	12 1.0%	5 0.7%	15 1.8%	8 1.0%	6 1.3%	4 1.1%	10 1.9%	8 0.9%	-	29 6.4%	-	-	-	-	-	-	29 14.4%	-	5 1.1%	6 1.3%	8 1.6%	1 0.5%	10 1.2%	12 1.3%
Northumberland	18 0.8%	9 0.8%	9 0.8%	8 1.1%	6 0.7%	4 0.5%	3 0.6%	7 1.8%	5 0.9%	4 0.4%	-	-	18 2.8%	-	-	-	-	18 16.1%	-	-	8 1.5%	4 0.9%	2 0.4%	1 0.6%	6 0.7%	6 0.6%
Nottinghamshire	50 2.1%	23 2.0%	27 2.2%	13 1.8%	22 2.6%	15 1.9%	13 2.5%	9 2.4%	10 1.9%	18 1.9%	-	50 11.1%	-	-	-	-	-	-	50 24.8%	-	12 2.4%	16 3.3%	14 2.6%	7 3.1%	16 2.1%	19 2.0%
Oxfordshire	38 1.6%	25 2.2%	13 1.1%	12 1.7%	7 0.8%	19 2.4%	15 2.9%	3 0.9%	5 1.0%	14 1.5%	-	-	-	38 4.4%	-	-	-	-	-	-	7 1.4%	2 0.3%	14 2.5%	8 3.5%	14 1.8%	15 1.5%
Rutland	3 0.1%	* *	3 0.2%	2 0.3%	1 0.1%	* *	2 0.3%	1 0.1%	-	1 0.1%	-	3 0.7%	-	-	-	-	-	-	3 1.5%	-	* 0.1%	1 0.1%	1 0.2%	-	1 0.1%	1 0.1%
Shropshire	13 0.6%	6 0.5%	7 0.6%	1 0.1%	7 0.8%	5 0.7%	2 0.4%	1 0.3%	6 1.0%	4 0.5%	-	13 3.0%	-	-	-	-	-	-	-	13 5.4%	2 0.5%	3 0.6%	5 0.8%	3 1.4%	6 0.8%	6 0.6%
Somerset	50 2.2%	40 3.6%	10 0.8%	2 0.3%	12 1.4%	37 4.6%	4 0.8%	6 1.6%	18 3.4%	22 2.4%	-	-	-	50 5.8%	-	-	-	-	-	-	-	4 0.9%	8 1.5%	-	29 3.8%	19 2.0%
South Yorkshire	87 3.7%	39 3.4%	48 4.0%	25 3.5%	32 3.8%	31 3.9%	18 3.6%	11 3.1%	8 1.6%	49 5.3%	-	-	87 13.3%	-	-	-	-	-	-	-	16 3.3%	19 4.1%	25 4.6%	4 1.6%	22 2.9%	33 3.3%

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**Table 2**  
**Q2. Which English county do you currently live in?**  
**Base : Currently live in England**

	Total	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type					
		Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None
Weighted Total	2344	1128	1216	698	836	810	509	371	532	933	361	448	659	873	-	-	361	115	200	247	496	472	536	231	774	981
Staffordshire	39	15	24	13	13	13	6	7	11	15	-	39	-	-	-	-	-	-	39	7	9	13	3	11	19	
	1.7%	1.4%	2.0%	1.9%	1.5%	1.6%	1.2%	1.8%	2.1%	1.6%	-	8.8%	-	-	-	-	-	-	15.9%	1.4%	1.9%	2.4%	1.2%	1.5%	1.9%	
Suffolk	28	16	12	4	6	17	2	10	5	11	-	-	-	28	-	-	-	-	-	3	1	5	1	6	20	
	1.2%	1.4%	1.0%	0.6%	0.8%	2.1%	0.3%	2.6%	1.0%	1.2%	-	-	-	3.2%	-	-	-	-	-	0.5%	0.2%	0.9%	0.5%	0.8%	2.0%	
Surrey	48	30	18	13	15	21	21	10	10	8	-	-	-	48	-	-	-	-	-	14	17	14	4	26	16	
	2.1%	2.7%	1.5%	1.8%	1.7%	2.6%	4.1%	2.6%	1.9%	0.8%	-	-	-	5.5%	-	-	-	-	-	2.8%	3.6%	2.6%	1.7%	3.3%	1.6%	
Tyne and Wear	51	27	24	13	22	16	7	12	10	22	-	-	51	-	-	-	-	-	51	12	12	16	4	16	20	
	2.2%	2.4%	2.0%	1.9%	2.6%	1.9%	1.3%	3.2%	1.9%	2.4%	-	-	7.7%	-	-	-	-	-	44.4%	2.4%	2.5%	2.9%	1.7%	2.0%	2.1%	
Warwickshire	18	11	7	3	5	10	6	3	*	9	-	18	-	-	-	-	-	-	18	4	4	8	3	8	5	
	0.8%	1.0%	0.6%	0.5%	0.6%	1.2%	1.1%	0.7%	0.1%	1.0%	-	4.1%	-	-	-	-	-	-	7.4%	0.9%	0.8%	1.5%	1.4%	1.1%	0.5%	
West Midlands	147	80	67	67	49	31	23	25	41	58	-	147	-	-	-	-	-	-	147	34	30	32	16	48	70	
	6.3%	7.1%	5.5%	9.6%	5.9%	3.8%	4.6%	6.6%	7.8%	6.2%	-	32.9%	-	-	-	-	-	-	59.5%	6.8%	6.3%	6.1%	6.9%	6.3%	7.1%	
West Sussex	49	29	21	7	23	19	9	6	11	23	-	-	-	49	-	-	-	-	-	6	20	13	3	24	21	
	2.1%	2.5%	1.7%	1.0%	2.7%	2.4%	1.8%	1.7%	2.1%	2.4%	-	-	-	5.6%	-	-	-	-	-	1.2%	4.2%	2.4%	1.2%	3.0%	2.1%	
West Yorkshire	91	51	40	26	36	29	15	10	37	29	-	-	91	-	-	-	-	-	-	22	10	30	12	43	33	
	3.9%	4.5%	3.3%	3.7%	4.4%	3.6%	2.9%	2.8%	6.9%	3.1%	-	-	13.8%	-	-	-	-	-	-	4.4%	2.1%	5.7%	5.3%	5.6%	3.3%	
Wiltshire	18	4	14	10	2	6	7	6	4	1	-	-	-	18	-	-	-	-	-	5	7	-	1	5	5	
	0.8%	0.4%	1.1%	1.5%	0.2%	0.7%	1.3%	1.5%	0.7%	0.2%	-	-	-	2.0%	-	-	-	-	-	1.0%	1.5%	-	0.5%	0.7%	0.5%	
Worcestershire	25	9	16	3	7	15	4	4	6	11	-	25	-	-	-	-	-	-	25	5	5	5	1	6	12	
	1.1%	0.8%	1.3%	0.5%	0.8%	1.8%	0.7%	1.1%	1.2%	1.1%	-	5.5%	-	-	-	-	-	-	10.0%	1.1%	1.1%	0.9%	0.5%	0.8%	1.2%	
Not Listed	3	1	2	-	3	*	*	1	-	2	-	-	-	-	-	-	-	-	-	-	1	3	1	1	*	
	0.1%	0.1%	0.2%	-	0.3%	0.1%	0.1%	0.1%	-	0.2%	-	-	-	-	-	-	-	-	-	-	0.1%	0.5%	0.2%	0.1%	*	
SIGMA	2344	1128	1216	698	836	810	509	371	532	933	361	448	659	873	-	-	361	115	200	247	496	472	536	231	774	981
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

# Survation.

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Prepared on behalf of Northgate Public Services

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**Table 3**  
**Q3. What is your Gender?**  
**Base : All Respondents**

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Male	1356	1356	-	308	446	603	270	207	406	474	173	215	329	409	134	44	173	55	92	124	294	191	316	166	452	587
	48.6%	100.0%	-	38.3%	45.2%	60.1%	47.4%	49.9%	57.2%	43.1%	48.1%	48.1%	50.0%	46.9%	57.3%	32.4%	48.1%	48.2%	45.9%	49.9%	48.8%	36.4%	51.5%	58.9%	47.8%	50.2%
Female	1437	-	1437	496	540	400	300	208	303	626	187	232	330	464	100	91	187	59	108	124	309	333	297	116	492	581
	51.4%	-	100.0%	61.7%	54.8%	39.9%	52.6%	50.1%	42.8%	56.9%	51.9%	51.9%	50.0%	53.1%	42.7%	67.6%	51.9%	51.8%	54.1%	50.1%	51.2%	63.6%	48.5%	41.1%	52.2%	49.8%
SIGMA	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

# Survation.



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**Table 4**  
**Q4. What age bracket do you fall into?**  
Base : All Respondents

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
18-24	331	141	189	331	-	-	56	47	103	125	81	52	47	92	44	11	81	14	22	30	97	62	52	18	151	106
	11.8%	10.4%	13.2%	41.1%	-	-	9.9%	11.3%	14.5%	11.4%	22.4%	11.5%	7.1%	10.6%	18.9%	8.3%	22.4%	12.5%	11.0%	11.9%	16.0%	11.8%	8.4%	6.5%	16.0%	9.1%
25-34	473	166	307	473	-	-	160	107	96	109	95	87	139	106	18	20	95	17	27	59	103	94	115	58	136	215
	17.0%	12.3%	21.4%	58.9%	-	-	28.2%	25.8%	13.6%	10.0%	26.2%	19.4%	21.1%	12.2%	7.6%	15.0%	26.2%	14.7%	13.7%	24.0%	17.1%	17.9%	18.7%	20.6%	14.4%	18.4%
35-44	495	226	270	-	495	-	139	95	158	103	61	73	116	148	33	17	61	19	35	38	136	60	126	92	186	206
	17.7%	16.6%	18.8%	-	50.2%	-	24.4%	22.8%	22.3%	9.4%	17.0%	16.3%	17.5%	16.9%	13.9%	12.8%	17.0%	16.2%	17.6%	15.3%	22.5%	11.5%	20.6%	32.8%	19.7%	17.7%
45-54	491	221	270	-	491	-	86	77	138	189	45	85	134	171	14	30	45	26	41	44	88	118	102	45	128	201
	17.6%	16.3%	18.8%	-	49.8%	-	15.2%	18.6%	19.5%	17.2%	12.6%	19.1%	20.3%	19.6%	5.8%	22.4%	12.6%	22.4%	20.4%	18.0%	14.7%	22.6%	16.7%	16.1%	13.6%	17.2%
55-64	418	213	205	-	-	418	54	42	107	214	53	77	100	127	37	13	53	23	40	37	71	83	94	36	167	165
	15.0%	15.7%	14.2%	-	-	41.7%	9.6%	10.2%	15.1%	19.5%	14.6%	17.1%	15.2%	14.5%	16.0%	9.4%	14.6%	20.3%	19.8%	14.9%	11.8%	15.8%	15.3%	12.7%	17.7%	14.2%
65-74	451	284	167	-	-	451	59	41	82	269	20	58	86	191	71	24	20	14	27	32	95	90	97	24	142	198
	16.1%	20.9%	11.7%	-	-	45.0%	10.4%	9.9%	11.6%	24.4%	5.7%	13.0%	13.1%	21.9%	30.2%	17.6%	5.7%	12.1%	13.3%	12.8%	15.7%	17.2%	15.9%	8.4%	15.1%	17.0%
75+	134	106	28	-	-	134	14	6	24	91	6	16	37	38	18	20	6	2	8	8	14	17	27	8	34	75
	4.8%	7.8%	2.0%	-	-	13.3%	2.4%	1.4%	3.4%	8.2%	1.6%	3.5%	5.6%	4.3%	7.6%	14.5%	1.6%	1.8%	4.1%	3.1%	2.3%	3.3%	4.4%	2.8%	3.6%	6.4%
SIGMA	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

# Survation.

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

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**Table 5**  
**Q5. Which of these best describes the accommodation you live in?**  
**Base : All Respondents**

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Own / mortgage	1615	853	762	237	615	764	453	269	382	512	192	261	397	518	129	82	192	63	131	130	373	308	416	164	561	647
	57.8%	62.9%	53.1%	29.5%	62.3%	76.2%	79.6%	64.7%	53.8%	46.5%	53.1%	58.3%	60.2%	59.4%	55.4%	60.6%	53.1%	54.5%	65.2%	52.7%	61.8%	58.9%	67.9%	58.1%	59.4%	55.4%
Rent from council	250	134	115	95	85	70	5	17	83	145	34	44	46	48	65	10	34	17	13	31	41	40	47	18	88	103
	8.9%	9.9%	8.0%	11.8%	8.6%	7.0%	0.9%	4.0%	11.7%	13.2%	9.5%	9.8%	7.0%	5.4%	27.9%	7.3%	9.5%	14.9%	6.6%	12.4%	6.9%	7.7%	7.6%	6.4%	9.3%	8.8%
Rent from private landlord	383	134	249	199	137	48	61	65	97	160	50	59	116	117	13	26	50	16	26	33	64	76	63	26	106	185
	13.7%	9.9%	17.3%	24.7%	13.9%	4.7%	10.7%	15.6%	13.7%	14.6%	13.9%	13.2%	17.6%	13.4%	5.6%	18.9%	13.9%	13.7%	12.9%	13.4%	10.7%	14.5%	10.2%	9.2%	11.2%	15.9%
Rent from housing association	255	101	154	69	79	107	16	18	35	187	24	36	69	104	16	5	24	11	14	22	42	53	47	16	80	109
	9.1%	7.4%	10.7%	8.6%	8.0%	10.6%	2.7%	4.2%	4.9%	17.0%	6.6%	8.0%	10.4%	11.9%	6.8%	3.6%	6.6%	9.5%	6.9%	8.8%	7.0%	10.1%	7.6%	5.7%	8.4%	9.3%
Tied accommodation (accommodation provided by your employer)	13	5	8	5	8	*	-	3	4	6	1	5	-	7	-	-	1	-	-	5	*	*	3	5	1	5
	0.5%	0.4%	0.5%	0.6%	0.8%	*	-	0.7%	0.6%	0.5%	0.3%	1.0%	-	0.9%	-	-	0.3%	-	-	1.8%	*	*	0.5%	1.8%	0.1%	0.4%
Live with parents / family	260	124	136	193	61	6	32	44	105	79	54	39	30	75	10	11	54	7	15	24	80	43	36	52	104	109
	9.3%	9.2%	9.4%	24.0%	6.2%	0.6%	5.6%	10.5%	14.8%	7.2%	14.9%	8.8%	4.5%	8.6%	4.3%	7.9%	14.9%	6.5%	7.6%	9.7%	13.2%	8.3%	5.8%	18.6%	11.0%	9.3%
Other	11	4	7	2	2	7	3	1	2	5	2	3	1	2	-	2	2	*	1	2	2	3	2	1	5	4
	0.4%	0.3%	0.5%	0.2%	0.2%	0.7%	0.5%	0.2%	0.3%	0.5%	0.5%	0.8%	0.1%	0.3%	-	1.7%	0.5%	0.2%	0.6%	0.9%	0.4%	0.5%	0.3%	0.2%	0.5%	0.4%
Prefer not to say	7	*	7	5	1	1	-	*	1	6	4	1	1	1	-	-	4	1	*	*	1	*	*	-	1	6
	0.2%	*	0.5%	0.6%	0.1%	0.1%	-	*	0.2%	0.5%	1.2%	0.2%	0.1%	0.1%	-	-	1.2%	0.7%	0.1%	0.2%	0.1%	*	0.1%	-	0.1%	0.5%
SIGMA	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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**Table 6**  
**Q6. What is your employment status?**  
Base : All Respondents

	Total		Gender			Age			SEG				Region6						RegionNorthgate				Volunteering Type					
			Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793		1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032	
Weighted Total	2793		1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168	
In employment (public sector)	547	19.6%	270	277	260	234	53	187	107	161	92	92	77	131	144	74	10	92	27	34	43	151	90	144	53	199	182	
In employment (private sector)	764	27.3%	389	375	214	432	117	213	165	214	172	117	139	177	270	15	35	117	30	63	75	164	151	190	103	266	309	
Student	149	5.3%	33	116	131	18	-	19	17	30	83	48	29	15	35	7	8	48	6	11	18	57	29	19	7	86	41	
Prefer not to say	2	0.1%	1	1	*	2	*	-	-	*	2	1	1	*	-	-	-	1	*	1	*	*	*	1	-	*	1	
Self-employed	129	4.6%	94	36	32	47	50	28	34	33	35	18	21	29	52	6	4	18	4	9	12	20	31	36	12	47	59	
Retired	680	24.4%	413	267	-	22	659	85	55	116	424	42	93	160	246	89	43	42	24	47	46	125	118	148	38	189	331	
Unemployed	261	9.4%	121	140	107	85	69	6	13	73	170	22	39	67	50	24	18	22	9	12	27	48	27	25	43	92	142	
Homemaker / carer	240	8.6%	28	212	59	139	42	29	24	78	109	19	43	73	71	17	16	19	11	20	23	33	74	44	20	49	100	
Other	21	0.7%	7	14	1	8	12	4	1	4	13	2	6	9	3	1	-	2	2	3	3	6	4	5	7	17	2	
SIGMA	2793	100.0%	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168	
			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

# Survation.

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Prepared on behalf of Northgate Public Services

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**Table 7**  
**Q7. Do you have children living at home with you?**  
Base : All Respondents

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Yes	1029	408	621	334	546	148	303	179	242	305	165	163	280	297	47	45	165	50	77	86	273	211	273	115	338	384
	36.8%	30.1%	43.2%	41.6%	55.4%	14.8%	53.2%	43.1%	34.1%	27.7%	45.7%	36.4%	42.5%	34.0%	20.3%	33.3%	45.7%	43.2%	38.4%	34.8%	45.2%	40.4%	44.5%	40.8%	35.8%	32.9%
No	1745	942	803	451	440	855	267	236	465	777	181	281	378	576	186	90	181	65	120	160	325	311	339	166	600	772
	62.5%	69.5%	55.9%	56.1%	44.6%	85.2%	46.8%	56.8%	65.7%	70.7%	50.2%	62.7%	57.4%	66.0%	79.7%	66.7%	50.2%	56.3%	60.1%	64.9%	53.8%	59.4%	55.3%	59.0%	63.5%	66.1%
Prefer not to say	19	7	13	19	*	*	-	*	1	17	15	4	1	-	-	-	15	1	3	1	6	1	1	1	6	12
	0.7%	0.5%	0.9%	2.3%	*	*	-	0.1%	0.2%	1.6%	4.1%	0.8%	0.1%	-	-	-	4.1%	0.5%	1.5%	0.3%	1.0%	0.2%	0.2%	0.3%	0.7%	1.0%
SIGMA	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

# Survation.

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 8**  
**Q8. What best describes your household income, including all benefits, but before tax is deducted?**  
**Base : All Respondents**

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Less than £10,000	234	82	152	75	62	97	-	-	23	210	22	32	81	63	15	13	22	12	15	16	29	42	44	14	71	120
	8.4%	6.0%	10.6%	9.3%	6.3%	9.7%	-	-	3.3%	19.1%	6.0%	7.1%	12.2%	7.2%	6.6%	9.3%	6.0%	10.3%	7.7%	6.5%	4.8%	7.9%	7.2%	5.0%	7.5%	10.3%
£10,000 - £14,999	286	158	128	59	56	172	-	-	31	255	22	57	66	98	18	23	22	17	23	34	37	40	58	21	75	154
	10.2%	11.7%	8.9%	7.3%	5.7%	17.1%	-	-	4.4%	23.2%	6.0%	12.8%	10.0%	11.2%	7.7%	17.2%	6.0%	14.8%	11.3%	13.9%	6.1%	7.6%	9.4%	7.3%	7.9%	13.1%
£15,000 - £19,999	244	106	138	60	74	110	-	38	27	179	19	48	68	76	21	4	19	9	20	28	41	41	38	20	83	107
	8.7%	7.8%	9.6%	7.5%	7.5%	11.0%	-	9.1%	3.8%	16.3%	5.3%	10.6%	10.2%	8.7%	8.9%	3.3%	5.3%	8.0%	9.8%	11.3%	6.8%	7.8%	6.2%	7.1%	8.8%	9.1%
£20,000 - £29,999	527	223	304	130	207	190	-	126	152	248	55	91	147	150	34	44	55	23	39	52	101	123	129	52	146	223
	18.9%	16.4%	21.2%	16.2%	20.9%	18.9%	-	30.4%	21.5%	22.5%	15.1%	20.4%	22.2%	17.1%	14.4%	32.5%	15.1%	20.3%	19.5%	21.1%	16.7%	23.4%	21.1%	18.5%	15.4%	19.1%
£30,000 - £39,999	365	187	178	88	154	123	132	60	128	45	46	71	94	115	18	14	46	16	35	37	82	85	104	40	116	137
	13.1%	13.8%	12.4%	10.9%	15.7%	12.2%	23.2%	14.5%	18.0%	4.1%	12.7%	15.9%	14.2%	13.2%	7.5%	10.4%	12.7%	13.9%	17.3%	14.8%	13.6%	16.3%	16.9%	14.1%	12.3%	11.8%
£40,000 - £49,999	406	237	169	145	170	91	144	44	218	-	50	58	92	93	65	7	50	13	29	29	133	57	89	74	189	129
	14.5%	17.5%	11.8%	18.1%	17.2%	9.0%	25.3%	10.7%	30.7%	-	13.8%	13.0%	13.9%	10.6%	27.7%	5.3%	13.8%	11.4%	14.3%	11.9%	22.1%	10.8%	14.5%	26.4%	20.0%	11.0%
£50,000 - £59,999	209	124	85	51	92	66	72	71	66	-	25	25	31	99	23	2	25	7	12	13	45	54	42	17	85	75
	7.5%	9.2%	5.9%	6.3%	9.3%	6.6%	12.7%	17.0%	9.3%	-	7.0%	5.6%	4.6%	11.3%	10.0%	1.4%	7.0%	6.3%	6.2%	5.2%	7.4%	10.4%	6.8%	6.2%	9.0%	6.4%
£60,000 - £69,999	101	67	34	24	46	31	68	12	21	-	24	12	29	16	19	-	24	4	4	8	27	17	23	10	32	42
	3.6%	4.9%	2.4%	3.0%	4.6%	3.1%	11.9%	2.8%	3.0%	-	6.7%	2.7%	4.4%	1.9%	8.3%	-	6.7%	3.3%	1.9%	3.3%	4.5%	3.2%	3.8%	3.5%	3.4%	3.6%
£70,000 - £79,999	53	26	27	19	19	15	40	12	-	-	12	9	3	26	3	-	12	1	5	4	13	14	13	6	23	16
	1.9%	1.9%	1.9%	2.3%	1.9%	1.5%	7.1%	2.9%	-	-	3.4%	1.9%	0.4%	3.0%	1.1%	-	3.4%	0.5%	2.4%	1.5%	2.1%	2.6%	2.1%	2.0%	2.5%	1.4%
£80,000 - £89,999	26	17	9	2	13	11	26	-	-	-	5	1	6	11	-	-	5	1	-	1	14	2	7	2	12	9
	0.9%	1.3%	0.6%	0.3%	1.3%	1.0%	4.5%	-	-	-	1.4%	0.2%	0.9%	1.2%	-	-	1.4%	1.3%	-	0.3%	2.3%	0.4%	1.1%	0.8%	1.3%	0.7%
£90,000 - £99,000	25	9	17	11	10	5	19	6	-	-	6	4	4	11	-	-	6	-	1	3	8	6	11	7	15	7
	0.9%	0.6%	1.2%	1.3%	1.0%	0.5%	3.3%	1.5%	-	-	1.7%	0.8%	0.6%	1.3%	-	-	1.7%	-	0.6%	1.1%	1.4%	1.2%	1.8%	2.5%	1.6%	0.6%
£100,000 - £149,999	33	20	13	6	23	4	33	-	-	-	11	2	1	16	-	3	11	1	1	1	9	4	12	5	17	11
	1.2%	1.5%	0.9%	0.8%	2.3%	0.4%	5.8%	-	-	-	3.1%	0.5%	0.1%	1.8%	-	2.0%	3.1%	0.7%	0.4%	0.6%	1.5%	0.8%	1.9%	1.7%	1.8%	0.9%
£150,000 - £199,999	16	2	13	12	2	1	16	-	-	-	13	2	*	-	-	-	13	*	2	-	7	6	6	3	6	1
	0.6%	0.2%	0.9%	1.5%	0.3%	0.1%	2.8%	-	-	-	3.7%	0.6%	*	-	-	-	3.7%	0.2%	1.2%	-	1.2%	1.1%	1.0%	1.1%	0.7%	0.1%
£200,000 or more	23	19	3	21	1	*	19	4	-	-	3	*	4	16	-	-	3	4	-	*	19	*	1	*	4	2
	0.8%	1.4%	0.2%	2.6%	0.1%	*	3.4%	0.9%	-	-	0.9%	0.1%	0.6%	1.8%	-	-	0.9%	3.2%	-	0.1%	3.1%	0.1%	0.2%	0.1%	0.4%	0.1%
Dont know / prefer not to say	246	80	166	101	58	87	-	42	42	163	48	35	36	84	18	25	48	7	15	21	39	33	37	10	71	138
	8.8%	5.9%	11.6%	12.6%	5.9%	8.7%	-	10.0%	5.9%	14.8%	13.2%	7.9%	5.4%	9.6%	7.8%	18.6%	13.2%	5.7%	7.3%	8.3%	6.4%	6.4%	6.1%	3.7%	7.5%	11.8%
SIGMA	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 9**  
**Q9. Which of these qualifications do you have?**  
**Base : All Respondents**

	Total		Gender			Age			SEG				Region6						RegionNorthgate				Volunteering Type					
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None			
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032		
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168		
No Qualifications	639	365	274	130	115	394	-	4	145	490	58	77	147	173	117	31	58	23	29	48	85	88	43	46	172	362		
	22.9%	26.9%	19.1%	16.1%	11.6%	39.3%	-	0.9%	20.4%	44.6%	16.0%	17.2%	22.3%	19.8%	49.9%	22.9%	16.0%	19.7%	14.4%	19.5%	14.0%	16.9%	7.0%	16.3%	18.2%	31.0%		
A formal apprenticeship	109	96	12	26	32	51	16	13	28	52	11	18	20	55	5	-	11	4	9	8	25	26	37	16	34	27		
	3.9%	7.1%	0.9%	3.2%	3.2%	5.1%	2.8%	3.1%	3.9%	4.8%	3.1%	4.0%	3.0%	6.3%	2.2%	-	3.1%	3.4%	4.7%	3.4%	4.2%	4.9%	6.0%	5.5%	3.6%	2.4%		
NVQs/GNVQs/RSA Diploma	221	90	131	52	110	59	12	31	102	76	18	51	66	56	20	8	18	19	24	27	49	65	77	21	75	85		
	7.9%	6.6%	9.1%	6.5%	11.2%	5.8%	2.0%	7.5%	14.4%	6.9%	5.0%	11.4%	10.0%	6.4%	8.4%	5.7%	5.0%	16.8%	12.2%	10.8%	8.1%	12.4%	12.5%	7.5%	8.0%	7.2%		
GCSEs/O-Levels	851	393	458	244	387	220	105	104	317	325	116	147	214	276	41	39	116	41	68	79	181	173	220	90	266	357		
	30.5%	28.9%	31.9%	30.3%	39.3%	21.9%	18.4%	25.0%	44.7%	29.6%	32.1%	32.8%	32.5%	31.6%	17.7%	29.2%	32.1%	35.5%	33.9%	31.9%	30.0%	33.0%	35.9%	32.0%	28.2%	30.6%		
Diploma (General)	114	40	74	62	39	12	37	5	50	22	31	17	23	31	5	7	31	6	7	9	38	32	47	15	48	34		
	4.1%	3.0%	5.1%	7.7%	4.0%	1.2%	6.4%	1.2%	7.1%	2.0%	8.6%	3.8%	3.5%	3.6%	2.3%	5.0%	8.6%	5.2%	3.7%	3.8%	6.3%	6.1%	7.6%	5.3%	5.1%	2.9%		
AS-Levels	128	44	84	97	23	8	44	21	32	30	32	23	27	31	8	8	32	6	11	12	40	24	29	10	65	45		
	4.6%	3.2%	5.9%	12.0%	2.4%	0.8%	7.8%	5.1%	4.5%	2.8%	8.7%	5.1%	4.0%	3.5%	3.5%	5.7%	8.7%	5.6%	5.6%	4.7%	6.6%	4.5%	4.8%	3.6%	6.9%	3.9%		
A-Levels	445	184	261	179	173	93	138	153	97	56	70	70	107	147	19	22	70	18	28	43	117	88	129	53	196	148		
	15.9%	13.5%	18.2%	22.2%	17.5%	9.3%	24.3%	36.8%	13.7%	5.1%	19.4%	15.8%	16.2%	16.8%	8.1%	16.4%	19.4%	15.6%	13.9%	17.2%	19.3%	16.8%	21.0%	18.7%	20.8%	12.7%		
Professional Qualifications (i.e. Teaching, Nursing, Accountancy)	229	120	110	40	88	101	147	64	18	-	29	43	52	63	19	16	29	11	21	22	79	48	88	33	123	52		
	8.2%	8.8%	7.6%	5.0%	9.0%	10.1%	25.8%	15.5%	2.6%	-	8.2%	9.6%	7.9%	7.2%	8.2%	12.1%	8.2%	9.2%	10.6%	8.7%	13.0%	9.1%	14.4%	11.8%	13.0%	4.5%		
Degree/Postgraduate Degree (i.e. BA, BSc, MA, MSc, MRes, MBA, PGCE)	606	279	327	248	240	117	412	153	41	-	115	97	140	175	34	24	115	23	46	52	206	122	187	81	284	181		
	21.7%	20.6%	22.8%	30.9%	24.4%	11.7%	72.3%	36.9%	5.7%	-	31.8%	21.8%	21.2%	20.1%	14.5%	17.7%	31.8%	19.9%	23.0%	20.8%	34.1%	23.3%	30.5%	28.7%	30.1%	15.5%		
Other (incl Vocational training i.e. forklift licence, construction skills certification scheme (CSCS), food hygiene certificate & Foreign Qualifications)	215	115	100	40	46	129	17	13	31	155	12	50	44	88	2	19	12	7	23	27	42	38	44	17	95	69		
	7.7%	8.5%	7.0%	5.0%	4.6%	12.9%	3.0%	3.1%	4.3%	14.1%	3.2%	11.2%	6.7%	10.1%	1.0%	14.2%	3.2%	6.4%	11.4%	11.0%	7.0%	7.3%	7.2%	5.9%	10.1%	5.9%		
SIGMA	3556	1725	1832	1116	1254	1185	927	562	860	1207	491	593	838	1095	271	174	491	158	267	326	861	703	900	381	1359	1361		
	127.3%	127.1%	127.5%	138.8%	127.2%	118.2%	162.8%	135.3%	121.4%	109.8%	136.0%	132.6%	127.1%	125.4%	115.8%	128.9%	136.0%	137.4%	133.5%	131.8%	142.7%	134.3%	146.9%	135.2%	143.9%	116.5%		

# Survation.

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 10**  
**Q9C1. You selected NVQs/GNVQs/RSA Diploma. At which level is your highest qualification?**  
**Base : All Answering**

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type								
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None			
Unweighted Total	204	68 136	35 97 72	10 25 81 88	19 75 79 20 9 2	19 60 39 36	39 40 47 16 59 97																					
Weighted Total	132	46 86	30 64 38	5 22 57 48	11 26 43 32 18 2	11 10 12 14	26 30 34 9 34 67																					
NVQ Level 1 or a Foundation GNVQ	26	13 13	* 16 9	- - 6 19	2 4 10 8 2 -	5 7 9 1 8 13																						
19.5%	28.1%	14.9%	1.5%	25.1%	24.1%	- - 11.1%	40.5%	19.3%	15.6%	22.6%	24.8%	10.1%	-	19.3%	24.4%	20.7%	11.2%	20.5%	23.0%	25.6%	11.2%	22.2%	19.1%					
NVQ Level 2 or an Intermediate GNVQ or an RSA Diploma	50	14 36	10 25 15	- 1 29 19	5 12 17 8 6 1	6 10 31 2 10 31																						
37.8%	29.9%	42.1%	34.3%	39.0%	38.6%	- 4.6%	51.5%	40.8%	45.5%	47.3%	40.1%	26.1%	34.2%	47.3%	45.5%	32.7%	37.2%	56.0%	21.5%	32.5%	32.5%	20.2%	30.4%	45.5%				
NVQ Level 3 or an Advanced GNVQ or an RSA Advanced Diploma	51	17 34	17 22 11	3 18 21 9	4 8 15 15 8 -	13 12 12 6 15 21																						
38.5%	37.1%	39.3%	57.9%	34.4%	30.2%	50.8%	83.0%	37.1%	18.6%	35.1%	31.0%	36.1%	46.1%	48.2%	-	35.1%	37.7%	40.5%	22.8%	52.0%	38.6%	36.3%	63.1%	43.8%	31.8%			
NVQ Level(s)4-5 or an RSA Higher Diploma	5	2 3	2 1 3	3 3 * -	- 2 1 1 1 1	2 2 2 * 1 2																						
4.2%	4.9%	3.8%	6.2%	1.5%	7.1%	49.2%	12.4%	0.2%	-	-	6.1%	1.3%	3.0%	7.5%	52.7%	-	5.2%	1.6%	10.0%	6.1%	5.9%	5.6%	5.5%	3.6%	3.5%			
SIGMA	132	46 86	30 64 38	5 22 57 48	11 26 43 32 18 2	11 10 12 14	26 30 34 9 34 67																					
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

# Survation.

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 11**  
**Q9D1. You selected GCSEs/O-Levels. What is your highest level of attainment for your particular qualification?**  
**Base : All Answering**

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	739	330	409	116	323	300	2	27	296	414	121	275	211	97	16	13	121	150	142	133	125	167	194	82	193	322
Weighted Total	621	298	323	129	312	179	4	50	271	297	70	107	156	217	31	25	70	28	51	57	105	127	147	68	150	284
1 or more GCSEs (any grade) / 1-4 O-Levels (pass)	343	168	175	50	173	120	-	7	110	226	31	58	91	116	26	14	31	17	29	29	48	64	78	32	80	167
	55.2%	56.3%	54.2%	38.5%	55.4%	67.0%	-	14.1%	40.6%	76.1%	43.7%	53.6%	58.5%	53.5%	84.8%	57.5%	43.7%	61.8%	56.8%	50.8%	46.0%	50.4%	53.3%	47.5%	53.4%	58.8%
5+ GCSEs (grades A*-C) / 5+ O-Level (pass)	278	130	148	80	139	59	4	43	161	71	40	50	65	101	5	10	40	11	22	28	57	63	69	36	70	117
	44.8%	43.7%	45.8%	61.5%	44.6%	33.0%	100.0%	85.9%	59.4%	23.9%	56.3%	46.4%	41.5%	46.5%	15.2%	42.5%	56.3%	38.2%	43.2%	49.2%	54.0%	49.6%	46.7%	52.5%	46.6%	41.2%
SIGMA	621	298	323	129	312	179	4	50	271	297	70	107	156	217	31	25	70	28	51	57	105	127	147	68	150	284
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

# Survation.



**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

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**Table 12**  
**Q9F1. You selected AS-Levels. How many do you have?**  
**Base : All Answering**

	Total		Gender			Age			SEG				Region6						RegionNorthgate				Volunteering Type					
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None			
Unweighted Total	48	19	29	28	11	9	-	6	22	20	11	22	8	4	1	2	11	6	13	9	20	8	13	2	19	16		
Weighted Total	45	14	31	30	12	2	-	4	19	22	10	9	6	12	2	5	10	1	5	4	14	4	9	1	21	16		
1	17	3	15	10	6	1	-	-	2	15	5	3	-	6	-	3	5	-	3	*	5	2	3	1	9	8		
	38.6%	19.3%	47.1%	33.2%	52.2%	38.6%	-	-	13.3%	67.9%	52.5%	29.2%	-	52.0%	-	57.8%	52.5%	-	46.6%	6.3%	36.3%	49.8%	30.2%	54.9%	42.3%	47.0%		
2	12	5	7	8	3	1	-	1	8	4	1	3	3	6	-	-	1	*	2	1	5	1	2	-	10	*		
	26.6%	33.0%	23.8%	27.3%	23.2%	34.5%	-	12.9%	41.3%	16.5%	7.4%	27.0%	47.6%	48.0%	-	-	7.4%	22.5%	30.3%	22.6%	34.0%	20.0%	19.6%	-	49.8%	0.9%		
3	9	6	3	7	2	1	-	2	5	3	3	2	*	-	2	2	3	*	*	2	2	*	1	-	1	6		
	21.2%	43.8%	11.2%	22.0%	17.8%	26.9%	-	48.9%	24.4%	13.0%	26.5%	24.7%	4.3%	-	100.0%	42.2%	26.5%	18.5%	7.8%	46.9%	14.1%	6.7%	14.3%	-	4.0%	40.3%		
4+	6	1	6	5	1	-	-	2	4	1	1	2	3	-	-	-	1	1	1	1	2	1	3	1	1	2		
	13.6%	3.9%	17.9%	17.4%	6.7%	-	-	38.2%	21.0%	2.5%	13.7%	19.2%	48.2%	-	-	-	13.7%	58.9%	15.3%	24.2%	15.7%	23.5%	35.9%	45.1%	3.9%	11.8%		
SIGMA	45	14	31	30	12	2	-	4	19	22	10	9	6	12	2	5	10	1	5	4	14	4	9	1	21	16		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		

# Survation.

**Public Service Delivery Poll**  
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**Table 13**  
**Q9G1. You selected A-Levels. How many do you have?**  
**Base : All Answering**

	Total	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type					
		Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None
Unweighted Total	367	144	223	117	122	128	25	132	134	76	70	131	97	47	8	11	70	66	55	76	89	85	99	42	135	143
Weighted Total	308	121	186	122	125	61	36	126	90	56	44	49	67	109	13	19	44	13	18	31	68	66	74	36	118	112
1	21 6.8%	9 7.8%	12 6.2%	4 3.0%	5 3.6%	13 20.9%	- -	3 2.4%	11 11.8%	7 13.1%	4 9.0%	5 9.9%	7 11.0%	2 2.0%	- -	3 14.3%	4 9.0%	1 6.2%	2 11.4%	3 9.1%	3 4.8%	2 2.6%	2 3.2%	1 2.9%	5 4.6%	12 10.8%
2	81 26.4%	42 34.7%	39 21.1%	24 19.9%	37 29.4%	21 33.5%	5 12.8%	30 23.4%	32 36.2%	15 26.2%	6 14.7%	15 29.7%	19 27.9%	30 27.3%	1 9.4%	11 56.6%	6 14.7%	4 28.4%	5 27.2%	10 31.2%	14 20.5%	15 22.3%	13 17.0%	4 10.8%	22 19.0%	43 38.8%
3	146 47.4%	42 35.0%	103 55.4%	72 58.8%	52 42.0%	22 35.4%	23 65.7%	58 45.7%	37 41.6%	27 48.6%	26 59.3%	24 49.7%	25 37.8%	47 43.1%	12 90.6%	4 21.8%	26 59.3%	5 35.9%	9 52.6%	15 48.0%	36 52.8%	35 53.0%	34 45.3%	17 47.4%	62 52.9%	41 37.0%
4+	60 19.4%	27 22.5%	32 17.4%	22 18.3%	31 25.0%	6 10.2%	8 21.5%	36 28.4%	9 10.4%	7 12.2%	7 17.0%	5 10.7%	16 23.3%	30 27.6%	- -	1 7.3%	7 17.0%	4 29.5%	2 8.9%	4 11.7%	15 21.8%	15 22.2%	26 34.5%	14 38.8%	28 23.5%	15 13.4%
SIGMA	308 100.0%	121 100.0%	186 100.0%	122 100.0%	125 100.0%	61 100.0%	36 100.0%	126 100.0%	90 100.0%	56 100.0%	44 100.0%	49 100.0%	67 100.0%	109 100.0%	13 100.0%	19 100.0%	44 100.0%	13 100.0%	18 100.0%	31 100.0%	68 100.0%	66 100.0%	74 100.0%	36 100.0%	118 100.0%	112 100.0%

# Survation.

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 14**  
**Q10. Which of the following statements most closely describes your situation?**  
**Base : All Respondents**

	Total	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type					
		Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
I am involved in the delivery of public services on a voluntary basis	369 13.2%	208 15.3%	162 11.3%	223 27.7%	93 9.4%	54 5.4%	156 27.3%	64 15.3%	96 13.5%	55 5.0%	73 20.3%	54 12.0%	60 9.1%	102 11.7%	52 22.4%	11 7.8%	73 20.3%	14 12.0%	24 11.8%	30 12.1%	159 26.4%	78 14.9%	126 20.6%	61 21.8%	207 21.9%	38 3.3%
I am not involved in the delivery of public services on a voluntary basis	2171 77.7%	1054 77.7%	1116 77.7%	460 57.3%	803 81.4%	907 90.5%	382 67.1%	311 74.8%	571 80.6%	906 82.4%	231 63.9%	350 78.3%	545 82.7%	691 79.1%	175 74.7%	116 85.7%	231 63.9%	91 79.5%	157 78.6%	193 78.0%	401 66.4%	411 78.5%	445 72.6%	210 74.5%	663 70.3%	994 85.1%
I am not sure if I am involved in the delivery of public services on a voluntary basis	253 9.1%	95 7.0%	158 11.0%	121 15.0%	91 9.2%	42 4.1%	32 5.6%	41 9.9%	42 5.9%	139 12.6%	57 15.8%	44 9.8%	55 8.3%	80 9.2%	7 3.0%	9 6.5%	57 15.8%	10 8.5%	19 9.6%	25 9.9%	43 7.1%	34 6.6%	42 6.8%	11 3.7%	74 7.9%	136 11.6%
SIGMA	2793 100.0%	1356 100.0%	1437 100.0%	804 100.0%	986 100.0%	1003 100.0%	569 100.0%	415 100.0%	709 100.0%	1100 100.0%	361 100.0%	448 100.0%	659 100.0%	873 100.0%	234 100.0%	135 100.0%	361 100.0%	115 100.0%	200 100.0%	247 100.0%	603 100.0%	523 100.0%	613 100.0%	282 100.0%	944 100.0%	1168 100.0%



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Prepared on behalf of Northgate Public Services

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**Table 15**  
**Q11. Outside of your paid employment, which of the following have you ever done on a voluntary basis?**  
**Base : All Respondents**

	Total	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type					
		Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Volunteered as a school governor	88	47	42	23	26	39	46	26	10	7	19	20	18	23	6	-	19	7	11	9	88	22	38	14	58	-
	3.2%	3.4%	2.9%	2.8%	2.7%	3.9%	8.0%	6.2%	1.4%	0.7%	5.2%	4.5%	2.7%	2.7%	2.4%	-	5.2%	5.8%	5.6%	3.7%	14.6%	4.3%	6.1%	5.0%	6.1%	-
Volunteered as a fundraiser	360	177	183	109	147	105	111	58	119	72	57	59	68	109	22	3	57	20	24	35	360	105	136	99	224	-
	12.9%	13.1%	12.7%	13.6%	14.9%	10.4%	19.5%	14.1%	16.8%	6.6%	15.7%	13.1%	10.4%	12.5%	9.4%	2.5%	15.7%	17.7%	12.0%	14.0%	59.7%	20.0%	22.3%	35.0%	23.7%	-
Volunteered as a literacy helper	137	40	98	60	51	26	65	24	30	18	30	21	23	53	6	4	30	4	11	10	137	39	49	22	82	-
	4.9%	2.9%	6.8%	7.4%	5.2%	2.6%	11.5%	5.7%	4.3%	1.6%	8.4%	4.7%	3.6%	6.1%	2.4%	2.7%	8.4%	3.1%	5.6%	3.9%	22.8%	7.4%	8.1%	7.8%	8.7%	-
Volunteered as a neighbourhood watcher	123	79	44	31	28	63	60	25	12	26	29	20	31	35	3	5	29	4	8	12	56	37	123	46	76	-
	4.4%	5.8%	3.1%	3.9%	2.9%	6.3%	10.6%	6.1%	1.7%	2.3%	8.1%	4.4%	4.7%	4.0%	1.2%	3.7%	8.1%	3.3%	4.0%	4.8%	9.3%	7.2%	20.1%	16.2%	8.1%	-
Volunteered running a library or community facility	96	57	39	67	16	13	26	11	51	7	15	12	12	17	40	-	15	2	3	9	23	15	28	14	96	-
	3.4%	4.2%	2.7%	8.3%	1.6%	1.3%	4.6%	2.8%	7.2%	0.6%	4.2%	2.6%	1.9%	1.9%	16.9%	-	4.2%	2.1%	1.4%	3.6%	3.9%	2.9%	4.6%	4.9%	10.1%	-
Volunteered as a scout group leader or other youth organization leader	120	50	70	34	33	53	42	15	26	37	27	22	17	34	11	5	27	4	12	10	120	46	46	23	68	-
	4.3%	3.7%	4.9%	4.2%	3.4%	5.3%	7.4%	3.7%	3.6%	3.3%	7.6%	4.9%	2.6%	3.8%	4.7%	3.5%	7.6%	3.5%	5.9%	4.1%	19.8%	8.8%	7.5%	8.1%	7.3%	-
Volunteered as a mentor or coach	133	62	71	69	34	30	63	30	28	13	38	21	25	35	5	10	38	6	7	14	76	45	51	20	133	-
	4.8%	4.6%	5.0%	8.5%	3.5%	3.0%	11.1%	7.2%	3.9%	1.2%	10.4%	4.7%	3.8%	4.0%	2.1%	7.3%	10.4%	4.8%	3.4%	5.8%	12.6%	8.6%	8.3%	7.0%	14.1%	-
Volunteered as a gardener / cleaner	149	95	54	46	86	18	36	22	60	32	24	24	27	33	4	-	24	3	12	12	90	50	55	149	87	-
	5.3%	7.0%	3.8%	5.7%	8.7%	1.8%	6.4%	5.2%	8.4%	2.9%	6.6%	5.4%	4.0%	3.8%	1.6%	-	6.6%	2.5%	5.9%	5.0%	15.0%	9.5%	9.0%	53.0%	9.2%	-
Volunteered as a police special constable or magistrate	40	21	18	16	7	16	11	8	9	12	6	6	8	17	1	1	6	*	2	3	14	7	40	7	22	-
	1.4%	1.6%	1.3%	2.0%	0.7%	1.6%	1.9%	2.0%	1.3%	1.0%	1.8%	1.3%	1.2%	2.0%	0.6%	0.8%	1.8%	0.4%	1.2%	1.3%	2.3%	1.4%	6.5%	2.6%	2.4%	-
Volunteered as a school crossing patrol officer	28	22	7	17	10	2	5	6	11	6	7	3	6	7	3	1	7	*	-	3	28	15	19	8	12	-
	1.0%	1.6%	0.5%	2.1%	1.0%	0.2%	0.9%	1.4%	1.5%	0.6%	1.9%	0.6%	1.0%	0.8%	1.3%	1.1%	1.9%	0.4%	-	1.1%	4.7%	2.8%	3.1%	3.0%	1.2%	-
Volunteered as a trustee for a local charity	110	56	54	44	24	42	53	18	12	27	20	22	17	45	3	2	20	3	8	14	60	31	49	15	110	-
	3.9%	4.1%	3.8%	5.4%	2.4%	4.2%	9.3%	4.4%	1.7%	2.4%	5.7%	5.0%	2.5%	5.2%	1.4%	1.4%	5.7%	3.0%	3.9%	5.9%	10.0%	6.0%	8.0%	5.3%	11.6%	-
Volunteered as a hospital or care home visitor	81	23	58	43	19	18	31	11	9	29	16	17	17	28	3	-	16	1	9	9	31	81	28	11	34	-
	2.9%	1.7%	4.1%	5.4%	2.0%	1.8%	5.5%	2.8%	1.3%	2.6%	4.6%	3.9%	2.5%	3.2%	1.1%	-	4.6%	1.1%	4.4%	3.5%	5.1%	15.4%	4.6%	3.8%	3.6%	-
Been a carer for a close friend or family member	432	159	273	109	148	174	87	65	112	168	53	76	123	134	24	15	53	25	38	39	148	432	166	74	176	-
	15.5%	11.7%	19.0%	13.6%	15.0%	17.4%	15.3%	15.6%	15.8%	15.2%	14.6%	17.0%	18.7%	15.3%	10.3%	11.4%	14.6%	21.4%	18.8%	15.6%	24.6%	82.5%	27.0%	26.3%	18.6%	-
Shared health alerts on social media, for example someone requiring an organ donation	55	19	36	29	19	6	24	12	9	10	13	17	10	11	-	3	13	5	5	12	22	55	38	22	35	-
	2.0%	1.4%	2.5%	3.7%	2.0%	0.6%	4.2%	2.9%	1.3%	0.9%	3.6%	3.7%	1.5%	1.3%	-	2.5%	3.6%	4.7%	2.4%	4.8%	3.6%	10.4%	6.2%	7.6%	3.7%	-

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**Table 15**  
**Q11. Outside of your paid employment, which of the following have you ever done on a voluntary basis?**  
**Base : All Respondents**

	Total	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type					
		Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Shared a missing person or crime alert on social media	165 5.9%	73 5.4%	93 6.4%	73 9.0%	55 5.5%	38 3.8%	46 8.1%	31 7.4%	32 4.5%	57 5.2%	30 8.2%	39 8.7%	43 6.5%	31 3.6%	10 4.3%	7 4.9%	30 8.2%	10 8.6%	18 9.2%	20 8.2%	60 9.9%	71 13.6%	165 27.0%	32 11.3%	67 7.1%	-
Reported fly-tipping or litter to the authorities	157 5.6%	87 6.4%	70 4.9%	39 4.8%	65 6.6%	53 5.3%	55 9.6%	30 7.1%	33 4.7%	39 3.6%	30 8.3%	30 6.6%	43 6.5%	42 4.9%	5 1.9%	6 4.6%	30 8.3%	8 7.1%	14 6.9%	16 6.4%	55 9.2%	51 9.8%	93 15.1%	157 55.5%	88 9.4%	-
Reported anti-social behaviour to the authorities	243 8.7%	135 9.9%	108 7.5%	51 6.3%	100 10.2%	92 9.2%	63 11.1%	47 11.2%	61 8.6%	72 6.6%	32 8.9%	50 11.3%	83 12.6%	49 5.6%	11 4.9%	10 7.1%	32 8.9%	13 11.2%	26 13.0%	24 9.9%	76 12.6%	85 16.2%	243 39.7%	73 25.8%	131 13.9%	-
Reported truancy to the authorities	25 0.9%	18 1.3%	7 0.5%	17 2.1%	6 0.6%	2 0.2%	13 2.3%	4 1.0%	5 0.7%	4 0.3%	10 2.6%	7 1.6%	2 0.3%	2 0.3%	1 0.6%	-	10 2.6%	* 0.1%	3 1.6%	4 1.5%	25 4.2%	12 2.4%	18 2.9%	8 2.7%	11 1.2%	-
Reporting fraud to the authorities e.g. benefit fraud / Blue Badge parking fraud	81 2.9%	45 3.3%	36 2.5%	26 3.2%	31 3.2%	25 2.5%	21 3.8%	18 4.3%	22 3.0%	20 1.8%	14 3.8%	18 4.0%	23 3.4%	19 2.2%	2 0.7%	-	14 3.8%	3 2.5%	6 2.9%	12 4.9%	26 4.4%	26 5.0%	81 13.3%	20 7.0%	49 5.2%	-
Reported suspicious behaviour to the authorities	242 8.7%	138 10.1%	104 7.3%	49 6.1%	104 10.6%	89 8.8%	69 12.1%	45 10.9%	58 8.2%	70 6.4%	38 10.6%	51 11.3%	61 9.3%	65 7.4%	11 4.7%	8 6.1%	38 10.6%	13 11.2%	26 12.8%	25 10.1%	87 14.4%	100 19.1%	242 39.5%	60 21.2%	134 14.2%	-
Reported a suspicious package to the authorities	48 1.7%	28 2.1%	20 1.4%	12 1.5%	18 1.8%	19 1.8%	19 3.4%	8 1.8%	12 1.7%	9 0.8%	9 2.5%	13 2.8%	4 0.6%	9 1.0%	4 1.5%	5 3.9%	9 2.5%	2 1.7%	5 2.7%	7 3.0%	30 5.0%	21 4.0%	48 7.9%	15 5.4%	32 3.4%	-
Volunteered my time in another way for a local charity	421 15.1%	174 12.8%	248 17.3%	112 14.0%	159 16.1%	150 15.0%	112 19.7%	80 19.2%	112 15.7%	118 10.7%	53 14.8%	72 16.1%	77 11.7%	139 15.9%	22 9.3%	16 11.9%	53 14.8%	14 12.2%	32 16.0%	40 16.2%	207 34.3%	103 19.8%	135 22.0%	92 32.8%	421 44.6%	-
Volunteered in my community in another way	319 11.4%	138 10.2%	181 12.6%	83 10.3%	75 7.6%	161 16.1%	104 18.3%	45 10.8%	78 10.9%	93 8.4%	58 15.9%	48 10.8%	65 9.8%	110 12.6%	24 10.3%	4 2.9%	58 15.9%	12 10.3%	24 12.1%	24 9.7%	124 20.5%	85 16.2%	104 16.9%	43 15.1%	319 33.8%	-
Reported other things to the authorities	174 6.2%	93 6.9%	81 5.6%	27 3.3%	68 6.9%	79 7.9%	36 6.3%	31 7.5%	44 6.2%	63 5.7%	18 4.9%	30 6.7%	44 6.6%	61 7.0%	6 2.4%	14 10.3%	18 4.9%	5 4.3%	13 6.5%	17 6.9%	46 7.6%	51 9.8%	96 15.7%	40 14.1%	174 18.4%	-
None of these	1168 41.8%	587 43.3%	581 40.5%	321 40.0%	408 41.3%	439 43.8%	154 27.1%	152 36.5%	277 39.0%	585 53.2%	120 33.3%	194 43.4%	285 43.2%	380 43.6%	98 42.0%	76 55.9%	120 33.3%	44 38.8%	80 40.1%	114 46.1%	-	-	-	-	-	1168 100.0%
SIGMA	4996 178.9%	2420 178.4%	2577 179.4%	1506 187.3%	1739 176.3%	1752 174.7%	1353 237.7%	821 197.7%	1230 173.5%	1592 144.8%	766 212.1%	891 199.2%	1132 171.7%	1490 170.6%	323 137.9%	195 144.5%	766 212.1%	208 181.5%	397 198.3%	495 199.9%	1991 330.0%	1586 302.9%	2092 341.3%	1062 376.6%	2640 279.7%	1168 100.0%

# Survation.

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 16**  
**Q12. Would you ever consider doing any of the following?**  
**Base : All Respondents**

	Total	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type					
		Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Volunteered as a school governor	183 6.6%	81 6.0%	102 7.1%	77 9.6%	58 5.8%	48 4.8%	79 13.8%	36 8.6%	30 4.2%	39 3.6%	29 8.2%	35 7.9%	47 7.2%	41 4.7%	5 2.2%	16 11.8%	29 8.2%	9 7.7%	13 6.6%	22 9.0%	76 12.5%	45 8.5%	73 11.9%	29 10.4%	112 11.8%	28 2.4%
Volunteered as a fundraiser	260 9.3%	103 7.6%	158 11.0%	128 15.9%	95 9.6%	37 3.7%	89 15.6%	63 15.2%	45 6.3%	64 5.8%	44 12.1%	41 9.2%	54 8.3%	94 10.8%	17 7.3%	4 3.0%	44 12.1%	8 6.8%	17 8.5%	24 9.7%	66 10.9%	68 13.0%	93 15.2%	44 15.5%	117 12.4%	57 4.8%
Volunteered as a literacy helper	254 9.1%	75 5.5%	179 12.4%	86 10.7%	91 9.3%	77 7.6%	91 16.0%	56 13.5%	54 7.6%	53 4.8%	41 11.5%	54 12.1%	55 8.3%	78 8.9%	15 6.4%	9 6.7%	41 11.5%	13 11.6%	22 10.8%	33 13.2%	106 17.6%	81 15.4%	95 15.5%	38 13.5%	152 16.1%	39 3.3%
Volunteered as a neighbourhood watcher	300 10.7%	154 11.4%	146 10.2%	93 11.5%	109 11.0%	99 9.8%	83 14.5%	52 12.5%	82 11.6%	83 7.6%	33 9.3%	55 12.2%	70 10.7%	103 11.8%	22 9.5%	8 5.9%	33 9.3%	11 9.9%	22 10.9%	33 13.3%	118 19.5%	82 15.7%	111 18.1%	48 16.9%	160 17.0%	63 5.4%
Volunteered running a library or community facility	276 9.9%	96 7.1%	180 12.5%	113 14.0%	97 9.8%	66 6.6%	93 16.4%	71 17.1%	63 8.9%	48 4.4%	41 11.3%	58 12.9%	60 9.1%	85 9.7%	10 4.4%	9 6.9%	41 11.3%	12 10.7%	23 11.4%	35 14.0%	139 23.0%	74 14.2%	111 18.0%	49 17.4%	181 19.2%	33 2.8%
Volunteered as a scout group leader or other youth organization leader	108 3.9%	29 2.1%	80 5.6%	80 10.0%	23 2.3%	5 0.5%	44 7.8%	19 4.5%	28 3.9%	18 1.6%	23 6.3%	25 5.6%	28 4.3%	24 2.8%	5 2.0%	-	23 6.3%	6 5.1%	7 3.3%	18 7.3%	51 8.4%	39 7.5%	47 7.7%	27 9.6%	74 7.8%	9 0.8%
Volunteered as a mentor or coach	265 9.5%	107 7.9%	158 11.0%	100 12.5%	111 11.2%	54 5.4%	86 15.0%	62 15.0%	58 8.2%	59 5.4%	47 12.9%	55 12.3%	58 8.8%	80 9.2%	10 4.4%	3 1.9%	47 12.9%	11 9.4%	23 11.6%	32 12.9%	127 21.0%	84 16.0%	119 19.5%	39 13.7%	166 17.5%	34 2.9%
Volunteered as a gardener / cleaner	209 7.5%	100 7.3%	110 7.6%	84 10.4%	72 7.3%	53 5.3%	54 9.4%	40 9.7%	57 8.1%	58 5.3%	32 9.0%	41 9.3%	51 7.7%	68 7.8%	11 4.7%	4 2.9%	32 9.0%	10 9.1%	16 7.8%	26 10.4%	64 10.7%	58 11.1%	75 12.2%	25 9.0%	110 11.6%	58 4.9%
Volunteered as a police special constable or magistrate	111 4.0%	57 4.2%	54 3.8%	58 7.2%	30 3.0%	24 2.4%	33 5.9%	26 6.4%	34 4.8%	17 1.6%	22 6.2%	19 4.3%	29 4.3%	31 3.6%	-	1 1.1%	22 6.2%	9 7.6%	11 5.7%	8 3.2%	49 8.1%	31 5.9%	42 6.9%	21 7.5%	71 7.5%	25 2.1%
Volunteered as a school crossing patrol officer	113 4.1%	39 2.9%	74 5.2%	55 6.9%	38 3.8%	21 2.0%	29 5.1%	18 4.3%	28 3.9%	38 3.5%	22 6.2%	27 6.1%	21 3.2%	39 4.4%	1 0.6%	1 0.9%	22 6.2%	6 5.6%	12 6.2%	15 6.0%	43 7.1%	43 8.2%	53 8.6%	21 7.6%	68 7.2%	15 1.3%
Been a carer for a close friend or family member	406 14.5%	150 11.1%	256 17.8%	140 17.3%	170 17.2%	97 9.6%	114 20.0%	81 19.6%	98 13.8%	113 10.2%	56 15.5%	89 19.9%	120 18.3%	106 12.2%	17 7.1%	13 9.6%	56 15.5%	22 19.0%	39 19.7%	50 20.0%	121 20.0%	34 6.5%	132 21.5%	58 20.6%	172 18.3%	120 10.3%
Volunteered as a hospital or care home visitor	302 10.8%	71 5.2%	231 16.1%	117 14.5%	109 11.1%	76 7.6%	74 12.9%	65 15.6%	73 10.3%	90 8.2%	46 12.6%	55 12.3%	76 11.6%	85 9.7%	22 9.6%	9 6.7%	46 12.6%	14 12.0%	21 10.3%	35 14.0%	116 19.3%	93 17.8%	115 18.7%	49 17.5%	177 18.8%	53 4.5%
Shared health alerts on social media, for example someone requiring an organ donation	245 8.8%	86 6.4%	158 11.0%	128 15.9%	75 7.6%	41 4.1%	66 11.5%	49 11.7%	66 9.4%	64 5.8%	30 8.4%	46 10.4%	70 10.6%	68 7.8%	9 3.7%	17 12.4%	30 8.4%	12 10.8%	24 11.9%	23 9.1%	90 14.9%	69 13.2%	120 19.5%	46 16.5%	115 12.2%	56 4.8%
Shared a missing person or crime alert on social media	300 10.7%	96 7.1%	204 14.2%	148 18.4%	99 10.0%	53 5.3%	80 14.0%	59 14.2%	76 10.8%	85 7.7%	37 10.2%	66 14.7%	59 8.9%	91 10.4%	14 6.1%	19 14.0%	37 10.2%	17 14.6%	27 13.6%	39 15.7%	102 16.9%	78 14.9%	94 15.4%	49 17.4%	141 14.9%	94 8.1%



**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 16**  
**Q12. Would you ever consider doing any of the following?**  
**Base : All Respondents**

	Total	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type					
		Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Reported fly-tipping or litter to the authorities	495 17.7%	297 21.9%	198 13.8%	107 13.3%	172 17.4%	216 21.6%	135 23.7%	82 19.6%	121 17.0%	158 14.3%	54 15.0%	100 22.3%	95 14.4%	199 22.8%	25 10.6%	15 11.4%	54 15.0%	23 19.9%	43 21.6%	57 22.8%	155 25.7%	100 19.0%	202 33.0%	20 7.2%	209 22.1%	151 12.9%
Reported anti-social behaviour to the authorities	586 21.0%	319 23.6%	266 18.5%	187 23.2%	201 20.4%	198 19.7%	137 24.0%	98 23.7%	187 26.3%	164 14.9%	70 19.4%	100 22.4%	123 18.6%	205 23.5%	60 25.6%	17 12.4%	70 19.4%	28 24.5%	42 20.9%	58 23.5%	155 25.7%	143 27.3%	172 28.1%	69 24.4%	296 31.3%	166 14.2%
Reported truancy to the authorities	172 6.1%	70 5.1%	102 7.1%	71 8.8%	60 6.1%	41 4.1%	40 7.0%	39 9.3%	52 7.4%	41 3.7%	31 8.5%	39 8.6%	39 6.0%	51 5.9%	6 2.7%	3 2.5%	31 8.5%	9 8.2%	17 8.3%	22 8.9%	62 10.3%	53 10.1%	94 15.3%	43 15.4%	108 11.4%	26 2.2%
Reporting fraud to the authorities e.g. benefit fraud / Blue Badge parking fraud	429 15.4%	207 15.2%	222 15.5%	122 15.2%	140 14.2%	167 16.6%	113 19.9%	76 18.2%	112 15.8%	128 11.7%	53 14.8%	88 19.6%	97 14.8%	136 15.6%	17 7.1%	24 17.8%	53 14.8%	21 18.1%	43 21.4%	45 18.1%	133 22.0%	90 17.2%	159 25.9%	68 24.2%	202 21.4%	118 10.1%
Reported suspicious behaviour to the authorities	560 20.0%	258 19.0%	302 21.0%	139 17.3%	183 18.5%	239 23.8%	136 23.9%	109 26.3%	136 19.1%	179 16.3%	68 18.8%	103 22.9%	125 18.9%	201 23.1%	29 12.6%	16 11.5%	68 18.8%	28 24.3%	42 20.9%	61 24.6%	153 25.3%	149 28.5%	154 25.2%	73 26.0%	266 28.2%	166 14.2%
Reported a suspicious package to the authorities	643 23.0%	311 22.9%	333 23.1%	160 19.9%	239 24.2%	244 24.4%	146 25.6%	131 31.5%	166 23.4%	201 18.3%	90 24.9%	138 30.8%	129 19.6%	210 24.1%	42 18.1%	20 14.6%	90 24.9%	31 26.7%	63 31.3%	75 30.4%	191 31.6%	207 39.5%	275 44.9%	107 37.8%	307 32.5%	135 11.5%
Volunteered as a trustee for a local charity	264 9.5%	127 9.4%	137 9.5%	127 15.8%	85 8.7%	51 5.1%	92 16.2%	58 14.1%	62 8.8%	52 4.7%	76 20.9%	43 9.7%	54 8.2%	68 7.8%	11 4.9%	3 2.2%	76 20.9%	15 12.7%	22 10.8%	22 8.8%	143 23.7%	69 13.2%	100 16.3%	57 20.4%	133 14.1%	43 3.7%
Volunteered my time in another way for a local charity	462 16.5%	196 14.5%	265 18.5%	149 18.5%	169 17.1%	144 14.4%	145 25.4%	89 21.5%	119 16.7%	109 9.9%	73 20.2%	81 18.1%	111 16.8%	124 14.2%	39 16.5%	17 12.4%	73 20.2%	28 24.2%	35 17.3%	46 18.8%	156 25.8%	134 25.6%	164 26.7%	80 28.4%	151 16.0%	116 9.9%
None of the above	1031 36.9%	561 41.3%	470 32.7%	238 29.5%	365 37.0%	429 42.7%	134 23.6%	116 27.9%	260 36.6%	521 47.4%	96 26.6%	137 30.6%	262 39.8%	345 39.5%	94 40.1%	56 41.4%	96 26.6%	34 29.3%	64 32.1%	73 29.4%	105 17.4%	93 17.8%	54 8.8%	66 23.5%	182 19.3%	707 60.5%
SIGMA	7974 285.5%	3589 264.6%	4385 305.2%	2704 336.3%	2789 282.9%	2480 247.3%	2090 367.0%	1496 360.1%	2006 283.0%	2383 216.7%	1114 308.7%	1496 334.2%	1835 278.3%	2535 290.3%	483 206.4%	284 209.9%	1114 308.7%	376 328.0%	646 322.9%	849 343.4%	2519 417.4%	1916 366.0%	2654 433.0%	1129 400.3%	3668 388.5%	2311 197.8%

# Survation.

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 17**  
**Q13. Please read the following statements and select which, if any, are true for you.**  
**Base : All Answering**

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	1475	684	791	339	594	542	247	273	410	545	238	557	420	175	39	37	238	284	272	285	7	209	249	69	91	1032
Weighted Total	1576	771	805	416	565	595	206	211	386	773	167	266	419	481	121	99	167	66	114	153	9	199	194	50	102	1168
I don't volunteer locally because I do not have the time	573 36.3%	244 31.7%	328 40.8%	175 42.2%	272 48.1%	126 21.1%	101 48.9%	115 54.4%	154 39.9%	203 26.3%	61 36.8%	111 41.7%	155 36.9%	169 35.2%	37 30.7%	28 28.0%	61 36.8%	28 42.4%	46 40.7%	65 42.5%	3 31.1%	85 42.6%	75 38.5%	25 51.3%	35 34.4%	408 35.0%
I don't volunteer locally because I do not want to	443 28.1%	264 34.3%	179 22.2%	71 17.1%	169 30.0%	202 34.0%	44 21.2%	42 19.9%	135 35.1%	222 28.7%	39 23.6%	71 26.7%	121 28.8%	139 28.9%	49 40.0%	22 22.1%	39 23.6%	14 21.3%	29 25.3%	42 27.7%	- -	44 22.0%	41 21.1%	10 19.4%	30 29.4%	345 29.6%
I don't volunteer locally because I don't know how to	178 11.3%	77 10.0%	101 12.6%	73 17.6%	62 11.0%	43 7.2%	37 17.9%	26 12.5%	56 14.4%	59 7.7%	22 13.1%	40 15.0%	31 7.4%	54 11.2%	19 15.3%	7 7.4%	22 13.1%	8 12.3%	10 8.9%	30 19.5%	3 40.6%	29 14.4%	31 16.0%	4 7.5%	9 8.6%	129 11.0%
I don't volunteer locally because I don't think I can help	139 8.8%	82 10.6%	57 7.1%	34 8.3%	48 8.6%	56 9.5%	19 9.2%	23 10.8%	27 7.1%	70 9.0%	10 6.0%	34 12.8%	33 7.8%	39 8.2%	9 7.6%	11 11.5%	10 6.0%	7 10.2%	15 13.0%	19 12.6%	* 3.6%	25 12.3%	20 10.4%	9 17.4%	4 3.7%	96 8.3%
I don't volunteer locally because I'm worried I might be liable for something	121 7.7%	69 8.9%	52 6.5%	55 13.1%	27 4.8%	39 6.6%	13 6.5%	8 3.6%	33 8.6%	67 8.7%	9 5.3%	23 8.5%	33 7.9%	32 6.6%	1 0.7%	19 18.9%	9 5.3%	4 6.2%	7 6.3%	15 10.1%	2 19.3%	17 8.8%	26 13.2%	5 10.3%	8 8.1%	83 7.1%
Another reason	152 9.6%	83 10.8%	69 8.5%	32 7.8%	14 2.4%	106 17.8%	6 3.0%	8 3.9%	16 4.1%	122 15.8%	9 5.6%	20 7.6%	52 12.4%	39 8.1%	5 4.5%	26 26.3%	9 5.6%	6 9.8%	10 8.7%	10 6.7%	1 9.0%	13 6.4%	17 8.5%	9 17.9%	16 15.5%	115 9.8%
Don't know	205 13.0%	98 12.8%	106 13.2%	82 19.6%	47 8.4%	76 12.7%	15 7.0%	27 12.9%	32 8.4%	131 16.9%	31 18.6%	28 10.4%	54 12.8%	60 12.4%	22 18.1%	10 10.5%	31 18.6%	7 11.3%	13 11.9%	14 9.3%	- -	14 6.8%	20 10.1%	* 0.5%	16 15.3%	169 14.4%
SIGMA	1811 114.9%	918 119.0%	893 111.0%	523 125.7%	640 113.3%	648 108.9%	234 113.7%	250 118.0%	453 117.5%	874 113.1%	182 109.0%	326 122.6%	477 114.0%	533 110.7%	142 116.8%	124 124.7%	182 109.0%	75 113.5%	130 114.8%	196 128.3%	9 103.6%	226 113.4%	229 117.8%	62 124.5%	117 115.1%	1345 115.2%



**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 18**  
**Q14. Please read the following statements and select which of these, if any, are true for you.**  
**Base : All Answering**

	Total	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type					
		Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None
Unweighted Total	2038	872	1166	519	762	757	446	429	503	660	367	742	555	261	61	39	367	383	372	370	427	354	168	77	588	1032
Weighted Total	2193	1035	1158	667	733	794	400	314	557	922	274	331	508	710	203	101	274	89	147	184	398	330	147	96	599	1168
I don't report things to the authorities because I don't have the time	192 8.8%	75 7.2%	117 10.1%	76 11.4%	88 12.1%	28 3.5%	56 13.9%	39 12.5%	40 7.3%	57 6.2%	39 14.3%	34 10.4%	31 6.1%	50 7.1%	16 8.0%	15 15.2%	39 14.3%	3 3.6%	13 9.0%	21 11.5%	35 8.8%	27 8.2%	15 10.0%	7 7.7%	43 7.3%	104 8.9%
I don't report things to the authorities because I don't know how to	254 11.6%	114 11.1%	140 12.1%	100 15.0%	80 10.9%	74 9.4%	63 15.8%	42 13.4%	59 10.6%	90 9.7%	41 15.0%	45 13.7%	55 10.8%	85 12.0%	17 8.5%	7 6.8%	41 15.0%	9 10.5%	19 13.0%	26 14.2%	55 13.8%	47 14.1%	36 24.5%	26 27.1%	90 15.0%	110 9.5%
I don't report things to the authorities because I don't think it would be useful	490 22.3%	222 21.5%	267 23.1%	146 21.9%	193 26.3%	151 19.0%	107 26.7%	66 21.0%	144 25.8%	173 18.8%	53 19.5%	76 22.9%	147 29.0%	168 23.7%	28 13.6%	14 13.6%	53 19.5%	18 20.3%	35 23.6%	41 22.3%	67 16.7%	92 28.0%	25 17.3%	12 12.7%	115 19.2%	271 23.2%
I don't report things to the authorities because I don't trust them	319 14.5%	192 18.6%	126 10.9%	148 22.3%	82 11.2%	89 11.2%	49 12.2%	37 11.8%	119 21.3%	114 12.4%	39 14.4%	41 12.4%	69 13.6%	88 12.4%	60 29.5%	12 12.2%	39 14.4%	13 14.7%	13 9.0%	28 15.1%	78 19.6%	27 8.3%	13 8.6%	8 8.2%	108 18.1%	139 11.9%
Another reason	307 14.0%	153 14.7%	154 13.3%	64 9.6%	102 13.9%	141 17.8%	47 11.7%	40 12.7%	90 16.2%	130 14.1%	23 8.5%	53 16.0%	63 12.4%	92 12.9%	13 6.5%	23 23.0%	23 8.5%	12 13.6%	25 17.0%	28 15.1%	80 20.0%	61 18.4%	15 10.1%	38 39.7%	113 18.8%	147 12.6%
Don't know	747 34.1%	334 32.3%	413 35.7%	187 28.1%	223 30.4%	337 42.5%	99 24.8%	105 33.6%	142 25.5%	401 43.4%	92 33.5%	110 33.3%	169 33.3%	265 37.4%	69 34.0%	33 32.7%	92 33.5%	35 39.7%	48 32.8%	62 33.8%	96 24.1%	89 27.1%	54 36.8%	12 12.9%	170 28.3%	456 39.0%
SIGMA	2309 105.3%	1090 105.3%	1218 105.2%	721 108.2%	767 104.7%	820 103.3%	421 105.2%	329 104.9%	595 106.7%	964 104.5%	288 105.2%	360 108.7%	535 105.2%	749 105.5%	203 100.0%	104 103.5%	288 105.2%	92 102.5%	153 104.4%	206 112.1%	411 103.1%	344 104.0%	158 107.3%	104 108.3%	639 106.7%	1228 105.1%

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

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**Table 19**  
**Q15A. Do you agree or disagree with the following statements?**  
**I would volunteer more if I knew what was needed**  
**Base : All Respondents**

	Total	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type					
		Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Strongly Agree	436 15.6%	218 16.1%	218 15.2%	205 25.4%	117 11.9%	114 11.4%	99 17.4%	69 16.7%	135 19.0%	133 12.1%	90 25.0%	79 17.7%	85 12.9%	106 12.1%	55 23.6%	15 10.8%	90 25.0%	15 12.7%	30 15.2%	49 19.7%	131 21.8%	102 19.4%	125 20.5%	64 22.7%	228 24.1%	95 8.1%
Somewhat Agree	784 28.1%	340 25.1%	444 30.9%	274 34.1%	297 30.1%	214 21.3%	226 39.6%	135 32.5%	185 26.1%	239 21.7%	121 33.5%	130 29.0%	144 21.8%	255 29.2%	40 17.3%	40 29.4%	121 33.5%	33 28.4%	56 28.2%	73 29.6%	240 39.8%	183 35.0%	200 32.7%	129 45.7%	330 35.0%	236 20.2%
Neither Agree nor Disagree	871 31.2%	452 33.3%	420 29.2%	174 21.6%	332 33.6%	366 36.5%	159 27.9%	111 26.7%	258 36.5%	343 31.2%	89 24.8%	145 32.5%	222 33.7%	270 31.0%	92 39.2%	40 29.6%	89 24.8%	44 38.5%	73 36.2%	73 29.5%	165 27.4%	140 26.8%	192 31.3%	63 22.5%	254 26.9%	400 34.3%
Somewhat Disagree	256 9.2%	135 9.9%	121 8.4%	44 5.5%	78 7.9%	134 13.3%	50 8.8%	55 13.2%	37 5.2%	114 10.4%	21 6.0%	34 7.5%	67 10.2%	100 11.5%	20 8.4%	7 5.4%	21 6.0%	9 7.6%	15 7.6%	19 7.5%	32 5.3%	31 6.0%	48 7.9%	20 7.2%	77 8.1%	135 11.6%
Strongly Disagree	305 10.9%	159 11.7%	146 10.2%	65 8.1%	99 10.1%	140 14.0%	22 3.9%	28 6.8%	64 9.0%	191 17.3%	13 3.6%	34 7.5%	113 17.1%	102 11.7%	24 10.1%	16 12.2%	13 3.6%	8 6.9%	13 6.6%	21 8.3%	25 4.2%	50 9.5%	33 5.3%	5 1.7%	41 4.4%	195 16.7%
Don't Know	141 5.0%	53 3.9%	87 6.1%	43 5.3%	63 6.4%	35 3.5%	13 2.3%	17 4.2%	30 4.3%	80 7.2%	26 7.1%	26 5.7%	29 4.4%	40 4.6%	3 1.4%	17 12.6%	26 7.1%	7 5.9%	12 6.2%	13 5.4%	9 1.5%	17 3.3%	15 2.4%	1 0.2%	14 1.5%	107 9.1%
SIGMA	2793 100.0%	1356 100.0%	1437 100.0%	804 100.0%	986 100.0%	1003 100.0%	569 100.0%	415 100.0%	709 100.0%	1100 100.0%	361 100.0%	448 100.0%	659 100.0%	873 100.0%	234 100.0%	135 100.0%	361 100.0%	115 100.0%	200 100.0%	247 100.0%	603 100.0%	523 100.0%	613 100.0%	282 100.0%	944 100.0%	1168 100.0%



**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

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**Table 20**  
**Q15B. Do you agree or disagree with the following statements?**  
**I would volunteer more if I could see the difference it makes**  
**Base : All Respondents**

	Total		Gender			Age			SEG				Region6						RegionNorthgate				Volunteering Type					
			Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793		1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032	
Weighted Total	2793		1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168	
Strongly Agree	484		239	245	219	152	113	117	65	129	173	120	86	87	107	52	27	120	18	33	53	141	115	135	69	225	135	
	17.3%		17.6%	17.1%	27.2%	15.4%	11.3%	20.6%	15.6%	18.2%	15.8%	33.3%	19.3%	13.2%	12.2%	22.3%	19.9%	33.3%	15.9%	16.6%	21.5%	23.4%	21.9%	22.0%	24.4%	23.8%	11.6%	
Somewhat Agree	910		429	480	266	332	311	212	151	241	306	113	143	219	290	38	47	113	36	63	80	261	202	223	139	376	291	
	32.6%		31.6%	33.4%	33.1%	33.7%	31.0%	37.2%	36.4%	34.0%	27.8%	31.4%	31.9%	33.2%	33.2%	16.4%	34.9%	31.4%	31.4%	31.5%	32.3%	43.3%	38.5%	36.4%	49.2%	39.8%	24.9%	
Neither Agree nor Disagree	767		405	362	179	277	312	156	121	204	286	72	129	173	265	101	20	72	38	63	66	135	106	163	47	222	372	
	27.5%		29.9%	25.2%	22.2%	28.0%	31.1%	27.3%	29.1%	28.8%	26.1%	20.1%	28.8%	26.2%	30.3%	43.2%	14.8%	20.1%	33.1%	31.5%	26.6%	22.4%	20.2%	26.6%	16.5%	23.5%	31.8%	
Somewhat Disagree	244		110	134	46	75	123	49	39	44	111	17	33	67	95	19	4	17	10	15	18	34	50	41	19	83	97	
	8.7%		8.1%	9.3%	5.7%	7.6%	12.2%	8.6%	9.4%	6.3%	10.1%	4.6%	7.3%	10.2%	10.9%	7.9%	3.2%	4.6%	8.8%	7.4%	7.3%	5.7%	9.5%	6.7%	6.9%	8.8%	8.3%	
Strongly Disagree	254		122	133	58	94	103	23	23	61	147	14	31	94	77	21	15	14	8	14	17	24	37	33	8	30	165	
	9.1%		9.0%	9.2%	7.2%	9.5%	10.2%	4.1%	5.5%	8.6%	13.4%	3.8%	6.8%	14.3%	8.9%	8.9%	11.3%	3.8%	6.7%	6.9%	6.8%	4.0%	7.1%	5.4%	2.9%	3.1%	14.1%	
Don't Know	134		52	82	37	56	41	13	17	29	75	25	26	19	39	3	22	25	5	12	14	8	14	17	*	9	108	
	4.8%		3.8%	5.7%	4.6%	5.7%	4.0%	2.3%	4.0%	4.1%	6.8%	6.9%	5.8%	2.9%	4.5%	1.3%	16.0%	6.9%	4.0%	6.1%	5.6%	1.3%	2.8%	2.9%	0.1%	1.0%	9.2%	
SIGMA	2793		1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168	
	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	



**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

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**Table 21**  
**Q15C. Do you agree or disagree with the following statements?**  
**I would volunteer more if it were more flexible**  
**Base : All Respondents**

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Strongly Agree	434	209	224	208	119	106	113	60	127	132	98	75	75	106	58	18	98	15	28	47	139	115	103	52	226	89
	15.5%	15.4%	15.6%	25.9%	12.1%	10.6%	19.9%	14.5%	18.0%	12.0%	27.1%	16.8%	11.3%	12.2%	25.0%	13.3%	27.1%	13.2%	14.2%	18.9%	23.0%	21.9%	16.8%	18.3%	23.9%	7.6%
Somewhat Agree	758	349	410	249	305	204	198	121	214	225	109	137	154	241	38	19	109	32	65	72	235	153	201	138	314	239
	27.2%	25.7%	28.5%	31.0%	30.9%	20.3%	34.8%	29.0%	30.2%	20.5%	30.1%	30.5%	23.4%	27.7%	16.1%	14.2%	30.1%	28.1%	32.4%	29.0%	39.0%	29.3%	32.9%	48.9%	33.3%	20.5%
Neither Agree nor Disagree	873	442	431	182	332	359	164	137	229	344	89	129	230	264	94	60	89	41	61	68	153	146	209	61	260	403
	31.3%	32.6%	30.0%	22.6%	33.7%	35.8%	28.8%	32.9%	32.3%	31.3%	24.6%	28.9%	34.9%	30.3%	40.2%	44.1%	24.6%	35.4%	30.5%	27.6%	25.3%	28.0%	34.0%	21.8%	27.6%	34.5%
Somewhat Disagree	281	137	144	49	83	149	52	49	43	137	24	41	61	122	20	4	24	9	18	23	35	48	47	25	88	140
	10.0%	10.1%	10.0%	6.0%	8.4%	14.8%	9.1%	11.9%	6.0%	12.4%	6.5%	9.1%	9.2%	13.9%	8.6%	3.3%	6.5%	8.0%	9.0%	9.2%	5.8%	9.1%	7.7%	8.7%	9.3%	12.0%
Strongly Disagree	266	143	123	67	82	116	21	24	59	162	12	36	102	78	21	15	12	7	13	23	28	45	31	4	28	166
	9.5%	10.5%	8.6%	8.4%	8.3%	11.6%	3.6%	5.8%	8.4%	14.8%	3.3%	8.0%	15.5%	8.9%	8.9%	11.3%	3.3%	6.2%	6.4%	9.3%	4.6%	8.6%	5.1%	1.3%	3.0%	14.2%
Don't Know	181	77	104	49	64	68	21	24	36	99	30	30	37	62	3	19	30	10	15	15	14	16	21	2	28	131
	6.5%	5.7%	7.2%	6.1%	6.5%	6.8%	3.7%	5.9%	5.1%	9.0%	8.4%	6.6%	5.7%	7.1%	1.3%	13.9%	8.4%	9.1%	7.4%	6.0%	2.3%	3.1%	3.5%	0.9%	2.9%	11.2%
SIGMA	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

# Survation.

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 22**  
**Q15D. Do you agree or disagree with the following statements?**  
**I would report things to the authorities more if I could do it quickly online**  
**Base : All Respondents**

	Total	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type					
		Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Strongly Agree	672 24.1%	375 27.6%	297 20.7%	222 27.6%	242 24.5%	208 20.7%	159 27.9%	99 23.9%	181 25.5%	233 21.2%	109 30.2%	121 27.0%	136 20.6%	207 23.7%	63 27.1%	27 19.8%	109 30.2%	28 24.2%	48 24.1%	73 29.5%	194 32.2%	174 33.2%	203 33.2%	100 35.3%	294 31.1%	182 15.5%
Somewhat Agree	973 34.8%	440 32.5%	533 37.1%	313 38.9%	353 35.8%	306 30.6%	243 42.6%	164 39.4%	228 32.2%	339 30.8%	134 37.0%	155 34.7%	230 34.8%	288 33.0%	60 25.6%	45 33.0%	134 37.0%	38 33.4%	72 35.9%	83 33.7%	225 37.3%	187 35.8%	220 35.9%	118 41.8%	353 37.4%	382 32.7%
Neither Agree nor Disagree	720 25.8%	350 25.8%	370 25.7%	166 20.6%	243 24.6%	311 31.0%	120 21.1%	98 23.6%	185 26.1%	317 28.8%	81 22.4%	113 25.3%	164 24.8%	229 26.2%	91 38.8%	31 23.1%	81 22.4%	33 28.6%	52 25.9%	61 24.8%	128 21.3%	110 21.0%	130 21.2%	43 15.4%	219 23.2%	338 28.9%
Somewhat Disagree	138 4.9%	60 4.4%	78 5.4%	41 5.1%	35 3.6%	62 6.2%	21 3.6%	34 8.1%	29 4.1%	55 5.0%	10 2.8%	23 5.2%	34 5.1%	46 5.3%	11 4.7%	13 9.9%	10 2.8%	6 5.5%	11 5.6%	12 4.9%	20 3.3%	26 5.0%	29 4.7%	12 4.4%	27 2.8%	77 6.6%
Strongly Disagree	154 5.5%	80 5.9%	74 5.1%	21 2.6%	64 6.5%	69 6.9%	13 2.2%	6 1.5%	63 8.8%	72 6.6%	8 2.1%	17 3.7%	55 8.4%	65 7.5%	5 2.2%	4 3.1%	8 2.1%	4 3.5%	7 3.6%	9 3.8%	25 4.1%	16 3.1%	13 2.2%	3 0.9%	38 4.1%	91 7.8%
Don't Know	136 4.9%	52 3.8%	84 5.9%	41 5.0%	49 5.0%	47 4.6%	15 2.6%	14 3.5%	24 3.3%	84 7.6%	20 5.5%	18 4.0%	41 6.3%	38 4.4%	3 1.4%	15 11.1%	20 5.5%	6 4.8%	10 4.9%	8 3.4%	11 1.9%	11 2.0%	18 2.9%	6 2.3%	13 1.4%	99 8.5%
SIGMA	2793 100.0%	1356 100.0%	1437 100.0%	804 100.0%	986 100.0%	1003 100.0%	569 100.0%	415 100.0%	709 100.0%	1100 100.0%	361 100.0%	448 100.0%	659 100.0%	873 100.0%	234 100.0%	135 100.0%	361 100.0%	115 100.0%	200 100.0%	247 100.0%	603 100.0%	523 100.0%	613 100.0%	282 100.0%	944 100.0%	1168 100.0%

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

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**Table 23**  
**Q15E. Do you agree or disagree with the following statements?**  
**I would report things more to the authorities if I knew it would be successful**  
Base : All Respondents

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Strongly Agree	725	347	378	233	240	252	137	110	206	272	122	128	170	169	79	48	122	31	54	75	202	181	223	102	314	198
	26.0%	25.6%	26.3%	29.0%	24.3%	25.1%	24.1%	26.4%	29.1%	24.7%	33.7%	28.7%	25.7%	19.3%	33.7%	35.5%	33.7%	27.0%	26.7%	30.2%	33.4%	34.6%	36.4%	36.1%	33.3%	16.9%
Somewhat Agree	1067	531	536	308	378	381	273	165	253	376	146	177	216	355	61	49	146	38	78	99	258	216	264	136	381	402
	38.2%	39.1%	37.3%	38.4%	38.3%	38.0%	47.9%	39.7%	35.7%	34.2%	40.4%	39.5%	32.7%	40.7%	26.2%	36.2%	40.4%	33.0%	39.1%	39.9%	42.7%	41.2%	43.1%	48.3%	40.4%	34.4%
Neither Agree nor Disagree	693	351	342	183	238	272	121	97	174	301	65	96	178	246	80	17	65	29	48	49	101	94	91	32	182	373
	24.8%	25.9%	23.8%	22.7%	24.2%	27.2%	21.3%	23.4%	24.5%	27.4%	18.1%	21.5%	27.0%	28.2%	34.3%	12.9%	18.1%	25.2%	23.8%	19.7%	16.8%	18.0%	14.9%	11.4%	19.3%	31.9%
Somewhat Disagree	73	32	41	23	27	23	12	23	19	20	6	13	18	27	6	3	6	7	7	7	13	17	18	5	23	34
	2.6%	2.3%	2.8%	2.8%	2.8%	2.2%	2.0%	5.5%	2.6%	1.8%	1.6%	3.0%	2.7%	3.1%	2.5%	2.2%	1.6%	6.5%	3.3%	2.7%	2.2%	3.2%	2.9%	1.8%	2.4%	2.9%
Strongly Disagree	113	53	60	20	56	38	13	8	37	56	3	15	50	37	5	4	3	5	6	8	22	9	14	1	27	67
	4.1%	3.9%	4.2%	2.5%	5.7%	3.8%	2.3%	1.9%	5.2%	5.1%	0.9%	3.3%	7.5%	4.3%	2.0%	3.1%	0.9%	4.0%	3.0%	3.4%	3.7%	1.7%	2.3%	0.4%	2.8%	5.7%
Don't Know	121	41	80	37	47	37	14	13	20	75	19	18	29	38	3	14	19	5	8	10	7	7	3	6	18	95
	4.3%	3.0%	5.6%	4.6%	4.8%	3.7%	2.5%	3.1%	2.8%	6.8%	5.3%	4.0%	4.3%	4.4%	1.3%	10.2%	5.3%	4.3%	3.9%	4.1%	1.2%	1.4%	0.5%	2.0%	1.9%	8.1%
SIGMA	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

# Survation.

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 24**  
**Q15F. Do you agree or disagree with the following statements?**  
**I would report things more if I knew what was needed**  
Base : All Respondents

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Strongly Agree	528	262	266	214	155	158	129	60	155	183	100	98	93	125	76	29	100	23	41	57	169	127	147	68	212	130
	18.9%	19.3%	18.5%	26.6%	15.7%	15.8%	22.7%	14.4%	21.9%	16.7%	27.7%	22.0%	14.1%	14.3%	32.6%	21.7%	27.7%	19.9%	20.5%	23.1%	28.1%	24.3%	24.0%	24.1%	22.5%	11.1%
Somewhat Agree	967	482	485	266	363	337	218	179	233	337	127	150	232	292	52	53	127	38	65	84	248	202	233	147	386	348
	34.6%	35.5%	33.8%	33.1%	36.9%	33.6%	38.2%	43.1%	32.9%	30.7%	35.2%	33.5%	35.2%	33.5%	22.2%	39.2%	35.2%	33.0%	32.7%	34.2%	41.0%	38.7%	38.0%	52.3%	40.9%	29.8%
Neither Agree nor Disagree	860	442	418	191	315	354	168	124	212	357	88	135	204	308	89	25	88	38	65	71	122	134	164	42	247	438
	30.8%	32.6%	29.1%	23.7%	32.0%	35.3%	29.4%	29.9%	29.9%	32.4%	24.5%	30.2%	30.9%	35.3%	38.1%	18.4%	24.5%	33.4%	32.4%	28.5%	20.3%	25.6%	26.7%	14.7%	26.2%	37.5%
Somewhat Disagree	139	50	89	48	48	43	28	25	35	52	15	23	34	48	8	5	15	6	11	12	29	24	33	15	46	59
	5.0%	3.7%	6.2%	6.0%	4.9%	4.3%	4.9%	6.0%	4.9%	4.7%	4.2%	5.1%	5.2%	5.5%	3.5%	3.5%	4.2%	5.5%	5.3%	5.0%	4.8%	4.5%	5.4%	5.2%	4.9%	5.1%
Strongly Disagree	135	63	72	39	56	41	12	8	44	70	7	15	56	48	6	3	7	4	5	10	22	23	16	2	18	79
	4.8%	4.7%	5.0%	4.8%	5.6%	4.1%	2.1%	2.0%	6.2%	6.4%	1.9%	3.4%	8.5%	5.5%	2.6%	2.0%	1.9%	3.7%	2.5%	4.1%	3.6%	4.4%	2.6%	0.9%	1.9%	6.8%
Don't Know	164	57	107	46	49	69	15	19	30	101	24	26	40	52	2	20	24	5	13	13	14	13	21	8	34	114
	5.9%	4.2%	7.5%	5.8%	5.0%	6.9%	2.6%	4.7%	4.2%	9.2%	6.6%	5.8%	6.1%	5.9%	0.9%	15.1%	6.6%	4.5%	6.6%	5.1%	2.2%	2.5%	3.4%	2.8%	3.6%	9.7%
SIGMA	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 25**  
**Q15G. Do you agree or disagree with the following statements?**  
**I would report things more if I was kept updated on progress**  
Base : All Respondents

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Strongly Agree	500	263	238	197	165	138	111	67	161	161	104	98	92	108	67	24	104	20	37	61	149	119	175	75	230	122
	17.9%	19.4%	16.6%	24.5%	16.8%	13.8%	19.5%	16.1%	22.8%	14.6%	28.8%	21.9%	13.9%	12.3%	28.5%	18.0%	28.8%	17.3%	18.7%	24.5%	24.6%	22.7%	28.5%	26.6%	24.3%	10.4%
Somewhat Agree	879	425	454	223	307	349	225	129	212	313	114	140	197	282	60	32	114	37	61	79	225	179	209	125	335	322
	31.5%	31.3%	31.6%	27.7%	31.2%	34.8%	39.5%	31.1%	29.9%	28.5%	31.6%	31.3%	29.8%	32.3%	25.5%	23.5%	31.6%	32.6%	30.6%	31.8%	37.3%	34.2%	34.1%	44.3%	35.4%	27.5%
Neither Agree nor Disagree	914	453	462	245	342	327	174	152	193	396	100	146	221	323	67	43	100	38	73	74	165	141	167	56	261	442
	32.7%	33.4%	32.2%	30.5%	34.7%	32.6%	30.6%	36.6%	27.2%	36.0%	27.6%	32.7%	33.6%	37.0%	28.5%	31.7%	27.6%	32.8%	36.4%	29.8%	27.4%	26.9%	27.3%	19.9%	27.7%	37.9%
Somewhat Disagree	160	77	84	33	56	71	31	30	48	52	17	22	34	45	31	7	17	7	10	12	29	40	28	15	53	75
	5.7%	5.7%	5.8%	4.1%	5.7%	7.1%	5.4%	7.2%	6.8%	4.7%	4.7%	4.8%	5.1%	5.1%	13.2%	4.9%	4.7%	5.8%	4.9%	4.8%	4.8%	7.6%	4.6%	5.2%	5.6%	6.4%
Strongly Disagree	181	83	98	57	63	62	17	18	67	78	5	18	73	71	7	7	5	6	7	10	25	30	21	2	49	90
	6.5%	6.1%	6.8%	7.0%	6.4%	6.1%	3.0%	4.4%	9.5%	7.1%	1.4%	4.0%	11.1%	8.1%	3.0%	5.3%	1.4%	5.4%	3.6%	4.2%	4.1%	5.8%	3.5%	0.8%	5.2%	7.7%
Don't Know	158	57	101	50	52	56	11	19	28	100	21	24	42	45	3	22	21	7	12	12	10	15	12	9	17	118
	5.6%	4.2%	7.0%	6.2%	5.2%	5.6%	1.9%	4.6%	3.9%	9.1%	5.9%	5.3%	6.4%	5.1%	1.3%	16.6%	5.9%	6.1%	5.8%	4.9%	1.7%	2.8%	2.0%	3.2%	1.8%	10.1%
SIGMA	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

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**Table 26**  
**Q15H. Do you agree or disagree with the following statements?**  
**I would report things to the authorities more if it were easier**  
Base : All Respondents

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Strongly Agree	538	287	250	189	170	179	100	67	162	208	94	102	108	129	79	22	94	18	36	67	152	137	174	73	234	130
	19.2%	21.2%	17.4%	23.5%	17.3%	17.8%	17.6%	16.1%	22.8%	19.0%	26.0%	22.9%	16.4%	14.8%	33.9%	16.6%	26.0%	16.0%	17.9%	26.9%	25.2%	26.1%	28.3%	26.0%	24.8%	11.1%
Somewhat Agree	982	460	521	296	375	312	235	164	245	338	139	151	218	313	49	54	139	36	72	79	248	189	242	146	369	371
	35.1%	33.9%	36.3%	36.8%	38.0%	31.1%	41.2%	39.4%	34.6%	30.8%	38.6%	33.7%	33.0%	35.8%	20.9%	39.9%	38.6%	31.6%	35.8%	32.1%	41.1%	36.1%	39.5%	51.7%	39.1%	31.7%
Neither Agree nor Disagree	846	425	421	206	293	347	178	127	195	346	92	129	211	292	68	31	92	40	63	66	140	135	146	45	260	405
	30.3%	31.3%	29.3%	25.7%	29.7%	34.6%	31.2%	30.6%	27.6%	31.4%	25.5%	28.8%	32.1%	33.5%	29.2%	23.3%	25.5%	34.5%	31.4%	26.6%	23.1%	25.7%	23.8%	16.1%	27.5%	34.7%
Somewhat Disagree	131	71	60	37	30	65	22	26	39	45	10	24	32	37	20	8	10	9	11	13	25	16	25	6	28	74
	4.7%	5.2%	4.2%	4.6%	3.1%	6.4%	3.9%	6.1%	5.5%	4.1%	2.7%	5.4%	4.8%	4.3%	8.7%	6.1%	2.7%	8.2%	5.5%	5.3%	4.1%	3.0%	4.0%	2.2%	2.9%	6.3%
Strongly Disagree	142	59	84	36	64	42	21	10	45	66	3	18	59	53	5	4	3	4	7	11	23	33	21	2	29	76
	5.1%	4.3%	5.8%	4.5%	6.5%	4.2%	3.7%	2.5%	6.4%	6.0%	0.9%	3.9%	9.0%	6.0%	2.3%	3.1%	0.9%	3.3%	3.4%	4.4%	3.8%	6.2%	3.4%	0.6%	3.0%	6.5%
Don't Know	154	54	100	40	55	59	13	21	22	97	23	24	32	49	12	15	23	7	12	12	16	14	6	9	25	113
	5.5%	4.0%	6.9%	5.0%	5.5%	5.9%	2.3%	5.2%	3.2%	8.8%	6.3%	5.3%	4.8%	5.6%	5.1%	11.2%	6.3%	6.5%	5.9%	4.7%	2.7%	2.7%	1.1%	3.4%	2.6%	9.7%
SIGMA	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

# Survation.

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 27**  
**Q16. Which of the following statements do you agree with the most?**  
**Base : All Respondents**

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
The government wants to hear the public's views on how public services work	753 27.0%	389 28.7%	364 25.3%	221 27.5%	243 24.7%	288 28.8%	220 38.6%	143 34.5%	151 21.4%	238 21.7%	124 34.2%	140 31.2%	149 22.6%	232 26.6%	62 26.3%	34 24.9%	124 34.2%	26 22.7%	70 34.9%	70 28.3%	203 33.7%	159 30.5%	182 29.7%	71 25.3%	260 27.6%	281 24.0%
The government does not want to hear the public's views on how public services work	1506 53.9%	715 52.7%	791 55.0%	433 53.8%	536 54.4%	537 53.5%	290 50.9%	205 49.3%	392 55.3%	619 56.3%	155 42.8%	223 49.7%	384 58.3%	495 56.7%	132 56.4%	87 64.5%	155 42.8%	68 59.3%	95 47.6%	127 51.5%	293 48.5%	288 55.0%	364 59.4%	144 51.1%	517 54.7%	602 51.5%
Don't know	535 19.1%	252 18.6%	282 19.6%	150 18.7%	207 21.0%	178 17.7%	60 10.4%	67 16.2%	166 23.4%	242 22.0%	83 23.0%	85 19.0%	127 19.2%	146 16.7%	40 17.3%	14 10.6%	83 23.0%	21 18.0%	35 17.5%	50 20.3%	107 17.8%	76 14.5%	67 10.9%	67 23.6%	167 17.7%	286 24.5%
SIGMA	2793 100.0%	1356 100.0%	1437 100.0%	804 100.0%	986 100.0%	1003 100.0%	569 100.0%	415 100.0%	709 100.0%	1100 100.0%	361 100.0%	448 100.0%	659 100.0%	873 100.0%	234 100.0%	135 100.0%	361 100.0%	115 100.0%	200 100.0%	247 100.0%	603 100.0%	523 100.0%	613 100.0%	282 100.0%	944 100.0%	1168 100.0%



**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

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**Table 28**  
**Q17. Have you ever done any of the following?**  
**Base : All Respondents**

	Total		Gender			Age			SEG				Region6						RegionNorthgate				Volunteering Type					
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None			
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032		
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168		
Taken part in a consultation ran by the government or a local public service body	232 8.3%	121 8.9%	112 7.8%	67 8.4%	72 7.3%	93 9.3%	85 15.0%	44 10.7%	49 7.0%	53 4.8%	53 14.6%	36 8.1%	44 6.6%	73 8.4%	13 5.7%	6 4.8%	53 14.6%	13 11.4%	19 9.4%	17 7.1%	123 20.4%	75 14.3%	121 19.8%	50 17.7%	144 15.2%	14 1.2%		
Attended a public meeting	636 22.8%	373 27.5%	263 18.3%	147 18.3%	207 21.0%	282 28.1%	192 33.7%	120 29.0%	129 18.2%	195 17.7%	99 27.4%	99 22.1%	133 20.1%	220 25.2%	37 15.8%	28 20.4%	99 27.4%	27 23.5%	42 21.0%	57 23.0%	240 39.8%	178 33.9%	292 47.6%	142 50.5%	343 36.4%	102 8.8%		
Given feedback to a local authority	512 18.3%	266 19.6%	247 17.2%	129 16.1%	154 15.7%	229 22.8%	153 26.9%	73 17.6%	128 18.1%	158 14.4%	88 24.4%	89 20.0%	113 17.2%	151 17.3%	41 17.6%	25 18.4%	88 24.4%	26 22.2%	33 16.3%	57 22.9%	210 34.7%	172 32.8%	246 40.1%	90 31.8%	284 30.1%	68 5.8%		
Participated in a patient liaison group	157 5.6%	77 5.7%	80 5.6%	56 6.9%	42 4.3%	59 5.9%	62 10.9%	27 6.6%	23 3.2%	45 4.1%	34 9.5%	27 6.0%	32 4.8%	59 6.7%	- -	2 1.5%	34 9.5%	4 3.1%	10 5.1%	16 6.6%	62 10.3%	52 10.0%	74 12.1%	34 12.2%	86 9.1%	24 2.1%		
Used personal budgets (for example to buy care services to support independent living)	144 5.1%	63 4.6%	81 5.6%	80 9.9%	40 4.1%	24 2.4%	57 10.0%	28 6.7%	25 3.6%	34 3.1%	31 8.7%	21 4.8%	33 5.0%	52 5.9%	2 0.9%	4 2.9%	31 8.7%	5 4.8%	10 5.1%	11 4.5%	66 10.9%	51 9.7%	58 9.4%	35 12.6%	82 8.6%	11 0.9%		
None of these	1695 60.7%	768 56.6%	927 64.5%	483 60.1%	649 65.8%	563 56.1%	259 45.5%	230 55.3%	466 65.8%	740 67.3%	180 49.9%	274 61.2%	417 63.2%	513 58.8%	164 70.1%	88 65.2%	180 49.9%	62 54.4%	128 64.0%	146 59.0%	206 34.2%	231 44.1%	163 26.6%	93 32.9%	402 42.6%	983 84.2%		
SIGMA	3377 120.9%	1667 122.9%	1709 119.0%	962 119.7%	1164 118.1%	1250 124.7%	808 141.9%	523 125.8%	821 115.9%	1225 111.4%	485 134.5%	547 122.1%	771 116.9%	1069 122.5%	258 110.2%	153 113.2%	485 134.5%	137 119.5%	242 121.0%	305 123.1%	907 150.3%	759 145.0%	953 155.6%	444 157.6%	1341 142.1%	1203 103.0%		

# Survation.

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 29**  
**Q20. Which of these ways would you prefer to report something to your local council?**  
**Base : All Respondents**

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Online	2052	1020	1032	679	759	615	467	328	545	712	272	335	483	652	161	84	272	83	147	188	458	350	415	227	704	890
	73.5%	75.2%	71.8%	84.4%	76.9%	61.3%	82.0%	78.9%	76.9%	64.8%	75.4%	74.9%	73.2%	74.7%	69.0%	62.3%	75.4%	72.2%	73.5%	76.0%	75.8%	66.8%	67.8%	80.4%	74.6%	76.2%
By phone	741	336	405	125	227	388	102	88	163	387	89	113	177	221	73	51	89	32	53	59	146	174	197	55	240	278
	26.5%	24.8%	28.2%	15.6%	23.1%	38.7%	18.0%	21.1%	23.1%	35.2%	24.6%	25.1%	26.8%	25.3%	31.0%	37.7%	24.6%	27.8%	26.5%	24.0%	24.2%	33.2%	32.2%	19.6%	25.4%	23.8%
SIGMA	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

# Survation.

**Public Service Delivery Poll**  
Prepared on behalf of Northgate Public Services

6 Jan 2015

**Table 30**  
**Q21. If you knew it were far cheaper for the council to receive reports online rather than by phone, would that make you more likely to report things online or make no difference?**  
**Base : All Respondents**

	Gender		Age			SEG				Region6						RegionNorthgate				Volunteering Type						
	Male	Female	18-34	35-54	55+	AB	C1	C2	DE	London	Midlands	North	South	Scotland	Wales	London	North East	East Midlands	West Midlands	With Young People	In Health and Social Care	In Community Safety	In the Environment	Other	None	
Unweighted Total	2793	1253	1540	675	1027	1091	651	584	713	845	517	1026	756	338	79	57	517	520	512	514	717	630	788	329	1013	1032
Weighted Total	2793	1356	1437	804	986	1003	569	415	709	1100	361	448	659	873	234	135	361	115	200	247	603	523	613	282	944	1168
Would make me much more likely to report things online	1204 43.1%	619 45.6%	585 40.7%	380 47.2%	408 41.4%	416 41.5%	281 49.4%	198 47.6%	318 44.8%	407 37.1%	178 49.3%	194 43.4%	270 41.0%	367 42.0%	103 44.1%	42 31.3%	178 49.3%	53 46.3%	80 39.8%	115 46.3%	329 54.5%	249 47.5%	313 51.0%	179 63.5%	485 51.4%	396 33.9%
Would make me slightly more likely to report things online	689 24.7%	298 21.9%	392 27.3%	217 27.0%	246 24.9%	226 22.6%	154 27.1%	108 26.0%	150 21.2%	277 25.2%	96 26.5%	121 27.1%	170 25.7%	188 21.5%	51 21.6%	47 35.0%	96 26.5%	24 20.6%	56 28.2%	65 26.2%	132 21.9%	164 31.4%	178 29.0%	58 20.7%	214 22.7%	278 23.8%
Would not make me any more likely to report things online	564 20.2%	321 23.7%	243 16.9%	89 11.1%	195 19.7%	281 28.0%	85 14.9%	67 16.0%	180 25.4%	232 21.1%	47 13.0%	84 18.7%	136 20.6%	198 22.7%	67 28.6%	25 18.4%	47 13.0%	23 20.2%	37 18.3%	47 19.0%	102 17.0%	86 16.3%	90 14.7%	32 11.5%	178 18.9%	268 23.0%
Don't Know	336 12.0%	119 8.8%	217 15.1%	118 14.7%	137 13.9%	80 8.0%	49 8.6%	43 10.4%	61 8.6%	183 16.6%	40 11.2%	48 10.8%	84 12.7%	121 13.8%	13 5.6%	21 15.4%	40 11.2%	15 12.8%	27 13.7%	21 8.5%	40 6.7%	25 4.8%	32 5.3%	12 4.3%	67 7.1%	225 19.3%
SIGMA	2793 100.0%	1356 100.0%	1437 100.0%	804 100.0%	986 100.0%	1003 100.0%	569 100.0%	415 100.0%	709 100.0%	1100 100.0%	361 100.0%	448 100.0%	659 100.0%	873 100.0%	234 100.0%	135 100.0%	361 100.0%	115 100.0%	200 100.0%	247 100.0%	603 100.0%	523 100.0%	613 100.0%	282 100.0%	944 100.0%	1168 100.0%

# Survation.

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6	2	Q2. Which English county do you currently live in?	Base : Currently live in England	2344
7	2	Q2. Which English county do you currently live in?	Base : Currently live in England	2344
8	3	Q3. What is your Gender?	Base : All Respondents	2793
9	4	Q4. What age bracket do you fall into?	Base : All Respondents	2793
10	5	Q5. Which of these best describes the accommodation you live in?	Base : All Respondents	2793
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14	9	Q9. Which of these qualifications do you have?	Base : All Respondents	2793
15	10	Q9C1. You selected NVQs/GNVQs/RSA Diploma. At which level is your highest qualification?	Base : All Answering	204
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20	15	Q11. Outside of your paid employment, which of the following have you ever done on a voluntary basis?	Base : All Respondents	2793
21	15	Q11. Outside of your paid employment, which of the following have you ever done on a voluntary basis?	Base : All Respondents	2793
22	16	Q12. Would you ever consider doing any of the following?	Base : All Respondents	2793
23	16	Q12. Would you ever consider doing any of the following?	Base : All Respondents	2793
24	17	Q13. Please read the following statements and select which, if any, are true for you.	Base : All Answering	1475

Page	Table	Title	Base Description	Base
25	18	Q14. Please read the following statements and select which of these, if any, are true for you.	Base : All Answering	2038
26	19	Q15A. Do you agree or disagree with the following statements? I would volunteer more if I knew what was needed	Base : All Respondents	2793
27	20	Q15B. Do you agree or disagree with the following statements? I would volunteer more if I could see the difference it makes	Base : All Respondents	2793
28	21	Q15C. Do you agree or disagree with the following statements? I would volunteer more if it were more flexible	Base : All Respondents	2793
29	22	Q15D. Do you agree or disagree with the following statements? I would report things to the authorities more if I could do it quickly online	Base : All Respondents	2793
30	23	Q15E. Do you agree or disagree with the following statements? I would report things more to the authorities if I knew it would be successful	Base : All Respondents	2793
31	24	Q15F. Do you agree or disagree with the following statements? I would report things more if I knew what was needed	Base : All Respondents	2793
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33	26	Q15H. Do you agree or disagree with the following statements? I would report things to the authorities more if it were easier	Base : All Respondents	2793
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35	28	Q17. Have you ever done any of the following?	Base : All Respondents	2793
36	29	Q20. Which of these ways would you prefer to report something to your local council?	Base : All Respondents	2793
37	30	Q21. If you knew it were far cheaper for the council to receive reports online rather than by phone, would that make you more likely to report things online or make no difference?	Base : All Respondents	2793