

Polling on resident satisfaction with councils: Round 19

February 2018



Acknowledgements

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Introduction

This report outlines the nineteenth 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 in 2012 – 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 8th and 11th February 2018, a representative random sample of 1,001 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.”

A full set of interview questions 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

Two new questions were added in this round of polling. One of these asked respondents if they thought their council’s services had improved, worsened or stayed the same over the last 12 months, and the other asked the same but for the following 12 months. The list of services included, waste collection, street cleaning, road maintenance, pavement maintenance, library services, sport and leisure services, services and support for older people, and services and support for children and young people.

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 nineteenth round of polling in this series, and the paper examines trends since the first round in September 2012.⁵ Differences between results are highlighted within the report where this is statistically significant.⁶ Other movements in the data series not reaching statistical significance are referred to as notable changes.

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/research-publications/residents-satisfaction-surveys>

⁶ Statistical significance is tested at the 95 per cent level.

Key findings

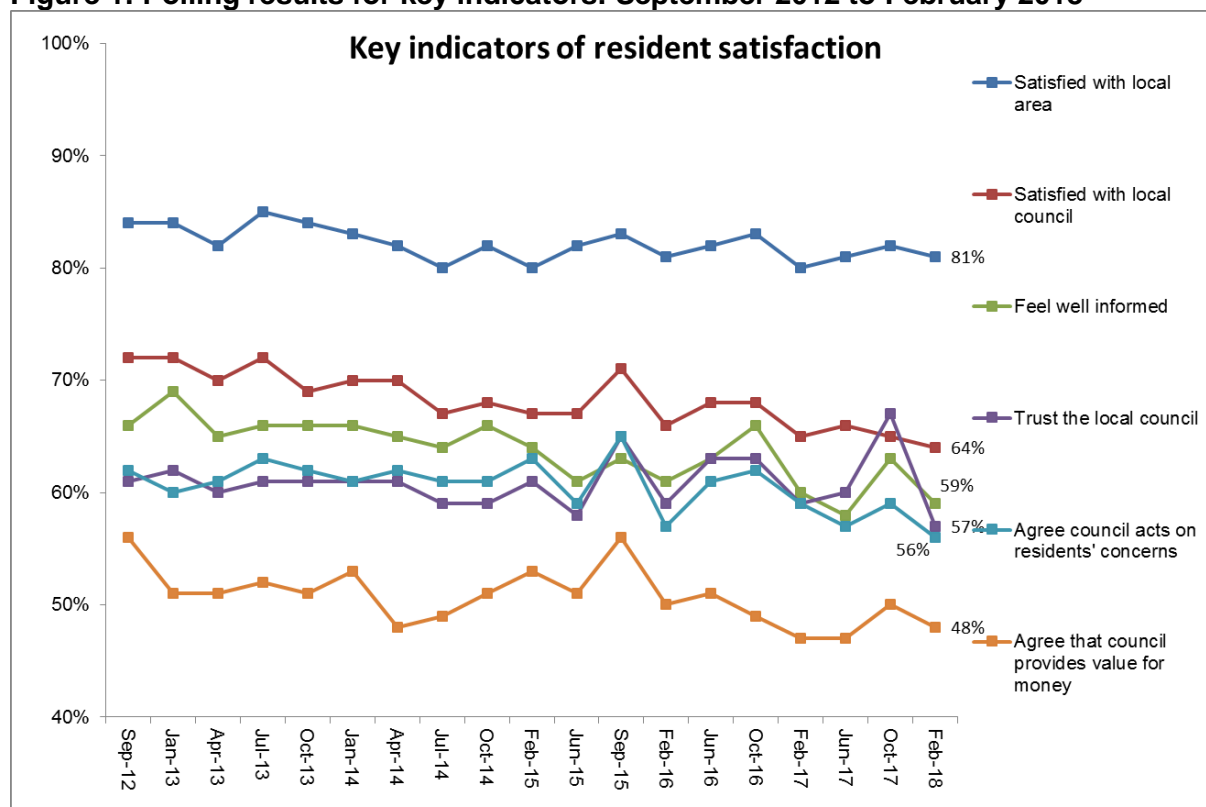
Key indicators

The LGA's polling with residents employs six key indicators to measure how satisfied they are with their local area and council. The following results were observed in this round:

- **Satisfaction with local area:** 81 per cent of respondents were satisfied overall with their local area as a place to live – this strong level of satisfaction has sustained across all 19 polls.
- **Satisfaction with way council runs things:** 64 per cent of respondents were satisfied overall with the way their local council runs things – just under two thirds of respondents. It is the lowest level of satisfaction observed across all polling surveys, but comparable to ten of the 18 previous rounds.
- **Feeling informed:** 59 per cent of respondents said their council keeps residents informed about the services and benefits it provides – a proportion comparable to nine previous rounds, despite dropping below 60 per cent.
- **Trust in council:** 57 per cent of respondents said they trusted their council either 'a great deal' or 'a fair amount'. This is the lowest level of trust observed across all polling surveys, but only significantly different to three peaks observed in autumn polling in 2015, 2016 and 2017.
- **Responsiveness of council:** 56 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 for 'a great deal/a fair amount'.
- **Perceived value for money:** The proportion of respondents who 'strongly agreed' or 'tended to agree' that their council provides value for money stands at 48 per cent in this round, with a further 28 per cent giving a neutral response. Of the six indicators, value for money perception has consistently received the lowest proportion of positive replies, but does not appear to be a worsening trend.

Figure 1 shows the results for February compared to all others since 2012 for the six key indicators used to measure resident satisfaction.

Figure 1: Polling results for key indicators: September 2012 to February 2018



Base (all respondents): 1,001 British adults in February 2018

Satisfaction with council-provided services

In this round, there were five significant downward changes in the proportion of respondents who were satisfied overall with the services provided by their local council compared to the previous round in October 2017. Moreover, satisfaction with seven of the eight services included in the survey fell to their lowest levels (five being statistically significant drops). These significant differences are summarised below, along with other notable differences that did not reach statistical significance.

Significant changes

- Street cleaning:** In this round, 66 per cent of respondents reported being satisfied with street cleaning. This indicates that two-thirds were happy with this service, but the figure is only comparable to two previous rounds. All other rounds have seen significantly higher levels of satisfaction.
- Road maintenance:** Satisfaction with road maintenance dropped to 36 per cent in this round. While this is comparable to eight other rounds, it is the lowest level of satisfaction for road maintenance across all polling surveys.
- Sport and leisure services:** Satisfaction in this round dropped to 56 per cent – which is significantly lower than 17 previous rounds and the first time the proportion of positive relies has dropped below 60 per cent.
- Services and support for older people:** Satisfaction stands at 41 per cent in this round. This is the lowest level observed across all surveys (the highest is 52 per cent). Thirty per cent of respondents answered ‘neither satisfied nor dissatisfied’ rather than being actively dissatisfied and 11 per cent said ‘don’t

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

- **Services and support for children and young people:** Satisfaction stands at 43 per cent in this round. This is the lowest level observed across all surveys for this service (the highest is 55 per cent). Most of remaining respondents answered 'neither satisfied nor dissatisfied' (25 per cent) or 'don't know' (12 per cent) rather than being actively dissatisfied.

Notable changes

- **Pavement maintenance:** Satisfaction in this round dropped to 50 per cent, which is comparable to last year's three rounds of polling. It is, however, the lowest level of satisfaction recorded across all polling surveys.
- **Library services:** At 59 per cent, satisfaction with library services fell to the lowest level across all polling surveys, although the result is comparable to the last five rounds. This is the first time the proportion of positive replies has dropped below 60 per cent.

No observed change

- **Waste collection:** Satisfaction with waste collection has remained fairly stable across all rounds of polling, and respondents have consistently rated it higher than their satisfaction with the way their council runs things. Seventy-eight per cent of respondents were satisfied overall with waste collection in this round. The polling average is 81 per cent.

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 across all rounds of polling:

- **Feeling safe during the day:** 92 per cent of respondents indicated feeling safe when outside in their local area during the day (the polling average is 94 per cent).
- **Feeling safe after dark:** 75 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

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 local decisions:** Consistent with previous rounds, a large gap was observed in the proportion of respondents selecting 'local council' (71 per cent) compared to 'the government' (15 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 local decisions:** There was again a large gap in the proportion of respondents selecting 'local councillors' (69 per cent) compared to 'members of parliament' (11 per cent) and 'government

ministers' (seven 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

This round of polling observed a significant increase in the proportion of respondents who thought the media had viewed 'the government', local councils across the country and one's own local council negatively in the last few months.

- **The government:** Sixty four per cent of respondents said the media had viewed 'the government' negatively in the last few months – a significantly higher proportion than all but one round.
- **Local councils across the country:** The proportion selecting 'negatively' for 'all local councils across the country' was 43 per cent – a significantly higher proportion than all but one round.
- **My local council:** Thirty per cent of respondents reported that the media had portrayed their local council negatively in the last few months – a significantly higher proportion than all other rounds.

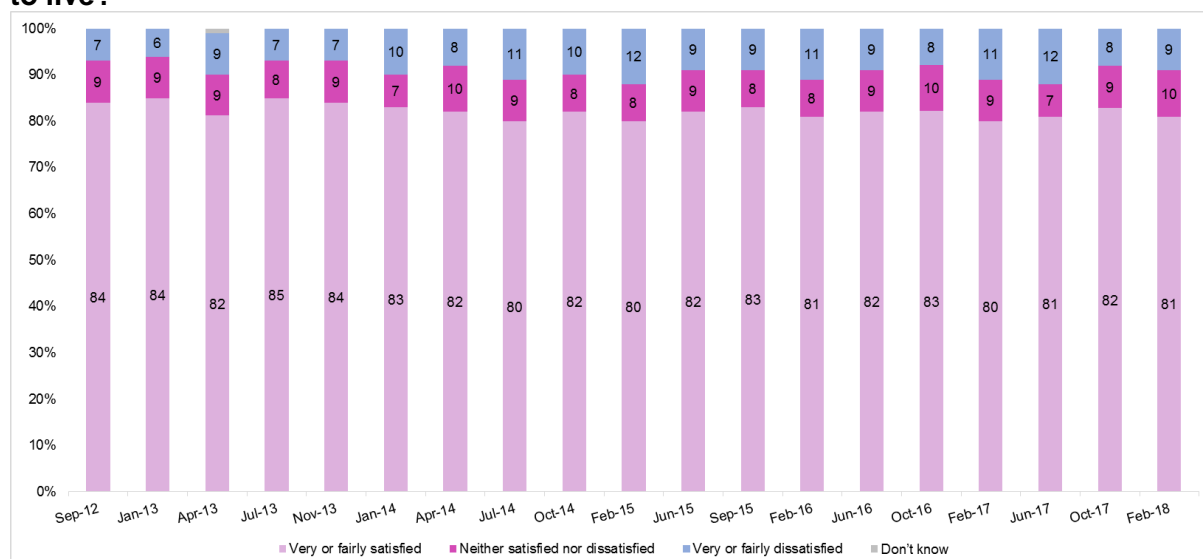
Polling on resident satisfaction with councils

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

There continues to be consistently high level of respondent agreement with the measure ‘satisfaction with one’s local area as a place to live’. In this round, 81 per cent of respondents were ‘very satisfied’ or ‘fairly satisfied’ with their local area as a place to live – the polling average is 82 per cent. Satisfaction has remained at least at 80 per cent since the first poll, reaching a high of 85 per cent in July 2013. See Figure 2.

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



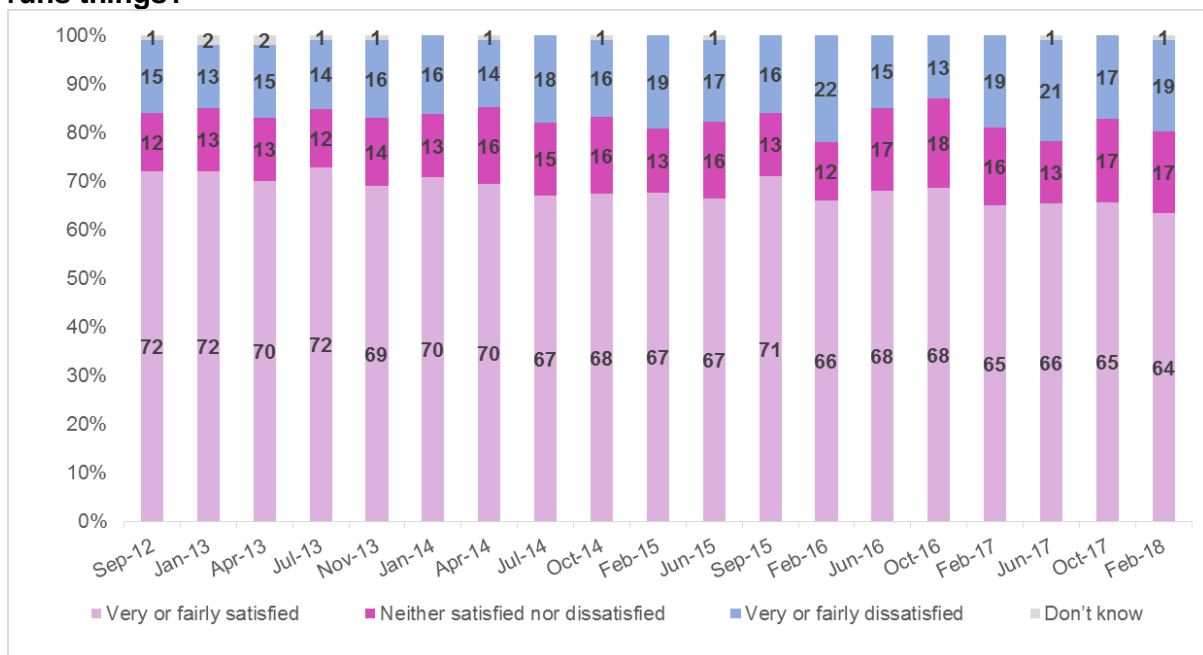
Base (all respondents): 1,001 British adults in February 2018

Overall satisfaction with local council

In this round, 64 per cent of respondents were ‘very satisfied’ or ‘fairly satisfied’ with ‘the way their local council runs things’ – just under two thirds of respondents (see Figure 3). This is the lowest level of satisfaction observed across all polling surveys, but comparable to ten of the 18 previous rounds. Satisfaction levels have remained consistent since a spike in September 2015.

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?

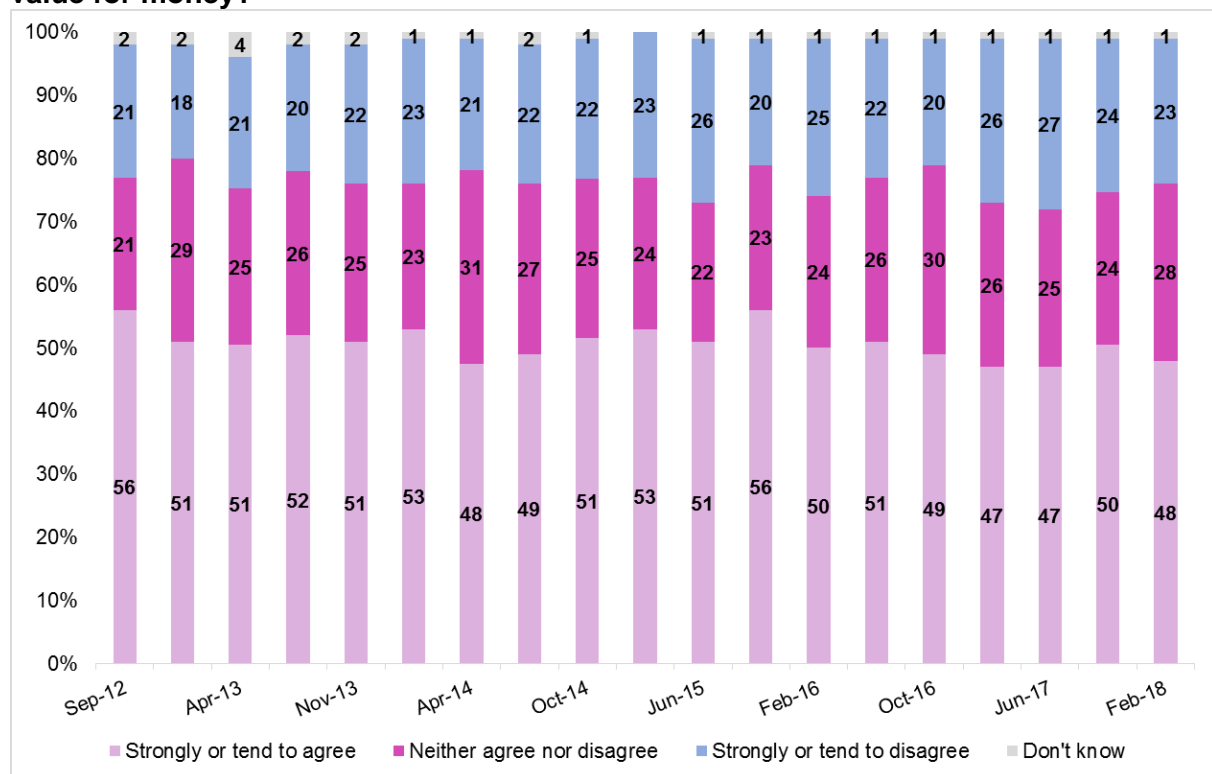


Base (all respondents): 1,001 British adults in February 2018

Value for money

The proportion of respondents who, in this round, said their council provides value for money figure is 48 per cent (see Figure 4) – this is towards the lower end of the agreement scale (the lowest being 47 per cent last year). Of the six indicators of resident satisfaction, value for money perception has always received a much lower positive rating than the other measures (the polling average is 51 per cent).

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



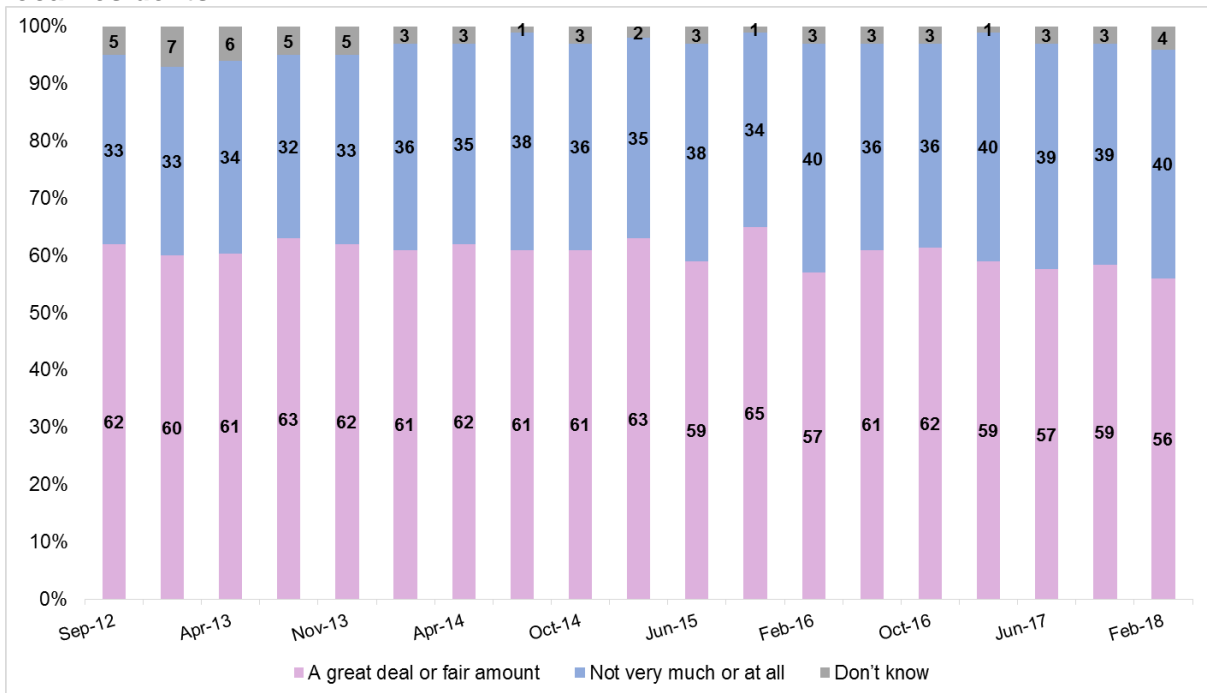
Base (all respondents): 1,003 British adults in February 2018

Council responsiveness

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. Fifty six per cent of respondents in this round said that their council acts on the concerns of local residents either 'a great deal' or 'a fair amount' (see Figure 5). While the majority of respondents were pleased with their council's level of responsiveness, this is the lowest proportion of positive replies across all 19 polling 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?

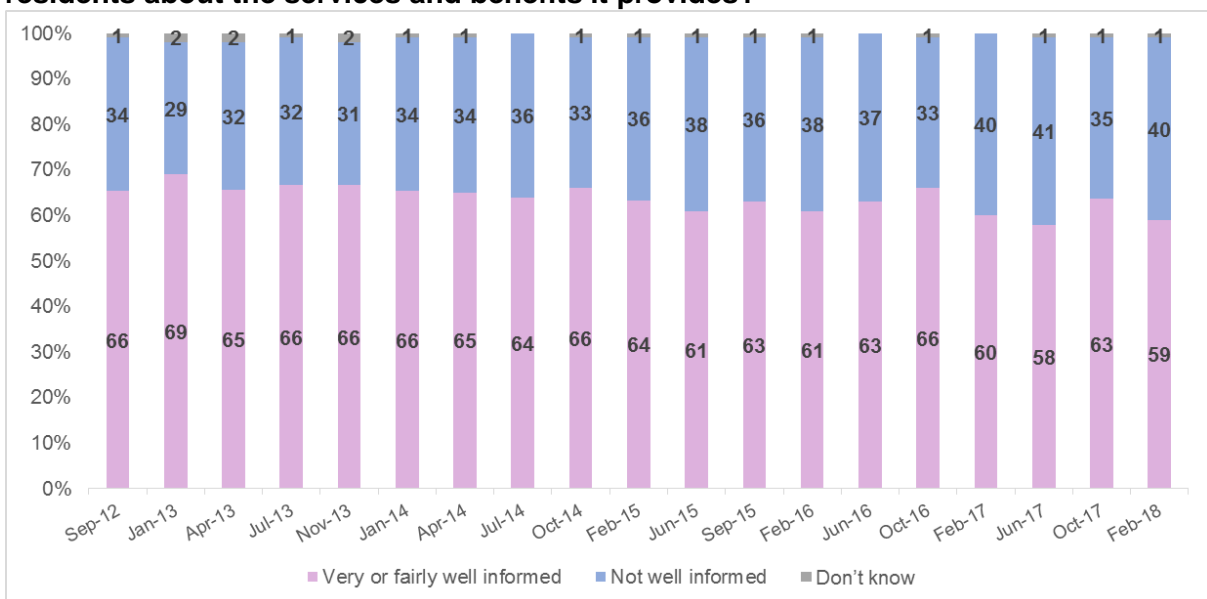


Base (all respondents): 1,001 British adults in February 2018

Informed about the council

Fifty nine percent of respondents said their local council keeps residents ‘very well informed’ or ‘fairly well informed’ about the services and benefits it provides (see Figure 6). This is towards the lower end of the satisfaction scale, and only the second time the proportion of respondents giving a positive reply has dropped 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?



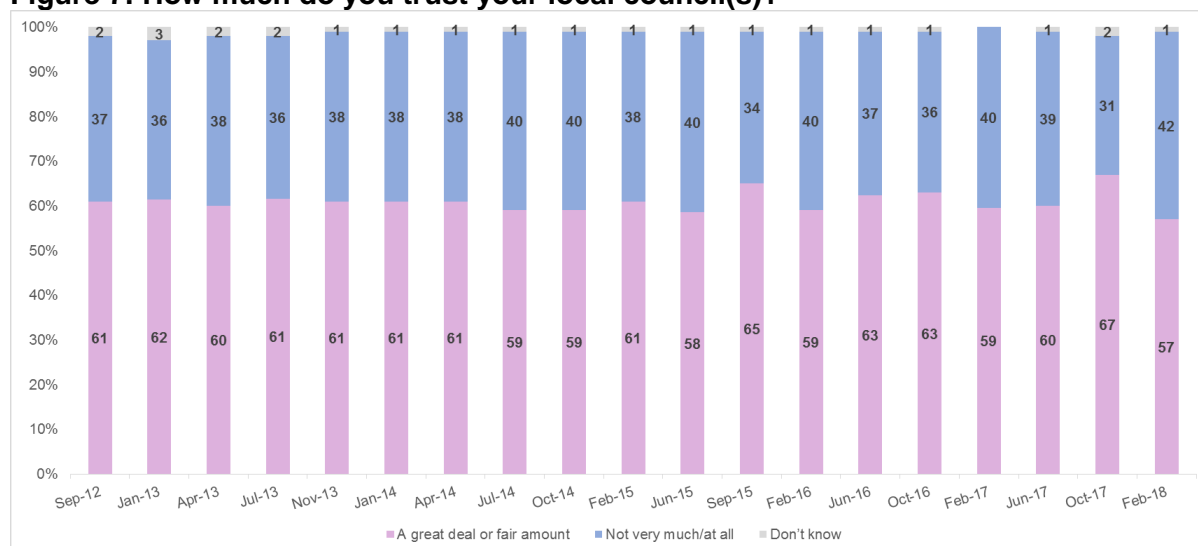
Base (all respondents): 1,001 British adults in February 2018

Trust

In this round, 57 per cent of respondents said they trusted their council either ‘a great deal’ or ‘a fair amount’ (see Figure 7). This is the lowest level of trust observed across all polling surveys, but only significantly different to three peaks observed in autumn polling in 2015, 2016 and 2017. The last round of polling saw a significant spike in the proportion of respondents who said they trusted their local council ‘a great deal’ or ‘a fair amount’. Indeed, at 67 per cent, this result was unusual.⁹

As will be reported later, this round of polling saw a significant increase in the proportion of respondents who thought the media had viewed ‘the government’, local councils across the country and one’s own local council negatively in the last few months. The influence of media reporting, alongside personal experience and word of mouth, is worth considering when assessing trust relationships between councils and their residents.

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

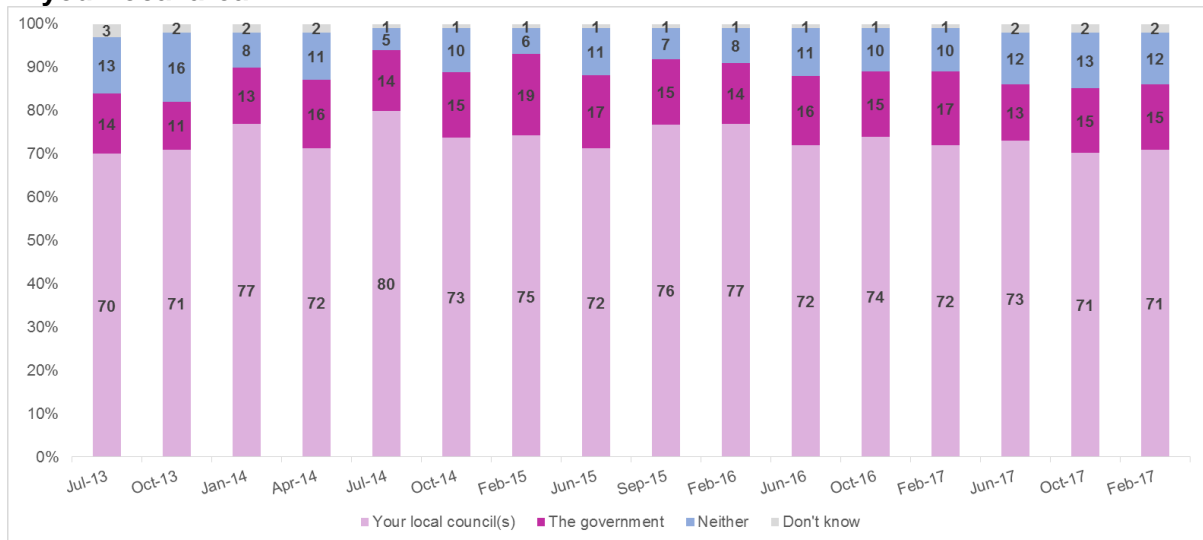


Base (all respondents): 1,001 British adults in February 2018

Consistent with all other rounds of polling, this survey shows public trust in local 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). Asked who respondents most trusted when it came to local decision making, their ‘local council’, ‘the government’ or ‘neither’, 71 per cent said their ‘local council’, 15 per cent said ‘the government’ and 12 per cent said ‘neither’.

⁹ The question “How much do you trust your local council(s)” was preceded by a supplementary question about council communications in the last round. This change to the question ordering could have impacted on the response gathered.

Figure 8: Who do you trust most to make decisions about how services are provided in your local area?¹⁰

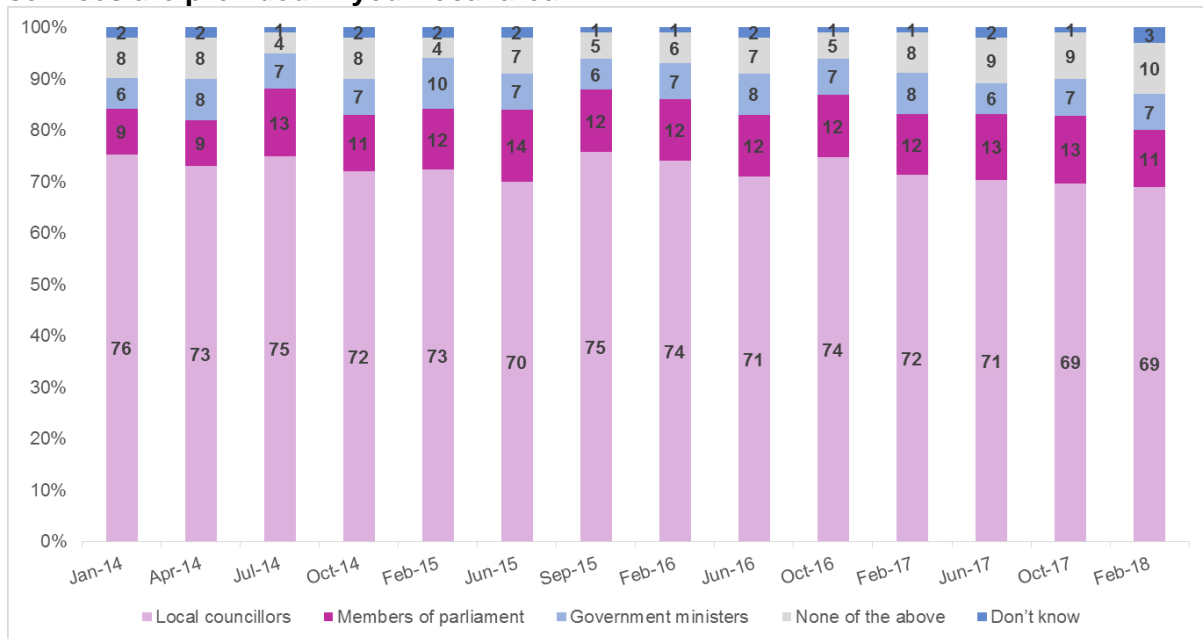


Base (all respondents): 1,001 British adults in February 2018

An additional question about trust in local decision making was introduced in January 2014 asking respondents which politicians they trusted the most to make decisions about how services are provided in their local area: ‘local councillors’, ‘members of parliament’ or ‘government ministers’. The most trusted group by far was ‘local councillors’ with 69 per cent of respondents making this selection. Eleven per cent of respondents said they most trusted ‘members of parliament’ to make decisions about services provided in their local area compared to seven per cent for ‘government ministers’ and ten per cent for ‘none of these’. See Figure 9.

¹⁰ ‘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?¹¹



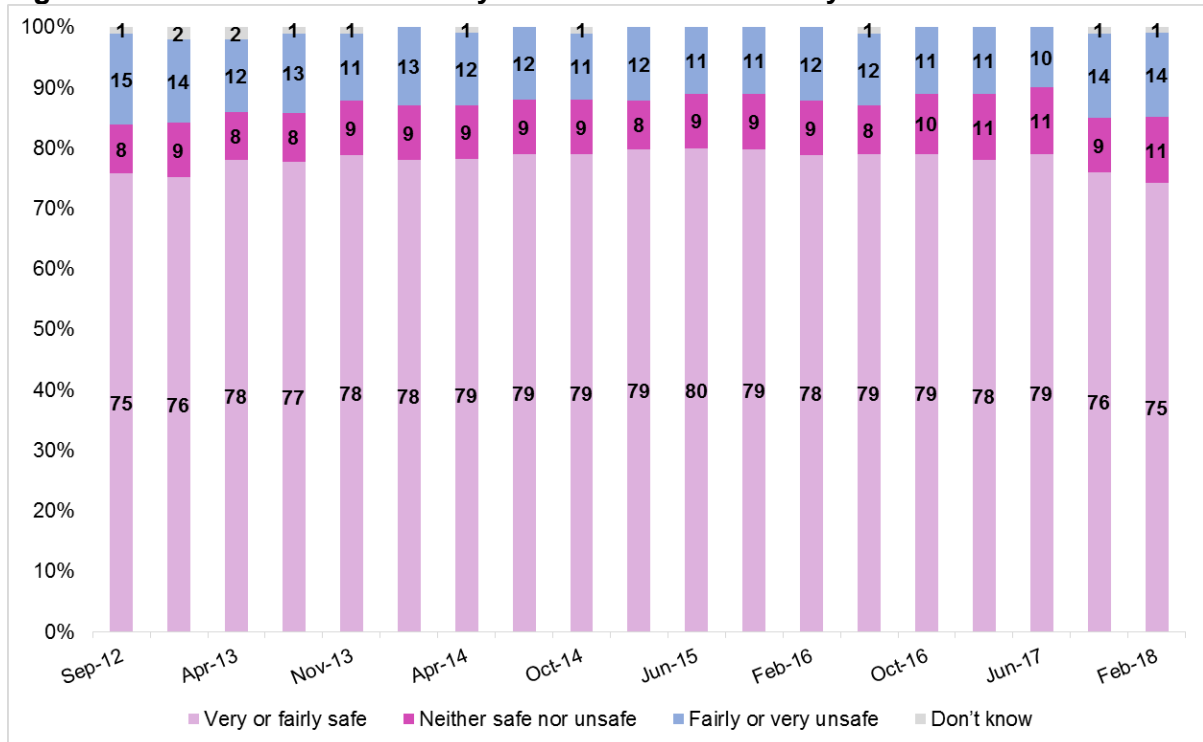
Base (all respondents): 1,001 British adults in February 2018

Community safety

Perceptions of personal safety among respondents were broadly consistent with previous rounds of polling. Seventy five per cent said they felt 'very safe' or 'fairly safe' after dark; this is a slight drop, with the polling average being 78 per cent (see Figure 10).

¹¹ 'None of the above' was not read out to respondents as an answer option but the interviewer could code if it was given spontaneously

Figure 10: How safe or unsafe do you feel when outside in your local area after dark¹²

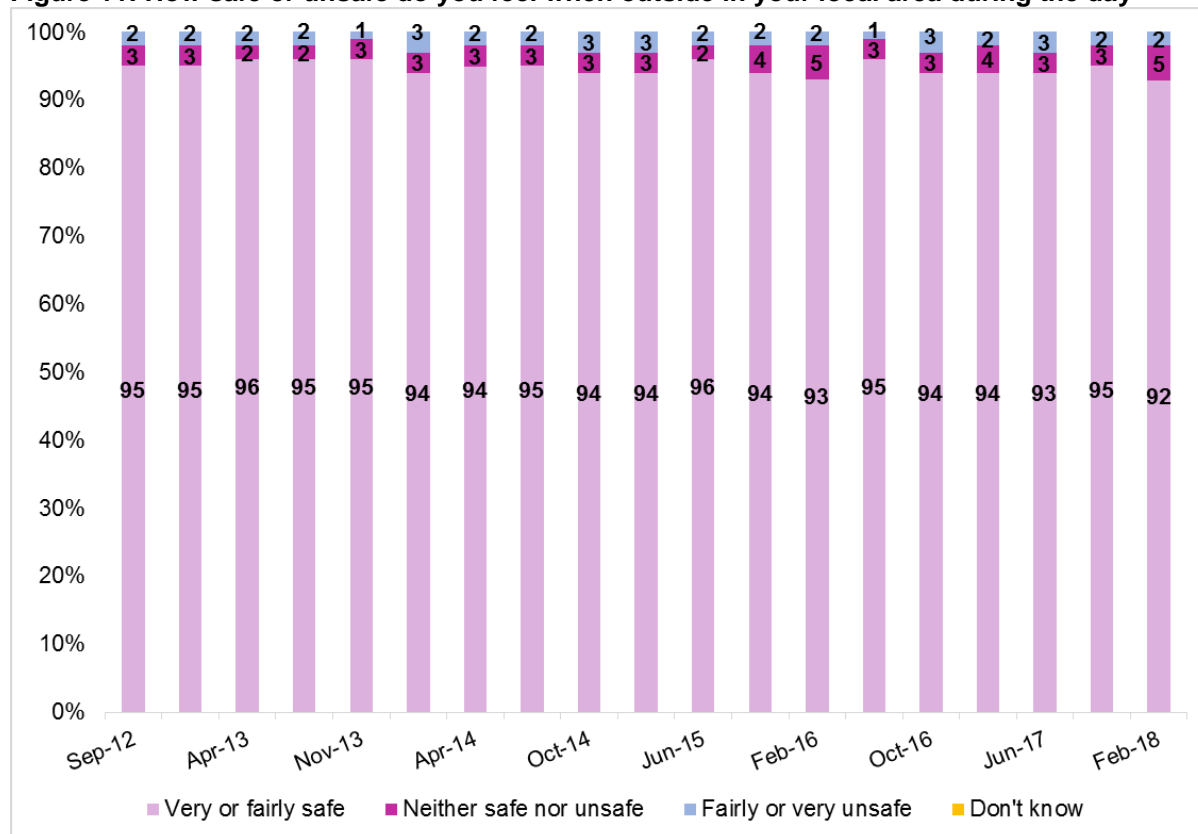


Base (all respondents): 1,001 British adults in February 2018

As Figure 11 shows, respondent feelings of safety during the day in their local area remains extremely high, with 92 per cent saying they felt ‘very safe’ or ‘fairly safe’ – the lowest level across all previous rounds, but not too dissimilar (the polling average is 94 per cent).

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 day¹³



Base (all respondents): 1,001 British adults in February 2018

Service-specific satisfaction

Respondents were invited to indicate how satisfied or dissatisfied they were with the following council services¹⁴: waste collection; street cleaning; road maintenance; pavement maintenance; library services; sport and leisure services; services and support for older people; and services and support for children and young people. Tables showing the full set of service-specific satisfaction results can be found at Annex A.

Five of the eight services presented in this round received positive feedback from most respondents (see Figure 12). The highest level of satisfaction was with waste collection services (78 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 council runs things (64 per cent, see Figure 3). Satisfaction with street cleaning was also higher than overall satisfaction with the council, at 66 per cent.

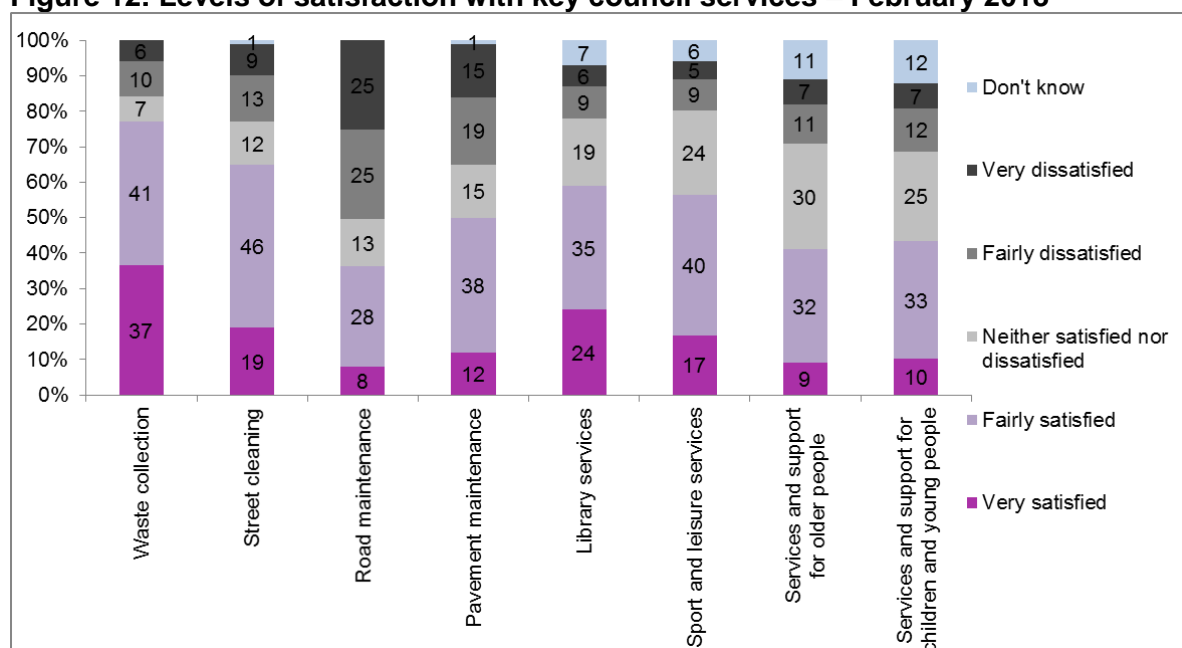
Of the eight services presented, road maintenance continues to have the highest level of dissatisfaction. In this round, 36 per cent of respondents were satisfied with

¹³ Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

¹⁴ Note that these questions were asked of all respondents, the bases include those who may not have used particular services.

road maintenance (either 'very satisfied' or 'fairly satisfied'), while 51 per cent were dissatisfied (either 'very dissatisfied' or 'fairly dissatisfied').

Figure 12: Levels of satisfaction with key council services – February 2018



Base (all respondents): 1,001 British adults in February 2018

Levels of satisfaction with council-run services have remained fairly stable since the polling of residents began in September 2012 (see Figure 13) – varying between five and ten percentage points. In this round, seven of the eight services presented received the lowest proportion of positive responses across all rounds (waste collection was the exception). Indeed, levels of satisfaction in this round were between five and seven percentage points lower than the polling average (see Table 1).

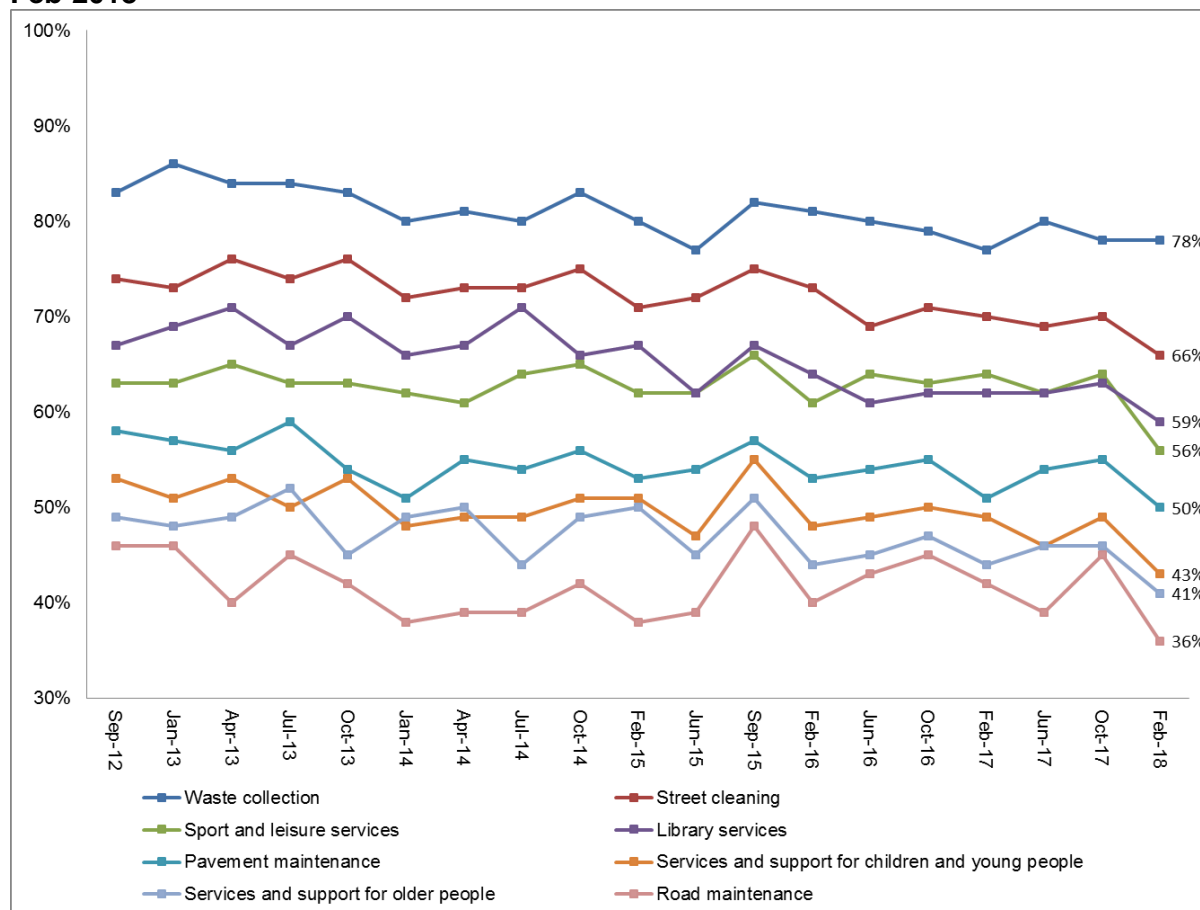
Table 1: I am going to read out a number of different types of services that are provided by your council(s) in your area. I would like you tell me how satisfied or dissatisfied you are overall with your council's...

	Feb-18	Sept-12 to Feb-18		
		Low	Av.	High
	%	%	%	%
Waste collection	78	77	81	86
Street cleaning	66	66	72	76
Road maintenance	36	36	42	48
Pavement maintenance	50	50	55	59
Library services	59	59	66	71
Sport and leisure services	56	56	63	66
Services and support for older people	41	41	47	52
Services and support for children and young people	43	43	50	55

Base: all respondents who were 'very satisfied' or 'fairly satisfied' with specified council-run services between September 2012 and February 2018

As shown in Figure 13, the largest variance can be seen in relation to overall satisfaction with road maintenance, library services and services and support for children and young people.

Figure 13: Proportion ‘very satisfied’ or ‘fairly satisfied’ with each service: Sep-2012 to Feb-2018



Base (all respondents): 1,001 British adults in February 2018

Two new questions were asked about service-specific satisfaction in this round: whether or not certain services were perceived to have improved, worsened or stayed the same in the last 12 months – and respondents’ predictions for the next 12 months (see Table 2 and Table 3).

Most respondents took the view that services provided by their council had remained the same over the last 12 months (see Table 2). There were, however, some sizable variations. Thirty eight per cent of respondents said road maintenance had ‘worsened’ in the last 12 months, whereas only eight per cent said sport and leisure services had become worse. It is worth noting, as with previous questions, some respondents may not have used some of the services presented within the survey.

Table 2: Thinking about the last twelve months, do you think your council's...has improved, worsened or stayed the same?

	Improved %	Worsened %	Stayed the same %	Don't know %
Waste collection	11	13	75	1
Street cleaning	7	15	76	2
Road maintenance	11	38	49	2
Pavement maintenance	8	21	68	2
Library Services	7	16	65	12
Sport and leisure services	13	8	66	13
Services and support for older people	6	16	59	18
Services and support for children and young people	9	14	57	20

Base (all respondents): 1,001 British adults in February 2018

Thinking about the next 12 months, most respondents thought their council's services would stay the same, particularly waste collection (75 per cent) and street cleaning (72 per cent). See Table 3.

Table 3: Thinking about the next twelve months, do you think your council's...will have improved, worsened or stayed the same?

	Improved %	Worsened %	Stayed the same %	Don't know %
Waste collection	9	14	75	2
Street cleaning	10	15	72	4
Road maintenance	14	27	56	3
Pavement maintenance	13	19	65	4
Library Services	8	19	63	9
Sport and leisure services	14	14	64	8
Services and support for older people	11	22	56	11
Services and support for children and young people	14	17	56	13

Base (all respondents): 1,001 British adults in February 2018

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'.

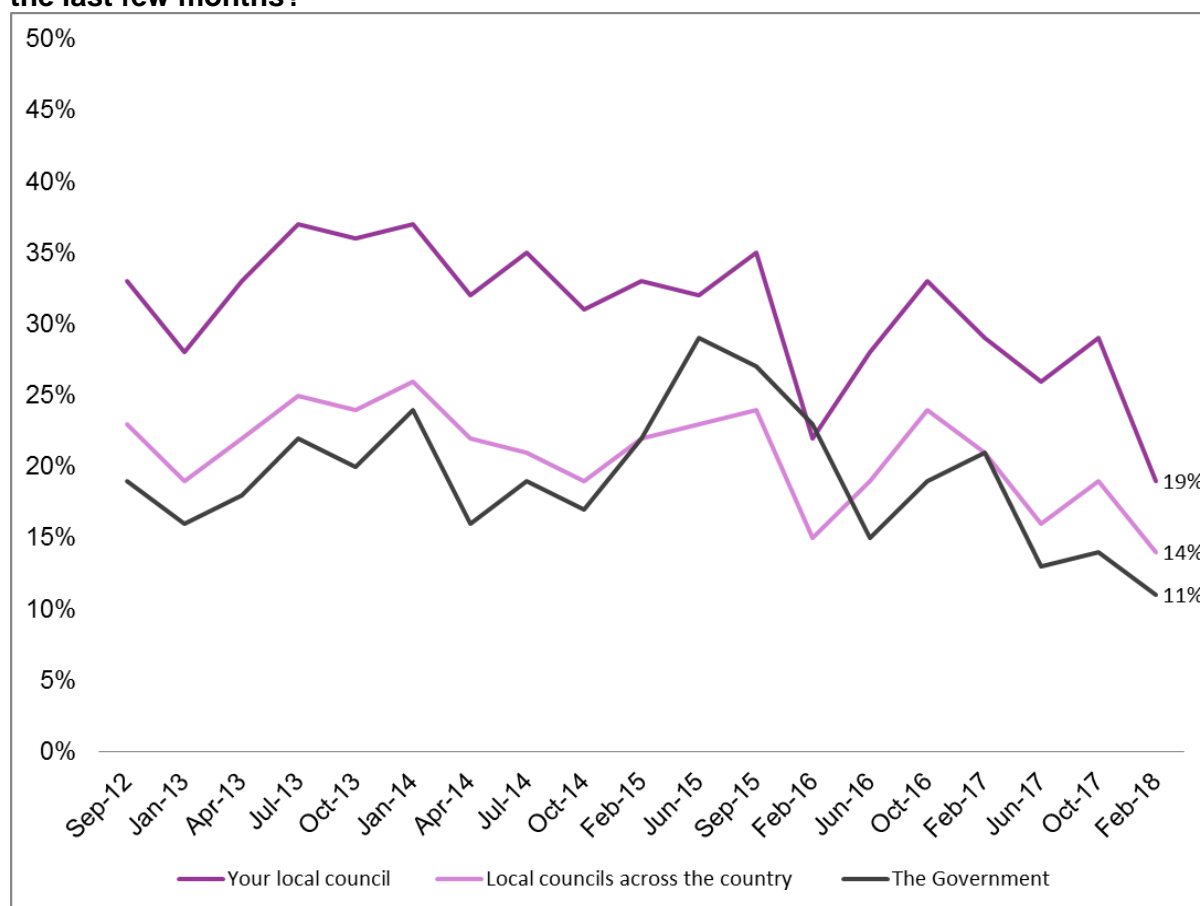
Regarding 'the government', the proportion of respondents observing overall positive coverage was 11 per cent, which is significantly lower than 16 previous polls. The proportion observing negative coverage was 64 per cent – the highest figure reached for this response (the polling average is 51 per cent).

Concerning the media’s coverage of ‘local councils across the country’, 14 per cent of respondents observed overall positive coverage, which is significantly lower than 16 previous polls. Those observing negative coverage was 43 per cent – again the highest figure reached for this response (the polling average is 33 per cent).

Asked about media coverage of their own ‘local council’, 19 per cent of respondents observed generally positive coverage, which is significantly lower than 17 previous poll). The proportion observing negative coverage stands at 30 per cent in this round – again the highest figure reached for this response (the polling average is 21 per cent).

Figure 14 shows the proportion of respondents who said that media coverage had been positive, since September 2012.

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



Base (all respondents): 1,001 British adults in February 2018

Table 4 shows the results for all answer options since April 2014; the full set of figures can be found at Annex A.

Table 4: 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	Oct-17	Feb-18
	%												
The Government													
Positively	16	19	17	22	29	27	23	15	19	21	13	14	11
Neither positively/negatively	29	26	30	29	29	27	34	26	24	26	25	24	20
Negatively	51	54	49	47	40	43	40	56	55	51	59	60	64
Don't know	4	2	4	2	2	3	3	3	2	2	2	3	4
Local councils across the country													
Positively	22	21	19	22	23	24	15	19	24	21	16	19	14
Neither positively/negatively	39	36	42	34	43	41	50	41	37	39	43	40	36
Negatively	30	36	32	40	30	29	29	33	33	35	33	34	43
Don't know	9	7	7	5	5	6	6	7	7	5	7	7	7
Your local council													
Positively	32	35	31	33	32	35	22	28	33	29	26	29	19
Neither positively/negatively	40	36	43	39	44	41	53	46	39	43	49	44	43
Negatively	21	23	19	23	19	18	20	20	21	24	20	20	30
Don't know	7	6	7	5	4	5	6	7	7	4	6	6	8

Base (all respondents): 1,001 British adults in February 2018

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?¹⁵

	Sep-12	Jan-13 ¹⁶	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	Oct-17	Feb-18
	%																		
Very or fairly satisfied	84	84	82	85	84	83	82	80	82	80	82	83	81	82	83	80	81	82	81
Very satisfied	34	28	34	34	34	30	28	31	29	28	31	37	31	33	33	37	35	37	31
Fairly satisfied	50	57	48	51	50	53	54	50	53	52	51	46	50	49	50	43	46	46	50
Neither satisfied nor dissatisfied	9	9	9	8	9	7	10	9	8	8	9	8	8	9	10	9	7	9	10
Fairly dissatisfied	5	4	5	4	4	5	6	6	5	7	6	6	8	6	5	7	8	5	6
Very dissatisfied	2	2	3	3	3	5	2	5	4	5	3	3	3	3	3	4	4	3	3
Don't know	0	*	1	*	*	0	*	0	*	*	0	*	0	*	0	*	*	0	0

Base (all respondents): 1,001 British adults in February 2018

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

¹⁶ 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 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	Oct-17	Feb-18
	%																		
Very or fairly satisfied	72	72	70	72	69	70	70	67	68	67	67	71	66	68	68	65	66	65	64
Very satisfied	19	16	20	18	19	15	16	14	16	16	16	21	15	18	15	17	17	20	15
Fairly satisfied	53	57	50	54	50	55	54	54	52	51	50	50	50	50	53	48	49	45	49
Neither satisfied nor dissatisfied	12	13	13	12	14	13	16	15	16	13	16	13	12	17	18	16	13	17	17
Fairly dissatisfied	10	9	9	8	10	10	8	11	9	11	10	9	14	10	8	11	13	12	12
Very dissatisfied	4	4	7	6	6	6	6	7	6	8	6	7	8	5	5	8	8	5	6
Don't know	1	2	2	1	1	*	1	*	1	*	1	*	*	*	*	*	1	*	1

Base (all respondents): 1,001 British adults in February 2018

¹⁷ 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? ¹⁸																			
	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	Oct-17	Feb-18
	%																		
Strongly or tend to agree	56	51	51	52	51	53	48	49	51	53	51	56	50	51	49	47	47	50	48
Strongly agree	10	9	11	11	12	9	11	12	11	11	9	13	11	12	11	13	10	12	10
Tend to agree	46	42	40	42	39	44	37	37	41	41	42	42	39	39	39	34	37	38	38
Neither agree nor disagree	21	29	25	26	25	23	31	27	25	24	22	23	24	26	30	26	25	24	28
Tend to disagree	15	11	13	13	13	14	15	13	12	14	18	12	17	15	13	15	16	17	16
Strongly disagree	6	7	7	8	8	9	7	9	10	9	8	8	8	7	7	11	11	7	7
Don't know	2	2	4	2	2	1	1	2	1	*	1	1	1	1	1	1	1	1	1

Base (all respondents): 1,001 British adults in February 2018

¹⁸ 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	Oct-17	Feb-18
	%																		
A great deal or fair amount	62	60	61	63	62	61	62	61	61	63	59	65	57	61	62	59	57	59	56
A great deal	8	9	10	8	10	8	9	9	9	10	8	10	9	9	10	12	8	11	9
A fair amount	54	52	51	54	52	53	53	52	52	53	51	54	48	52	52	48	49	48	48
Not very much	28	27	26	25	27	28	27	29	28	27	31	27	31	29	28	31	31	33	32
Not at all	5	6	7	7	7	7	8	9	7	7	7	7	9	6	7	8	8	6	8
Don't know	5	7	6	5	5	3	3	1	3	2	3	1	3	3	3	1	3	3	4

Base (all respondents): 1,001 British adults in February 2018

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	Oct-17	Feb-18
	%																		
Very or fairly well informed	66	69	65	66	66	66	65	64	66	64	61	63	61	63	66	60	58	63	59
Very well informed	17	17	17	15	17	14	14	15	15	14	12	16	13	16	13	14	11	13	13
Fairly well informed	49	52	48	51	49	51	51	49	51	49	49	47	48	47	53	46	47	50	47
Not very well informed	25	23	23	22	22	23	25	25	24	25	28	26	27	28	24	30	30	27	30
Not well informed at all	8	6	9	10	9	11	9	11	9	11	11	10	10	8	9	10	11	8	10
Don't know	1	2	2	1	2	1	1	*	1	1	1	1	1	*	1	*	1	1	1

Base (all respondents): 1,001 British adults in February 2018

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	Oct-17	Feb-18
	%																		
A great deal or fair amount	61	62	60	61	61	61	61	59	59	61	58	65	59	63	63	59	60	67	57
A great deal	10	7	9	9	10	8	8	8	9	8	8	9	9	10	10	10	8	11	8
A fair amount	51	55	51	53	51	52	53	51	50	53	50	55	50	53	52	49	52	56	49
Not very much	26	27	28	25	26	26	28	29	29	25	28	25	29	25	25	28	28	24	30
Not at all	10	8	10	11	12	12	10	11	11	13	13	9	11	12	11	13	11	8	12
Don't know	2	3	2	2	1	1	1	1	1	1	1	1	1	1	1	*	1	2	1

Base (all respondents): 1,001 British adults in February 2018

Table A7: Who do you trust most to make decisions about how services are provided in your local area? ¹⁹																	
	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	Oct-17	Feb-18	
	%																
Your local council(s)	70	71	77	72	80	73	75	72	76	77	72	74	72	73	71	71	
The government	14	11	13	16	14	15	19	17	15	14	16	15	17	13	15	15	
Neither	13	16	8	11	5	10	6	11	7	8	11	10	10	12	13	12	
Don't know	3	2	2	2	1	1	1	1	1	1	1	1	1	2	2	2	

Base (all respondents): 1,001 British adults in February 2018

¹⁹ '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? ²⁰														
	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18
	%													
Local councillors	76	73	75	72	73	70	75	74	71	74	72	71	69	69
Members of parliament	9	9	13	11	12	14	12	12	12	12	12	13	13	11
Government ministers	6	8	7	7	10	7	6	7	8	7	8	6	7	7
None of the above	8	8	4	8	4	7	5	6	7	5	8	9	9	10
Don't know	2	2	1	2	2	2	1	1	2	1	1	2	1	3

Base (all respondents): 1,001 British adults in February 2018

Community safety

Table A9: How safe or unsafe do you feel when outside in your local area ²¹after 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	Oct-17	Feb-18
	%																		
Very or fairly safe	75	76	78	77	78	78	79	79	79	79	80	79	78	79	79	78	79	76	75
Very safe	27	30	32	33	34	32	31	33	34	35	37	37	38	34	35	34	34	34	33
Fairly safe	48	46	46	45	45	46	47	46	46	44	43	42	41	45	44	44	45	42	42
Neither safe nor unsafe	8	9	8	8	9	9	9	9	9	8	9	9	9	8	10	11	11	9	11
Fairly unsafe	12	9	8	10	7	9	7	7	7	9	7	7	8	8	8	7	7	10	9
Very unsafe	3	4	4	4	4	4	5	5	4	4	3	4	4	3	3	4	3	4	5
Don't know	1	2	2	1	1	*	1	*	1	*	*	*	*	1	*	*	*	1	1

Base (all respondents): 1,001 British adults in February 2018

²⁰ 'None of the above' was not read out to respondents as an answer option but the interviewer could code if it was given spontaneously

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

Table A10: How safe or unsafe do you feel when outside in your local area ²²during 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	Oct-17	Feb-18
	%																		
Very or fairly safe	95	95	96	95	95	94	94	95	94	94	96	94	93	95	94	94	93	95	92
Very safe	60	62	65	66	66	62	63	62	63	65	68	67	63	62	65	63	62	66	60
Fairly safe	35	33	31	29	29	32	32	33	31	29	28	27	30	33	30	31	31	29	32
Neither safe nor unsafe	3	3	2	2	3	3	3	3	3	3	2	4	5	3	3	4	3	3	5
Fairly unsafe	2	2	1	1	*	2	2	1	2	2	2	2	2	1	2	2	2	2	1
Very unsafe	*	*	1	1	1	1	1	1	1	1	*	*	1	*	1	*	1	1	1
Don't know	0	*	*	*	*	*	*	*	*	*	*	0	*	*	*	*	*	*	*

Base (all respondents): 1,001 British adults in February 2018

²² Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

Service specific satisfaction

Table A11: 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 ²³																		
	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	Oct-17	Feb-18
	%																		
Very or fairly satisfied	83	86	84	84	83	80	81	80	83	80	77	82	81	80	79	77	80	78	78
Very satisfied	45	45	48	43	44	41	41	39	41	42	39	44	41	39	41	39	35	42	37
Fairly satisfied	37	41	36	41	39	39	39	41	42	38	38	38	40	41	38	38	44	36	41
Neither satisfied nor dissatisfied	5	4	4	4	4	5	6	4	4	4	5	6	5	6	6	6	4	6	7
Fairly dissatisfied	7	5	7	8	7	10	8	8	6	9	9	7	9	10	10	10	9	9	10
Very dissatisfied	5	5	5	5	5	5	6	7	7	7	8	5	5	4	5	7	7	6	6
Don't know	1	*	*	*	1	0	*	0	*	*	*	0	0	*	*	*	0	*	*

Base (all respondents): 1,001 British adults in February 2018

²³ Note that in September 2012 respondents were asked about 'refuse collection'.

Table A12 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	Oct-17	Feb-18
	%																		
Very or fairly satisfied	74	73	76	74	76	72	73	73	75	71	72	75	73	69	71	70	69	70	66
Very satisfied	27	26	30	27	26	24	24	25	25	27	24	29	26	24	25	25	24	26	19
Fairly satisfied	47	47	46	48	49	48	50	48	50	44	48	45	47	45	46	45	45	44	46
Neither satisfied nor dissatisfied	6	10	8	8	7	10	9	8	9	10	10	9	8	11	12	10	8	10	12
Fairly dissatisfied	12	10	9	10	10	10	11	12	9	10	11	9	11	12	10	11	13	11	13
Very dissatisfied	7	6	7	7	7	7	6	7	7	8	7	7	7	8	7	9	10	9	9
Don't know	1	2	1	1	1	1	1	*	1	*	*	1	*	*	1	*	1	*	1

Base (all respondents): 1,001 British adults in February 2018

Table A12 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	Oct-17	Feb-18
	%																		
Very or fairly satisfied	46	46	40	45	42	38	39	39	42	38	39	48	40	43	45	42	39	45	36
Very satisfied	12	11	10	10	9	9	10	8	11	8	9	11	8	8	11	11	8	11	8
Fairly satisfied	35	35	30	35	32	29	30	31	31	30	30	37	32	35	34	31	31	34	28
Neither satisfied nor dissatisfied	10	12	8	11	9	11	12	14	14	11	12	13	12	13	14	11	11	13	13
Fairly dissatisfied	24	22	22	23	26	25	22	24	24	25	25	20	25	21	22	24	24	21	25
Very dissatisfied	19	20	28	20	22	26	26	22	20	27	23	19	23	23	19	22	26	21	25
Don't know	*	1	1	1	1	1	1	1	1	*	*	*	*	*	*	1	*	*	*

Base (all respondents): 1,001 British adults in February 2018

Table A12 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	Oct-17	Feb-18
	%																		
Very or fairly satisfied	58	57	56	59	54	51	55	54	56	53	54	57	53	54	55	51	54	55	50
Very satisfied	15	13	15	12	14	11	14	13	14	13	13	16	12	13	13	13	14	16	12
Fairly satisfied	43	44	41	47	41	39	42	41	42	41	41	41	41	41	42	38	40	38	38
Neither satisfied nor dissatisfied	9	12	11	9	11	15	14	15	12	13	12	14	15	15	15	16	12	11	15
Fairly dissatisfied	19	19	18	16	20	19	19	19	17	18	19	16	18	18	17	18	19	19	19
Very dissatisfied	13	10	15	14	14	14	11	11	14	15	14	12	13	13	12	15	15	14	15
Don't know	1	2	1	1	1	1	1	*	1	1	1	1	1	1	1	*	1	1	1

Base (all respondents): 1,001 British adults in February 2018

Table A12 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	Oct-17	Feb-18
	%																		
Very or fairly satisfied	67	69	71	67	70	66	67	71	66	67	62	67	64	61	62	62	62	63	59
Very satisfied	34	29	30	32	32	30	27	30	31	30	31	29	26	26	26	29	29	29	24
Fairly satisfied	34	40	41	35	38	36	40	41	35	38	32	38	38	35	36	33	33	33	35
Neither satisfied nor dissatisfied	10	12	11	13	10	17	14	15	17	16	19	17	17	22	19	21	18	19	19
Fairly dissatisfied	7	5	6	5	6	7	7	6	5	6	9	7	8	7	7	8	8	7	9
Very dissatisfied	3	3	3	3	3	5	4	5	6	6	6	4	7	5	6	6	6	5	6
Don't know	12	11	10	11	10	5	7	3	7	5	4	5	5	5	6	3	7	6	7

Base (all respondents): 1,001 British adults in February 2018

Table A12 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	Oct-17	Feb-18
	%																		
Very or fairly satisfied	63	63	65	63	63	62	61	64	65	62	62	66	61	64	63	64	62	64	56
Very satisfied	21	19	22	18	19	18	18	21	21	21	19	25	20	19	19	21	19	24	17
Fairly satisfied	42	43	43	45	44	44	43	42	44	41	43	42	40	45	44	43	42	40	40
Neither satisfied nor dissatisfied	13	16	14	13	14	17	18	17	16	17	19	16	19	19	21	21	17	18	24
Fairly dissatisfied	11	8	8	12	9	9	9	10	7	11	9	7	12	9	8	8	10	9	9
Very dissatisfied	5	5	5	5	5	6	6	6	7	6	5	6	5	4	5	6	6	4	5
Don't know	8	9	9	8	9	6	6	3	5	3	5	4	4	4	4	2	5	5	6

Base (all respondents): 1,001 British adults in February 2018

Table A12 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	Oct-17	Feb-18
	%																		
Very or fairly satisfied	49	48	49	52	45	49	50	44	49	50	45	51	44	45	47	44	46	46	41
Very satisfied	10	13	15	12	10	11	10	13	13	13	12	15	11	10	11	12	11	13	9
Fairly satisfied	39	35	34	40	35	38	39	31	36	38	33	36	33	34	37	32	35	33	32
Neither satisfied nor dissatisfied	19	21	21	20	23	28	27	31	25	28	28	26	28	33	31	33	25	28	30
Fairly dissatisfied	9	8	9	8	10	9	8	11	9	9	11	9	14	11	10	11	12	10	11
Very dissatisfied	4	5	5	5	7	8	5	6	6	7	9	8	8	5	7	7	8	6	7
Don't know	18	18	17	14	15	7	9	8	11	5	6	7	7	7	5	5	9	11	11

Base (all respondents): 1,001 British adults in February 2018

Table A12 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	Oct-17	Feb-18
	%																		
Very or fairly satisfied	53	51	53	50	53	48	49	49	51	51	47	55	48	49	50	49	46	49	43
Very satisfied	14	14	15	15	14	14	11	16	12	13	12	16	12	13	13	14	12	14	10
Fairly satisfied	39	38	38	35	39	34	38	33	40	38	35	38	36	36	37	35	34	35	33
Neither satisfied nor dissatisfied	15	19	16	17	18	24	23	26	21	24	26	21	26	26	28	28	24	27	25
Fairly dissatisfied	10	7	9	10	9	11	10	12	9	9	12	9	11	11	9	10	11	7	12
Very dissatisfied	6	7	6	8	5	7	6	7	8	9	5	8	7	5	7	7	8	6	7
Don't know	16	16	15	15	15	10	12	6	10	7	9	7	9	8	7	6	10	10	12

Base (all respondents): 1,001 British adults in February 2018

Table A13a: Thinking about the last twelve months, do you think your council's...has improved, worsened or stayed the same?								
	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
	%							
Improved	11	7	11	8	7	13	6	9
Worsened	13	15	38	21	16	8	16	14
Stayed the same	75	76	49	68	65	66	59	57
Don't know	1	2	2	2	12	13	18	20

Base (all respondents): 1,001 British adults in February 2018

Table A13b: Thinking about the next twelve months, do you think your council's...will have improved, worsened or stayed the same?

	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
	%							
Improved	9	10	14	13	8	14	11	14
Worsened	14	15	27	19	19	14	22	17
Stayed the same	75	72	56	65	63	64	56	56
Don't know	2	4	3	4	9	8	11	13

Base (all respondents): 1,001 British adults in February 2018

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	Oct-17	Feb-18
	%																		
Positively	19	16	18	22	20	24	16	19	17	22	29	27	23	15	19	21	13	14	11
Neither positively nor negatively	23	28	29	20	20	23	29	26	30	29	29	27	34	26	24	26	25	24	20
Negatively	54	50	46	52	54	49	51	54	49	47	40	43	40	56	55	51	59	60	64
Don't know	4	6	7	6	5	4	4	2	4	2	2	3	3	3	2	2	2	3	4

Base (all respondents): 1,001 British adults in February 2018

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	Oct-17	Feb-18
	%																		
Positively	23	19	22	25	24	26	22	21	19	22	23	24	15	19	24	21	16	19	14
Neither positively nor negatively																			
Negatively	30	38	39	25	29	28	39	36	42	34	43	41	50	41	37	39	43	40	36
Don't know	34	31	27	34	34	37	30	36	32	40	30	29	29	33	33	35	33	34	43
	13	12	12	16	13	9	9	7	7	5	5	6	6	7	7	5	7	7	7

Base (all respondents): 1,001 British adults in February 2018

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	Oct-17	Feb-18
	%																		
Positively	33	28	33	37	36	37	32	35	31	33	32	35	22	28	33	29	26	29	19
Neither positively nor negatively																			
Negatively	34	43	41	27	30	32	40	36	43	39	44	41	53	46	39	43	49	44	43
Don't know	21	18	17	24	25	24	21	23	19	23	19	18	20	20	21	24	20	20	30
	12	11	9	13	9	7	7	6	7	5	4	5	6	7	7	4	6	6	8

Base (all respondents): 1,001 British adults in February 2018

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.

SELECT ONE ANSWER ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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

SELECT ONE ANSWER ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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.

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

SELECT ONE ANSWER ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

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

SELECT ONE ANSWER ONLY

- A great deal
- A fair amount
- Not very much
- Not at all

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

SELECT ONE ANSWER ONLY

- Very well informed
- Fairly well informed
- Not very well informed
- Not well informed at all

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

SELECT ONE ANSWER ONLY

- A great deal
- A fair amount
- Not very much
- Not at all

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

SELECT ONE ANSWER ONLY
RANDOMISE ORDER

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

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

SELECT ONE ANSWER 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)

9. 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

SELECT ONE ANSWER ONLY

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe

10. 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

SELECT ONE ANSWER ONLY

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe

11. 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...

SELECT ONE ANSWER ONLY PER OPTION

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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

12. Thinking about the last twelve months, do you think your council's ^NAME OF SERVICE^ has improved, worsened or stayed the same?

SELECT ONE ANSWER ONLY PER OPTION

- Improved
- Worsened
- Stayed the same

RANDOMISE ORDER

And how about?

- 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. Thinking about the next twelve months, do you think your council's ^NAME OF SERVICE^ will have improved, worsened or stayed the same?

SELECT ONE ANSWER ONLY PER OPTION

- Improved
- Worsened
- Stayed the same

RANDOMISE ORDER

And how about?

- 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

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

SELECT ONE ANSWER ONLY PER OPTION

- Positively
- Neither positively nor negatively
- Negatively

RANDOMISE ORDER

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

End and thanks.



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