YouGov Survey Results
Public Services

Prepared for The Daily Telegraph

Sample Size: 2273
Fieldwork: 16th - 18th September 2003

	%
People have different views about whether it is more important to reduce taxes or to keep up government spending. Which of these statements comes closest to your own view?	
Taxes should be cut, even if it means some reduction in government services, such as health, education and welfare	**12**
Things should be left as they are	**27**
Government services such as health, education and welfare should be extended even if it means some increases in taxes	**52**
Don't know	**9**
Do you believe each of the following is in better shape, worse shape or has there not been much change since the Labour Government came to power?	
Schools and education...	
Better shape	**20**
Worse shape	**41**
Not much change	**35**
Don't know	**5**
National Health Service...	
Better shape	**20**
Worse shape	**48**
Not much change	**29**
Don't know	**3**
Public transport...	
Better shape	**7**
Worse shape	**56**
Not much change	**32**
Don't know	**5**
Do you believe there is more crime, less crime or has there been little change in the total level of crime since the Labour Government came to power?	
More crime	**46**
Less crime	**10**
Little change	**39**
Don't know	**6**
There's a lot of talk at the moment about whether the present Government is or is not 'delivering'. From what you know, do you think it is, or is not, delivering on each of the following?	
Improving the National Health Service...	
Yes, is delivering	**24**
No, is not delivering	**69**
Don't know	**7**
Improving the quality of education in schools...	
Yes, is delivering	**25**
No, is not delivering	**62**
Don't know	**13**

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Improving the quality of public transport...

Yes, is delivering	**9**
No, is not delivering	**80**
Don't know	**11**

Being tough on crime and tough on the causes of crime...

Yes, is delivering	**17**
No, is not delivering	**73**
Don't know	**10**

Which of the three main political parties do you think would best handle each of the follow?

Improving the NHS and health services generally...

Conservatives	**25**
Labour	**27**
Liberal Democrats	**20**
Don't know	**29**

Improving the quality of education in schools...

Conservatives	**29**
Labour	**25**
Liberal Democrats	**19**
Don't know	**27**

Improving the quality of public transport...

Conservatives	**20**
Labour	**19**
Liberal Democrats	**21**
Don't know	**40**

Strengthening the police and cutting crime...

Conservatives	**39**
Labour	**19**
Liberal Democrats	**12**
Don't know	**30**

As you know, the Government is putting a lot of extra money into the major public services at the moment, especially the NHS and education. Thinking about the next few years, how do you think most of the extra money will be used?

The money will mostly be used to improve services	**27**
The money will mostly be wasted	**67**
Don't know	**6**

As you probably also know, the Government is making efforts to reform and modernise the public services. Still thinking a few years ahead, do you think we will, or will not, see substantial improvements in the quality of services as a result of the reforms?

Yes, we will	**23**
No, we will not	**63**
Don't know	**14**

Still thinking a few years ahead, do you expect each of the following to get better, to get worse or not to change very much?
The quality of education in state schools...

Get better	**23**
Get worse	**25**
Not change very much	**48**
Don't know	**4**

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The amount of discipline in state schools...

Get better	**8**
Get worse	**61**
Not change very much	**28**
Don't know	**3**

The quality of education in universities...

Get better	**14**
Get worse	**28**
Not change very much	**49**
Don't know	**9**

The quality of treatment on the NHS...

Get better	**25**
Get worse	**31**
Not change very much	**40**
Don't know	**3**

The amount of time people have to wait before receiving NHS operations...

Get better	**22**
Get worse	**42**
Not change very much	**34**
Don't know	**2**

The amount of time people have to wait in hospital Accident and Emergency units...

Get better	**16**
Get worse	**43**
Not change very much	**38**
Don't know	**3**

The punctuality of trains and buses...

Get better	**11**
Get worse	**42**
Not change very much	**42**
Don't know	**5**

The overcrowding on trains and buses...

Get better	**7**
Get worse	**52**
Not change very much	**35**
Don't know	**6**

The number of police officers...

Get better	**24**
Get worse	**26**
Not change very much	**44**
Don't know	**7**

The training of police officers...

Get better	**21**
Get worse	**17**
Not change very much	**48**
Don't know	**13**

The proportion of criminals caught by the police...

Get better	**16**
Get worse	**38**
Not change very much	**40**
Don't know	**7**

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The proportion of criminals convicted by the courts...

Get better	**10**
Get worse	**50**
Not change very much	**35**
Don't know	**6**

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