YouGov / Mayor Of London Survey Results

Sample Size: 1097 London Adults
Fieldwork: 16th - 19th April 2018

	Total	Gender		Age				Social Grade		Region				
		Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Weighted Sample	1097	535	562	126	597	223	151	647	450	227	130	212	343	185
Unweighted Sample	1097	458	639	107	545	257	188	729	368	232	130	216	337	182
	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Air Quality

To what extent would you support or oppose the following policies being implemented in London to tackle air pollution?

Introducing new hyper-local air quality monitoring

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Strongly support	25	24	26	24	27	22	24	27	21	27	22	22	25	26
Tend to support	34	33	34	38	33	30	38	33	34	32	27	30	35	40
TOTAL SUPPORT	**58**	**57**	**60**	**62**	**59**	**52**	**61**	**61**	**55**	**60**	**50**	**52**	**61**	**66**
Neither support nor oppose	27	28	26	17	27	33	23	28	25	27	29	35	24	20
Tend to oppose	4	5	3	6	3	4	6	4	4	5	4	4	5	2
Strongly oppose	1	1	1	1	1	1	2	1	1	1	1	1	1	0
TOTAL OPPOSE	**5**	**6**	**4**	**6**	**4**	**5**	**8**	**5**	**5**	**6**	**5**	**5**	**6**	**2**
Don't know	10	10	10	14	9	11	7	6	15	7	16	9	9	12

Encouraging Londoners to use less polluting alternatives to wood-burning stoves

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Strongly support	35	35	35	30	36	31	38	40	28	37	35	34	31	39
Tend to support	32	32	32	31	33	32	30	32	31	28	33	29	36	32
TOTAL SUPPORT	**67**	**67**	**67**	**61**	**69**	**63**	**67**	**72**	**59**	**65**	**68**	**63**	**67**	**71**
Neither support nor oppose	20	17	22	23	19	21	18	19	21	27	16	19	19	15
Tend to oppose	5	6	3	0	5	7	4	4	5	3	4	7	5	3
Strongly oppose	2	3	1	2	1	3	4	1	3	1	2	3	2	0
TOTAL OPPOSE	**6**	**8**	**4**	**2**	**6**	**10**	**8**	**5**	**8**	**4**	**6**	**10**	**7**	**4**
Don't know	7	8	7	14	6	6	7	4	12	4	10	7	7	10

Providing more information during periods of high air pollution on bus shelters, tube stations and on roadside signs

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Strongly support	32	28	36	27	33	29	36	34	30	27	39	26	33	38
Tend to support	34	35	33	37	34	34	28	33	35	38	27	29	35	35
TOTAL SUPPORT	**66**	**63**	**68**	**64**	**68**	**63**	**64**	**67**	**65**	**65**	**66**	**55**	**68**	**74**
Neither support nor oppose	21	23	20	18	20	23	26	23	20	22	21	29	19	17
Tend to oppose	5	6	4	7	5	5	3	6	4	6	3	6	5	3
Strongly oppose	1	1	1	1	1	1	2	1	1	1	0	1	1	0
TOTAL OPPOSE	**6**	**7**	**5**	**8**	**5**	**6**	**5**	**6**	**5**	**7**	**3**	**7**	**7**	**3**
Don't know	7	8	6	10	7	8	5	4	11	5	10	9	6	6

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

Reducing exposure to air pollution, especially in areas around schools, nurseries and hospitals

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Strongly support	45	40	49	41	47	41	46	47	41	40	53	43	45	46
Tend to support	33	34	32	32	34	33	31	33	32	34	28	30	34	36
TOTAL SUPPORT	78	74	81	73	81	74	77	81	74	74	82	73	80	82
Neither support nor oppose	14	18	11	13	13	19	16	13	16	19	8	18	13	12
Tend to oppose	1	2	1	3	1	1	2	2	1	2	1	3	1	1
Strongly oppose	1	1	1	3	1	1	2	1	1	1	1	0	1	1
TOTAL OPPOSE	2	3	2	6	2	2	4	3	2	4	2	3	2	2
Don't know	5	5	6	9	5	5	3	3	8	4	8	6	5	4

Upgrading the bus and taxi fleet by phasing out diesel vehicles and switching to lower and zero emission models

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Strongly support	49	51	46	43	51	45	51	55	40	50	56	49	47	46
Tend to support	33	32	35	35	31	38	35	31	37	35	23	32	35	37
TOTAL SUPPORT	82	83	81	78	82	83	85	86	77	84	79	81	82	84
Neither support nor oppose	10	10	10	9	11	10	9	10	11	11	10	11	10	9
Tend to oppose	1	1	2	2	1	0	1	1	2	1	1	2	2	1
Strongly oppose	1	1	0	0	1	2	0	0	1	1	0	0	1	0
TOTAL OPPOSE	2	2	2	2	2	3	2	1	3	2	1	2	3	1
Don't know	6	5	6	11	6	4	4	3	9	3	10	6	5	7

Charging road users of high polluting vehicles in London

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Strongly support	35	36	34	30	36	34	37	41	27	43	35	33	32	35
Tend to support	31	29	33	32	31	29	33	31	32	27	28	33	35	29
TOTAL SUPPORT	66	66	67	62	68	63	70	72	59	70	64	66	67	64
Neither support nor oppose	16	16	17	19	16	16	15	15	17	17	16	18	14	17
Tend to oppose	7	7	7	9	7	7	6	7	8	7	7	5	7	9
Strongly oppose	5	6	4	3	4	7	5	3	7	3	4	4	6	5
TOTAL OPPOSE	12	13	10	12	11	14	12	10	14	11	11	10	13	13
Don't know	6	5	6	8	6	7	3	3	9	3	9	6	6	5

Working with freight and delivery companies to reduce vehicle emissions and the number of journeys

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Strongly support	44	42	45	36	47	41	43	51	34	42	56	42	41	44
Tend to support	37	38	36	31	36	40	44	35	40	40	26	36	40	38
TOTAL SUPPORT	81	81	81	67	83	81	87	86	73	81	82	79	81	82
Neither support nor oppose	11	10	12	17	11	10	8	9	14	13	8	13	12	6
Tend to oppose	1	1	1	1	1	2	2	1	1	1	0	1	1	3
Strongly oppose	1	1	1	0	1	1	1	0	1	1	1	0	1	0
TOTAL OPPOSE	2	2	2	1	1	3	3	1	3	1	1	1	3	3
Don't know	6	7	5	15	5	6	3	4	10	4	9	7	4	9

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

Creating new green spaces in built up areas, including 'living walls' of plants and planting more trees

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Strongly support	52	51	52	46	53	50	53	56	46	53	52	54	46	57
Tend to support	31	30	32	33	30	31	35	30	32	26	29	28	39	26
TOTAL SUPPORT	83	81	85	79	83	81	87	86	78	79	81	83	86	84
Neither support nor oppose	9	10	8	10	8	12	7	8	10	15	7	8	7	6
Tend to oppose	2	2	1	3	2	0	2	2	1	0	2	2	2	1
Strongly oppose	1	1	1	2	1	1	1	1	1	1	0	1	0	3
TOTAL OPPOSE	3	3	2	4	3	2	3	3	2	1	2	3	3	4
Don't know	6	7	5	7	6	6	3	2	10	5	10	6	4	6

Which of the following policies would you MOST like to see implemented in London to tackle air pollution?

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Upgrading the bus and taxi fleet by phasing out diesel vehicles and switching to lower and zero emission models	27	28	27	27	27	25	32	30	24	23	25	29	29	30
Creating new green spaces in built up areas, including 'living walls' of plants and planting more trees	21	21	21	17	20	25	21	22	19	23	22	18	21	20
Reducing exposure to air pollution, especially in areas around schools, nurseries and hospitals	11	6	16	14	12	9	9	10	14	9	13	7	14	12
Charging road users of high polluting vehicles in London	10	12	8	8	10	9	14	11	9	12	10	11	10	8
Working with freight and delivery companies to reduce vehicle emissions and the number of journeys	9	8	10	4	8	12	10	9	8	12	12	11	7	5
Providing more information during periods of high air pollution on bus shelters, tube stations and on roadside signs	5	6	4	6	5	5	3	4	5	6	4	6	2	8
Introducing new hyper-local air quality monitoring	4	6	2	5	5	2	2	4	3	2	1	2	6	6
Encouraging Londoners to use less polluting alternatives to wood-burning stoves	2	3	2	0	3	2	2	3	1	3	1	4	2	1
Don't know	11	11	11	19	10	11	8	6	17	11	12	13	10	10

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

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

Water

To what extent, if at all, do you think the following companies have to care about the views of their customers?
Water companies

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Have to care a lot	28	24	32	19	26	34	34	25	32	19	31	26	33	29
Have to care a little	20	17	24	22	18	20	28	22	18	21	24	20	20	18
TOTAL HAVE TO CARE	49	40	56	42	45	53	62	47	51	41	55	45	54	48
Don't have to care much	20	24	17	33	22	14	11	22	17	24	13	19	19	23
Don't care much at all	21	24	17	12	21	23	22	23	18	25	20	22	19	19
TOTAL DON'T HAVE TO CARE	41	48	34	46	43	37	33	44	35	49	33	41	37	42
Don't know	11	12	10	13	12	10	5	9	14	11	13	14	9	10
Energy companies														
Have to care a lot	31	26	35	25	27	36	41	29	34	21	38	31	34	33
Have to care a little	23	20	25	24	23	21	23	24	20	29	23	22	20	19
TOTAL HAVE TO CARE	53	46	60	50	50	58	64	53	54	50	61	53	54	52
Don't have to care much	16	18	15	19	18	13	13	19	13	18	11	12	18	20
Don't care much at all	20	25	15	16	21	20	20	21	19	23	17	22	19	18
TOTAL DON'T HAVE TO CARE	36	43	30	35	39	33	33	39	32	40	28	35	36	39
Don't know	10	10	10	15	12	9	3	8	14	10	11	12	10	9
Supermarkets														
Have to care a lot	41	37	44	42	37	48	47	40	42	36	51	36	42	43
Have to care a little	31	31	31	31	34	24	29	34	26	34	27	29	32	29
TOTAL HAVE TO CARE	72	68	75	74	70	72	76	74	68	70	79	65	74	72
Don't have to care much	11	13	10	7	13	11	10	11	11	11	6	13	11	14
Don't care much at all	8	9	6	6	7	9	8	7	9	9	5	11	7	5
TOTAL DON'T HAVE TO CARE	19	22	16	13	20	20	19	18	20	20	11	24	18	19
Don't know	10	10	9	14	10	8	6	7	13	10	10	12	8	9
Clothing brands														
Have to care a lot	34	30	37	45	32	34	28	36	30	32	38	32	31	40
Have to care a little	32	31	32	26	31	32	36	31	32	34	36	28	33	27
TOTAL HAVE TO CARE	65	62	68	71	64	66	64	67	62	66	74	60	64	66
Don't have to care much	15	16	14	12	17	13	11	15	14	13	9	16	15	15
Don't care much at all	8	10	7	3	7	11	15	9	8	11	5	9	8	8
TOTAL DON'T HAVE TO CARE	23	26	21	15	24	24	27	24	22	24	14	25	25	23
Don't know	12	13	11	15	12	10	9	9	15	10	12	15	11	11
Social media companies														
Have to care a lot	31	26	35	37	30	32	26	31	30	28	32	27	33	32
Have to care a little	21	22	21	27	22	18	18	21	21	22	23	18	21	24
TOTAL HAVE TO CARE	52	48	56	64	52	50	44	53	51	50	55	45	54	56
Don't have to care much	17	17	17	11	19	16	18	18	17	22	14	17	16	17
Don't care much at all	20	24	16	11	18	23	30	21	18	18	18	25	20	17
TOTAL DON'T HAVE TO CARE	37	41	33	22	37	39	48	39	35	39	32	43	36	34
Don't know	11	11	11	15	11	11	7	8	14	10	14	12	10	10

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

How willing, if at all, would you be to pay more for your water bills if the extra money was spent on the following?
Reducing the leakage from water pipes

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Very willing	10	10	10	16	8	9	12	8	12	8	13	10	10	9
Fairly willing	28	28	27	29	29	24	28	31	23	27	29	23	30	29
TOTAL WILLING	**38**	**38**	**37**	**45**	**37**	**34**	**40**	**39**	**35**	**34**	**42**	**33**	**40**	**38**
Not very willing	28	29	27	23	28	28	29	30	24	36	27	28	24	23
Not willing at all	22	22	22	10	21	29	24	19	26	18	20	25	22	24
TOTAL NOT WILLING	**50**	**51**	**49**	**33**	**49**	**57**	**54**	**50**	**49**	**54**	**46**	**53**	**46**	**48**
Don't know	13	11	15	22	14	9	6	11	15	11	12	14	13	14

Reducing sewage flooding (sewage flooding is when sewage floods up through the sewage system – e.g. through pipes, drains or manholes – or floods up inside buildings – e.g. through toilets, sinks or showers).

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Very willing	11	12	10	21	9	10	13	11	11	8	12	14	12	9
Fairly willing	32	31	33	29	34	28	34	34	29	33	33	24	33	38
TOTAL WILLING	**43**	**43**	**43**	**50**	**42**	**38**	**47**	**45**	**40**	**41**	**45**	**38**	**45**	**47**
Not very willing	24	24	23	22	23	25	25	25	22	29	22	24	22	20
Not willing at all	20	21	19	7	20	26	22	18	23	16	22	25	20	19
TOTAL NOT WILLING	**44**	**45**	**42**	**28**	**43**	**52**	**46**	**43**	**45**	**45**	**44**	**48**	**42**	**39**
Don't know	13	12	15	22	15	10	7	12	15	14	11	14	13	15

Reducing the risk of mains water pipe bursts

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Very willing	10	10	9	17	8	8	12	9	11	7	10	11	10	9
Fairly willing	28	27	28	27	29	27	25	30	25	29	31	23	29	26
TOTAL WILLING	**37**	**37**	**37**	**45**	**37**	**35**	**37**	**39**	**35**	**36**	**41**	**35**	**40**	**35**
Not very willing	27	28	26	22	27	27	33	30	23	32	28	26	27	21
Not willing at all	22	22	22	7	22	28	24	20	24	19	19	26	20	23
TOTAL NOT WILLING	**49**	**50**	**48**	**29**	**48**	**55**	**56**	**50**	**47**	**51**	**47**	**52**	**47**	**45**
Don't know	14	13	15	26	15	10	6	11	18	13	12	14	13	20

Currently leakage from pipes makes up 25% of water 'use' in London. There is a plan in place to reduce this to 22%. Which of the following comes closest to your view?

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
This is not ambitious at all	32	35	29	26	28	42	40	32	33	29	30	33	32	38
This is not very ambitious	30	27	33	25	31	30	30	35	24	39	34	28	27	25
TOTAL NOT AMBITIOUS	**62**	**63**	**62**	**52**	**59**	**72**	**70**	**66**	**57**	**68**	**64**	**61**	**59**	**63**
This is fairly ambitious	18	18	19	19	21	13	14	19	18	15	18	16	22	19
This is very ambitious	5	5	6	8	4	4	8	4	7	3	7	4	5	7
TOTAL AMBITIOUS	**24**	**23**	**24**	**27**	**26**	**17**	**22**	**23**	**25**	**18**	**25**	**20**	**27**	**26**
Don't know	14	14	14	21	15	11	7	11	18	14	11	19	14	10

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

Water companies have stated that reducing sewage flooding by 10% would cost approximately £1.40 a year per household. Would you support or oppose paying this extra £1.40 cost for a 10% reduction in sewage flooding?

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Strongly support	19	18	20	27	20	14	12	22	14	17	19	17	18	23
Tend to support	28	28	29	31	30	21	32	33	23	31	28	28	28	26
TOTAL SUPPORT	**47**	**45**	**49**	**58**	**50**	**35**	**44**	**54**	**37**	**49**	**48**	**45**	**46**	**49**
Neither support nor oppose	19	18	19	15	17	24	21	17	21	20	21	19	16	19
Tend to oppose	11	10	12	8	10	14	15	11	10	9	9	11	12	12
Strongly oppose	13	16	10	4	12	20	16	10	18	9	16	14	15	11
TOTAL OPPOSE	**24**	**26**	**22**	**12**	**21**	**33**	**31**	**21**	**28**	**18**	**25**	**25**	**27**	**23**
Don't know	10	11	10	16	12	8	4	7	15	13	6	10	10	10

Thinking over the course of the year, which one or two of the following environmental issues, if any, do you think London is most vulnerable to? (Please tick up to two)

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Flood	32	34	30	33	29	34	39	32	31	36	37	30	27	35
Extreme cold weather	32	31	32	38	32	29	30	33	29	30	31	27	35	33
Overheating / extreme heat wave	27	29	25	24	33	22	15	27	27	25	28	27	27	31
Severe storm	18	16	19	11	17	20	22	19	15	23	19	16	15	16
Drought	14	15	13	10	12	20	17	15	12	9	19	14	16	12
Earthquake	2	1	2	1	2	1	0	2	1	1	0	2	3	2
None of the above	11	10	12	8	9	11	20	11	11	13	8	14	11	6
Don't know	14	15	14	16	15	14	9	12	18	15	10	15	16	13

How prepared, if at all, do you think London's infrastructure and services are to cope with the following?
Drought

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Very well prepared	3	4	2	7	3	3	2	4	2	3	3	5	3	3
Fairly well prepared	19	21	16	27	17	16	25	19	18	19	19	22	16	21
TOTAL WELL PREPARED	**22**	**26**	**19**	**34**	**19**	**19**	**27**	**23**	**21**	**22**	**22**	**27**	**18**	**24**
Fairly badly prepared	32	31	33	24	32	35	33	33	30	34	31	32	32	30
Very badly prepared	23	22	24	13	24	25	20	21	25	20	21	20	28	22
TOTAL BADLY PREPARED	**55**	**53**	**56**	**37**	**57**	**61**	**52**	**54**	**55**	**54**	**52**	**51**	**59**	**51**
Don't know	23	22	25	29	24	20	21	23	24	24	27	21	22	25

Flooding

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Very well prepared	3	5	2	5	2	6	2	3	4	3	1	7	2	3
Fairly well prepared	22	25	20	21	19	26	30	24	21	18	24	26	22	24
TOTAL WELL PREPARED	**26**	**30**	**22**	**26**	**22**	**32**	**33**	**27**	**24**	**21**	**26**	**33**	**24**	**26**
Fairly badly prepared	32	30	33	27	33	27	37	34	28	37	33	31	29	30
Very badly prepared	25	23	27	20	27	30	16	24	27	26	19	21	30	26
TOTAL BADLY PREPARED	**57**	**53**	**61**	**47**	**60**	**57**	**53**	**58**	**55**	**63**	**52**	**51**	**59**	**57**
Don't know	17	17	17	27	18	11	14	15	21	16	22	15	17	17

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	Total	Gender		Age				Social Grade		Region				
		Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Weighted Sample	1097	535	562	126	597	223	151	647	450	227	130	212	343	185
Unweighted Sample	1097	458	639	107	545	257	188	729	368	232	130	216	337	182
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
A severe storm														
Very well prepared	**4**	5	2	11	3	2	1	3	5	2	1	6	3	6
Fairly well prepared	**21**	24	19	20	19	24	28	22	20	22	20	24	22	18
TOTAL WELL PREPARED	**25**	**29**	**21**	**31**	**22**	**26**	**29**	**25**	**25**	**24**	**21**	**30**	**25**	**24**
Fairly badly prepared	**33**	33	33	23	35	30	36	36	28	34	35	29	31	37
Very badly prepared	**24**	20	27	16	25	29	18	22	26	21	21	22	28	22
TOTAL BADLY PREPARED	**56**	**53**	**60**	**39**	**60**	**59**	**53**	**58**	**54**	**55**	**56**	**51**	**59**	**59**
Don't know	**19**	18	19	30	18	14	18	17	21	22	23	19	16	16
Extreme cold weather														
Very well prepared	**3**	4	2	9	2	2	0	3	2	2	1	5	3	2
Fairly well prepared	**20**	21	19	19	19	21	24	19	22	22	18	19	21	19
TOTAL WELL PREPARED	**23**	**24**	**21**	**28**	**21**	**23**	**24**	**22**	**24**	**23**	**19**	**24**	**24**	**21**
Fairly badly prepared	**35**	37	33	30	36	34	37	36	33	39	37	35	30	38
Very badly prepared	**30**	27	33	19	31	35	28	31	29	23	32	28	36	28
TOTAL BADLY PREPARED	**65**	**64**	**66**	**49**	**67**	**68**	**65**	**67**	**62**	**62**	**68**	**64**	**66**	**66**
Don't know	**12**	12	13	23	12	9	11	11	14	15	13	12	11	13

Before taking this survey how much, if anything, did you know about the following schemes offered by some water companies?

Social tariffs (which are special rates for people on low incomes or receiving benefits)

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Heard a lot	**4**	5	3	2	5	3	3	3	5	5	1	4	5	2
Heard a little	**21**	21	21	24	20	22	22	22	19	23	19	25	19	18
TOTAL A LOT / LITTLE	**25**	**26**	**24**	**26**	**25**	**25**	**25**	**25**	**24**	**28**	**20**	**30**	**25**	**20**
Not heard very much	**23**	25	21	29	24	22	18	23	25	25	25	17	23	28
Not heard anything at all	**52**	49	55	45	51	54	57	52	51	47	54	54	52	53
TOTAL HEARD NOT VERY MUCH / NOTHING	**75**	**74**	**76**	**74**	**75**	**75**	**75**	**75**	**76**	**72**	**80**	**70**	**75**	**80**

Priority services (where certain groups are provided with specific services)

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Heard a lot	**4**	4	3	9	3	3	3	3	5	4	4	3	4	4
Heard a little	**17**	17	17	17	17	16	17	19	14	14	16	21	17	16
TOTAL A LOT / LITTLE	**21**	**22**	**20**	**26**	**21**	**19**	**19**	**22**	**19**	**18**	**20**	**24**	**21**	**20**
Not heard very much	**23**	27	20	18	26	23	19	22	25	29	18	21	25	20
Not heard anything at all	**56**	52	60	56	54	58	61	56	56	53	62	54	55	60
TOTAL HEARD NOT VERY MUCH / NOTHING	**79**	**79**	**80**	**74**	**79**	**81**	**81**	**78**	**81**	**82**	**80**	**76**	**79**	**80**

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	Total	Gender		Age				Social Grade		Region				
		Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Weighted Sample	1097	535	562	126	597	223	151	647	450	227	130	212	343	185
Unweighted Sample	1097	458	639	107	545	257	188	729	368	232	130	216	337	182
	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Some water companies offer "priority services" for customers who may require additional assistance. These services include having bottled water delivered to your home if your usual water supply is interrupted, or being prioritised for urgent repairs.
Do you think you should or should not qualify for priority services?

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
Should qualify for priority services	**33**	30	36	20	34	36	36	27	42	27	34	30	41	30
Should not qualify for priority services	**36**	37	36	41	35	39	34	47	21	48	31	40	31	32
Don't know	**31**	33	29	39	31	25	29	26	37	25	36	30	29	38

Police

Recently, the Metropolitan police has had to close some police station front counters, merge back office functions and reduce the number of police officers. Who do you think is mostly responsible for these changes?

	Total	Male	Female	18-24	25-49	50-64	65+	ABC1	C2DE	Central	North	South	East	West
The national government	**62**	61	64	62	65	62	51	64	60	68	68	56	64	55
The Mayor of London	**14**	15	13	11	12	16	22	13	15	12	13	13	14	18
The Metropolitan Police	**8**	10	6	5	8	5	13	10	5	7	3	13	7	7
Someone else	**1**	2	1	0	1	1	3	2	1	1	2	1	2	1
Don't know	**15**	12	17	22	13	16	11	12	19	11	14	16	13	19

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