

Public Services

Poll

12/11/2015

Prepared on behalf of We Own It



Methodology

Fieldwork Dates

9th – 11th November 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

Sample Size

2,017

Data Weighting

Data were weighted to the profile of all UK adults aged 18+. Data were weighted by age, sex, region, household income, education and past vote. Targets for the weighted data were derived from Office for National Statistics 2011 Census data and the results of the 2015 General Election.

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 2,007 it is 95% certain that the 'true' value will fall within the range of 2.2% 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 (Director of Research – Patrick Briône).

For further information please contact:

Chris Hopkins
0203 818 9661

chris.hopkins@survation.com

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Table 1

Q1. Normal weightings

Q1. When a new public service needs to be delivered, what do you think should happen?

Base: All Respondents

	Total		Gender			Age			Voting Intention					2015 Past Vote					SEG				Region7 + 1							
	Male	Female	18-34	35-54	55+	CON	LAB	LD	UKIP	Other	Und	CON	LAB	LD	UKIP	Other	Did Not Vote	AB	C1	C2	DE	London	Midlands	North	South	England	Scotland	Wales	NI	
Unweighted Total	2017	958	1059	469	668	880	566	487	121	264	158	316	593	502	136	227	176	319	590	766	323	336	220	341	495	662	1718	160	110	29
Weighted Total	2017	981	1036	578	713	725	567	484	122	250	176	311	604	497	129	206	197	319	580	734	316	384	258	324	463	647	1691	172	118	35
Local and national government should try running the public service first and only consider contracting it out to private tender if they find it is expensive or of poor quality when run publicly	1236	600	636	317	445	474	329	330	79	155	111	187	360	329	96	126	139	157	353	459	190	233	142	199	278	408	1027	116	71	21
	61.3%	61.1%	61.4%	54.8%	62.4%	65.3%	58.0%	68.1%	64.9%	62.1%	63.4%	60.2%	59.5%	66.2%	74.2%	61.1%	70.8%	49.1%	60.8%	62.5%	60.0%	60.7%	55.0%	61.5%	60.1%	63.1%	60.7%	67.7%	60.5%	60.5%
Local and national government should try contracting it out to private tender first and only consider running it publicly if they find it is expensive or of poor quality when run privately	427	239	187	140	123	163	166	78	34	58	46	32	168	70	16	51	42	72	166	140	68	51	78	62	88	125	352	37	29	8
	21.2%	24.4%	18.1%	24.3%	17.2%	22.5%	29.2%	16.1%	27.6%	23.3%	26.1%	10.2%	27.8%	14.1%	12.3%	24.6%	21.5%	22.4%	28.6%	19.1%	21.6%	13.2%	30.2%	19.0%	19.0%	19.3%	20.8%	21.7%	24.5%	23.3%
Don't know	354	142	212	121	145	88	72	77	9	37	18	92	76	98	17	29	15	91	61	135	58	100	38	63	97	114	312	18	18	6
	17.6%	14.5%	20.5%	20.9%	20.4%	12.1%	12.7%	15.8%	7.5%	14.6%	10.5%	29.6%	12.6%	19.7%	13.4%	14.3%	7.7%	28.5%	10.5%	18.4%	18.3%	26.1%	14.9%	19.5%	20.9%	17.7%	18.5%	10.7%	15.1%	16.3%
SIGMA	2017	981	1036	578	713	725	567	484	122	250	176	311	604	497	129	206	197	319	580	734	316	384	258	324	463	647	1691	172	118	35
	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%	100.0%

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Table 2

Q2. Normal weightings

Q2. Currently, when a private company runs a public service, the public has no right to see the contract agreed between government and the company, or data about the company's performance in the contract. Do you agree or disagree with this?

Base: All Respondents

	Total		Gender			Age			Voting Intention					2015 Past Vote					SEG				Region7 + 1							
	Male	Female	18-34	35-54	55+	CON	LAB	LD	UKIP	Other	Und	CON	LAB	LD	UKIP	Other	Did Not Vote	AB	C1	C2	DE	London	Midlands	North	South	England	Scotland	Wales	NI	
Unweighted Total	2017	958	1059	469	668	880	566	487	121	264	158	316	593	502	136	227	176	319	590	766	323	336	220	341	495	662	1718	160	110	29
Weighted Total	2017	981	1036	578	713	725	567	484	122	250	176	311	604	497	129	206	197	319	580	734	316	384	258	324	463	647	1691	172	118	35
Agree - this information needs to be commercially confidential	459	232	227	221	151	87	146	114	38	62	43	38	143	112	22	44	48	81	171	142	61	83	97	77	88	127	389	34	27	9
Disagree - the public needs access to this information to hold companies accountable	22.7%	23.6%	21.9%	38.2%	21.1%	12.0%	25.8%	23.6%	30.8%	24.9%	24.6%	12.2%	23.7%	22.6%	17.3%	21.5%	24.2%	25.5%	29.5%	19.3%	19.3%	21.6%	37.6%	23.8%	19.0%	19.7%	23.0%	19.5%	22.8%	25.5%
Don't know	1356	672	684	288	468	599	379	334	75	170	122	221	416	337	94	147	141	177	368	521	215	252	139	215	313	454	1120	130	83	23
	67.2%	68.5%	66.0%	49.8%	65.7%	82.6%	66.8%	68.9%	61.3%	67.8%	69.6%	71.0%	68.8%	67.8%	72.9%	71.2%	71.9%	55.4%	63.4%	71.0%	67.8%	65.7%	53.9%	66.3%	67.6%	70.1%	66.2%	75.3%	70.2%	66.5%
	202	77	125	69	94	39	42	37	10	18	10	52	46	48	13	15	8	61	41	71	41	49	22	32	62	66	182	9	8	3
	10.0%	7.9%	12.1%	11.9%	13.2%	5.4%	7.4%	7.6%	7.9%	7.3%	5.8%	16.8%	7.5%	9.6%	9.7%	7.2%	3.9%	19.1%	7.1%	9.7%	12.9%	12.7%	8.5%	9.9%	13.4%	10.3%	10.8%	5.2%	7.0%	8.0%
SIGMA	2017	981	1036	578	713	725	567	484	122	250	176	311	604	497	129	206	197	319	580	734	316	384	258	324	463	647	1691	172	118	35
	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%	100.0%

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Table 3

Q3. Normal weightings

Q3. When national or local government wants to privatise or outsource a public service, Which of the following statements is closest to your opinion?

Base: All Respondents

	Total	Gender		Age			Voting Intention						2015 Past Vote						SEG				Region7 + 1							
		Male	Female	18-34	35-54	55+	CON	LAB	LD	UKIP	Other	Und	CON	LAB	LD	UKIP	Other	Did Not Vote	AB	C1	C2	DE	London	Midlands	North	South	England	Scotland	Wales	NI
Unweighted Total	2017	958	1059	469	668	880	566	487	121	264	158	316	593	502	136	227	176	319	590	766	323	336	220	341	495	662	1718	160	110	29
Weighted Total	2017	981	1036	578	713	725	567	484	122	250	176	311	604	497	129	206	197	319	580	734	316	384	258	324	463	647	1691	172	118	35
The public should be consulted by national or local government about the privatisation or outsourcing public services	1480	727	753	371	529	579	391	371	94	200	144	222	413	385	107	164	162	210	400	546	241	291	179	230	336	490	1234	137	81	27
	73.4%	74.1%	72.6%	64.2%	74.2%	79.9%	69.1%	76.5%	77.1%	80.0%	81.9%	71.2%	68.3%	77.6%	82.4%	79.8%	82.3%	65.7%	68.9%	74.4%	76.2%	75.8%	69.5%	71.1%	72.5%	75.7%	73.0%	79.5%	68.8%	77.5%
The public should not be consulted by national or local government about the privatisation or outsourcing of public services	300	162	138	120	84	96	126	71	19	32	17	19	130	53	13	28	24	41	128	101	41	29	58	48	62	85	254	21	23	3
	14.9%	16.6%	13.3%	20.8%	11.8%	13.2%	22.3%	14.7%	15.4%	12.7%	9.7%	6.2%	21.5%	10.6%	10.3%	13.5%	12.0%	12.8%	22.1%	13.7%	12.9%	7.7%	22.7%	14.8%	13.4%	13.2%	15.0%	12.1%	19.1%	8.6%
Don't know	237	91	145	87	100	50	49	43	9	18	15	70	61	59	9	14	11	69	52	87	34	64	20	46	65	72	203	15	14	5
	11.7%	9.3%	14.0%	15.0%	14.0%	6.9%	8.7%	8.8%	7.5%	7.3%	8.3%	22.6%	10.2%	11.9%	7.3%	6.7%	5.6%	21.5%	8.9%	11.9%	10.8%	16.5%	7.8%	14.1%	14.1%	11.1%	12.0%	8.4%	12.1%	13.9%
SIGMA	2017	981	1036	578	713	725	567	484	122	250	176	311	604	497	129	206	197	319	580	734	316	384	258	324	463	647	1691	172	118	35
	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%	100.0%

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Table 4
Q4. Normal weightings
Q4. Have you heard of the company Serco?
 Base: All Respondents

	Gender		Age			Voting Intention						2015 Past Vote						SEG				Region7 + 1								
	Male	Female	18-34	35-54	55+	CON	LAB	LD	UKIP	Other	Und	CON	LAB	LD	UKIP	Other	Did Not Vote	AB	C1	C2	DE	London	Midlands	North	South	England	Scotland	Wales	NI	
Unweighted Total	2017	958	1059	469	668	880	566	487	121	264	158	316	593	502	136	227	176	319	590	766	323	336	220	341	495	662	1718	160	110	29
Weighted Total	2017	981	1036	578	713	725	567	484	122	250	176	311	604	497	129	206	197	319	580	734	316	384	258	324	463	647	1691	172	118	35
Yes	1038	590	448	229	368	441	335	265	60	139	74	129	357	279	72	111	89	105	389	351	142	155	154	160	202	378	894	83	52	9
	51.5%	60.2%	43.2%	39.6%	51.6%	60.8%	59.2%	54.8%	49.5%	55.8%	42.1%	41.6%	59.1%	56.2%	56.0%	53.8%	45.2%	32.8%	67.1%	47.8%	45.0%	40.2%	59.7%	49.3%	43.7%	58.4%	52.8%	48.0%	44.2%	27.0%
No	979	391	588	349	345	284	231	219	62	111	102	182	247	218	57	95	108	215	191	384	174	230	104	164	261	269	798	90	66	26
	48.5%	39.8%	56.8%	60.4%	48.4%	39.2%	40.8%	45.2%	50.5%	44.2%	57.9%	58.4%	40.9%	43.8%	44.0%	46.2%	54.8%	67.2%	32.9%	52.2%	55.0%	59.8%	40.3%	50.7%	56.3%	41.6%	47.2%	52.0%	55.8%	73.0%
SIGMA	2017	981	1036	578	713	725	567	484	122	250	176	311	604	497	129	206	197	319	580	734	316	384	258	324	463	647	1691	172	118	35
	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%	100.0%

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Table 5

Q5. Normal weightings

Q5. How much do you or do you not trust the private outsourcing company Serco to deliver your public services?

Base: Respondents who have heard of Serco

	Gender		Age			Voting Intention						2015 Past Vote					SEG				Region7 + 1									
	Male	Female	18-34	35-54	55+	CON	LAB	LD	UKIP	Other	Und	CON	LAB	LD	UKIP	Other	Did Not Vote	AB	C1	C2	DE	London	Midlands	North	South	England	Scotland	Wales	NI	
Unweighted Total	1071	593	478	190	348	533	335	265	68	148	75	145	352	283	82	124	89	114	391	390	155	134	134	183	219	399	935	77	49	10
Weighted Total	1038	590	448	229	368	441	335	265	60	139	74	129	357	279	72	111	89	105	389	351	142	155	154	160	202	378	894	83	52	9
Completely trust	52	30	22	20	25	8	16	23	4	5	3	*	18	22	-	5	3	4	23	10	11	8	19	1	7	13	41	4	7	-
	5.0%	5.1%	5.0%	8.5%	6.7%	1.8%	4.6%	8.7%	6.7%	3.5%	4.3%	*	5.1%	8.0%	-	4.1%	3.2%	4.0%	5.8%	2.7%	7.7%	5.1%	12.6%	0.9%	3.6%	3.4%	4.6%	4.7%	14.3%	-
Somewhat trust	243	136	107	89	71	83	97	57	12	39	9	22	96	52	14	30	12	36	117	69	24	32	54	43	39	87	223	11	9	-
	23.4%	23.0%	24.0%	39.0%	19.3%	18.7%	28.9%	21.5%	20.2%	27.8%	11.8%	17.0%	26.9%	18.5%	19.0%	27.3%	13.0%	34.5%	30.0%	19.8%	17.1%	20.9%	35.3%	26.6%	19.5%	22.9%	24.9%	12.9%	17.9%	-
Somewhat distrust	314	194	120	52	93	169	115	60	28	39	16	46	120	68	33	33	26	28	118	121	38	37	36	51	63	125	275	22	17	*
	30.3%	32.9%	26.8%	22.8%	25.4%	38.2%	34.2%	22.7%	47.1%	27.9%	22.2%	35.3%	33.7%	24.3%	46.0%	29.8%	29.8%	26.8%	30.3%	34.4%	26.9%	23.9%	23.2%	32.1%	31.1%	33.0%	30.7%	27.1%	31.8%	4.8%
Completely distrust	153	106	47	30	58	65	20	58	10	22	25	11	27	61	11	14	29	10	55	48	22	27	16	20	26	57	119	23	6	4
	14.8%	17.9%	10.6%	13.0%	15.9%	14.8%	5.8%	22.0%	16.4%	15.5%	34.3%	8.6%	7.4%	21.8%	14.9%	12.4%	32.5%	9.1%	14.2%	13.7%	15.7%	17.7%	10.4%	12.3%	12.9%	15.2%	13.3%	28.3%	12.4%	43.4%
Don't know	276	125	151	38	121	117	89	67	6	35	20	50	96	76	15	29	19	27	76	103	47	50	28	45	67	96	236	22	12	5
	26.6%	21.2%	33.7%	16.7%	32.8%	26.5%	26.5%	25.1%	9.5%	25.3%	27.5%	38.8%	27.0%	27.4%	20.1%	26.4%	21.5%	25.5%	19.6%	29.3%	32.7%	32.4%	18.5%	28.0%	32.9%	25.5%	26.4%	27.1%	23.6%	51.8%
SIGMA	1038	590	448	229	368	441	335	265	60	139	74	129	357	279	72	111	89	105	389	351	142	155	154	160	202	378	894	83	52	9
	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%	100.0%

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Table 6
Q6. Normal weightings
Q6. Have you heard of the company Capita?
Base: All Respondents

	Gender		Age			Voting Intention						2015 Past Vote						SEG				Region7 + 1								
	Male	Female	18-34	35-54	55+	CON	LAB	LD	UKIP	Other	Und	CON	LAB	LD	UKIP	Other	Did Not Vote	AB	C1	C2	DE	London	Midlands	North	South	England	Scotland	Wales	NI	
Unweighted Total	2017	958	1059	469	668	880	566	487	121	264	158	316	593	502	136	227	176	319	590	766	323	336	220	341	495	662	1718	160	110	29
Weighted Total	2017	981	1036	578	713	725	567	484	122	250	176	311	604	497	129	206	197	319	580	734	316	384	258	324	463	647	1691	172	118	35
Yes	1092	568	523	257	396	439	372	263	69	136	70	142	387	272	73	111	95	128	421	396	144	130	171	178	263	325	937	81	59	15
	54.1%	57.9%	50.5%	44.4%	55.5%	60.5%	65.7%	54.2%	56.7%	54.2%	39.6%	45.6%	64.1%	54.8%	56.8%	53.8%	48.4%	40.1%	72.6%	54.0%	45.4%	33.8%	66.3%	54.9%	56.8%	50.2%	55.4%	46.8%	50.3%	43.4%
No	925	413	513	321	317	287	194	222	53	115	106	169	217	225	56	95	102	191	159	338	173	254	87	146	200	322	755	92	59	20
	45.9%	42.1%	49.5%	55.6%	44.5%	39.5%	34.3%	45.8%	43.3%	45.8%	60.4%	54.4%	35.9%	45.2%	43.2%	46.2%	51.6%	59.9%	27.4%	46.0%	54.6%	66.2%	33.7%	45.1%	43.2%	49.8%	44.6%	53.2%	49.7%	56.6%
SIGMA	2017	981	1036	578	713	725	567	484	122	250	176	311	604	497	129	206	197	319	580	734	316	384	258	324	463	647	1691	172	118	35
	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%	100.0%

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Table 7

Q7. Normal weightings

Q7. How much do you or do you not trust the private outsourcing company Capita to deliver your public services?

Base: Respondents who have heard of Capita

	Gender		Age			Voting Intention						2015 Past Vote						SEG				Region7 + 1								
	Male	Female	18-34	35-54	55+	CON	LAB	LD	UKIP	Other	Und	CON	LAB	LD	UKIP	Other	Did Not Vote	AB	C1	C2	DE	London	Midlands	North	South	England	Scotland	Wales	NI	
Unweighted Total	1112	567	545	215	368	529	362	269	74	142	70	156	370	278	84	125	87	142	420	418	156	117	140	195	282	348	965	75	58	14
Weighted Total	1092	568	523	257	396	439	372	263	69	136	70	142	387	272	73	111	95	128	421	396	144	130	171	178	263	325	937	81	59	15
Completely trust	78	43	35	39	29	9	28	30	7	7	4	2	33	29	2	-	9	5	47	20	8	2	32	8	10	19	69	4	5	-
	7.1%	7.6%	6.6%	15.3%	7.4%	2.1%	7.5%	11.4%	9.9%	5.4%	5.2%	1.5%	8.6%	10.7%	2.3%	-	9.1%	3.9%	11.1%	5.1%	5.6%	1.2%	18.5%	4.8%	3.7%	5.9%	7.4%	4.5%	8.7%	-
Somewhat trust	321	167	153	103	104	114	121	67	25	46	16	35	124	67	12	36	19	56	140	123	24	33	62	55	70	92	279	27	10	5
	29.4%	29.4%	29.3%	40.0%	26.2%	26.0%	32.6%	25.3%	35.9%	34.2%	22.3%	24.7%	32.0%	24.5%	16.4%	32.9%	20.0%	44.0%	33.3%	31.1%	16.9%	25.3%	36.2%	30.7%	26.6%	28.4%	29.8%	33.4%	17.2%	31.2%
Somewhat distrust	264	151	113	40	88	136	90	64	11	29	19	42	91	65	22	26	30	26	100	88	43	32	25	36	70	92	222	25	15	1
	24.1%	26.6%	21.5%	15.5%	22.2%	31.0%	24.2%	24.2%	16.4%	21.8%	27.9%	29.8%	23.4%	23.7%	29.9%	23.6%	31.5%	20.4%	23.8%	22.2%	29.9%	25.0%	14.6%	20.0%	26.5%	28.2%	23.7%	31.4%	26.1%	6.9%
Completely distrust	128	78	51	25	53	51	20	45	11	21	12	11	20	41	18	20	17	8	44	49	15	19	22	20	29	34	106	11	9	3
	11.8%	13.7%	9.7%	9.8%	13.3%	11.5%	5.5%	17.1%	16.6%	15.8%	17.2%	7.8%	5.2%	15.0%	24.4%	17.9%	18.0%	6.6%	10.5%	12.4%	10.8%	14.9%	12.9%	11.4%	11.2%	10.6%	11.3%	13.5%	14.4%	18.3%
Don't know	301	129	172	50	122	129	113	58	15	31	19	52	119	71	20	28	20	32	89	116	53	44	30	59	84	87	261	14	20	7
	27.6%	22.7%	32.9%	19.5%	30.8%	29.5%	30.3%	21.9%	21.2%	22.9%	27.5%	36.3%	30.8%	26.0%	27.0%	25.6%	21.5%	25.2%	21.2%	29.2%	36.8%	33.6%	17.7%	33.1%	32.1%	26.9%	27.9%	17.1%	33.7%	43.6%
SIGMA	1092	568	523	257	396	439	372	263	69	136	70	142	387	272	73	111	95	128	421	396	144	130	171	178	263	325	937	81	59	15
	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%	100.0%