

YouGov / Mayor Of London Survey Results

Sample Size: 1087 London Adults (18+)
Fieldwork: 18th - 21st December 2017

		Gender		Age				Social Grade		London Region				
	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Weighted Sample	1087	530	557	125	591	221	150	641	446	201	169	207	299	209
Unweighted Sample	1087	477	610	104	503	273	207	769	318	200	168	215	296	207
	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Rail

At the moment most commuter trains in London (e.g. Southern, Southeastern, South Western, Greater Anglia and Chiltern) are run by private train operating companies. Do you think that Transport for London should have more or less control than they currently

Much more control	38	41	35	17	43	41	34	42	32	46	33	40	37	35
A little more control	23	24	22	29	23	21	23	25	20	20	25	28	22	21
TOTAL MORE CONTROL	61	65	58	46	65	62	57	68	52	65	58	68	59	56
About the same amount of control	15	16	15	18	14	17	17	15	16	15	17	12	14	20
A little less control	2	3	1	4	1	1	3	2	1	1	1	0	2	4
Much less control	2	3	2	5	1	3	3	2	3	3	1	2	3	3
TOTAL LESS CONTROL	4	5	3	9	2	4	6	4	4	4	2	2	5	6
Don't know	19	14	24	27	18	17	20	13	28	17	23	17	21	18

At the moment most commuter trains in London (e.g. Southern, Southeastern, South Western, Greater Anglia and Chiltern) are operated by private train operating companies whilst track maintenance and repair is operated by Network Rail, which is a public body. Do you think the following policies would have a positive or negative effect on the quality of commuter rail services?

Giving control of commuter lines currently run by train operating companies to Transport for London

Positive effect	51	56	46	38	55	47	50	57	41	57	45	55	48	49
Negative effect	8	8	8	9	7	10	9	10	6	10	5	5	7	13
Would make no difference	14	15	13	15	12	15	15	12	16	13	20	10	15	12
Don't know	28	21	33	38	26	27	26	21	37	20	30	30	30	26

Fully nationalising commuter railway services

Positive effect	45	49	42	29	48	52	39	50	38	51	42	53	40	42
Negative effect	15	17	13	17	13	14	22	19	9	14	11	14	15	19
Would make no difference	11	11	10	12	10	9	13	9	13	12	15	6	11	9
Don't know	29	23	35	42	29	25	26	22	39	24	31	27	33	29

Giving some control of track maintenance and repair to private train operating companies

Positive effect	20	24	16	23	20	19	16	23	15	18	17	24	18	22
Negative effect	32	35	29	23	33	36	31	35	28	41	33	29	30	29
Would make no difference	17	15	18	14	16	18	21	15	19	16	17	18	16	17
Don't know	31	25	37	40	31	27	32	26	39	25	32	29	36	32

National rail fares that are regulated by the government (which includes season tickets on most commuter journeys, some Off-Peak return tickets on long distance journeys and Anytime tickets around major cities) will increase by 3.4% this year.

Taking into account all the other priorities the government has, do you think they are right or wrong to increase national rail fares?

Right	8	10	6	9	7	6	10	11	3	7	7	8	7	10
Wrong	73	72	75	61	74	80	72	74	73	77	77	75	73	65
Don't know	19	19	19	30	19	14	18	15	24	16	17	17	20	24

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%	%	%	%	%	%	%	%	%	%	%	%	%	%

The Mayor of London has frozen all of the Transport for London fares that he controls until 2020. This includes fares on the bus, tram, Santander cycles, all single pay as you go fares on the Tube and DLR and some fares on TfL Rail, London Overground and the River Bus.

Taking into account all the other spending priorities the Mayor of London has, do you think he was right or wrong to freeze Transport for London fares?

Right	76	73	80	65	77	80	78	81	70	80	78	75	75	76
Wrong	8	10	5	2	8	8	8	9	6	7	7	9	7	8
Don't know	16	16	16	33	14	13	14	11	24	13	14	17	19	16

Do you think the service on national rail services (including on commuter services including Southern, South Western, Southeastern, Greater Anglia and Chiltern) have got better or worse over the last year?

Much better	1	1	1	0	2	1	0	1	2	2	2	1	0	1
A little better	6	7	6	2	7	6	7	7	5	7	7	6	6	7
TOTAL BETTER	8	8	7	2	9	7	7	8	7	9	9	7	6	8
Neither better nor worse	23	26	21	34	22	22	24	25	21	23	20	32	23	19
A little worse	17	17	18	13	18	20	17	20	13	17	14	22	18	16
Much worse	19	20	18	17	20	23	12	19	19	19	17	22	20	16
TOTAL WORSE	37	37	36	29	38	42	29	39	32	36	31	44	38	32
Don't know	33	29	36	34	32	29	39	28	39	31	40	17	34	41

And who do you think is mostly responsible for the services getting worse?

[Only asked to those who think services are getting worse; n=418]

Private train operators like Southern, South West, Southeastern, Greater Anglia and Chiltern	67	65	69	39	71	72	56	68	64	66	67	67	68	64
Trade unions	14	15	14	14	13	10	31	16	12	18	14	17	12	12
The Government	10	11	9	23	9	10	5	10	10	12	6	9	12	11
Mayor of London	4	5	2	3	4	2	5	2	6	0	0	5	5	6
Someone else	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Don't know	5	4	6	21	3	4	3	3	9	3	14	1	4	7

Who do you think is better overall at running train services, Transport for London or private train operating companies?

Transport for London	50	54	47	33	55	53	41	56	42	59	45	50	52	44
Private train operating companies	6	8	4	6	5	3	10	7	4	6	4	4	5	9
Both about the same	21	20	22	26	18	27	23	19	25	19	23	22	19	24
Don't know	23	18	27	35	22	17	26	19	29	16	28	24	25	22

Skills

How easy or difficult do you think it would be for you to change the sector or role you work in?

[Only asked to those in work; n=649]

Very easy	5	7	2	8	4	6	7	5	6	1	10	3	5	7
Fairly easy	19	16	22	35	20	14	9	21	15	23	16	19	19	17
TOTAL EASY	24	24	25	43	24	20	16	25	21	24	26	22	24	24
Neither easy nor difficult	23	25	20	14	22	24	39	23	22	31	22	16	22	24
Fairly difficult	29	29	30	21	31	30	14	28	32	24	22	44	28	27
Very difficult	11	13	8	9	10	13	10	12	8	9	14	6	13	12
TOTAL DIFFICULT	40	42	38	30	41	44	24	40	40	33	36	50	41	38
Don't know	13	10	17	13	13	13	22	12	16	11	16	13	13	14

Which two or three of the following, if any, do you think are the main barriers to you changing the sector or role you work in? (please tick up to three)

[Only asked to those in work; n=649]

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Weighted Sample
Unweighted Sample

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Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
1087	530	557	125	591	221	150	641	446	201	169	207	299	209
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%	%	%	%	%	%	%	%	%	%	%	%	%	%
24	22	26	29	25	20	14	23	27	29	31	22	21	20
24	25	24	22	28	15	8	24	25	33	21	24	25	18
28	32	24	36	32	19	9	33	18	25	32	32	27	27
11	9	13	11	10	16	13	10	15	15	9	8	11	13
8	10	5	0	8	9	7	9	4	4	7	5	9	13
22	19	25	7	19	35	33	22	21	19	21	22	26	21
32	33	31	24	32	32	57	34	28	35	36	27	27	40
13	13	12	10	13	15	3	13	12	11	10	14	13	14
15	15	14	24	14	14	10	14	16	14	17	20	11	14
13	11	14	11	11	18	13	13	11	12	10	12	14	14
8	9	6	14	7	7	6	5	14	5	10	11	6	7

How easy or difficult do you think it is to progress in your current workplace?

[Only asked to those in work; n=649]

Very easy	3	2	3	2	2	3	10	2	3	2	6	2	2	2
Fairly easy	19	19	20	44	19	14	9	19	18	18	16	20	21	17
TOTAL EASY	22	21	22	46	21	17	19	22	21	20	22	22	23	20
Neither easy nor difficult	32	33	31	21	31	36	54	31	36	34	26	37	31	33
Fairly difficult	23	23	23	17	25	22	6	24	20	23	27	24	22	20
Very difficult	16	16	16	6	16	20	2	17	14	14	16	9	19	19
TOTAL DIFFICULT	39	39	38	24	41	42	8	41	33	37	43	33	41	40
Don't know	8	7	9	9	7	5	19	6	10	10	9	8	5	8

What do you think are the main barriers to you progressing in your current workplace? (Please tick up to two)

[Only asked to those in work; n=649]

There are no roles for me to progress in to	37	36	37	19	40	35	17	42	25	41	34	35	39	35
I don't feel supported to progress by senior or line management	19	21	17	11	22	17	0	22	13	13	12	24	22	22
I don't want to progress and am comfortable at my current level	14	13	15	6	13	19	29	12	20	15	19	14	12	14
My skills or experience	14	13	15	28	15	8	2	14	14	11	12	13	16	16
I feel I get fewer opportunities due to my background, gender or ethnicity	9	10	8	7	10	8	3	8	11	9	7	6	12	8
My level of education or qualifications	5	5	6	6	5	6	3	5	6	4	4	5	6	6
Other	5	5	5	0	4	6	20	6	4	1	7	5	6	6
I don't think there are any barriers to my progression at work	12	11	14	14	9	17	30	12	11	19	11	9	11	11
Don't know	12	13	10	29	11	10	10	9	18	12	12	17	9	12

Does your employer offer opportunities for progression or continuing professional development (CPD) in the workplace? This might include the formal or informal development of skills or experience.

[Only asked to those in work; n=649]

My employer offers me all the opportunities I want for progression and development in the workplace	20	19	20	33	18	18	27	20	18	23	19	15	21	20
My employer offers me some of the opportunities I want for progression and development in the workplace	32	32	32	26	34	31	17	35	24	25	23	43	34	31
My employer doesn't offer me opportunities for progression and development in the workplace	27	28	26	14	28	30	17	27	28	25	36	22	27	28
Don't know	21	21	22	27	19	21	39	17	30	27	22	20	18	20

To what extent do you know about learning and training opportunities available to you?

I know a lot about the learning and training opportunities to me	18	18	18	13	21	19	9	23	11	22	18	14	20	16
I know a little bit about the learning and training opportunities to me	34	37	30	33	38	34	17	36	30	33	29	36	35	34

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	%	%	%	%	%	%	%	%	%	%	%	%	%	%
I don't know anything about the learning and training opportunities to me	27	24	30	24	22	29	48	22	34	27	33	28	26	24
I'm not sure	21	21	22	31	19	18	26	18	26	19	21	22	19	26
If you wanted to find out about how to develop new skills for the workplace, where would you go for information?														
Not applicable, I am not interested in developing new workplace skills	19	16	22	7	9	26	61	16	24	16	19	23	23	14
Internet searches	30	31	29	30	37	24	9	34	24	32	30	31	30	26
Employer	13	12	13	15	13	13	8	14	10	12	16	13	12	11
Colleagues	6	6	6	5	8	5	1	7	5	9	8	6	4	6
Job centre	3	5	2	3	3	5	3	3	4	3	2	2	6	3
LinkedIn	2	3	2	2	4	1	1	3	1	1	2	4	2	4
Friends/family	2	2	2	4	2	3	2	2	3	3	3	3	0	3
Recruitment agency	2	2	2	1	2	2	1	2	1	4	0	1	1	3
Facebook	1	1	1	2	1	1	0	1	1	1	0	0	1	2
Twitter	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Other	3	3	3	1	2	5	3	3	3	3	3	3	2	3
Don't know	18	19	18	30	19	16	11	15	24	16	16	15	20	24
What is your preferred way to develop your skills for the workplace?														
Learning 'as you go' or learning on the job	39	38	39	36	39	45	30	40	37	40	36	42	38	37
Certified courses provided by an educational establishment	12	10	14	14	12	12	9	14	9	11	14	9	13	13
Formal external training, delivered by a specialist provider	11	12	10	7	13	12	8	14	8	12	12	12	10	11
Informal training sourced and/or delivered by colleagues	6	8	4	5	8	2	2	7	5	9	5	5	6	4
Online courses	5	7	4	7	7	3	2	6	4	4	5	5	8	5
Volunteering	3	2	4	5	2	3	5	3	3	5	3	3	2	1
Other	3	2	3	1	0	2	14	3	2	1	2	4	3	2
Don't know	21	21	22	25	18	22	30	15	31	19	22	20	21	26
Thinking about the types of learning or training you would most value, what do you see as preventing you from taking up these opportunities? Please rank your top two options														
The cost	49	46	52	51	54	45	31	50	47	53	46	45	54	45
Ranked first	34	32	35	39	37	30	22	34	34	35	31	30	38	33
Ranked second	15	14	17	12	18	15	8	17	13	18	15	15	16	12
Not ranked	38	41	35	31	35	43	49	40	34	36	42	41	33	40
Not having free time at the times of day I would need it	40	40	39	42	47	33	17	47	29	43	40	39	45	29
Ranked first	20	20	20	24	23	20	6	24	14	23	25	18	22	13
Ranked second	20	20	19	18	24	14	11	23	15	20	16	21	23	16
Not ranked	47	47	48	40	42	55	63	43	53	46	47	48	41	56
Not knowing what type of training would help me progress in my career	24	23	25	27	27	21	15	23	24	22	30	22	23	24
Ranked first	7	7	7	9	8	8	3	8	7	8	12	6	6	7
Ranked second	16	15	18	18	19	13	12	16	18	14	19	16	17	17
Not ranked	63	64	62	55	63	68	65	67	57	67	57	64	64	62
Not having the motivation	20	24	15	16	20	19	21	21	17	20	18	23	16	23
Ranked first	8	10	6	4	10	7	8	8	8	6	5	13	7	11
Ranked second	11	14	9	13	10	12	13	13	9	13	13	9	9	12
Not ranked	67	62	72	66	69	69	59	70	64	69	70	64	70	63
I don't think it's necessary to progressing in my career	14	14	14	5	8	22	35	14	15	14	12	14	12	19
Ranked first	7	6	8	2	4	12	19	7	8	7	4	9	5	12
Ranked second	7	8	6	3	5	10	17	7	7	7	8	5	7	8
Not ranked	73	72	73	77	81	66	45	77	67	74	76	72	75	66
Not having the confidence	13	15	12	11	15	15	9	13	14	13	16	16	9	15
Ranked first	5	6	4	3	6	4	3	5	4	6	5	4	4	6
Ranked second	9	9	9	8	9	11	5	8	10	7	11	12	6	9
Not ranked	73	72	75	71	75	73	72	78	67	76	72	70	77	70

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Other	14	11	17	11	7	21	33	12	17	14	13	14	14	16
Ranked first	5	5	6	1	2	7	19	5	7	5	6	6	6	4
Ranked second	9	7	10	10	5	14	14	8	10	9	6	7	9	12
Not ranked	73	75	70	71	82	67	47	78	65	75	75	73	73	70
Don't know	13	13	13	18	11	12	20	9	18	11	12	14	13	15

Are you, or are you not, aware of any government support to undertake training?

I am not aware of any government support to undertake training	55	52	57	49	60	58	37	59	50	59	54	57	55	51
I am aware of government support to undertake training, but don't know anything about it	19	22	16	14	19	18	26	21	16	20	16	21	16	23
I am aware of government support to undertake training and know something about it	6	6	6	4	6	7	6	6	5	7	8	4	7	5
Don't know	20	20	21	34	16	18	31	14	29	15	23	19	23	21

Do you, or do you not, think you would be eligible for government support to undertake training to help you in the workplace?

Definitely	3	3	4	8	3	2	2	3	5	4	1	3	4	4
Probably	12	14	10	16	13	11	4	11	13	14	11	7	14	10
TOTAL DEFINITELY / PROBABLY	15	17	13	24	16	13	5	13	17	18	12	9	19	14
Probably not	33	33	33	34	37	28	26	35	30	38	31	36	32	29
Definitely not	21	19	23	4	15	27	46	22	18	16	23	20	20	24
TOTAL DEFINITELY / PROBABLY NOT	54	51	56	38	52	55	72	57	48	53	54	56	52	54
Don't know	32	32	31	38	32	32	23	29	34	28	34	35	29	32