





Fieldwork: 3rd - 4th January 2013

	Voting intention			2010 Vote			Gender		Age				Social grade		Region					Rail users		
	Total	Con	Lab	Lib Dem	Con	Lab	Lib Dem	Male	Female	18-24	25-39	40-59	60+	ABC1	C2DE	London	Rest of South	Midlands / Wales	North	Scotland	Regular rail user	Not regular rail user
<b>Weighted Sample</b>	<b>1988</b>	495	658	151	653	491	431	966	1022	241	507	680	561	1133	855	254	646	425	489	173	378	1610
<b>Unweighted Sample</b>	<b>1988</b>	450	694	123	597	527	437	946	1042	183	496	791	518	1357	631	317	634	410	429	198	400	1588
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Dec 20-21

Jan 3-4

**Do you think the coalition government is managing the economy well or badly?**

Very well	2	2	7	0	3	6	1	1	3	2	1	2	3	3	2	3	3	3	1	2	3	2
Fairly well	29	29	68	5	52	52	7	32	30	28	28	27	27	35	33	24	27	36	27	19	28	30
<b>TOTAL WELL</b>	<b>31</b>	<b>31</b>	75	5	55	58	8	33	33	30	29	29	30	38	35	27	30	39	30	28	31	32
Fairly badly	31	31	17	36	33	25	35	35	28	34	39	29	31	29	34	27	32	29	35	30	32	31
Very badly	28	29	3	54	7	11	52	26	33	24	17	30	32	29	24	35	30	22	28	31	45	28
<b>TOTAL BADLY</b>	<b>59</b>	<b>60</b>	20	90	40	36	87	61	61	58	56	59	63	58	58	62	62	51	63	61	74	59
Don't know	10	9	5	4	5	7	5	6	6	12	14	13	7	5	7	12	8	10	7	10	5	9

**In your opinion how good or bad is the state of Britain's economy at the moment?**

Very good	0	1	1	1	1	1	0	0	1	1	1	0	0	1	0	1	1	0	0	1	2	0
Quite good	5	4	9	1	6	7	1	3	4	4	4	3	3	4	5	2	6	3	3	3	2	3
<b>TOTAL GOOD</b>	<b>5</b>	<b>5</b>	10	2	7	8	1	3	5	5	5	4	3	4	6	2	7	4	3	3	3	3
Neither good nor bad	19	20	35	9	33	27	11	21	22	18	21	21	18	20	22	17	23	24	17	16	15	19
Quite bad	45	47	44	51	49	46	51	51	46	48	49	43	46	50	48	46	42	46	50	48	43	48
Very bad	28	27	11	38	10	18	36	24	27	26	18	27	31	25	23	32	24	22	28	29	39	28
<b>TOTAL BAD</b>	<b>73</b>	<b>74</b>	55	89	59	64	87	75	73	74	67	70	77	75	71	78	66	68	78	77	82	76
Don't know	3	3	1	0	0	1	1	1	1	4	7	4	2	1	2	3	4	3	2	3	1	3

**How do you think the financial situation of your household will change over the next 12 months?**

Get a lot better	1	1	3	1	0	1	1	1	2	0	0	4	1	0	2	0	3	1	2	0	0	4
Get a little better	8	10	17	5	21	13	5	12	13	8	18	12	8	7	12	8	13	12	7	8	11	8
<b>TOTAL BETTER</b>	<b>9</b>	<b>11</b>	20	6	21	14	6	13	15	8	18	16	9	7	14	8	16	13	9	8	11	9
Stay about the same	36	33	44	27	41	35	28	36	30	35	48	31	28	34	35	30	33	34	32	34	28	32
Get a little worse	34	35	28	41	31	37	41	34	34	37	22	33	36	42	36	35	30	35	37	36	38	37
Get a lot worse	17	17	6	25	7	11	23	14	18	15	8	15	22	15	13	21	15	12	20	19	22	18
<b>TOTAL WORSE</b>	<b>51</b>	<b>52</b>	34	66	38	48	64	48	52	52	30	48	58	57	49	56	45	47	57	55	60	55
Don't know	5	4	1	2	1	3	2	2	3	4	4	5	4	2	3	5	6	5	2	3	1	4

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

Which of the main political parties do you trust the most on the issue of welfare benefits?

Conservatives	<b>22</b>	69	2	11	50	4	10	25	19	21	19	20	27	25	18	22	28	21	18	15	25	22
Labour	<b>30</b>	2	74	17	8	66	29	30	29	26	32	31	27	30	30	32	23	31	34	32	36	28
Liberal Democrats	<b>6</b>	2	1	47	2	1	19	8	4	8	7	6	5	9	2	6	8	4	5	5	6	6
None of them	<b>34</b>	21	19	16	34	23	34	32	35	26	31	36	37	29	41	33	31	34	34	43	26	36
Don't know	<b>8</b>	6	3	9	6	6	8	5	12	19	10	7	3	8	9	8	10	8	8	4	7	9

Would you support or oppose the following changes to the benefit system?

Stopping child benefit for households where someone earns over £60000

Support	<b>77</b>	84	75	78	81	74	78	79	75	68	74	80	80	76	79	68	78	81	78	76	70	79
Oppose	<b>13</b>	11	16	14	13	14	11	13	13	17	15	11	12	15	10	18	13	11	12	14	20	11
Not sure	<b>10</b>	5	10	9	6	13	11	8	12	15	12	8	8	9	11	13	9	8	11	9	10	10

Stopping age-related benefits such as free bus passes and winter fuel allowances for pensioners who earn over a certain amount

Support	<b>43</b>	57	38	53	50	33	47	48	39	43	49	46	35	47	39	38	48	40	43	42	46	43
Oppose	<b>40</b>	32	47	29	37	50	33	36	43	38	34	38	48	38	42	46	35	42	40	40	41	39
Not sure	<b>17</b>	11	15	18	13	17	19	15	19	20	17	16	17	15	19	16	16	18	17	18	13	18

Limiting the annual increase in benefits such as jobseekers allowance, income support and child benefit to 1% a year for the next three years, less than the current rate of inflation

Support	<b>45</b>	70	27	41	67	24	37	47	43	40	45	43	50	48	41	43	46	43	45	49	40	46
Oppose	<b>35</b>	16	56	35	17	54	41	35	34	34	36	37	31	34	35	37	33	37	35	34	42	33
Not sure	<b>20</b>	14	18	23	16	21	22	18	23	26	20	19	19	17	24	20	22	20	20	17	18	21

Capping the total amount of benefits any single family can receive at £26,000 a year

Support	<b>74</b>	92	59	73	90	60	72	74	74	63	68	76	83	74	75	68	74	73	75	82	66	76
Oppose	<b>11</b>	3	20	11	3	19	12	11	10	19	14	8	7	12	9	14	12	13	9	4	19	9
Not sure	<b>15</b>	5	21	16	7	21	16	14	16	18	18	16	10	14	16	17	15	14	16	13	14	15

Stopping people under the age of 25 from claiming housing benefit

Support	<b>32</b>	50	18	21	48	22	23	34	29	23	28	31	39	35	28	35	32	31	28	34	32	31
Oppose	<b>43</b>	25	63	49	27	59	49	41	45	50	50	43	34	44	42	45	38	47	46	44	51	41
Not sure	<b>25</b>	25	18	30	25	19	28	24	26	26	23	25	27	22	30	21	29	22	26	22	17	27

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

**Stopping out-of-work benefits for people who refuse to accept offers of employment**

Support	<b>76</b>	93	65	72	90	63	75	75	77	75	74	72	83	77	75	72	77	76	75	81	72	77
Oppose	<b>10</b>	2	17	13	3	17	9	11	8	10	11	11	6	8	12	12	9	12	7	10	13	9
Not sure	<b>14</b>	5	18	15	7	20	16	14	14	14	15	17	10	15	14	16	14	13	17	9	15	14

**Thinking about the government's plans to limit increases in benefits to 1% for the next three years, which of the following arguments do you have the most sympathy with?**

It would be unfair for benefits to rise by more than 1% when many people in work are seeing their wages rise by less than inflation	<b>51</b>	76	34	55	70	34	46	52	50	48	50	51	53	55	46	50	52	48	52	56	50	51
Increasing benefits by less than the rate of inflation is unfair on the many families who work and rely on benefits and tax credits to make ends meet	<b>34</b>	17	50	34	19	50	40	33	34	34	31	35	35	31	38	33	31	37	35	32	38	33
Neither	<b>7</b>	3	9	7	5	9	6	7	6	3	9	7	5	6	7	7	7	7	4	6	5	7
Don't know	<b>9</b>	5	7	5	6	6	8	8	10	15	11	7	7	9	9	10	10	8	9	6	8	9

**Which of the following best reflects your view?**

The government is being too harsh towards people on benefit, most of whom would like to work if they could	<b>28</b>	6	50	24	11	48	32	31	25	24	26	33	26	25	32	28	25	29	30	30	32	27
The government is not being tough enough towards people on benefit, and more should be done to force them into work	<b>47</b>	67	32	35	67	32	39	45	49	47	50	44	50	49	45	48	50	47	45	46	45	48
The current balance is about right	<b>14</b>	23	8	33	16	10	19	14	14	13	13	13	16	16	12	12	15	14	12	15	15	14
Don't know	<b>11</b>	4	10	8	7	11	10	9	12	17	11	10	8	10	12	13	10	11	12	8	9	11

**Which of the main political parties do you trust the most on the issue of the NHS?**

Conservatives	<b>19</b>	62	1	5	45	3	6	20	18	17	14	16	27	20	17	14	26	18	15	11	18	19
Labour	<b>34</b>	5	80	21	9	71	34	36	31	27	39	34	31	33	34	40	26	34	38	38	43	31
Liberal Democrats	<b>4</b>	2	1	38	1	1	14	6	3	4	4	5	4	6	2	4	6	4	4	5	5	4
None of them	<b>30</b>	21	12	23	34	15	32	30	30	24	24	33	33	27	33	29	29	30	27	38	23	31
Don't know	<b>14</b>	10	6	13	11	9	15	8	18	29	19	11	6	13	14	14	13	14	16	8	11	14

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

**Thinking about the last TEN years, do you think standards of care in the NHS have got better, got worse or stayed the same?**

Got better	<b>18</b>	22	19	24	17	21	22	23	13	23	20	16	17	20	16	19	22	16	15	14	27	16
Got worse	<b>45</b>	44	46	33	51	40	42	41	48	31	36	49	53	43	47	43	40	48	46	51	39	46
Stayed the same	<b>26</b>	26	26	32	25	31	25	26	25	21	25	27	26	24	28	25	28	25	25	22	22	27
Don't know	<b>12</b>	8	8	12	8	9	12	10	14	25	19	8	4	13	10	13	10	11	14	14	12	12

**Do you think doctors today are more or less caring than they were 10 or 20 years ago, or is there no difference?**

Doctors are less caring these days	<b>39</b>	43	37	27	45	33	29	38	39	34	37	41	39	36	42	38	36	40	42	37	35	39
Doctors are more caring these days	<b>7</b>	7	8	14	6	9	9	7	7	15	6	6	6	8	5	6	9	8	7	3	11	6
Doctors are as caring as they used to be	<b>40</b>	41	45	45	40	47	45	42	37	20	36	41	49	41	39	43	38	39	38	48	40	40
Don't know	<b>14</b>	10	10	14	9	11	17	12	17	31	20	12	5	15	14	14	17	12	14	13	13	15

**Do you think nurses today are more or less caring than they were 10 or 20 years ago, or is there no difference?**

Nurses are less caring these days	<b>44</b>	50	40	36	54	37	38	39	49	34	34	47	55	43	46	43	43	50	43	40	36	46
Nurses are more caring these days	<b>7</b>	6	9	9	5	9	8	7	8	14	9	6	5	7	7	13	8	5	6	4	13	6
Nurses are as caring as they used to be	<b>35</b>	33	39	39	30	42	38	40	29	26	36	37	34	36	33	34	33	33	35	44	37	34
Don't know	<b>14</b>	11	11	16	10	12	17	14	14	27	22	10	6	14	14	9	16	13	15	12	14	14

**Which of the following best reflects your view of nursing in the NHS?**

Most nurses prioritise caring for patients over hitting their targets	<b>26</b>	24	33	31	20	34	29	28	23	28	30	27	20	29	21	31	26	23	25	26	32	24
Most nurses prioritise hitting their targets over caring for patients	<b>41</b>	44	40	31	48	37	36	40	43	39	36	44	45	39	44	40	39	45	41	44	39	42
Not sure	<b>33</b>	32	27	37	32	29	35	32	34	33	34	30	35	31	35	29	35	32	34	29	29	34

**Have you or a member of your close family experienced poor care in the NHS in the past 10 years?**

Yes, I have personally experienced poor care in the NHS	<b>16</b>	15	19	10	16	17	13	16	17	17	19	16	15	16	17	16	18	13	17	19	22	15
Yes, a member of my close family has experienced poor care in the NHS	<b>31</b>	29	31	31	35	30	26	29	34	32	30	35	28	32	31	32	27	34	34	33	29	32
No, neither I nor any members of my family have experienced poor care in the NHS	<b>49</b>	53	47	55	49	50	54	50	47	45	46	47	55	49	49	44	51	50	48	46	46	49
Not sure	<b>8</b>	5	7	5	5	6	10	9	6	14	10	7	4	7	8	12	8	7	6	7	7	8

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<b>Unweighted Sample</b>	<b>1988</b>	<b>450</b>	<b>694</b>	<b>123</b>	<b>597</b>	<b>527</b>	<b>437</b>	<b>946</b>	<b>1042</b>	<b>183</b>	<b>496</b>	<b>791</b>	<b>518</b>	<b>1357</b>	<b>631</b>	<b>317</b>	<b>634</b>	<b>410</b>	<b>429</b>	<b>198</b>	<b>400</b>	<b>1588</b>
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

**In the previous question you said you or your family had experienced poor care in the NHS in the last ten years, what sort of poor care did you experience?**

*[Only asked to those who said that they personally or their family had experienced poor care in the NHS in the last ten years n=867]*

Neglect or lack of care	<b>36</b>	36	37	39	41	39	37	35	37	24	42	34	38	34	39	38	32	38	40	32	37	36
Errors in treatment or diagnosis	<b>25</b>	28	26	24	23	27	25	26	24	43	24	26	18	26	25	20	24	29	24	30	26	25
Difficulty in obtaining necessary treatment	<b>19</b>	16	18	23	17	16	21	19	19	10	12	23	24	20	18	14	22	13	24	17	17	19
Rudeness or a lack of respect from NHS staff	<b>12</b>	10	13	2	11	14	11	12	13	18	12	12	11	12	12	19	13	12	9	10	14	12
Physical abuse	<b>0</b>	1	0	3	1	0	0	1	0	0	2	0	0	1	0	3	0	0	0	0	2	0
Other	<b>7</b>	9	5	7	7	4	7	7	7	4	8	5	10	7	6	5	8	8	4	11	3	8
Not sure	<b>0</b>	0	0	2	0	1	0	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0

**How well or badly do you think the NHS deals with complaints made against hospitals and medical staff?**

Very well	<b>3</b>	2	5	2	2	3	2	4	2	2	4	2	2	3	2	3	3	1	4	1	5	2
Fairly well	<b>20</b>	22	20	33	18	22	22	21	18	14	15	22	24	21	18	15	21	23	18	22	20	20
<b>TOTAL WELL</b>	<b>23</b>	24	25	35	20	25	24	25	20	16	19	24	26	24	20	18	24	24	22	23	25	22
Fairly badly	<b>23</b>	27	24	18	29	19	21	23	23	17	21	22	29	24	23	31	22	26	19	21	25	23
Very badly	<b>10</b>	8	10	9	9	13	7	11	9	13	8	10	9	8	12	9	7	9	12	15	8	10
<b>TOTAL BADLY</b>	<b>33</b>	35	34	27	38	32	28	34	32	30	29	32	38	32	35	40	29	35	31	36	33	33
Don't know	<b>45</b>	41	42	38	42	42	48	42	47	54	52	43	36	44	45	42	47	40	47	41	42	45

**How often, if ever, do you travel by train?**

Most days	<b>5</b>	4	5	7	5	4	6	6	4	7	8	4	2	7	2	16	4	3	1	5	25	0
Several times a week	<b>4</b>	3	6	3	3	5	3	6	2	5	8	3	1	5	2	12	4	2	3	3	21	0
Once a week	<b>3</b>	4	2	5	2	3	3	3	2	5	4	1	2	4	1	4	2	3	2	2	13	0
Several times a month	<b>8</b>	6	9	10	5	9	9	8	7	20	8	6	4	9	6	13	9	5	6	8	40	0
Once a month	<b>8</b>	10	8	10	8	7	10	9	8	15	8	7	7	10	6	12	11	5	4	11	0	10
Less than once a month	<b>48</b>	49	46	55	48	46	54	44	52	34	45	55	49	47	50	30	49	48	56	50	0	59
Never	<b>25</b>	25	24	10	29	26	15	24	25	14	18	24	36	19	32	14	22	34	27	21	0	30

**Do you think the quality of the rail services you use has got better, got worse or stayed the same over the last five years?**

*[Only asked to those who said that they travel by train n=1514]*

Got better	<b>16</b>	23	14	16	21	12	16	19	14	11	11	17	24	17	15	20	16	16	11	22	22	14
Got worse	<b>33</b>	28	37	28	28	36	33	33	32	41	36	31	26	34	30	35	31	36	35	22	38	31
Stayed the same	<b>36</b>	39	33	43	37	35	35	37	36	35	39	36	35	38	35	35	40	33	34	37	37	36
Don't know	<b>15</b>	11	15	13	14	17	16	12	18	14	14	16	15	11	21	10	13	14	20	19	3	19

Fieldwork: 3rd - 4th January 2013

	Voting intention			2010 Vote			Gender		Age				Social grade		Region					Rail users		
Total	Con	Lab	Lib Dem	Con	Lab	Lib Dem	Male	Female	18-24	25-39	40-59	60+	ABC1	C2DE	London	Rest of South	Midlands / Wales	North	Scotland	Regular rail user	Not regular rail user	
<b>Weighted Sample</b>	<b>1988</b>	495	658	151	653	491	431	966	1022	241	507	680	561	1133	855	254	646	425	489	173	378	1610
<b>Unweighted Sample</b>	<b>1988</b>	450	694	123	597	527	437	946	1042	183	496	791	518	1357	631	317	634	410	429	198	400	1588
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%

**Do you believe the recent increases in rail fares are justified or unjustified?**

Justified	<b>8</b>	14	5	6	11	5	5	11	5	4	8	7	9	10	5	8	10	7	4	9	10	7
Unjustified	<b>78</b>	72	84	77	76	82	81	77	79	82	78	82	73	78	78	81	77	74	81	81	84	77
Don't know	<b>14</b>	14	12	17	13	13	15	12	17	14	14	11	18	12	17	11	13	19	15	10	6	16

**Who do you think is most to blame for the increase in rail fares, the government, or the train operating companies?**

The government	<b>30</b>	15	43	28	18	43	32	37	23	29	26	34	30	31	29	35	25	30	34	32	36	29
The train operating companies	<b>49</b>	67	41	50	62	40	46	49	50	49	51	47	51	49	49	46	57	46	43	50	52	49
Neither	<b>4</b>	7	2	4	7	3	3	5	4	4	3	4	5	4	4	4	5	3	4	2	4	4
Don't know	<b>17</b>	11	14	17	13	14	18	9	23	18	20	14	15	15	18	14	13	21	19	17	9	18

**If you had to choose, which of the following would you prefer?**

I would rather train fares were frozen or reduced, paid for by higher taxes elsewhere	<b>35</b>	23	45	47	27	38	41	36	35	46	35	34	32	37	32	41	35	32	34	38	58	30
I would rather train fares were increased, meaning a lower subsidy from taxes elsewhere	<b>23</b>	39	17	24	32	17	19	26	20	26	21	21	25	25	21	23	24	21	24	18	18	24
Not sure	<b>42</b>	38	38	29	41	45	40	38	45	28	44	45	43	38	47	36	41	47	42	44	25	46

**If you had to choose, which of the following would you prefer?**

I would rather rail services, trains and facilities were improved, even if it meant higher fares	<b>33</b>	42	29	49	37	28	38	37	29	40	31	29	36	38	26	33	37	30	30	33	41	31
I would rather fares were frozen or reduced, even if it means less investment in improving rail services, trains and facilities	<b>36</b>	33	39	30	35	37	33	34	37	41	41	35	29	33	38	41	31	39	36	34	41	34
Not sure	<b>31</b>	25	31	20	29	35	29	29	34	19	28	36	34	28	36	26	32	31	34	33	18	35

**There are plans to build a new high speed rail link between London and Birmingham. This is expected to cost around £17billion. Do you support or oppose these plans?**

Support	<b>24</b>	28	24	40	22	26	28	30	19	19	25	27	23	26	22	30	26	24	21	19	33	22
Oppose	<b>53</b>	51	54	40	57	47	54	52	54	57	48	51	57	53	53	49	50	56	52	61	51	53
Don't know	<b>23</b>	21	22	20	21	27	18	18	28	24	27	22	20	21	26	22	23	20	27	20	16	25



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

There are also plans to extend the new high speed rail link to Manchester and Sheffield. This is expected to cost a further £12billion. Do you support or oppose these plans?

Support	25	28	27	35	23	29	25	32	17	18	27	26	22	28	20	30	24	24	25	18	36	22
Oppose	50	49	52	35	54	47	51	51	50	56	44	49	55	50	50	47	49	52	47	63	48	51
Don't know	25	23	21	30	23	25	25	17	33	26	29	25	22	22	30	23	27	24	27	19	16	27

On a different subject

Thinking about the Falkland Islands, which of the following you most like to see happen?

Britain retaining sovereignty over the Falkland Islands	62	78	56	63	80	58	60	72	53	43	54	65	75	64	61	59	65	68	57	56	59	63
Britain giving sovereignty of the Falkland Islands to Argentina	7	3	10	9	2	9	7	7	7	10	9	8	2	6	8	11	6	6	7	7	10	6
Britain and Argentina sharing sovereignty over the islands	13	9	16	18	7	16	18	13	14	18	10	12	16	14	13	12	13	11	14	19	13	14
Don't know	17	11	18	11	10	17	15	9	26	28	27	15	7	16	19	18	15	14	22	17	17	17

If you could make one wish for 2013, would it be:

Good health	39	43	39	34	43	42	40	39	39	20	21	38	65	38	41	38	39	39	40	42	30	42
A happy family	30	27	34	35	27	33	32	25	33	29	40	28	22	31	28	26	29	32	29	31	34	28
More money	22	22	21	21	23	19	17	26	18	30	28	24	9	21	23	26	22	20	22	18	25	21
To be famous	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	0	0	0	1	0	1	0
Something else	7	7	4	9	6	4	9	7	7	16	7	7	3	8	6	7	8	8	5	5	9	7
Don't know	2	1	1	1	1	1	2	2	2	5	3	2	1	3	1	2	2	1	3	4	1	2