

Polling on resident satisfaction with councils: Round 17

June 2017



Acknowledgements

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To view more research from the Local Government Association Research and Information team please visit: <https://www.local.gov.uk/our-support/research>

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Introduction

This report outlines the seventeenth set of results in a series of regular Local Government Association (LGA) public polls on resident satisfaction with local councils, conducted every four months.¹

With the publication of *Are You Being Served*² – a set of resident satisfaction questions that councils can choose to use in their local surveys and benchmark themselves against other authorities – the LGA has responded to demand from the sector for more intelligence in this area.

Our national polling complements councils' local work by regularly looking at the national picture. Tracking national changes in satisfaction with councils, alongside questions on other related issues about residents' local areas, can provide valuable information on what is driving resident perceptions and, therefore, what councils can do to serve their local communities better.

Many additional factors will influence resident views of councils at a local level, including local demographics, economic factors and social circumstances. It is important, therefore, that polling results are seen as complementary to a wider approach aimed at understanding and responding to communities at a local level.

Comparison against national polls provides context and trends, and helps to identify possible relationships with other variables, but councils could include additional questions in their local surveys and conduct other engagement activities. Analysis of this information might help diagnose what other factors are driving satisfaction levels locally.

Methodology

Between 22nd and 25th June 2017, a representative random sample of 1,002 British adults (aged 18 or over) was polled by telephone.³

Respondents were given the following preamble at the outset:

"I would like to ask you some questions about your local council. Local councils are responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

¹ Note that until October 2014, the polling was conducted quarterly. It was later changed to once every four months.

² <http://lginform.local.gov.uk/about-lg-inform/resident-satisfaction>

³ Quotas were set on age, gender and region and the data weighted to the known British profile of age, gender, region, social grade, taken a foreign holiday in the last 3 years, tenure, number of cars in the household, working status, and mobile only households. The polling was conducted by Populus Data Solutions.

If you live in an area with more than one council please think about the way in which they deliver services to you overall. This would include district and county councils. We are doing this to keep the survey simple as it is part of a national study.”

The full interview script is included in Annex B for information. Where the questions cover the same topics as the *Are You Being Served*² question set, the same question ordering, wording, definitions and preamble have been used to allow comparability.⁴ A question about council tax was added to the survey in this round. It asked respondents if they would support or oppose giving their local council the flexibility to increase council tax by more than the level set by central government, in order to protect local services.

Notes

Where tables and figures report the base, the description refers to the group of people who were asked the question. The number provided refers to the unweighted number of respondents who answered each question.

This is the seventeenth round of polling in this series, and the paper examines trends since the first round in September 2012.⁵ Differences between results are only highlighted within the report where this is statistically significant.⁶

Please note the following when reading the report:

- Throughout the report percentages in figures and tables may add to more than 100 due to rounding.
- The following conventions are used in tables: ‘*’ - less than 0.5 per cent; ‘0’ – no observations; ‘-’ – category not applicable/data not available.

⁴ The mode of data collection can have a marked impact on results, therefore, results are only truly comparable with surveys conducted via telephone.

⁵ The full papers outlining the results of previous polls can be found here:

<https://www.local.gov.uk/our-support/research>

⁶ Statistical significance is tested at the 95% level.

Key findings

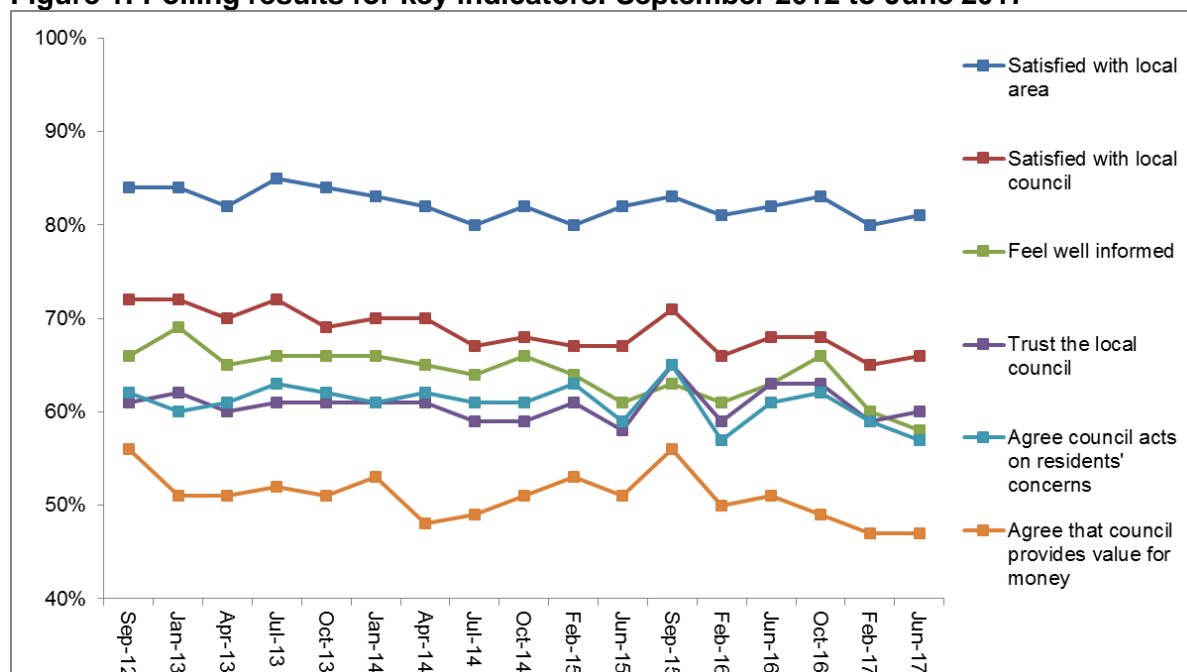
Key indicators

The LGA's June 2017 poll found no significant changes to the results observed in its last poll in February 2017 with regards to the six indicators used to measure resident satisfaction.

Figure 1 shows the results for June compared to all others since 2012 for the six key indicators. In this round:

- **Satisfaction with local area:** 81 per cent of respondents were satisfied with their local area as a place to live – this strong level of satisfaction has sustained across all 17 polls.
- **Satisfaction with way council runs things:** 66 per cent of respondents were satisfied with the way their local council runs things – a similar level to that observed over the last three years, except for a jump to 71 per cent.
- **Trust in council:** 60 per cent of respondents said they trusted their council either 'a great deal' or 'a fair amount' – which is about half way between the highest and lowest levels observed across all polling surveys.
- **Responsiveness of council:** 57 per cent of respondents replied positively when asked if their council acts on the concerns of local residents – the polling average is 61 per cent.
- **Feeling informed:** Fifty eight per cent of respondents said their council keeps residents informed about the services and benefits it provides – the average across all polls is 64 per cent.
- **Perceived value for money:** Of the six indicators, the proportion of respondents who thought their council provides value for money lagged behind, with 47 per cent indicating agreement – the polling average is 51 per cent.

Figure 1: Polling results for key indicators: September 2012 to June 2017



Base (all respondents): 1,002 British adults in June 2017

Satisfaction with council-provided services

There were no significant changes in the proportion of respondents who were satisfied overall with the services provided by their local council in this round compared to the previous round in February 2017. The most notable changes across the polling surveys, but not all reaching significance, are highlighted below.

- Waste collection:** There was again a disconnect between satisfaction with this service and satisfaction with how the council runs things – 80 per cent were ‘fairly satisfied’ or ‘very satisfied’ with waste collection, compared to 66 per cent for the way one’s local council runs things. This level of satisfaction in this round is higher than the previous two.
- Street cleaning:** Again, satisfaction with this service was higher than overall satisfaction with how the council runs things – 69 per cent were ‘fairly satisfied’ or ‘very satisfied’ with street cleaning, compared to 66 per cent satisfaction with the way one’s local council runs things. The level of satisfaction is significantly lower than nine other rounds.
- Road maintenance:** Satisfaction with this service has seen the highest level of variance and continues to have the highest levels of dissatisfaction. In this round, 50 per cent were ‘very dissatisfied’ or ‘fairly dissatisfied’ with road maintenance – significantly higher than seven other rounds.
- Pavement maintenance:** Satisfaction was about average in this round (54 per cent were ‘fairly satisfied’ or ‘very satisfied’, the polling average is 55 per cent). This is a slight increase from 51 per cent in the last round.
- Library services:** Satisfaction in this round was equal to, or similar to, the previous three rounds, but continues to be at the lower level of satisfaction (62 per cent in this round, while the polling average is 66 per cent).

- **Sport and leisure services:** Satisfaction was consistent with previous rounds. Sixty two per cent were ‘very satisfied’ or ‘fairly consistent’ with sport and leisure services (the polling average is 63 per cent).
- **Services and support for older people:** Satisfaction in this round polled at 46 per cent, which slightly higher than the last round (44 per cent, while the average is 48 per cent). Most other respondents answered neutrally rather than being actively dissatisfied (25 per cent were ‘neither satisfied nor dissatisfied’ and nine per cent said ‘don’t know’) – this might be because many did not have direct experience of this service.
- **Services and support for children and young people:** Satisfaction in this round polled at its lowest level across all 17 polling surveys – 46 per cent were ‘fairly satisfied’ or ‘very satisfied’ such support and services. Most other respondents answered neutrally rather than being actively dissatisfied (24 per cent were ‘neither satisfied nor dissatisfied’ and 10 per cent said ‘don’t know’).

Perceptions of safety

The LGA’s polling shows perceptions of safety when outside in one’s local area during the day and after dark to be stable and consistent across all rounds of polling:

- **Feeling safe during the day:** 93 per cent of respondents indicated feeling safe when outside in their local area during the day (the polling average is 95 per cent).
- **Feeling safe after dark:** 79 per cent of respondents indicated feeling safe when outside in their local area after dark (the polling average is 78 per cent).

Trust in government and politicians

Polling questions about trust in different forms of government, and also trust in politicians yielded results broadly consistent with previous rounds.

- **Form of government most trusted to make decisions:** A large gap was again observed in the proportion of respondents selecting ‘local council’ (73 per cent) compared to ‘the government’ (13 per cent) and ‘neither’ (12 per cent) when asked who was most trusted to make decisions about how services are provided in one’s local area.
- **Politicians most trusted to make decisions:** A large gap was again in the proportion of respondents selecting ‘local councillors’ (71 per cent) compared to ‘members of parliament’ (13 per cent) and ‘government ministers’ (six per cent) when asked which individuals were most trusted to make decisions about how services are provided in one’s local area.

Media portrayal of government

In this round, the media was seen to have portrayed ‘government’ particularly negatively compared to previous rounds. Fifty nine per cent of respondents said the media had viewed ‘the government’ *negatively* in the last few months – this is a significantly higher proportion than 13 other polls (the polling average is 50 per cent).

The proportion selecting 'negatively' for 'all local councils across the country' was 33 per cent, and 'my local council' was 20 per cent.

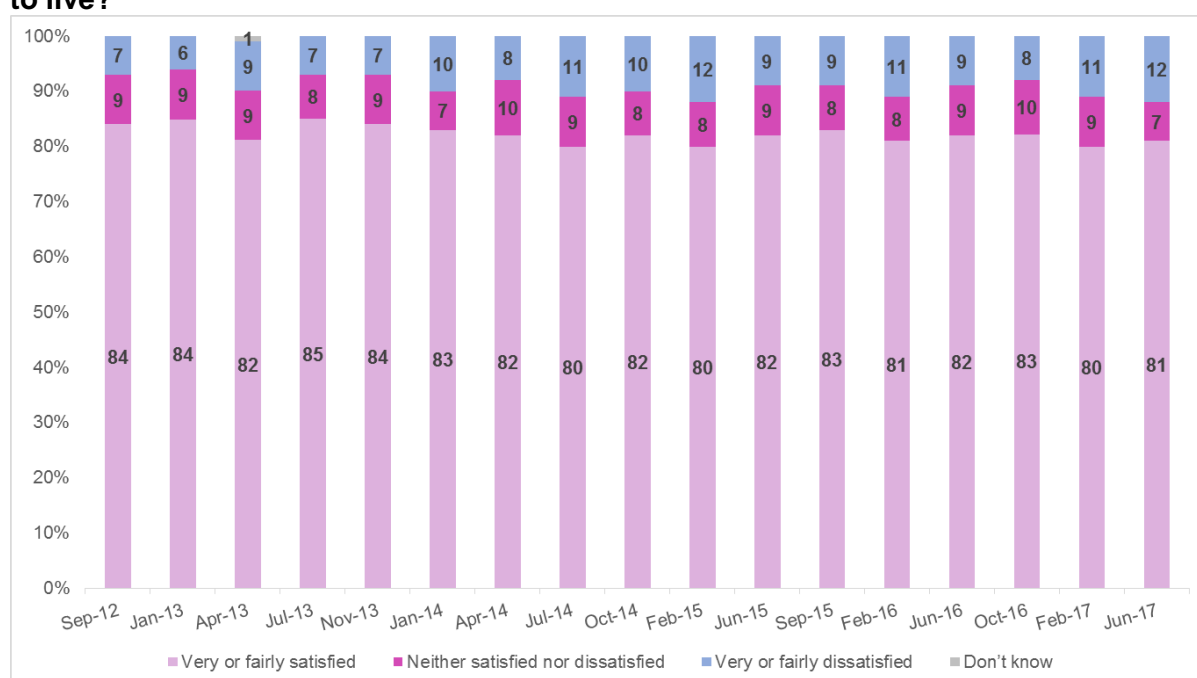
Polling on resident satisfaction with councils

This section outlines the full set of polling results. Tables showing the response breakdowns for every answer option can be found in Annex A.

Overall satisfaction with local area

A high level of respondent satisfaction was observed in relation to satisfaction with one's local area as a place to live (81 per cent were 'very satisfied' or 'fairly satisfied') – a level sustained across all 17 polls. Satisfaction peaked at 85 per cent in July 2013 and has dipped to 80 per cent on three occasions. See Figure 2.

Figure 2: Overall, how satisfied or dissatisfied are you with your local area as a place to live?⁷



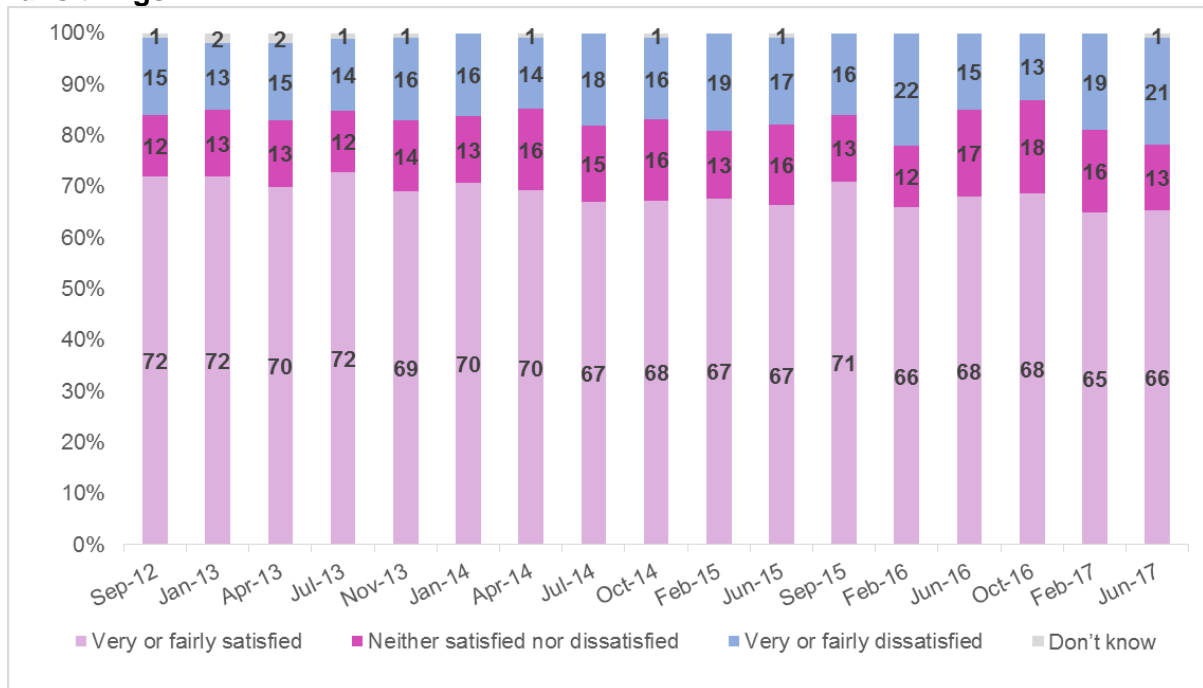
Base (all respondents): 1,002 British adults in June 2017

Overall satisfaction with local council

Satisfaction among respondents with the way their local councils run things has stood at between 65 and 72 per cent for the last five years. In this round, 66 per cent of respondents were 'very satisfied' or 'fairly satisfied' (see Figure 3 shows). Recent rounds have seen a significant decrease in satisfaction compared September 2015 when 71 per cent of respondents were 'very satisfied' or 'fairly satisfied'.

⁷ Local area was defined as "the area within 15 to 20 minutes walking distance from your home".

Figure 3: Overall, how satisfied or dissatisfied are you with the way your local council runs things?

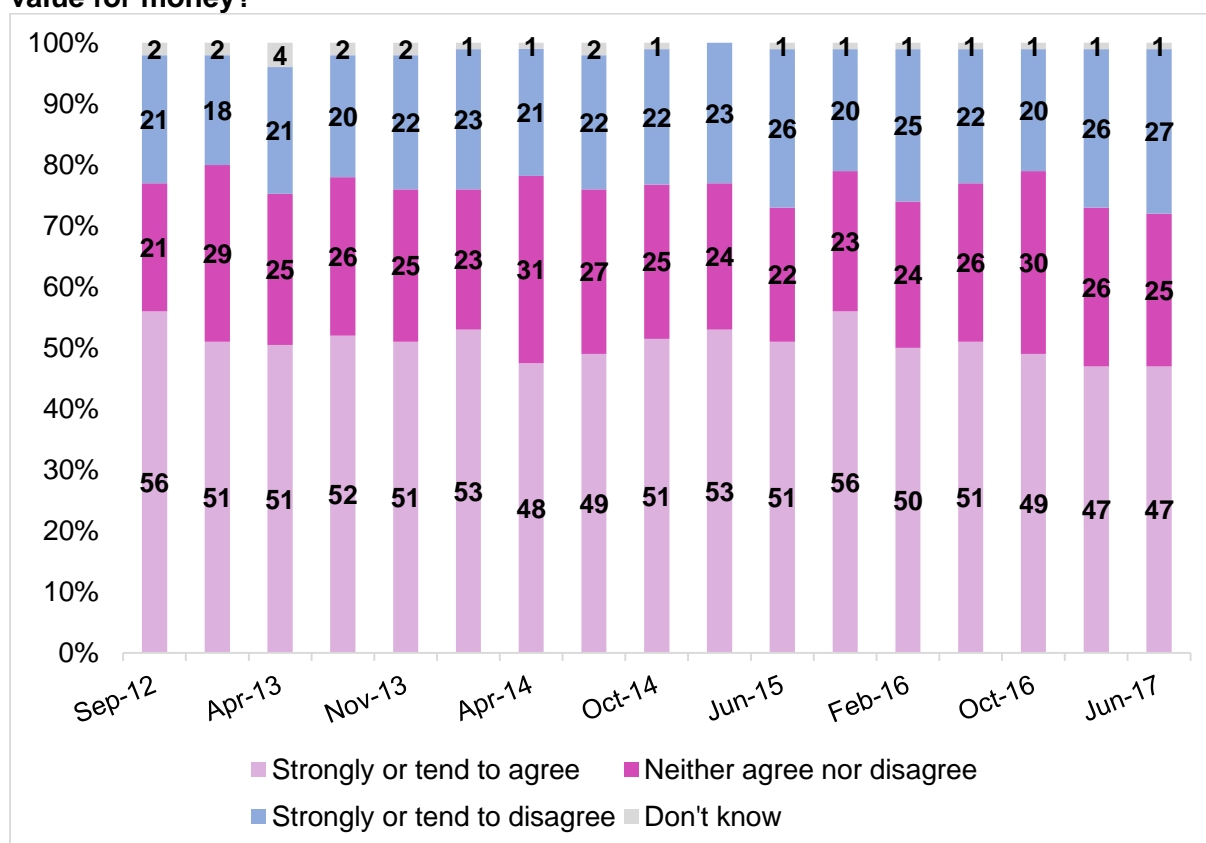


Base (all respondents): 1,002 British adults in June 2017

Value for money

As with the previous round, the proportion of respondents who agreed that their council provides value for money is 47 per cent (see Figure 4). This is the lowest level observed across all 17 polling surveys and is significantly lower than five previous rounds. The proportion has not, however, changed significantly since a high of 56 per cent observed in September 2015.

Figure 4: To what extent do you agree or disagree that your local council(s) provides value for money?⁸



Base (all respondents): 1,002 British adults in June 2017

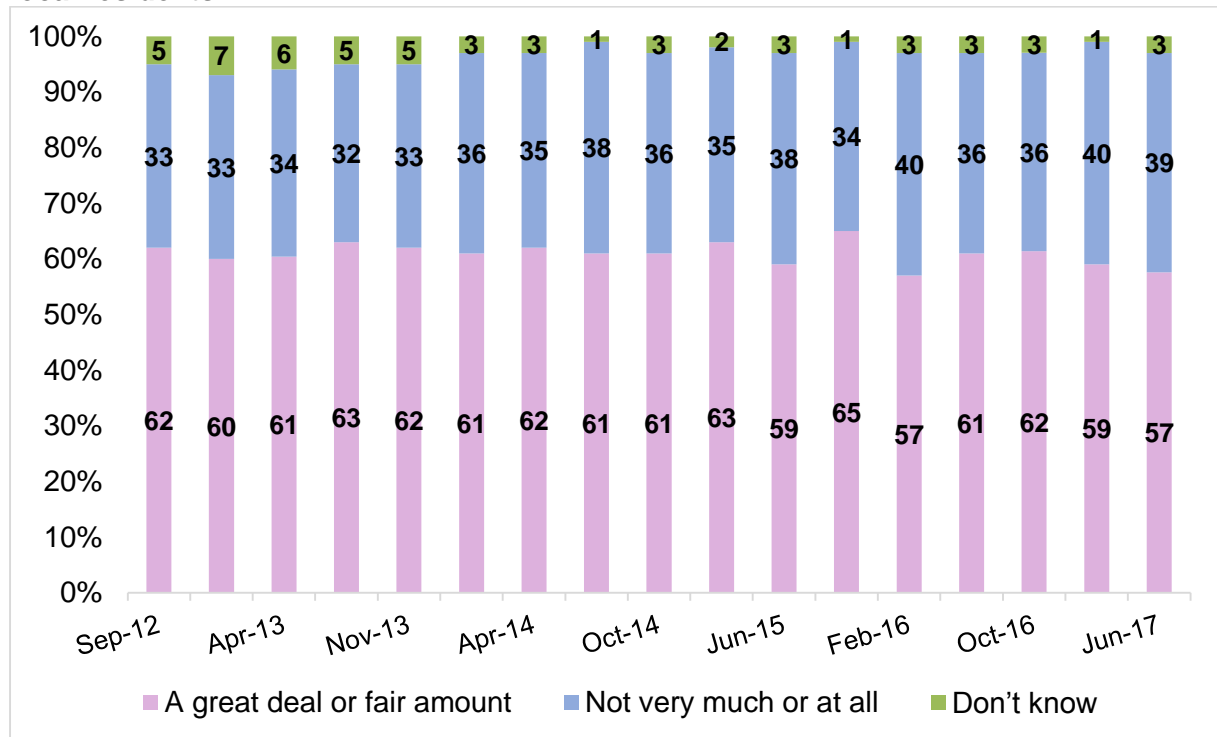
Council responsiveness

In this round, 57 per cent of respondents said that their council acts on the concerns of local residents either ‘a great deal’ or ‘a fair amount’ (see Figure 5). This is the lowest level observed across all the polling surveys (along with one other round), although opinion has remained fairly stable since a spike of 65 per cent in September 2015. Acting on residents’ concerns is an important measure of local accountability as it looks at whether councils are perceived to be responsive to local issues and problems.

Thirty nine per cent of respondents gave a less than positive reply when asked about council responsiveness (i.e. ‘not very much’ or ‘not at all’), which is one of the highest proportions observed across all polling surveys and is a significantly higher proportion than six other polls (including the first five surveys).

⁸ The following preamble was used: “In considering the next question, please think about the range of services your local council(s) provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services your local council(s) provides to the community. We would like your general opinion.”

Figure 5: To what extent do you think your local council(s) acts on the concerns of local residents?

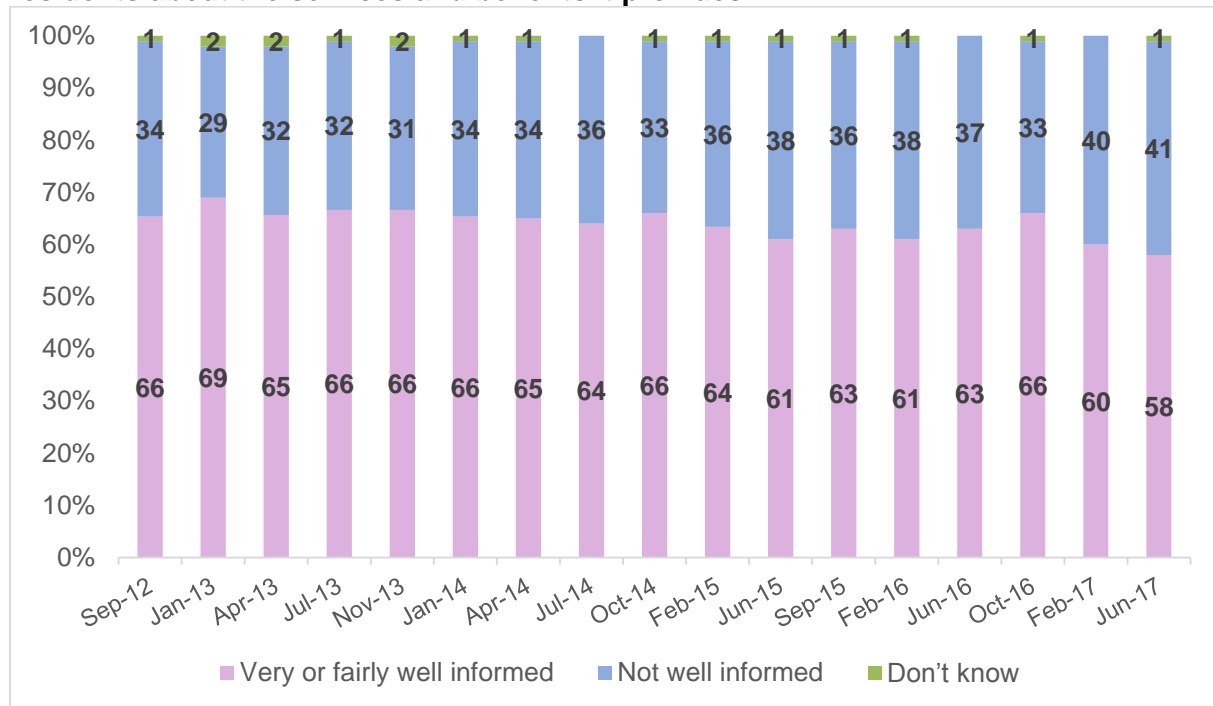


Base (all respondents): 1,002 British adults in June 2017

Informed about the council

Fifty eight per cent of respondents said their local council keeps residents ‘very well informed’ or ‘fairly well informed’ about the services and benefits it provides. This proportion is significantly lower than 13 previous polling surveys, and the lowest share of positive replies ever received for this question. Previously, the proportion has not fallen below 60 per cent.

Figure 6: Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides?

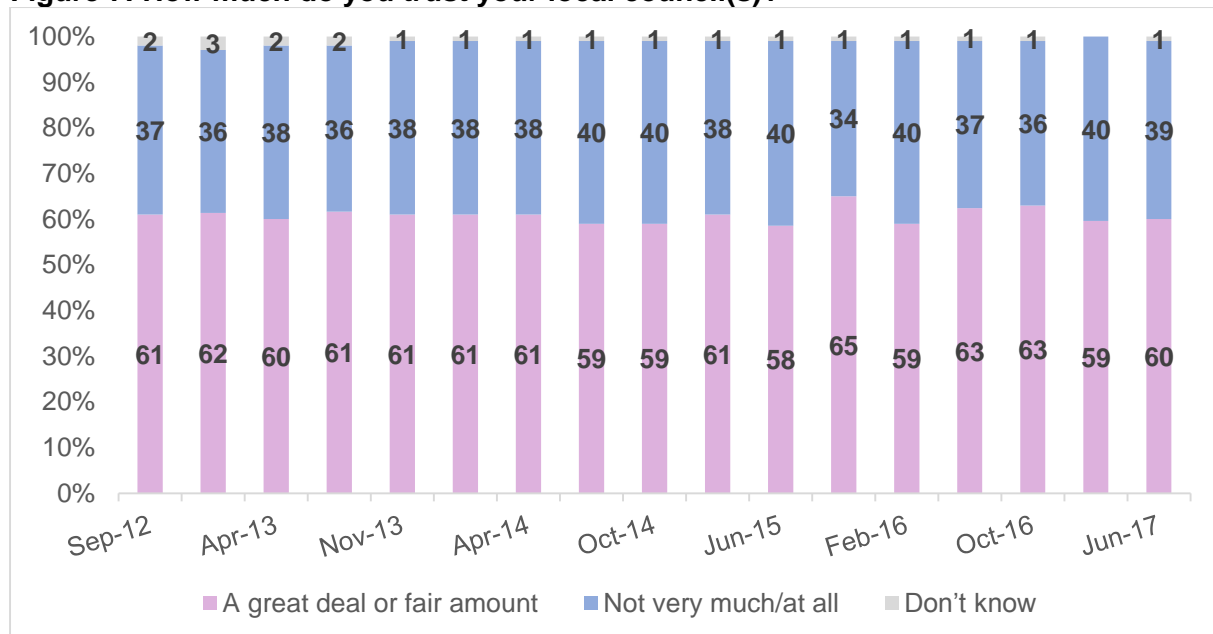


Base (all respondents): 1,002 British adults in June 2017

Trust

A consistent set of results can again be observed regarding trust in one's local council. Sixty per cent of respondents said they trusted their council 'a great deal' or 'a fair amount' in this round – a similar level to most previous rounds (the lowest result is 58 per cent and the highest is a spike of 65 per cent). See Figure 7.

Figure 7: How much do you trust your local council(s)?

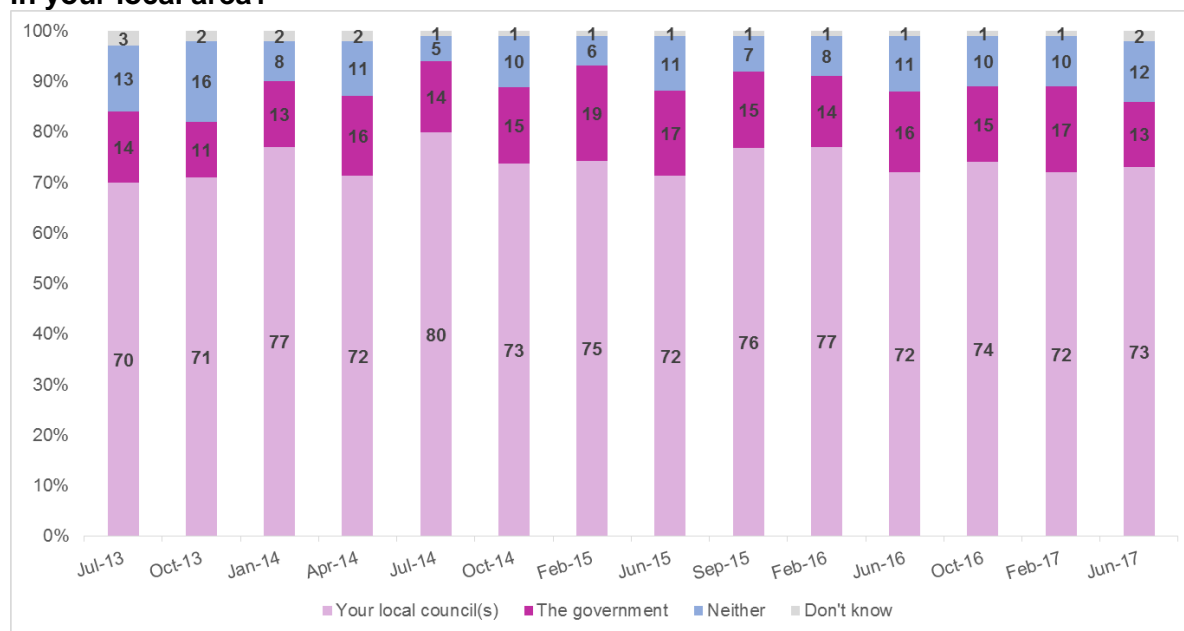


Base (all respondents): 1,002 British adults in June 2017

The most recent polling survey, showed public trust in councils to be far greater than trust in Parliament when it comes to making decisions about how services are provided in local areas (see Figure 8) – as is the case across all the polling surveys.

Asked who they most trusted when it came to local decision making, 73 per cent said their ‘local council(s)’, 13 per cent said ‘the government’ and 12 per cent said ‘neither’.

Figure 8: Who do you trust most to make decisions about how services are provided in your local area?⁹

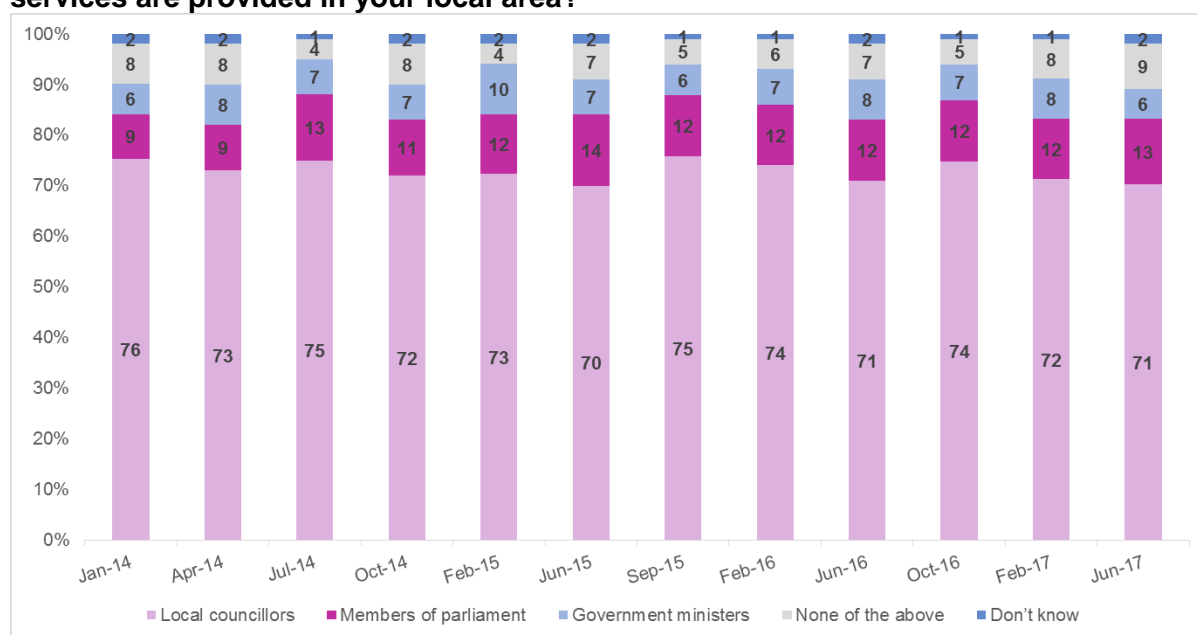


Base (all respondents): 1,002 British adults in June 2017

A slightly different question about trust in local decision making was introduced in January 2014 asking respondents which *individuals* they most trusted to make decisions about how services are provided in their local area. Local councillors, of the three types of politicians included, were by far the most trusted group (see Figure 9). Seventy one per cent of respondents said they most trusted local councillors to make decisions about services provided in their local area compared to members of parliament (13 per cent) and government ministers (six per cent). This result is similar to previous rounds.

⁹ ‘Neither’ was not read out to respondents as an answer option but the interviewer could code it if it was given spontaneously.

Figure 9: And which individuals do you trust most to make decisions about how services are provided in your local area?¹⁰



Base (all respondents): 1,002 British adults in June 2017

Referendums on council tax increases

A question about holding referendums on council tax increases was included in this round of polling. While there was a reasonable level of overall support for giving councils the flexibility to increase council tax above the current central government cap, overall opposition was stronger (44 per cent support, 54 per cent opposition). That said, taking the four response options as discrete groups, about a third of respondents (32 per cent) said they would ‘tend to support’ giving councils more flexibility (see Table 1).

Table 1: Current government rules mean councils need to hold a public referendum if they want to raise council tax by more than 1.99 per cent a year. To what extent would you support giving your council the flexibility to increase council tax by more than this, in order to protect local services?

	Jun-17
	%
Net: Support	44
I would strongly support this	11
I would tend to support this	32
I would tend to oppose this	27
I would strongly oppose this	27
Don't know	2

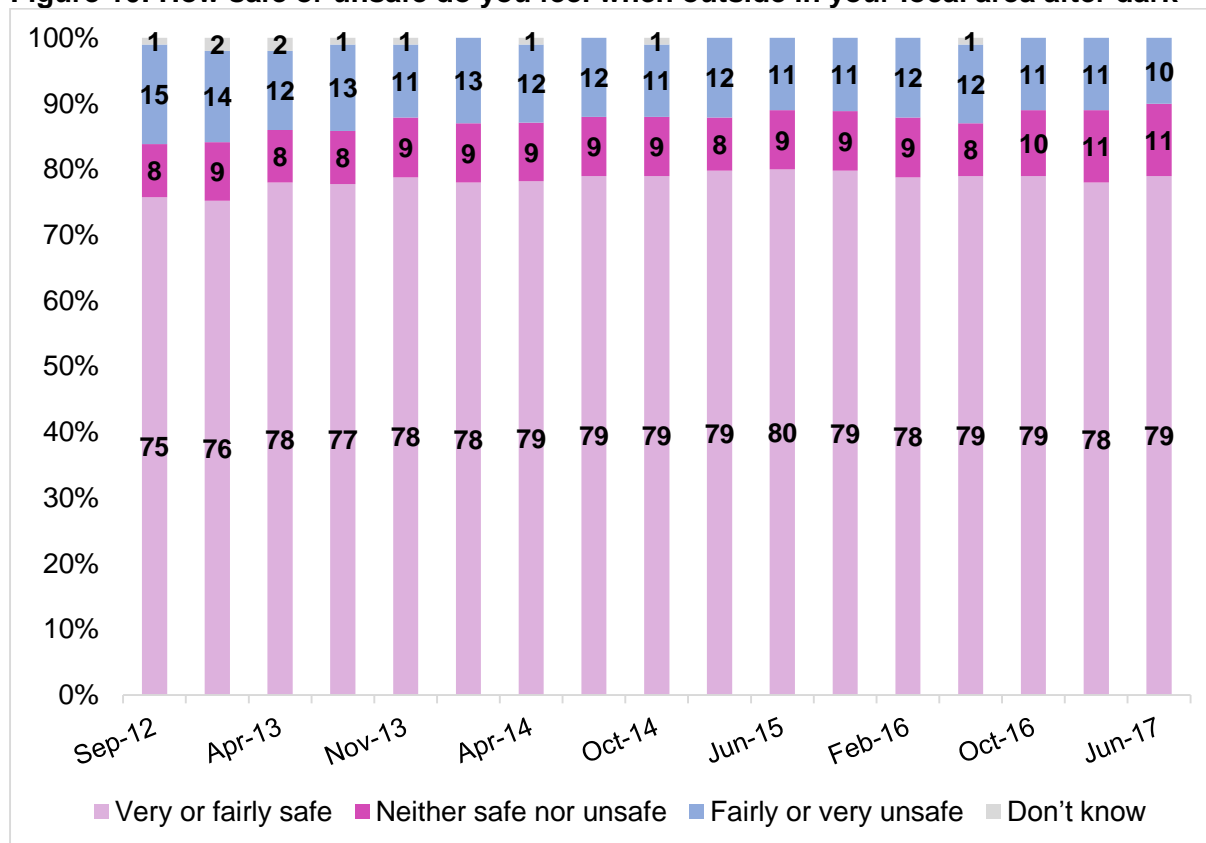
Base (all respondents): 1,002 British adults in June 2017

¹⁰ ‘None of the above’ was not read out to respondents as an answer option but the interviewer could code if it was given spontaneously

Community safety

Respondents' perceptions of personal safety were very much consistent with previous rounds of polling. Seventy nine per cent said they felt 'very safe' or 'fairly safe' after dark; this figure has seen very little change across the polling surveys (see Figure 10).

Figure 10: How safe or unsafe do you feel when outside in your local area after dark¹¹

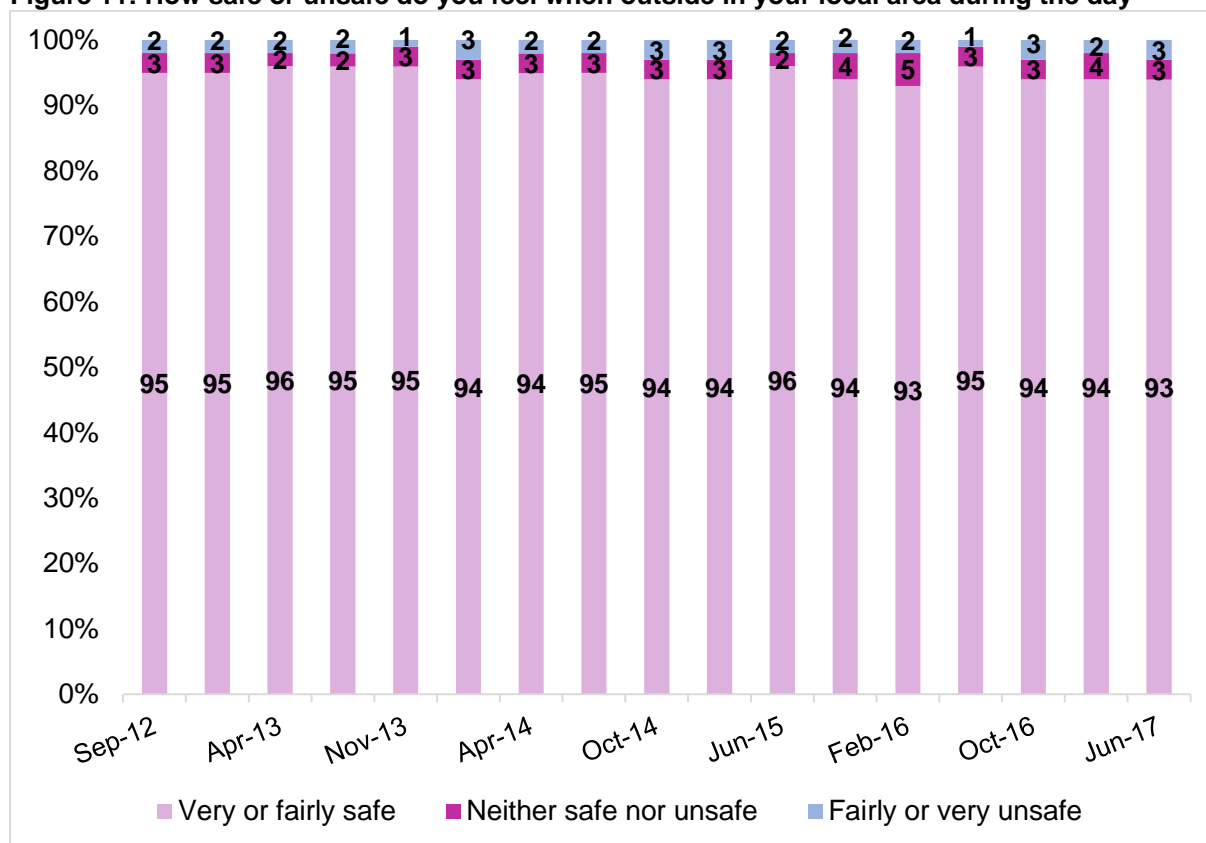


Base (all respondents): 1,002 British adults in June 2017

As Figure 11 shows, respondent feelings of safety during the day in their local area remain extremely high, with 93 per cent saying they felt 'very safe' or 'fairly safe' – a similar level to all previous rounds.

¹² Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

Figure 11: How safe or unsafe do you feel when outside in your local area during the day¹²



Base (all respondents): 1,002 British adults in June 2017

Service specific satisfaction

Respondents were invited to indicate how satisfied or dissatisfied they were with the following key services:¹³

- waste collection
- street cleaning
- road maintenance
- pavement maintenance
- library services
- sport and leisure services
- services and support for older people
- services and support for children and young people.

Respondents in this round were mostly positive about the services provided by their local council (see Figure 12). The highest level of satisfaction was with waste collection services (80 per cent were ‘fairly satisfied’ or ‘very satisfied’). Again, as for all previous rounds this result was higher than overall satisfaction with how one’s

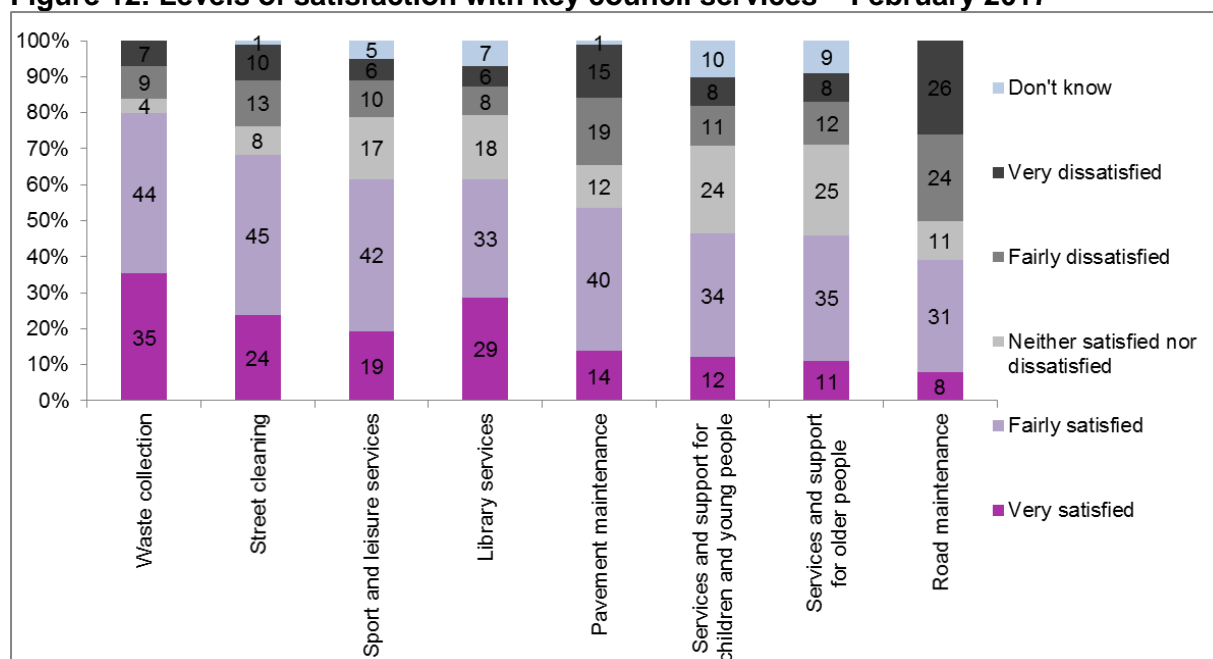
¹² Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

¹³ Note that these questions were asked of all respondents, the bases include those who may not have used particular services.

council runs things (66 per cent, see Figure 2). Satisfaction with street cleaning was also higher than overall satisfaction with the council, at 69 per cent.

Road maintenance and pavement maintenance continue to have the highest levels of dissatisfaction. In this round, 50 per cent were ‘very dissatisfied’ or ‘fairly dissatisfied’ with road maintenance, while 34 per cent were very or fairly dissatisfied with pavement maintenance.

Figure 12: Levels of satisfaction with key council services – February 2017



Base (all respondents): 1,002 British adults in June 2017

Levels of satisfaction with specific services have remained fairly stable since the polling of residents began in September 2012 (see Figure 13). Tables showing the full set of service-specific satisfaction results can be found at Annex A.

Consistent levels of satisfaction:

- **Waste collection:** Satisfaction stands at 80 per cent; the lowest level observed is 77 per cent and the highest is 86 per cent.¹⁴
- **Pavement maintenance:** Satisfaction in this round was 54 per cent; which is roughly the average level observed across all 17 polling surveys (the lowest is 51 per cent and the highest is 59 per cent).
- **Services and support for older people:** Satisfaction stands at 46 per cent in this round. The lowest level observed is 44 per cent and the highest is 52 per cent. A quarter of respondents answered ‘neither satisfied nor dissatisfied’ (25 per cent) rather than being actively dissatisfied and nine per cent said ‘don’t

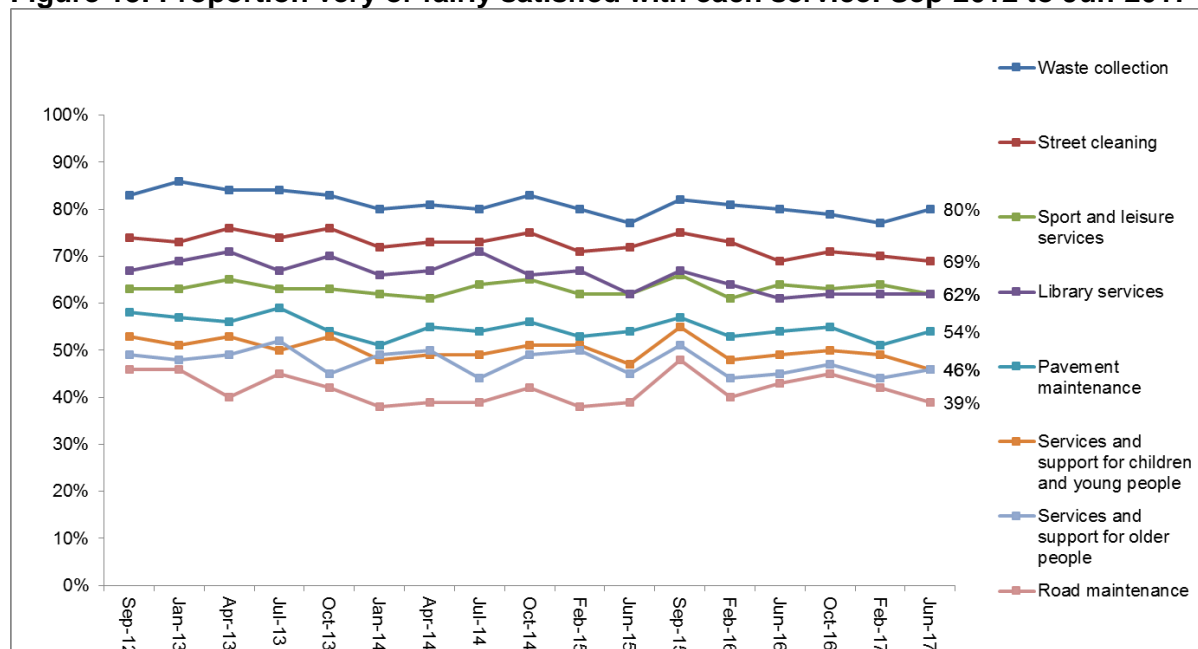
¹⁴ Due to rounding, overall satisfaction for waste collection is 80 per cent, whereas Figure 12 appears to show the figure as 79 per cent.

know'. This relatively high proportion answering neutrally could reflect that many respondents will not have direct experience of this service.

Lower levels of satisfaction:

- **Services and support for children and young people:** Satisfaction was at 46 per cent in this round; the lowest level of satisfaction observed across all the polling surveys (and significantly lower than seven other rounds). Most of remaining respondents answered 'neither satisfied nor dissatisfied' (24 per cent) or 'don't know' (10 per cent) rather than being actively dissatisfied.
- **Street cleaning:** Satisfaction with street cleaning stands at 69 per cent – this is the lowest level observed across the polls (along with June 2016). The highest level stands at 76 per cent.
- **Library services:** At 62 per cent, satisfaction with library services is significantly lower than nine previous rounds. The highest level of satisfaction observed over the course of the polling was 71 per cent.
- **Road maintenance:** Satisfaction with road maintenance stands at 39 per cent – the lowest level observed is 38 per cent and the highest is 48 per cent.
- **Sport and leisure services:** Satisfaction in this round was 62 per cent – which is towards the lower end of the satisfaction results observed across all the polling surveys (the lowest level is 61 per cent and the highest is 66 per cent).¹⁵

Figure 13: Proportion very or fairly satisfied with each service: Sep-2012 to Jun-2017



Base (all respondents): 1,002 British adults in June 2017

¹⁵ Due to rounding, overall satisfaction for sport and leisure services is 62 per cent, whereas Figure 12 appears to show the figure as 61 per cent.

Media portrayal of government

Respondents were asked whether, overall, they thought that the media had viewed the following forms of government positively or negatively in the last few months: the government; local councils across the country; and their own local council.

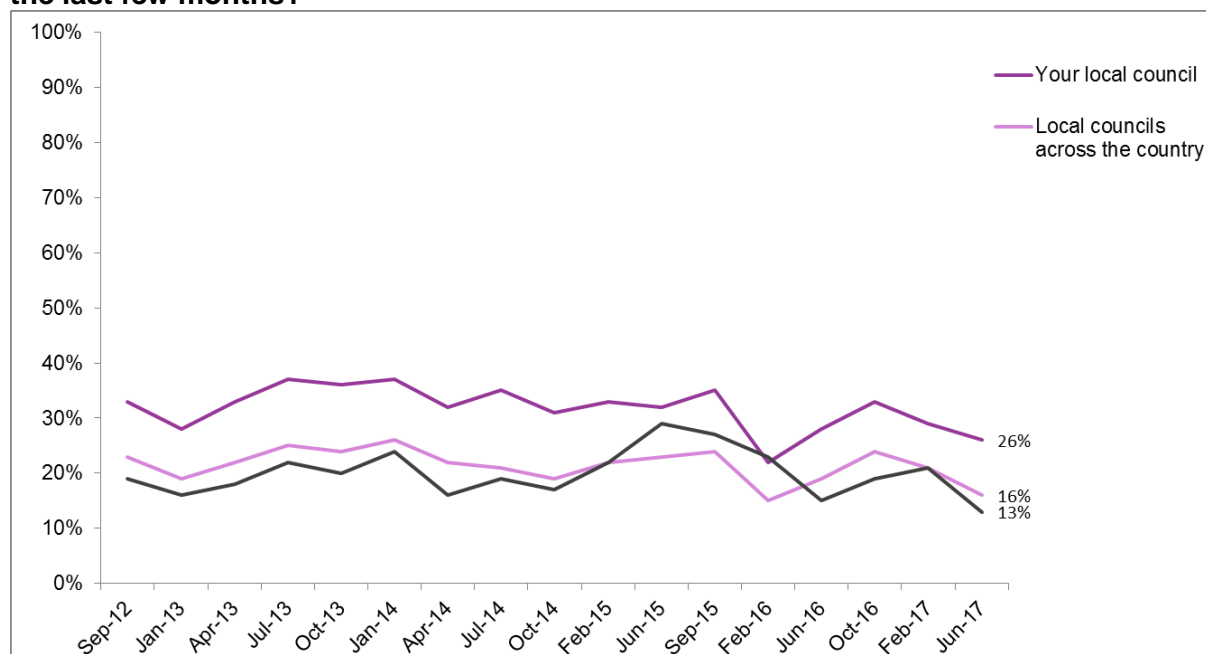
Regarding 'the government', the proportion of respondents observing overall positive coverage was 13 per cent, which is significantly lower than 13 previous polls. The proportion observing negative coverage is 59 per cent (again, significantly higher than 13 previous polls).

A similar pattern can be seen when looking at observed media coverage of 'local councils' across the country – 16 per cent of respondents observed overall positive coverage, which is significantly lower than 12 previous rounds. Those observing negative coverage stands at 33 per cent.

Asked about media coverage of their 'own council', 26 per cent of respondents observed generally positive coverage – this is significantly lower than 12 previous rounds (the lowest level is 22 per cent and the highest level is 37 per cent).

Figure 14 shows the proportion of respondents who said that media coverage had been positive, since September 2012. Table 2 shows the results for all answer options since April 2014; the full set of figures can be found at Annex A.

Figure 14: Overall, do you think that the media has viewed the following positively in the last few months?



Base (all respondents): 1,002 British adults in June 2017

Table 2: Overall, do you think that the media has viewed the following positively or negatively in the last few months?

	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%										
The Government											
Positively	16	19	17	22	29	27	23	15	19	21	13
Neither positively/negatively	29	26	30	29	29	27	34	26	24	26	25
Negatively	51	54	49	47	40	43	40	56	55	51	59
Don't know	4	2	4	2	2	3	3	3	2	2	2
Local councils across the country											
Positively	22	21	19	22	23	24	15	19	24	21	16
Neither positively/negatively	39	36	42	34	43	41	50	41	37	39	43
Negatively	30	36	32	40	30	29	29	33	33	35	33
Don't know	9	7	7	5	5	6	6	7	7	5	7
Your local council											
Positively	32	35	31	33	32	35	22	28	33	29	26
Neither positively/negatively	40	36	43	39	44	41	53	46	39	43	49
Negatively	21	23	19	23	19	18	20	20	21	24	20
Don't know	7	6	7	5	4	5	6	7	7	4	6

Base (all respondents): 1,002 British adults in June 2017

Annex A: Time series data

Overall satisfaction with local area

Table A1: Overall, how satisfied or dissatisfied are you with your local area as a place to live? ¹⁶																	
	Sep-12	Jan-13 ¹⁷	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Very or fairly satisfied	84	84	82	85	84	83	82	80	82	80	82	83	81	82	83	80	81
Very satisfied	34	28	34	34	34	30	28	31	29	28	31	37	31	33	33	37	35
Fairly satisfied	50	57	48	51	50	53	54	50	53	52	51	46	50	49	50	43	46
Neither satisfied nor dissatisfied	9	9	9	8	9	7	10	9	8	8	9	8	8	9	10	9	7
Fairly dissatisfied	5	4	5	4	4	5	6	6	5	7	6	6	8	6	5	7	8
Very dissatisfied	2	2	3	3	3	5	2	5	4	5	3	3	3	3	3	4	4
Don't know	0	*	1	*	*	0	*	0	*	*	0	*	0	*	0	*	*

Base (all respondents): 1,002 British adults in June 2017

¹⁶ Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

¹⁷ Whilst the individual ‘very’ or ‘fairly’ answer options displayed in Table A1 for January 2013 appear to sum to 85 per cent, this is due to the fact the figures in the table have been rounded to the nearest whole number. Please note that this may also occur in other parts of the report where answer categories are combined.

Overall satisfaction with local council

Table A2: Overall, how satisfied or dissatisfied are you with the way your local council(s) runs things?																	
	Sep-12	Jan-13 ¹⁸	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Very or fairly satisfied	72	72	70	72	69	70	70	67	68	67	67	71	66	68	68	65	66
Very satisfied	19	16	20	18	19	15	16	14	16	16	16	21	15	18	15	17	17
Fairly satisfied	53	57	50	54	50	55	54	54	52	51	50	50	50	50	53	48	49
Neither satisfied nor dissatisfied	12	13	13	12	14	13	16	15	16	13	16	13	12	17	18	16	13
Fairly dissatisfied	10	9	9	8	10	10	8	11	9	11	10	9	14	10	8	11	13
Very dissatisfied	4	4	7	6	6	6	6	7	6	8	6	7	8	5	5	8	8
Don't know	1	2	2	1	1	*	1	*	1	*	1	*	*	*	*	*	1

Base (all respondents): 1,002 British adults in June 2017

¹⁸ Whilst the individual 'very' or 'fairly' answer options displayed in Table A1 for January 2013 appear to sum to 73 per cent, this is due to the fact the figures in the table have been rounded to the nearest whole number.

Value for money

Table A3: To what extent do you agree or disagree that your local council(s) provides value for money?¹⁹

	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Strongly or tend to agree	56	51	51	52	51	53	48	49	51	53	51	56	50	51	49	47	47
Strongly agree	10	9	11	11	12	9	11	12	11	11	9	13	11	12	11	13	10
Tend to agree	46	42	40	42	39	44	37	37	41	41	42	42	39	39	39	34	37
Neither agree nor disagree	21	29	25	26	25	23	31	27	25	24	22	23	24	26	30	26	25
Tend to disagree	15	11	13	13	13	14	15	13	12	14	18	12	17	15	13	15	16
Strongly disagree	6	7	7	8	8	9	7	9	10	9	8	8	8	7	7	11	11
Don't know	2	2	4	2	2	1	1	2	1	*	1	1	1	1	1	1	1

Base (all respondents): 1,002 British adults in June 2017

¹⁹ The following preamble was used: "In considering the next question, please think about the range of services your local council(s) provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services your local council(s) provides to the community. We would like your general opinion."

Council responsiveness

Table A4: To what extent do you think your local council(s) acts on the concerns of local residents?

	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
A great deal or fair amount	62	60	61	63	62	61	62	61	61	63	59	65	57	61	62	59	57
A great deal	8	9	10	8	10	8	9	9	9	10	8	10	9	9	10	12	8
A fair amount	54	52	51	54	52	53	53	52	52	53	51	54	48	52	52	48	49
Not very much	28	27	26	25	27	28	27	29	28	27	31	27	31	29	28	31	31
Not at all	5	6	7	7	7	7	8	9	7	7	7	7	9	6	7	8	8
Don't know	5	7	6	5	5	3	3	1	3	2	3	1	3	3	3	1	3

Base (all respondents): 1,002 British adults in June 2017

Informed about the council

Table A5: Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides?

	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Very or fairly well informed	66	69	65	66	66	66	65	64	66	64	61	63	61	63	66	60	58
Very well informed	17	17	17	15	17	14	14	15	15	14	12	16	13	16	13	14	11
Fairly well informed	49	52	48	51	49	51	51	49	51	49	49	47	48	47	53	46	47
Not very well informed	25	23	23	22	22	23	25	25	24	25	28	26	27	28	24	30	30
Not well informed at all	8	6	9	10	9	11	9	11	9	11	11	10	10	8	9	10	11
Don't know	1	2	2	1	2	1	1	*	1	1	1	1	1	*	1	*	1

Base (all respondents): 1,002 British adults in June 2017

Trust

Table A6: How much do you trust your local council(s)?																	
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
A great deal or fair amount	61	62	60	61	61	61	61	59	59	61	58	65	59	63	63	59	60
A great deal	10	7	9	9	10	8	8	8	9	8	8	9	9	10	10	10	8
A fair amount	51	55	51	53	51	52	53	51	50	53	50	55	50	53	52	49	52
Not very much	26	27	28	25	26	26	28	29	29	25	28	25	29	25	25	28	28
Not at all	10	8	10	11	12	12	10	11	11	13	13	9	11	12	11	13	11
Don't know	2	3	2	2	1	1	1	1	1	1	1	1	1	1	1	*	1

Base (all respondents): 1,002 British adults in June 2017

Table A7: Who do you trust most to make decisions about how services are provided in your local area? ²⁰															
	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	
	%														
Your local council(s)	70	71	77	72	80	73	75	72	76	77	72	74	72	73	
The government	14	11	13	16	14	15	19	17	15	14	16	15	17	13	
Neither	13	16	8	11	5	10	6	11	7	8	11	10	10	12	
Don't know	3	2	2	2	1	1	1	1	1	1	1	1	1	2	

Base (all respondents): 1,002 British adults in June 2017

²⁰ 'Neither' was not read out to respondents as an answer option but the interviewer could code it if it was given spontaneously.

Table A8: And which individuals do you trust most to make decisions about how services are provided in your local area?²¹

	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%											
Local councillors	76	73	75	72	73	70	75	74	71	74	72	71
Members of parliament	9	9	13	11	12	14	12	12	12	12	12	13
Government ministers	6	8	7	7	10	7	6	7	8	7	8	6
None of the above	8	8	4	8	4	7	5	6	7	5	8	9
Don't know	2	2	1	2	2	2	1	1	2	1	1	2

Base (all respondents): 1,002 British adults in June 2017

Table A9: Current government rules mean councils need to hold a public referendum if they want to raise council tax by more than 1.99 per cent a year. To what extent would you support giving your council the flexibility to increase council tax by more than this, in order to protect local services?

NET: Support	44
I would strongly support this	11
I would tend to support this	32
I would tend to oppose this	27
I would strongly oppose this	27
Don't know	2

Base (all respondents): 1,002 British adults in June 2017

²¹ 'None of the above' was not read out to respondents as an answer option but the interviewer could code if it was given spontaneously

Community safety

Table A11: How safe or unsafe do you feel when outside in your local area²².....after dark

	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Very or fairly safe	75	76	78	77	78	78	79	79	79	79	80	79	78	79	79	78	79
Very safe	27	30	32	33	34	32	31	33	34	35	37	37	38	34	35	34	34
Fairly safe	48	46	46	45	45	46	47	46	46	44	43	42	41	45	44	44	45
Neither safe nor unsafe	8	9	8	8	9	9	9	9	9	8	9	9	9	8	10	11	11
Fairly unsafe	12	9	8	10	7	9	7	7	7	9	7	7	8	8	8	7	7
Very unsafe	3	4	4	4	4	4	5	5	4	4	3	4	4	3	3	4	3
Don't know	1	2	2	1	1	*	1	*	1	*	*	*	*	1	*	*	*

Base (all respondents): 1,002 British adults in June 2017

Table A12: How safe or unsafe do you feel when outside in your local area²³.....during the day

	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Very or fairly safe	95	95	96	95	95	94	94	95	94	94	96	94	93	95	94	94	93
Very safe	60	62	65	66	66	62	63	62	63	65	68	67	63	62	65	63	62
Fairly safe	35	33	31	29	29	32	32	33	31	29	28	27	30	33	30	31	31
Neither safe nor unsafe	3	3	2	2	3	3	3	3	3	3	2	4	5	3	3	4	3
Fairly unsafe	2	2	1	1	*	2	2	1	2	2	2	2	2	1	2	2	2
Very unsafe	*	*	1	1	1	1	1	1	1	1	*	*	1	*	1	*	1
Don't know	0	*	*	*	*	*	*	*	*	*	*	0	*	*	*	*	*

Base (all respondents): 1,002 British adults in June 2017

¹² Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

²³ Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

Service specific satisfaction

Table A13: I am going to read out a number of different types of services that are provided by your council(s) in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...

	... waste collection ²⁴																
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Very or fairly satisfied	83	86	84	84	83	80	81	80	83	80	77	82	81	80	79	77	80
Very satisfied	45	45	48	43	44	41	41	39	41	42	39	44	41	39	41	39	35
Fairly satisfied	37	41	36	41	39	39	39	41	42	38	38	38	40	41	38	38	44
Neither satisfied nor dissatisfied	5	4	4	4	4	5	6	4	4	4	5	6	5	6	6	6	4
Fairly dissatisfied	7	5	7	8	7	10	8	8	6	9	9	7	9	10	10	10	9
Very dissatisfied	5	5	5	5	5	5	6	7	7	7	8	5	5	4	5	7	7
Don't know	1	*	*	*	1	0	*	0	*	*	*	0	0	*	*	*	0

Base (all respondents): 1,002 British adults in June 2017

Table A13 continued...

	... street cleaning																
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Very or fairly satisfied	74	73	76	74	76	72	73	73	75	71	72	75	73	69	71	70	69
Very satisfied	27	26	30	27	26	24	24	25	25	27	24	29	26	24	25	25	24
Fairly satisfied	47	47	46	48	49	48	50	48	50	44	48	45	47	45	46	45	45
Neither satisfied nor dissatisfied	6	10	8	8	7	10	9	8	9	10	10	9	8	11	12	10	8
Fairly dissatisfied	12	10	9	10	10	10	11	12	9	10	11	9	11	12	10	11	13
Very dissatisfied	7	6	7	7	7	7	6	7	7	8	7	7	7	8	7	9	10
Don't know	1	2	1	1	1	1	1	*	1	*	*	1	*	*	1	*	1

Base (all respondents): 1,002 British adults in June 2017

²⁴ Note that in September 2012 respondents were asked about 'refuse collection'.

Table A13 continued...																	
	... road maintenance																
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Very or fairly satisfied	46	46	40	45	42	38	39	39	42	38	39	48	40	43	45	42	39
Very satisfied	12	11	10	10	9	9	10	8	11	8	9	11	8	8	11	11	8
Fairly satisfied	35	35	30	35	32	29	30	31	31	30	30	37	32	35	34	31	31
Neither satisfied nor dissatisfied	10	12	8	11	9	11	12	14	14	11	12	13	12	13	14	11	11
Fairly dissatisfied	24	22	22	23	26	25	22	24	24	25	25	20	25	21	22	24	24
Very dissatisfied	19	20	28	20	22	26	26	22	20	27	23	19	23	23	19	22	26
Don't know	*	1	1	1	1	1	1	1	1	*	*	*	*	*	*	1	*

Base (all respondents): 1,002 British adults in June 2017

Table A13 continued...																	
	... pavement maintenance																
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Very or fairly satisfied	58	57	56	59	54	51	55	54	56	53	54	57	53	54	55	51	54
Very satisfied	15	13	15	12	14	11	14	13	14	13	13	16	12	13	13	13	14
Fairly satisfied	43	44	41	47	41	39	42	41	42	41	41	41	41	41	42	38	40
Neither satisfied nor dissatisfied	9	12	11	9	11	15	14	15	12	13	12	14	15	15	15	16	12
Fairly dissatisfied	19	19	18	16	20	19	19	19	17	18	19	16	18	18	17	18	19
Very dissatisfied	13	10	15	14	14	14	11	11	14	15	14	12	13	13	12	15	15
Don't know	1	2	1	1	1	1	1	*	1	1	1	1	1	1	1	*	1

Base (all respondents): 1,002 British adults in June 2017

Table A13 continued...

	... library services																
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Very or fairly satisfied	67	69	71	67	70	66	67	71	66	67	62	67	64	61	62	62	62
Very satisfied	34	29	30	32	32	30	27	30	31	30	31	29	26	26	26	29	29
Fairly satisfied	34	40	41	35	38	36	40	41	35	38	32	38	38	35	36	33	33
Neither satisfied nor dissatisfied	10	12	11	13	10	17	14	15	17	16	19	17	17	22	19	21	18
Fairly dissatisfied	7	5	6	5	6	7	7	6	5	6	9	7	8	7	7	8	8
Very dissatisfied	3	3	3	3	3	5	4	5	6	6	6	4	7	5	6	6	6
Don't know	12	11	10	11	10	5	7	3	7	5	4	5	5	5	6	3	7

Base (all respondents): 1,002 British adults in June 2017

Table A13 continued...																	
	... sport and leisure services																
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Very or fairly satisfied	63	63	65	63	63	62	61	64	65	62	62	66	61	64	63	64	62
Very satisfied	21	19	22	18	19	18	18	21	21	21	19	25	20	19	19	21	19
Fairly satisfied	42	43	43	45	44	44	43	42	44	41	43	42	40	45	44	43	42
Neither satisfied nor dissatisfied	13	16	14	13	14	17	18	17	16	17	19	16	19	19	21	21	17
Fairly dissatisfied	11	8	8	12	9	9	9	10	7	11	9	7	12	9	8	8	10
Very dissatisfied	5	5	5	5	5	6	6	6	7	6	5	6	5	4	5	6	6
Don't know	8	9	9	8	9	6	6	3	5	3	5	4	4	4	4	2	5

Base (all respondents): 1,002 British adults in June 2017

Table A13 continued...																	
	... services and support for older people																
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Very or fairly satisfied	49	48	49	52	45	49	50	44	49	50	45	51	44	45	47	44	46
Very satisfied	10	13	15	12	10	11	10	13	13	13	12	15	11	10	11	12	11
Fairly satisfied	39	35	34	40	35	38	39	31	36	38	33	36	33	34	37	32	35
Neither satisfied nor dissatisfied	19	21	21	20	23	28	27	31	25	28	28	26	28	33	31	33	25
Fairly dissatisfied	9	8	9	8	10	9	8	11	9	9	11	9	14	11	10	11	12
Very dissatisfied	4	5	5	5	7	8	5	6	6	7	9	8	8	5	7	7	8
Don't know	18	18	17	14	15	7	9	8	11	5	6	7	7	7	5	5	9

Base (all respondents): 1,002 British adults in June 2017

Table A13 continued...																	
	... services and support for children and young people																
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Very or fairly satisfied	53	51	53	50	53	48	49	49	51	51	47	55	48	49	50	49	46
Very satisfied	14	14	15	15	14	14	11	16	12	13	12	16	12	13	13	14	12
Fairly satisfied	39	38	38	35	39	34	38	33	40	38	35	38	36	36	37	35	34
Neither satisfied nor dissatisfied	15	19	16	17	18	24	23	26	21	24	26	21	26	26	28	28	24
Fairly dissatisfied	10	7	9	10	9	11	10	12	9	9	12	9	11	11	9	10	11
Very dissatisfied	6	7	6	8	5	7	6	7	8	9	5	8	7	5	7	7	8
Don't know	16	16	15	15	15	10	12	6	10	7	9	7	9	8	7	6	10

Base (all respondents): 1,002 British adults in June 2017

Media coverage

Table A14a: Overall, do you think that the media has viewed the following positively or negatively in the last few months?																	
	The Government																
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Positively	19	16	18	22	20	24	16	19	17	22	29	27	23	15	19	21	13
Neither positively nor negatively	23	28	29	20	20	23	29	26	30	29	29	27	34	26	24	26	25
Negatively	54	50	46	52	54	49	51	54	49	47	40	43	40	56	55	51	59
Don't know	4	6	7	6	5	4	4	2	4	2	2	3	3	3	2	2	2

Base (all respondents): 1,002 British adults in June 2017

Table A14b: Overall, do you think that the media has viewed the following positively or negatively in the last few months?

	Local councils across the country																
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Positively	23	19	22	25	24	26	22	21	19	22	23	24	15	19	24	21	16
Neither positively nor negatively	30	38	39	25	29	28	39	36	42	34	43	41	50	41	37	39	43
Negatively	34	31	27	34	34	37	30	36	32	40	30	29	29	33	33	35	33
Don't know	13	12	12	16	13	9	9	7	7	5	5	6	6	7	7	5	7

Base (all respondents): 1,002 British adults in June 2017

Table A14c: Overall, do you think that the media has viewed the following positively or negatively in the last few months?

	Your local council																
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17
	%																
Positively	33	28	33	37	36	37	32	35	31	33	32	35	22	28	33	29	26
Neither positively nor negatively	34	43	41	27	30	32	40	36	43	39	44	41	53	46	39	43	49
Negatively	21	18	17	24	25	24	21	23	19	23	19	18	20	20	21	24	20
Don't know	12	11	9	13	9	7	7	6	7	5	4	5	6	7	7	4	6

Base (all respondents): 1,002 British adults in June 2017

Annex B: Polling questions

I would like to ask you some questions about your local council. Local councils are responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

If you live in an area with more than one council please think about the way in which they deliver services to you overall. This would include district and county councils. We are doing this to keep the survey simple as it is part of a national study.

1. Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Please consider your local area to be the area within 15–20 minutes walking distance from your home

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Don't know

2. Overall, how satisfied or dissatisfied are you with the way your local council(s) runs things?

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Don't know

3. In considering the next question, please think about the range of services your local council(s) provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services your local council(s) provides to the community. We would like your general opinion.

To what extent do you agree or disagree that your local council(s) provides value for money?

Strongly agree
Tend to agree
Neither agree nor disagree
Tend to disagree
Strongly disagree
Don't know

4. To what extent do you think your local council(s) acts on the concerns of local residents?

A great deal
A fair amount
Not very much
Not at all
Don't know

5. Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides?

Very well informed
Fairly well informed
Not very well informed
Not well informed at all
Don't know

6. How much do you trust your local council(s)?

A great deal
A fair amount
Not very much
Not at all
Don't know

7. Who do you trust most to make decisions about how services are provided in your local area?

SELECT ONE ANSWER OPTION ONLY
RANDOMISE ORDER

Your local council(s)
The government
Neither (not read out but the interviewer can code if given spontaneously)
Don't know

8. And which individuals do you trust most to make decisions about how services are provided in your local area?

SELECT ONE ANSWER OPTION ONLY
RANDOMISE ORDER

Local councillors
Members of parliament
Government ministers
None of the above (not read out but the interviewer can code if given spontaneously)
Don't know

9. Current government rules mean councils need to hold a public referendum if they want to raise council tax by more than 1.99 per cent a year. To what extent would you support giving your council the flexibility to increase council tax by more than this, in order to protect local services?

I would strongly support this
I would tend to support this
I would tend to oppose this
I would strongly oppose this
Don't know

10. How safe or unsafe do you feel when outside in your local area after dark?

Please consider your local area to be the area within 15 – 20 minutes walking distance from your home

Very safe
Fairly safe
Neither safe nor unsafe
Fairly unsafe
Very unsafe
Don't know

11. How safe or unsafe do you feel when outside in your local area during the day?

Please consider your local area to be the area within 15 – 20 minutes walking distance from your home

Very safe
Fairly safe
Neither safe nor unsafe
Fairly unsafe
Very unsafe
Don't know

12. I am going to read out a number of different types of services that are provided by your council(s) in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Don't know

RANDOMISE ORDER

Waste collection
Street cleaning
Road maintenance
Pavement maintenance
Library services

Sport and leisure services
Services and support for older people
Services and support for children and young people

13. Overall, do you think that the media has viewed the following positively or negatively in the last few months?

Positively
Neither positively nor negatively
Negatively
Don't know

RANDOMISE ORDER

The Government
Local council(s) across the country
Your local council

End and thanks.



Local Government Association

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We consider requests on an individual basis.