

Polling on resident satisfaction with councils: Round 28

February 2021



Acknowledgements

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Summary

The Local Government Association (LGA) measures resident satisfaction with councils every three to four months. This report presents the results of the twenty-eighth round of polling conducted in February 2021. Six key indicators are used to measure residents' views of their local council. Respondents are also asked to indicate their level of satisfaction with nine council services. Other questions focus on perceptions of safety, trust in politicians/government and media coverage of councils. Additional questions are occasionally asked.

Methodology

Between 10 February and 14 February 2021, a representative random sample of 1,004 British adults (aged 18 or over) was polled by telephone by Yonder Data Solutions. The same set of questions is asked in the same order each round to allow for the reporting of any changes in the overall views of the general public about the reputation of local government. A full set of interview questions is included in Annex B for information.

Key messages

Satisfaction with how one's council operates remains strong, but has dropped compared to June's record high result. All six of the key measures of satisfaction were rated positively by the majority of those polled, including value for money which regularly totals less than 50 per cent. Public trust remains high; 66 per cent of respondents reported trusting their local council either 'a great deal' or 'a fair amount' – the third highest result since polling began in 2012. Eight out of ten respondents reported that their council was doing very or fairly well in keeping services running as normal during the coronavirus pandemic.

Results

- 82 per cent of respondents are 'very satisfied' or 'fairly satisfied' with their local area as a place to live.
- 67 per cent of respondents are 'very satisfied' or 'fairly satisfied' with the way their local council runs things.
- 67 per cent of respondents think their local council keep residents 'very well informed' or 'fairly well informed' about the services and benefits it provides.
- 66 per cent of respondents trust their local council 'a great deal' or 'a fair amount'.
- 61 per cent of respondents think their local council acts on the concerns of residents 'a great deal' or 'a fair amount'.
- 52 per cent of respondents 'strongly agree' or 'tend to agree' that their council provides value for money – and 25 per cent neither agree nor disagree.

- Waste collection, and parks and green spaces, received the highest levels of satisfaction among respondents with 83 per cent and 80 per cent, respectively, 'very satisfied' or 'fairly satisfied' with these services.
- 71 per cent of respondents said they trust their local council to make decisions about how services are provided in their local area compared to 18 per cent who said they trusted the government, nine per cent who said they trusted neither and one per cent was unsure.
- 70 per cent of respondents singled out local councillors, as opposed to members of parliament (11 per cent) and government ministers (nine per cent), as the individuals they most trust to make decisions about how services are provided.
- 83 per cent of respondents said their council is managing well to keep its services running as normal during the coronavirus pandemic. Fourteen per cent said their council was not doing well and three per cent were unsure.
- 53 per cent of respondents said they were satisfied with the way their council is supporting them, and their household, through the coronavirus pandemic. Just under two thirds of respondents (31 per cent) were neither satisfied nor dissatisfied, and 14 per cent were dissatisfied.

Introduction

This report outlines the twenty-eighth 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 viewed 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 10 February and 14 February 2021, a representative random sample of 1,004 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 <https://lginform.local.gov.uk/Benchmarking/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 three years, tenure, number of cars in the household, working status, and mobile only households. The polling was conducted by Yonder Data Solutions, formerly 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 additional questions were asked in this round relating to the coronavirus pandemic: ‘How satisfied or dissatisfied are you with the way your local council is supporting you and your household during the coronavirus pandemic?’; and ‘How well or not is your council managing to keep its services running as normal during the coronavirus pandemic?’.

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 twenty-eighth 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

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.

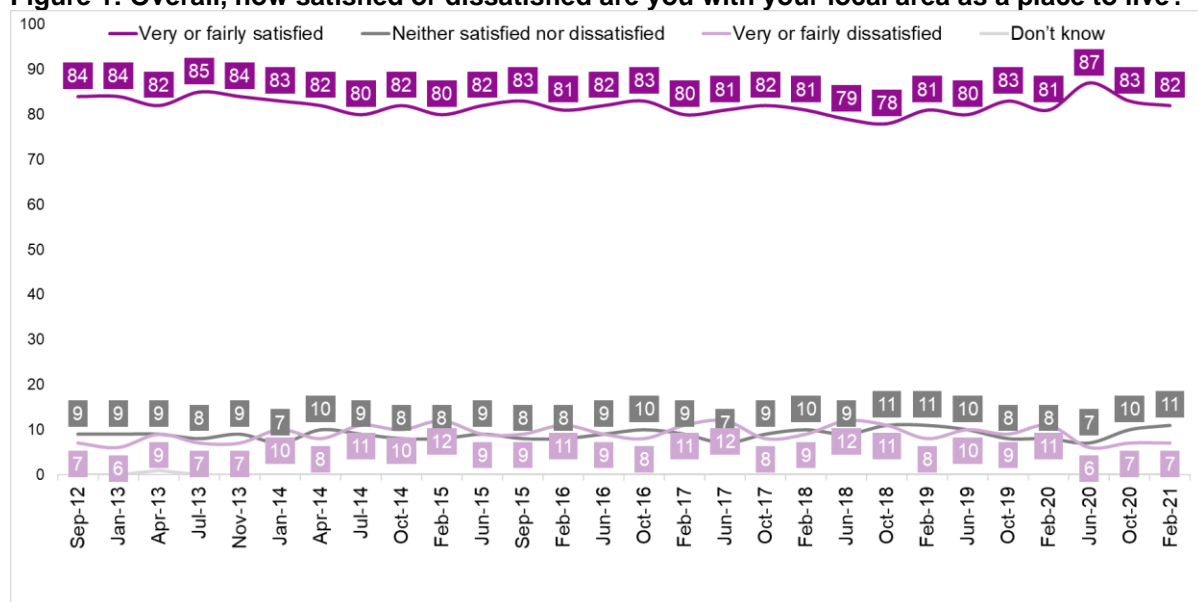
Polling on resident satisfaction with councils

This section outlines the polling results for February 2021. Tables showing the full response breakdowns for every answer option can be found in Annex A.

Overall satisfaction with local area

Satisfaction with one’s area as a place to live remained high in this series of public polling. A total of 82 per cent of respondents reported being ‘very satisfied’ or ‘fairly satisfied’. While satisfaction has decreased significantly compared to June, which saw a record high, it is broadly consistent with all other rounds of polling. See Figure 1.

Figure 1: Overall, how satisfied or dissatisfied are you with your local area as a place to live?⁷



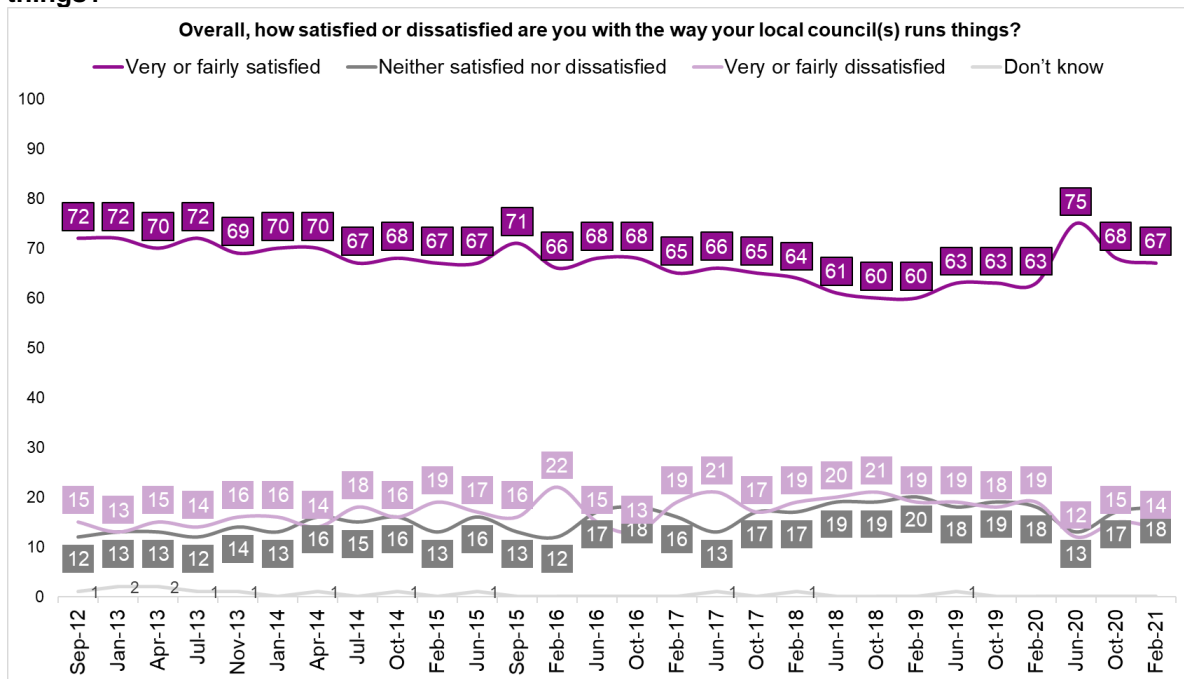
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-21

Overall satisfaction with local council

Most respondents were satisfied with how their council operates. A total of 67 per cent of the sample said they were ‘very satisfied’ or ‘fairly satisfied’ with how their council is operating. This round’s result is consistent with the last round of polling in October 2020. See Figure 2.

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

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

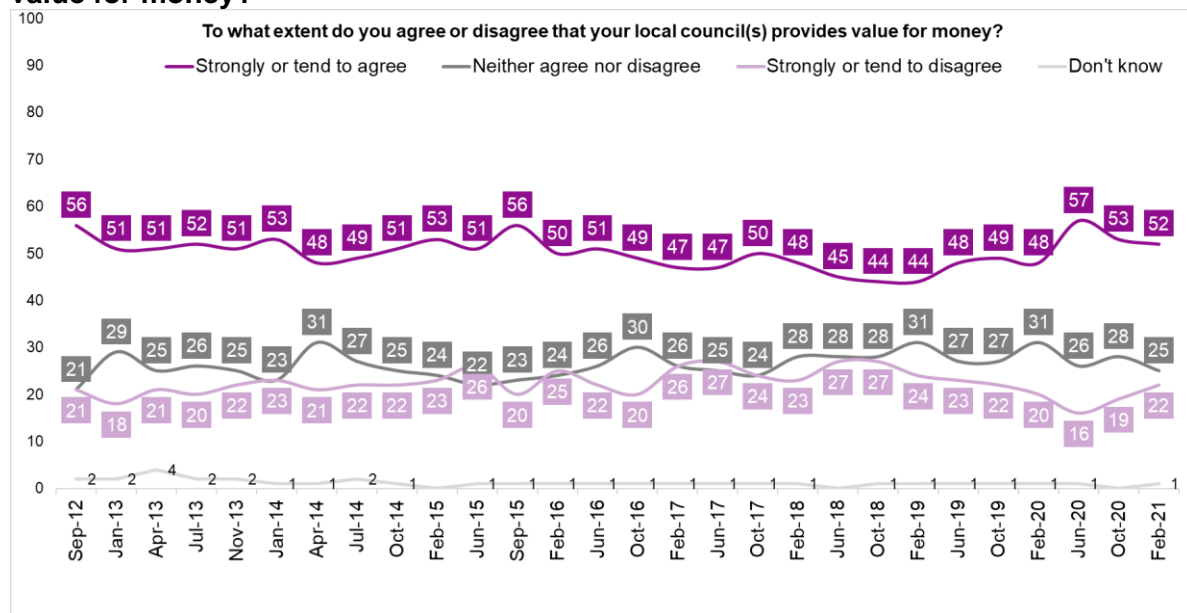


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-21

Value for money

Fifty-two per cent of respondents agreed that their council provides value for money (see Figure 3). The result is consistent with the last round of polling and is significantly higher than three previous rounds of polling. A quarter of respondents gave a neutral reply. Of the six indicators of resident satisfaction, perceptions about value for money have always received much lower positive ratings than the other measures.

Figure 3: To what extent do you agree or disagree that your local council(s) provides value for money?⁸



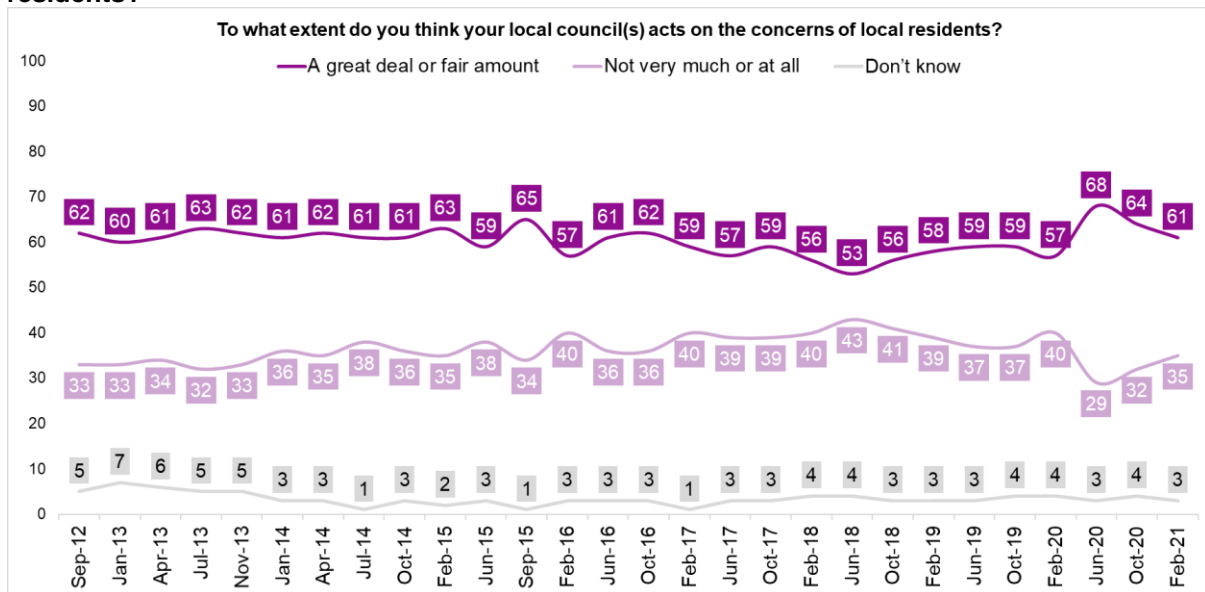
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-21

Council responsiveness

Satisfaction with councils' responsiveness has not changed significantly since the last round of polling in October 2020. Sixty-one per cent of respondents said their council acts on the concerns of local residents either 'a great deal' or 'a fair amount'. Prior to June 2020, satisfaction with a council's ability to act on residents' concerns last passed the 60 percent mark in October 2016. Acting on the concerns of local people is an important measure of local accountability as it looks at whether councils are perceived to be responsive to local issues and problems (see Figure 4).

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

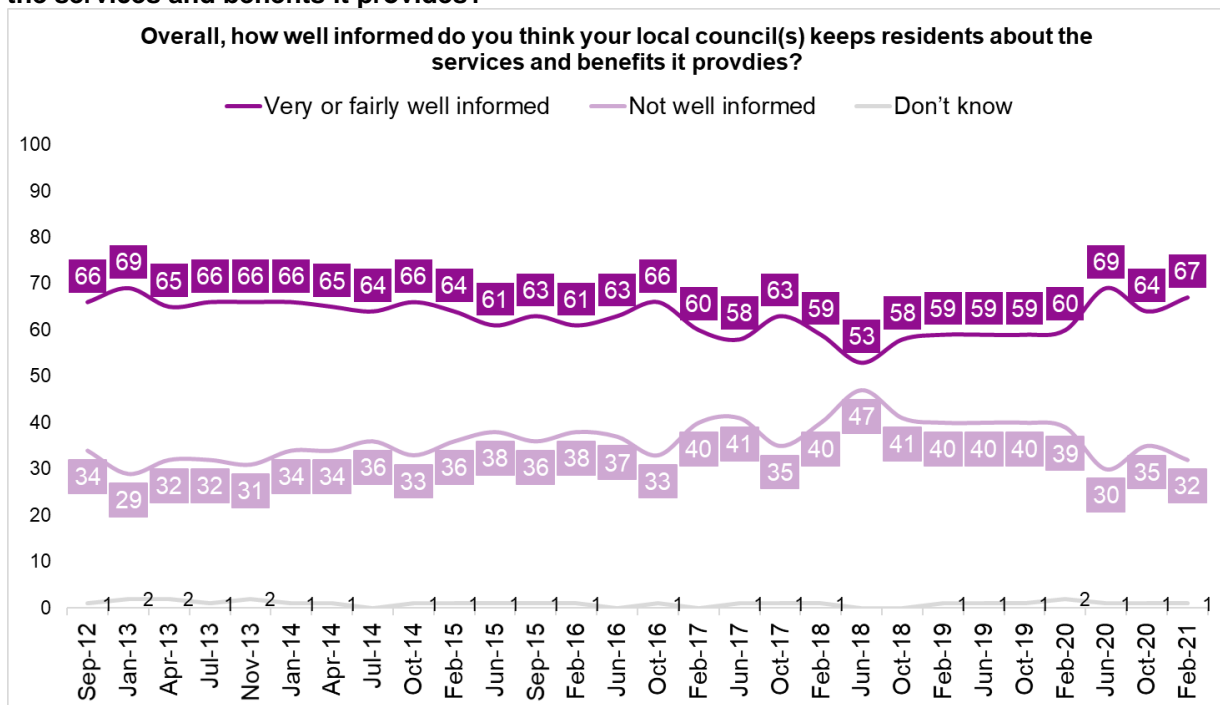


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-21

Informed about the council

Sixty-seven per cent of respondents were satisfied with the information received from their local council about the services and benefits it provides. This is a significantly larger proportion than eleven previous rounds of polling. See Figure 5.

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

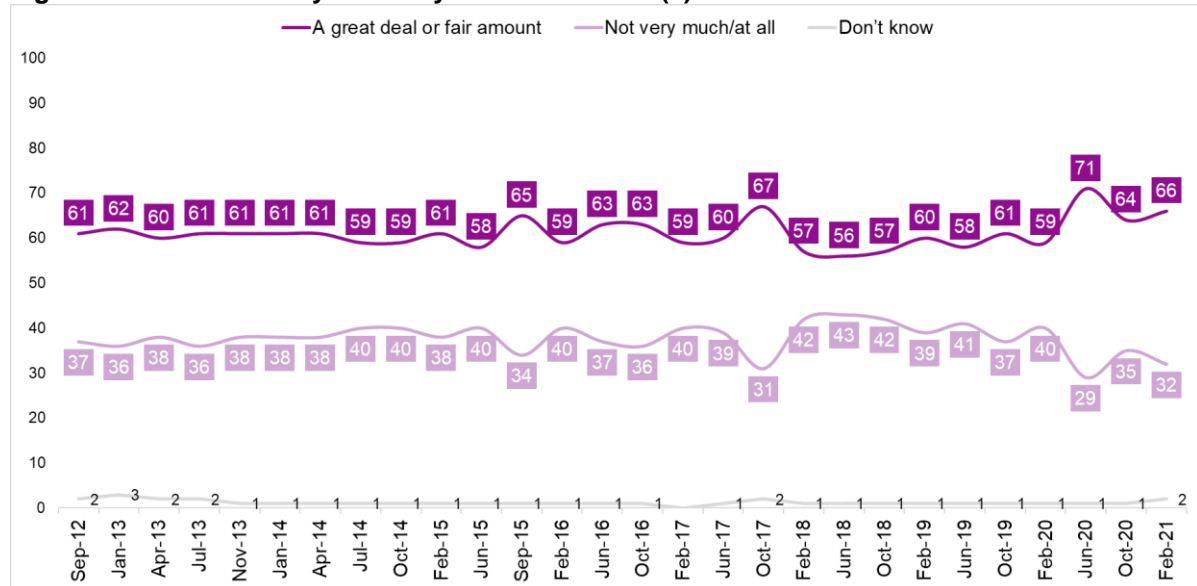


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-21

Trust in forms of government

Sixty-six per cent of respondents reported trusting their local council either ‘a great deal’ or ‘a fair amount’. This result is significantly higher than sixteen previous rounds, and the third highest level of trust recorded since polling began in 2012. See Figure 6.

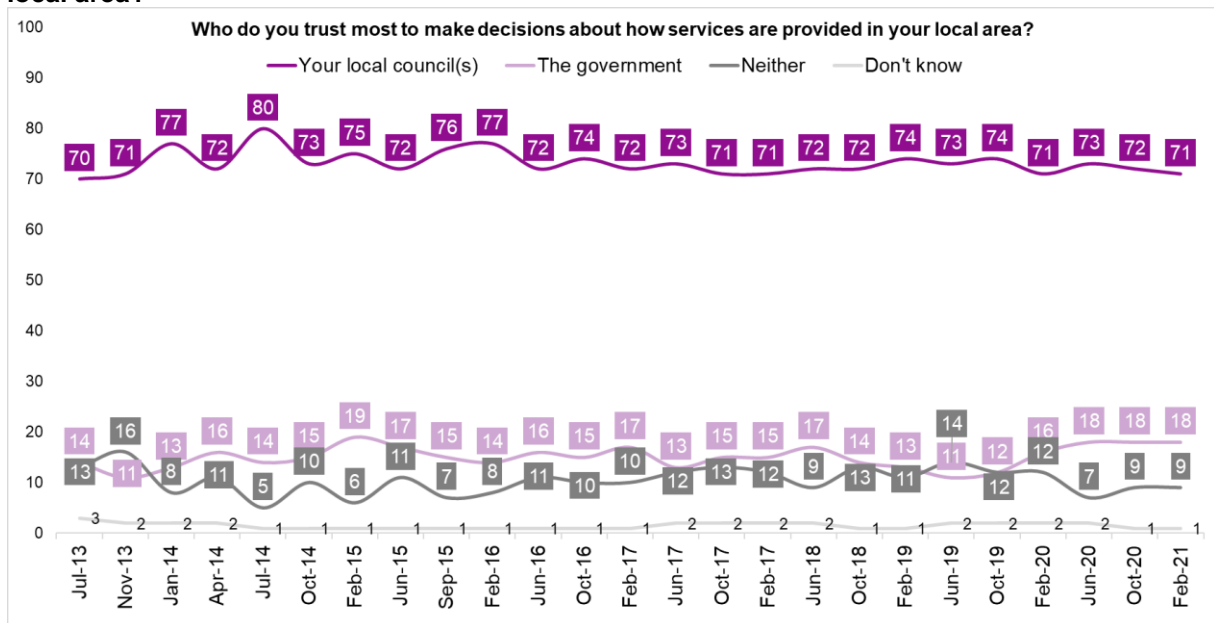
Figure 6: How much do you trust your local council(s)?



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-21

Comparable with all previous rounds, respondents were much more likely to indicate that they trusted their local council, as opposed to the government, to make decisions about how services are provided in their local area (see Figure 7). Asked who they most trusted when it came to local decision making, their ‘local council’ or ‘the government’ or ‘neither’ – 71 per cent said their ‘local council’, 18 per cent said ‘the government’, nine per cent said ‘neither’ and one per cent was unsure.

Figure 7: Who do you trust most to make decisions about how services are provided in your local area?⁹

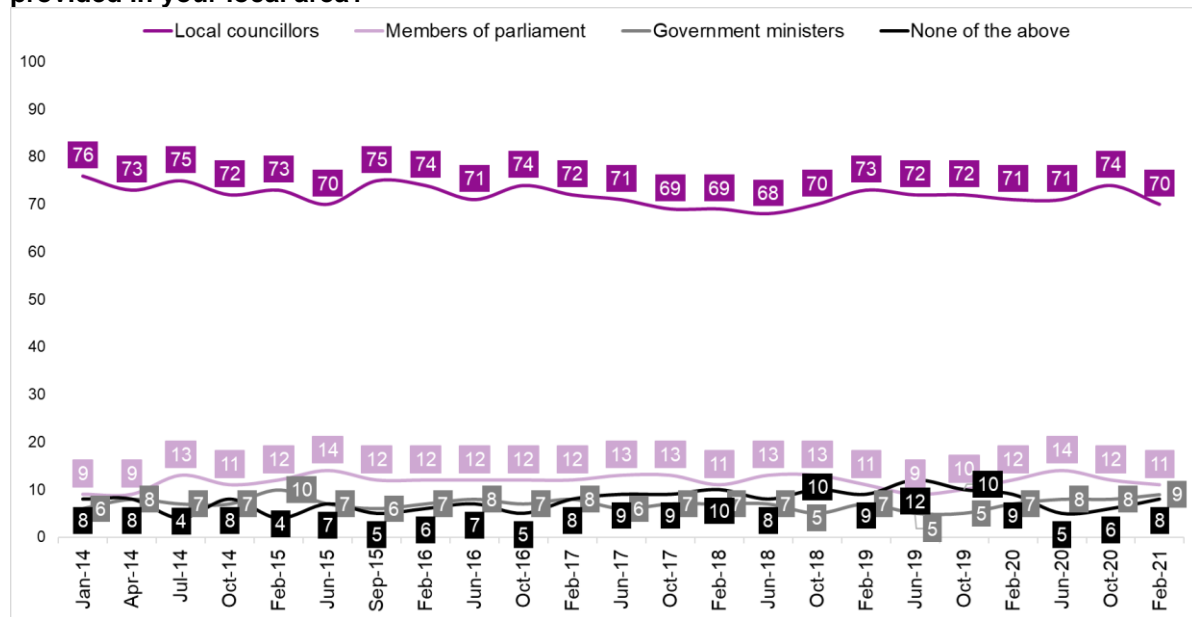


Base (all respondents): Between 1000 and 1009 British adults per round from Jun-13 to Feb-21

Comparable with all previous rounds, respondents were far more likely to single out local councillors, as opposed to members of parliament and government ministers, as the individuals they most trusted to make decisions about how services were provided in their local area (see Figure 8). Seventy per cent of respondents selected 'local councillors' when asked who they most trust to make local service decisions while 11 per cent selected 'members of parliament', nine per cent selected 'government ministers', eight per cent chose 'none of these' and two per cent were unsure.

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

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

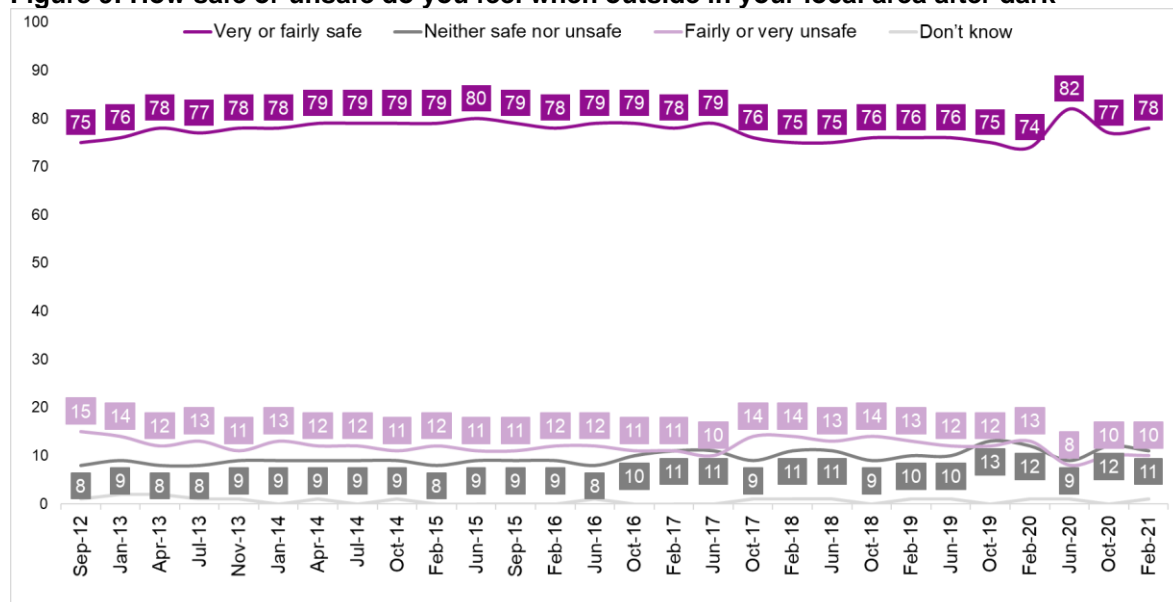


Base (all respondents): Between 1000 and 1009 British adults per round from Jan-14 to Feb-21. This question was introduced in January 2014.

Community safety

Perceptions of feeling safe after dark were broadly consistent with other rounds, with the exception of June last year. A total of 78 per cent of respondents said they felt ‘very safe’ or ‘fairly safe’ when outside in their local area after dark. See Figure 8.

Figure 9: How safe or unsafe do you feel when outside in your local area after dark¹¹



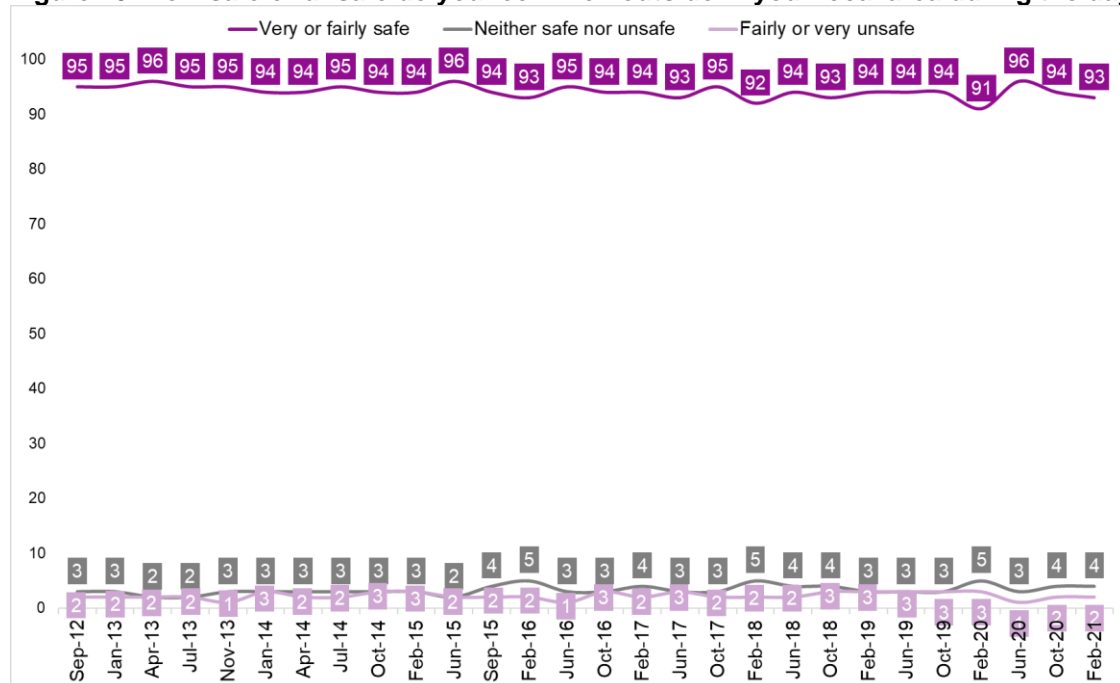
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-21

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.

¹¹Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

Perceptions of feeling safe during the day remain high. Ninety-three per cent of respondents said they feel ‘very safe’ or ‘fairly safe’ safety during the day in their local area. See Figure 10.

Figure 10: How safe or unsafe do you feel when outside in your local area during the day¹²



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-21

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

Service-specific satisfaction

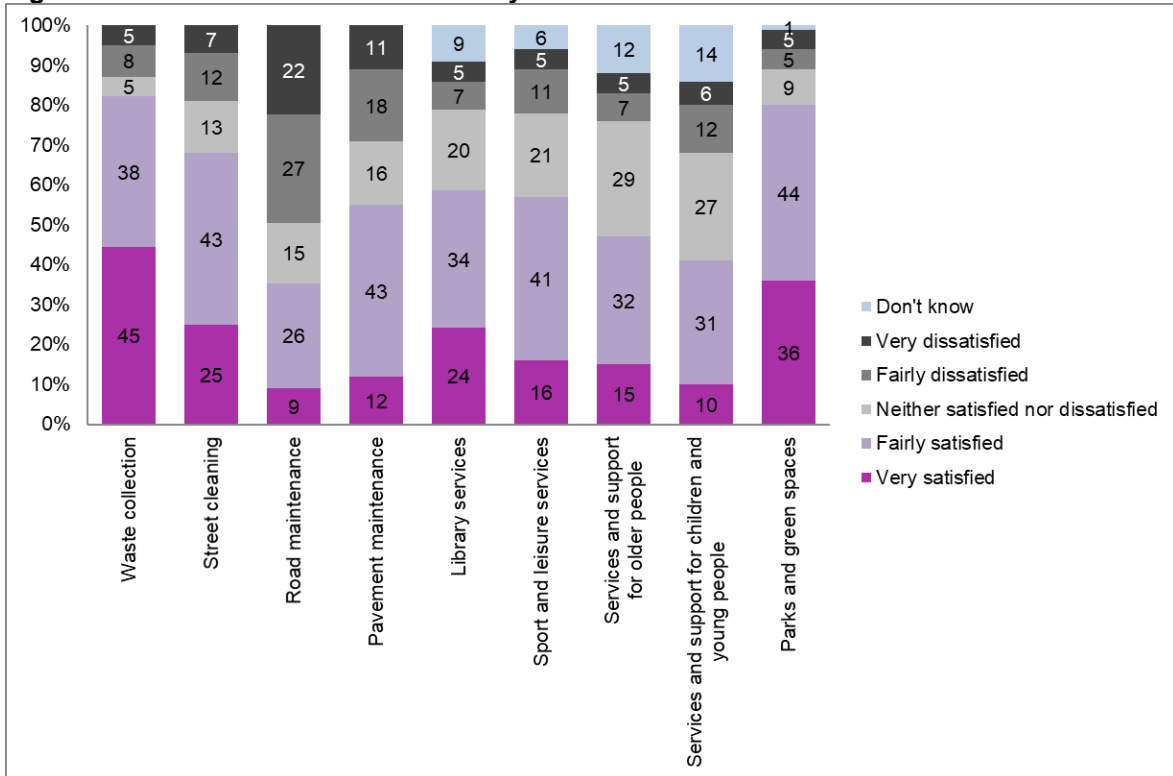
Respondents were invited to indicate how satisfied or dissatisfied they were with the following council services¹³: waste collection; street cleaning; road maintenance; pavement maintenance; library services; sport and leisure services; services and support for older people; and services and support for children and young people. A ninth service, parks and green spaces, was introduced in October 2019. Tables showing the full set of service-specific satisfaction results can be found at Annex A.

Six of the nine services presented in this round received positive feedback from over 50 percent of respondents (see Figure 11). The highest levels of satisfaction were with waste collection, and parks and green spaces (83 per cent and 80 per cent were 'very satisfied' or 'fairly satisfied', respectively). These results are higher than overall satisfaction with how one's council runs things (67 per cent, see Figure 2), as is satisfaction with street cleaning (68 per cent).

Of the nine services presented, there were two significant decreases in satisfaction since October 2020: road maintenance (a drop from 43 per cent to 35 per cent) and services and support for children and young people (a drop from 46 per cent to 41 per cent). Overall, road maintenance continues to have the highest level of dissatisfaction of all services.

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

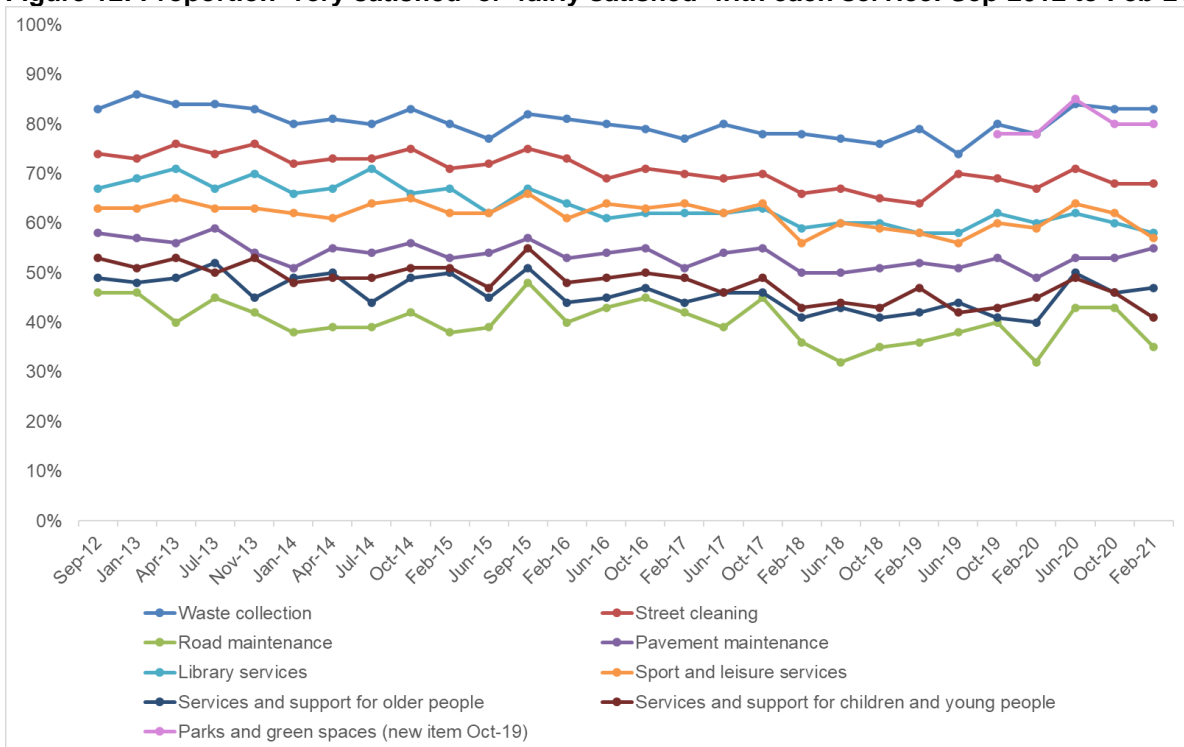
Figure 11: Levels of satisfaction with key council services – Feb-21



Base (all respondents): 1004 British adults in Feb-21

The general trends for satisfaction with services across the polling time-series is shown in Figure 12.

Figure 12: Proportion 'very satisfied' or 'fairly satisfied' with each service: Sep-2012 to Feb-21



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-21

Media portrayal of government

Respondents were asked whether, overall, they thought that the media has 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’.

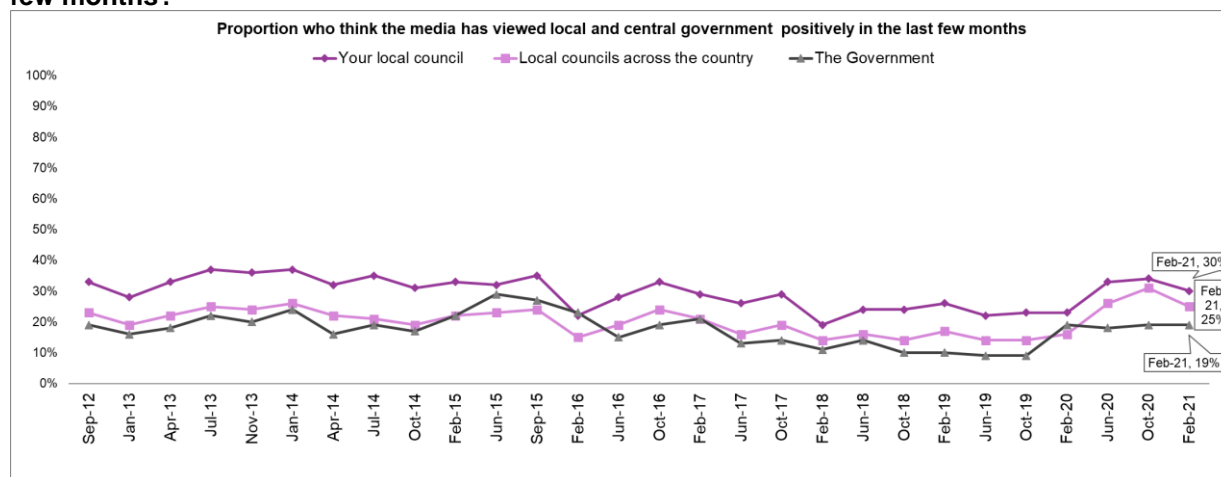
Regarding ‘the government’, the proportion of respondents observing positive coverage was 19 per cent. The proportion observing negative coverage was 61 per cent (higher than 16 of the 27 previous rounds), and the proportion who responded ‘neither positively nor negatively’ was 18 per cent.

Concerning the media’s coverage of ‘local councils across the country’, 25 per cent of respondents observed positive coverage –a statistically significant observation than 13 rounds of polling. The proportion of respondents observing negative coverage was 31 per cent and those observing neither positive nor negative coverage was 34 per cent.

Asked about media coverage of their ‘own local council’, 30 per cent of respondents observed positive coverage, which is significantly higher than nine other results. The proportion reporting negative coverage was 22 per cent in this round, and 38 per cent for those observing neither positive nor negative coverage.

Figure 13 shows the proportion of respondents who said that media coverage had been positive, since September 2012. The full set of figures can be found at Annex A.

Figure 13: Overall, do you think that the media has viewed the following positively in the last few months?



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-21

Support and services through coronavirus pandemic

Over half (53 per cent) of respondents said they were either ‘very satisfied’ or ‘fairly satisfied’ with their council’s support for them and their household during the coronavirus pandemic. Just under a third of respondents (31 per cent) were ‘neither satisfied nor dissatisfied’ with the support they have received from their council. See Table 1.

Table 1: How satisfied or dissatisfied are you with the way your local council is supporting you and your household during the coronavirus pandemic?	
	Feb-21
Round	28
	%
Very or fairly satisfied	53
Very satisfied	20
Fairly satisfied	33
Neither satisfied nor dissatisfied	31
Fairly dissatisfied	7
Very dissatisfied	7
Don’t know	1

Base (all respondents): 1004

Satisfaction with councils’ support for households during the coronavirus pandemic varied by age, with much higher levels of satisfaction being observed for the combined oldest age group (55 to 65+ years) than for the combined youngest age group (18 to 34 years).¹⁴ Women were more likely than men to be satisfied with the way their council had supported them and their household during the pandemic. See Table 2.

Table 2: How satisfied or dissatisfied are you with the way your local council is supporting you and your household during the coronavirus pandemic?					
	Feb-21				
	Round 28				
	Male	Female	18-34	35-54	55-65+
	%				
Very or fairly satisfied	47	60	44	52	62
Very satisfied	15	26	18	19	23
Fairly satisfied	32	34	26	33	38
Neither satisfied nor dissatisfied	34	28	39	30	26
Fairly dissatisfied	10	5	10	7	6
Very dissatisfied	8	6	6	10	5
Don’t know	1	1	1	1	2

Base (all respondents): 18-34 years, 154; 35-54 years, 341; 55-65+ years, 509; Males, 520; Females, 484

Most respondents (83 per cent) said their council was doing ‘very well’ or ‘fairly well’ at keeping services running as normal during the coronavirus pandemic. Fourteen

¹⁴ To increase sample sizes, responses from the following age groups have been combined: 18-24 and 25-34 years, 35-44 and 45-54 years, and 55-64 and 65+.

per cent of respondents replied saying ‘not very well’ or ‘not well at all’ and three per cent were unsure. See Table 3.

Table 3: How well or not is your council managing to keep its services running as normal during the coronavirus pandemic?	
	Feb-21
Round	28
	%
Very or fairly well	83
Very well	26
Fairly well	57
Not very well	9
Not well at all	5
Don't know	3

Base (all respondents): 1004

Annex A: Full tables

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Very or fairly satisfied	84	84	82	85	84	83	82	80	82	80	82	83	81	82
Very satisfied	34	28	34	34	34	30	28	31	29	28	31	37	31	33
Fairly satisfied	50	57	48	51	50	53	54	50	53	52	51	46	50	49
Neither satisfied nor dissatisfied	9	9	9	8	9	7	10	9	8	8	9	8	8	9
Fairly dissatisfied	5	4	5	4	4	5	6	6	5	7	6	6	8	6
Very dissatisfied	2	2	3	3	3	5	2	5	4	5	3	3	3	3
Don't know	0	*	1	*	*	0	*	0	*	*	0	*	0	*

Base (all respondents): 1000 to 1036

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.

Table A1 continued...														
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Very or fairly satisfied	83	80	81	82	81	79	78	81	80	83	81	87	83	82
Very satisfied	33	37	35	37	31	30	31	28	32	33	31	35	32	31
Fairly satisfied	50	43	46	46	50	49	47	53	49	50	50	52	50	51
Neither satisfied nor dissatisfied	10	9	7	9	10	9	11	11	10	8	8	7	10	11
Fairly dissatisfied	5	7	8	5	6	8	6	6	7	6	7	3	5	5
Very dissatisfied	3	4	4	3	3	4	5	2	3	3	4	2	2	2
Don't know	0	*	*	0	0	0	0	*	*	*	0	*	0	*

Base (all respondents): 1000 to 1007

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Very or fairly satisfied	72	72	70	72	69	70	70	67	68	67	67	71	66	68
Very satisfied	19	16	20	18	19	15	16	14	16	16	16	21	15	18
Fairly satisfied	53	57	50	54	50	55	54	54	52	51	50	50	50	50
Neither satisfied nor dissatisfied	12	13	13	12	14	13	16	15	16	13	16	13	12	17
Fairly dissatisfied	10	9	9	8	10	10	8	11	9	11	10	9	14	10
Very dissatisfied	4	4	7	6	6	6	6	7	6	8	6	7	8	5
Don't know	1	2	2	1	1	*	1	*	1	*	1	*	*	*

Base (all respondents): 1000 to 1036

Table A2 continued...														
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Very or fairly satisfied	68	65	66	65	64	61	60	60	63	63	63	75	68	67
Very satisfied	15	17	17	20	15	14	12	13	15	15	15	19	20	18
Fairly satisfied	53	48	49	45	49	47	48	48	48	49	48	56	49	49
Neither satisfied nor dissatisfied	18	16	13	17	17	19	19	20	18	19	18	13	17	18
Fairly dissatisfied	8	11	13	12	12	12	13	12	12	11	11	9	9	9
Very dissatisfied	5	8	8	5	6	8	8	7	7	7	7	3	5	4
Don't know	*	*	1	*	1	*	*	*	1	*	*	*	*	*

Base (all respondents): 1000 to 1007

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Strongly or tend to agree	56	51	51	52	51	53	48	49	51	53	51	56	50	51
Strongly agree	10	9	11	11	12	9	11	12	11	11	9	13	11	12
Tend to agree	46	42	40	42	39	44	37	37	41	41	42	42	39	39
Neither agree nor disagree	21	29	25	26	25	23	31	27	25	24	22	23	24	26
Tend to disagree	15	11	13	13	13	14	15	13	12	14	18	12	17	15
Strongly disagree	6	7	7	8	8	9	7	9	10	9	8	8	8	7
Don't know	2	2	4	2	2	1	1	2	1	*	1	1	1	1

Base (all respondents): 1000 to 1036

Table A3 continued...														
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Strongly or tend to agree	49	47	47	50	48	45	44	44	48	49	48	57	53	52
Strongly agree	11	13	10	12	10	9	8	8	11	11	9	13	11	10
Tend to agree	39	34	37	38	38	36	36	36	37	38	38	44	42	42
Neither agree nor disagree	30	26	25	24	28	28	28	31	27	27	31	26	28	25
Tend to disagree	13	15	16	17	16	16	17	16	15	14	14	11	14	16
Strongly disagree	7	11	11	7	7	11	10	8	8	9	7	5	5	6
Don't know	1	1	1	1	1	*	1	1	1	1	1	1	*	1

Base (all respondents): 1000 to 1007

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
A great deal or fair amount	62	60	61	63	62	61	62	61	61	63	59	65	57	61
A great deal	8	9	10	8	10	8	9	9	9	10	8	10	9	9
A fair amount	54	52	51	54	52	53	53	52	52	53	51	54	48	52
Not very much	28	27	26	25	27	28	27	29	28	27	31	27	31	29
Not at all	5	6	7	7	7	7	8	9	7	7	7	7	9	6
Don't know	5	7	6	5	5	3	3	1	3	2	3	1	3	3

Base (all respondents): 1000 to 1036

Table A4 continued...														
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
A great deal or fair amount	62	59	57	59	56	53	56	58	59	59	57	68	64	61
A great deal	10	12	8	11	9	6	8	8	7	8	8	11	9	11
A fair amount	52	48	49	48	48	47	48	50	52	51	49	56	55	51
Not very much	28	31	31	33	32	34	32	30	30	30	31	24	27	28
Not at all	7	8	8	6	8	9	9	9	7	7	8	5	5	7
Don't know	3	1	3	3	4	4	3	3	3	4	4	3	4	3

Base (all respondents): 1000 to 1007

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Very or fairly well informed	66	69	65	66	66	66	65	64	66	64	61	63	61	63
Very well informed	17	17	17	15	17	14	14	15	15	14	12	16	13	16
Fairly well informed	49	52	48	51	49	51	51	49	51	49	49	47	48	47
Not very well informed	25	23	23	22	22	23	25	25	24	25	28	26	27	28
Not well informed at all	8	6	9	10	9	11	9	11	9	11	11	10	10	8
Don't know	1	2	2	1	2	1	1	*	1	1	1	1	1	*

Base (all respondents): 1000 to 1036

Table A5 continued...														
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Very or fairly well informed	66	60	58	63	59	53	58	59	59	59	60	69	64	67
Very well informed	13	14	11	13	13	10	9	10	12	12	12	18	17	15
Fairly well informed	53	46	47	50	47	42	49	49	47	47	48	51	47	52
Not very well informed	24	30	30	27	30	34	29	28	29	27	25	25	25	24
Not well informed at all	9	10	11	8	10	13	12	12	12	12	14	5	10	8
Don't know	1	*	1	1	1	*	*	1	1	1	2	1	1	1

Base (all respondents): 1000 to 1007

Trust in local council

Table A6: How much do you trust your local council(s)?														
	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
A great deal or fair amount	61	62	60	61	61	61	61	59	59	61	58	65	59	63
A great deal	10	7	9	9	10	8	8	8	9	8	8	9	9	10
A fair amount	51	55	51	53	51	52	53	51	50	53	50	55	50	53
Not very much	26	27	28	25	26	26	28	29	29	25	28	25	29	25
Not at all	10	8	10	11	12	12	10	11	11	13	13	9	11	12
Don't know	2	3	2	2	1	1	1	1	1	1	1	1	1	1

Base (all respondents): 1000 to 1036

Table A6 continued...														
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Sep-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
A great deal or fair amount	63	59	60	67	57	56	57	60	58	61	59	71	64	66
A great deal	10	10	8	11	8	6	7	9	9	9	8	12	10	11
A fair amount	52	49	52	56	49	50	50	50	49	52	50	59	54	55
Not very much	25	28	28	24	30	31	30	28	30	27	29	22	26	24
Not at all	11	13	11	8	12	12	12	11	10	10	11	6	9	8
Don't know	1	*	1	2	1	1	1	1	1	1	1	1	1	2

Base (all respondents): 1000 to 1007

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
Round	4	5	6	7	8	9	10	11	12	13	14
	%										
Your local council(s)	70	71	77	72	80	73	75	72	76	77	72
The government	14	11	13	16	14	15	19	17	15	14	16
Neither	13	16	8	11	5	10	6	11	7	8	11
Don't know	3	2	2	2	1	1	1	1	1	1	1

Base (all respondents): 1001 to 1009

Table A7 continued...														
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Your local council(s)	74	72	73	71	71	72	72	74	73	74	71	73	72	71
The government	15	17	13	15	15	17	14	13	11	12	16	18	18	18
Neither	10	10	12	13	12	9	13	11	14	12	12	7	9	9
Don't know	1	1	2	2	2	2	1	1	2	2	2	2	1	1

Base (all respondents): 1000 to 1007

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
Round	6	7	8	9	10	11	12	13	14	15	16
	%										
Local councillors	76	73	75	72	73	70	75	74	71	74	72
Members of parliament	9	9	13	11	12	14	12	12	12	12	12
Government ministers	6	8	7	7	10	7	6	7	8	7	8
None of the above	8	8	4	8	4	7	5	6	7	5	8
Don't know	2	2	1	2	2	2	1	1	2	1	1

Base (all respondents): 1000 to 1009

Table A8 continued...												
	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	17	18	19	20	21	22	23	24	25	26	27	28
	%											
Local councillors	71	69	69	68	70	73	72	72	71	71	74	70
Members of parliament	13	13	11	13	13	11	9	10	12	14	12	11
Government ministers	6	7	7	7	5	7	5	5	7	8	8	9
None of the above	9	9	10	8	10	9	12	10	9	5	6	8
Don't know	2	1	3	3	2	1	2	2	2	2	1	2

Base (all respondents): 1000 to 1007

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

Community safety – after dark

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Very or fairly safe	75	76	78	77	78	78	79	79	79	79	80	79	78	79
Very safe	27	30	32	33	34	32	31	33	34	35	37	37	38	34
Fairly safe	48	46	46	45	45	46	47	46	46	44	43	42	41	45
Neither safe nor unsafe	8	9	8	8	9	9	9	9	9	8	9	9	9	8
Fairly unsafe	12	9	8	10	7	9	7	7	7	9	7	7	8	8
Very unsafe	3	4	4	4	4	4	5	5	4	4	3	4	4	3
Don't know	1	2	2	1	1	*	1	*	1	*	*	*	*	1

Base (all respondents): 1000 to 1036

Table A9 continued...														
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Very or fairly safe	79	78	79	76	75	75	76	76	76	75	74	82	77	78
Very safe	35	34	34	34	33	33	35	30	35	35	35	42	36	36
Fairly safe	44	44	45	42	42	41	41	46	42	41	39	40	42	43
Neither safe nor unsafe	10	11	11	9	11	11	9	10	10	13	12	9	12	11
Fairly unsafe	8	7	7	10	9	9	9	9	8	7	9	6	9	7
Very unsafe	3	4	3	4	5	5	5	5	5	5	5	2	2	4
Don't know	*	*	*	1	1	1	*	1	1	*	1	1	*	1

Base (all respondents): 1000 to 1007

²¹ Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

Community safety – during the day

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Very or fairly safe	95	95	96	95	95	94	94	95	94	94	96	94	93	95
Very safe	60	62	65	66	66	62	63	62	63	65	68	67	63	62
Fairly safe	35	33	31	29	29	32	32	33	31	29	28	27	30	33
Neither safe nor unsafe	3	3	2	2	3	3	3	3	3	3	2	4	5	3
Fairly unsafe	2	2	1	1	*	2	2	1	2	2	2	2	2	1
Very unsafe	*	*	1	1	1	1	1	1	1	1	*	*	1	*
Don't know	0	*	*	*	*	*	*	*	*	*	*	0	*	*

Base (all respondents): 1000 to 1036

Table A10 continued...														
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Very or fairly safe	94	94	93	95	92	94	93	94	94	94	91	96	94	93
Very safe	65	63	62	66	60	62	62	59	62	62	61	68	63	68
Fairly safe	30	31	31	29	32	32	31	35	32	33	30	28	31	26
Neither safe nor unsafe	3	4	3	3	5	4	4	3	3	3	5	3	4	4
Fairly unsafe	2	2	2	2	1	1	2	2	2	2	2	1	1	2
Very unsafe	1	*	1	1	1	1	1	1	1	1	2	*	1	*
Don't know	*	*	*	*	*	*	0	0	*	0	*	0	*	*

Base (all respondents): 1000 to 1007

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

Service specific satisfaction – waste collection

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...														
Round	waste collection ²³													
	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Very or fairly satisfied	83	86	84	84	83	80	81	80	83	80	77	82	81	80
Very satisfied	45	45	48	43	44	41	41	39	41	42	39	44	41	39
Fairly satisfied	37	41	36	41	39	39	39	41	42	38	38	38	40	41
Neither satisfied nor dissatisfied	5	4	4	4	4	5	6	4	4	4	5	6	5	6
Fairly dissatisfied	7	5	7	8	7	10	8	8	6	9	9	7	9	10
Very dissatisfied	5	5	5	5	5	5	6	7	7	7	8	5	5	4
Don't know	1	*	*	*	1	0	*	0	*	*	*	0	0	*

Base (all respondents): 1000 to 1036

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

Table A11 continued...														
	waste collection ²⁴													
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Very or fairly satisfied	79	77	80	78	78	77	76	79	74	80	78	84	83	83
Very satisfied	41	39	35	42	37	36	34	37	37	41	40	47	43	45
Fairly satisfied	38	38	44	36	41	41	42	42	37	39	38	37	40	38
Neither satisfied nor dissatisfied	6	6	4	6	7	6	5	7	8	6	8	4	5	5
Fairly dissatisfied	10	10	9	9	10	9	10	7	10	8	7	7	8	8
Very dissatisfied	5	7	7	6	6	8	9	7	8	7	6	6	5	5
Don't know	*	*	0	*	*	*	0	*	*	0	*	0	*	*

Base (all respondents): 1000 to 1007

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

Service specific satisfaction – street cleaning

Table A12: 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...

Round	street cleaning													
	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Very or fairly satisfied	74	73	76	74	76	72	73	73	75	71	72	75	73	69
Very satisfied	27	26	30	27	26	24	24	25	25	27	24	29	26	24
Fairly satisfied	47	47	46	48	49	48	50	48	50	44	48	45	47	45
Neither satisfied nor dissatisfied	6	10	8	8	7	10	9	8	9	10	10	9	8	11
Fairly dissatisfied	12	10	9	10	10	10	11	12	9	10	11	9	11	12
Very dissatisfied	7	6	7	7	7	7	6	7	7	8	7	7	7	8
Don't know	1	2	1	1	1	1	1	*	1	*	*	1	*	*

Base (all respondents): 1000 to 1036

Table A12 continued...

Round	street cleaning													
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Very or fairly satisfied	71	70	69	70	66	67	65	64	70	69	67	71	68	68
Very satisfied	25	25	24	26	19	21	21	20	24	23	21	26	22	25
Fairly satisfied	46	45	45	44	46	46	44	45	47	46	46	45	46	43
Neither satisfied nor dissatisfied	12	10	8	10	12	9	11	14	11	11	10	12	9	13
Fairly dissatisfied	10	11	13	11	13	13	12	11	9	11	12	10	14	12
Very dissatisfied	7	9	10	9	9	10	11	10	9	8	9	7	8	7
Don't know	1	*	1	*	1	*	*	*	*	1	2	*	1	*

Base (all respondents): 1000 to 1007

Service specific satisfaction – road maintenance

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...														
Round	road maintenance													
	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Very or fairly satisfied	46	46	40	45	42	38	39	39	42	38	39	48	40	43
Very satisfied	12	11	10	10	9	9	10	8	11	8	9	11	8	8
Fairly satisfied	35	35	30	35	32	29	30	31	31	30	30	37	32	35
Neither satisfied nor dissatisfied	10	12	8	11	9	11	12	14	14	11	12	13	12	13
Fairly dissatisfied	24	22	22	23	26	25	22	24	24	25	25	20	25	21
Very dissatisfied	19	20	28	20	22	26	26	22	20	27	23	19	23	23
Don't know	*	1	1	1	1	1	1	1	1	*	*	*	*	*

Base (all respondents): 1000 to 1036

Table A13 continued...														
Round	road maintenance													
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Very or fairly satisfied	45	42	39	45	36	32	35	36	38	40	32	43	43	35
Very satisfied	11	11	8	11	8	6	9	9	10	10	9	9	9	9
Fairly satisfied	34	31	31	34	28	26	26	27	28	31	23	35	34	26
Neither satisfied nor dissatisfied	14	11	11	13	13	10	13	15	12	14	15	12	13	15
Fairly dissatisfied	22	24	24	21	25	28	24	25	25	24	22	25	24	27
Very dissatisfied	19	22	26	21	25	29	27	24	24	21	31	19	20	22
Don't know	*	1	*	*	*	*	1	1	1	*	1	*	*	*

Base (all respondents): 1000 to 1007

Service specific satisfaction – pavement maintenance

Table A14: 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...														
Round	pavement maintenance													
	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Very or fairly satisfied	58	57	56	59	54	51	55	54	56	53	54	57	53	54
Very satisfied	15	13	15	12	14	11	14	13	14	13	13	16	12	13
Fairly satisfied	43	44	41	47	41	39	42	41	42	41	41	41	41	41
Neither satisfied nor dissatisfied	9	12	11	9	11	15	14	15	12	13	12	14	15	15
Fairly dissatisfied	19	19	18	16	20	19	19	19	17	18	19	16	18	18
Very dissatisfied	13	10	15	14	14	14	11	11	14	15	14	12	13	13
Don't know	1	2	1	1	1	1	1	*	1	1	1	1	1	1

Base (all respondents): 1000 to 1036

Table A14 continued...														
Round	pavement maintenance													
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Very or fairly satisfied	55	51	54	55	50	50	51	52	51	53	49	53	53	55
Very satisfied	13	13	14	16	12	11	11	11	12	12	13	14	13	12
Fairly satisfied	42	38	40	38	38	39	40	41	39	41	36	40	39	43
Neither satisfied nor dissatisfied	15	16	12	11	15	15	14	16	18	15	16	16	14	16
Fairly dissatisfied	17	18	19	19	19	18	18	20	18	19	17	19	21	18
Very dissatisfied	12	15	15	14	15	16	17	12	13	13	16	10	12	11
Don't know	1	*	1	1	1	*	1	1	1	1	2	1	1	*

Base (all respondents): 1000 to 1007

Service specific satisfaction – library services

Table A15: 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...

Round	library services													
	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Very or fairly satisfied	67	69	71	67	70	66	67	71	66	67	62	67	64	61
Very satisfied	34	29	30	32	32	30	27	30	31	30	31	29	26	26
Fairly satisfied	34	40	41	35	38	36	40	41	35	38	32	38	38	35
Neither satisfied nor dissatisfied	10	12	11	13	10	17	14	15	17	16	19	17	17	22
Fairly dissatisfied	7	5	6	5	6	7	7	6	5	6	9	7	8	7
Very dissatisfied	3	3	3	3	3	5	4	5	6	6	6	4	7	5
Don't know	12	11	10	11	10	5	7	3	7	5	4	5	5	5

Base (all respondents): 1000 to 1036

Table A15 continued...

Round	... library services													
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Very or fairly satisfied	62	62	62	63	59	60	60	58	58	62	60	62	60	58
Very satisfied	26	29	29	29	24	24	25	21	23	27	26	26	26	24
Fairly satisfied	36	33	33	33	35	36	35	37	35	35	34	36	34	34
Neither satisfied nor dissatisfied	19	21	18	19	19	23	19	21	22	19	19	20	21	20
Fairly dissatisfied	7	8	8	7	9	7	8	9	7	6	7	6	8	7
Very dissatisfied	6	6	6	5	6	6	7	7	5	6	5	6	4	5
Don't know	6	3	7	6	7	4	5	4	8	8	9	6	7	9

Base (all respondents): 1000 to 1007

Service specific satisfaction – sport and leisure services

Table A16: 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...

Round	sport and leisure services													
	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Very or fairly satisfied	63	63	65	63	63	62	61	64	65	62	62	66	61	64
Very satisfied	21	19	22	18	19	18	18	21	21	21	19	25	20	19
Fairly satisfied	42	43	43	45	44	44	43	42	44	41	43	42	40	45
Neither satisfied nor dissatisfied	13	16	14	13	14	17	18	17	16	17	19	16	19	19
Fairly dissatisfied	11	8	8	12	9	9	9	10	7	11	9	7	12	9
Very dissatisfied	5	5	5	5	5	6	6	6	7	6	5	6	5	4
Don't know	8	9	9	8	9	6	6	3	5	3	5	4	4	4

Base (all respondents): 1000 to 1036

Table A16 continued...

Round	sport and leisure services													
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Very or fairly satisfied	63	64	62	64	56	60	59	58	56	60	59	64	62	57
Very satisfied	19	21	19	24	17	20	18	16	17	19	19	23	18	16
Fairly satisfied	44	43	42	40	40	40	41	41	39	41	40	41	44	41
Neither satisfied nor dissatisfied	21	21	17	18	24	22	21	20	22	20	20	18	20	21
Fairly dissatisfied	8	8	10	9	9	9	9	11	9	8	10	9	9	11
Very dissatisfied	5	6	6	4	5	6	7	7	6	5	4	4	4	5
Don't know	4	2	5	5	6	4	4	5	6	7	7	4	6	6

Base (all respondents): 1000 to 1007

Service specific satisfaction – services and support for older people

Table A17: 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...														
Round	services and support for older people													
	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Very or fairly satisfied	49	48	49	52	45	49	50	44	49	50	45	51	44	45
Very satisfied	10	13	15	12	10	11	10	13	13	13	12	15	11	10
Fairly satisfied	39	35	34	40	35	38	39	31	36	38	33	36	33	34
Neither satisfied nor dissatisfied	19	21	21	20	23	28	27	31	25	28	28	26	28	33
Fairly dissatisfied	9	8	9	8	10	9	8	11	9	9	11	9	14	11
Very dissatisfied	4	5	5	5	7	8	5	6	6	7	9	8	8	5
Don't know	18	18	17	14	15	7	9	8	11	5	6	7	7	7

Base (all respondents): 1000 to 1036

Table A17 continued...														
Round	services and support for older people													
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Very or fairly satisfied	47	44	46	46	41	43	41	42	44	41	40	50	46	47
Very satisfied	11	12	11	13	9	9	9	9	10	11	10	15	12	15
Fairly satisfied	37	32	35	33	32	34	32	33	34	30	31	35	35	32
Neither satisfied nor dissatisfied	31	33	25	28	30	35	29	31	29	27	27	30	30	29
Fairly dissatisfied	10	11	12	10	11	11	13	10	12	11	10	9	8	7
Very dissatisfied	7	7	8	6	7	6	9	8	8	10	8	4	5	5
Don't know	5	5	9	11	11	5	7	8	6	12	15	8	10	13

Base (all respondents): 1000 to 1007

Service specific satisfaction – services and support for children and young people

Table A18: 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...

	services and support for children and young people													
	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Very or fairly satisfied	53	51	53	50	53	48	49	49	51	51	47	55	48	49
Very satisfied	14	14	15	15	14	14	11	16	12	13	12	16	12	13
Fairly satisfied	39	38	38	35	39	34	38	33	40	38	35	38	36	36
Neither satisfied nor dissatisfied	15	19	16	17	18	24	23	26	21	24	26	21	26	26
Fairly dissatisfied	10	7	9	10	9	11	10	12	9	9	12	9	11	11
Very dissatisfied	6	7	6	8	5	7	6	7	8	9	5	8	7	5
Don't know	16	16	15	15	15	10	12	6	10	7	9	7	9	8

Base (all respondents): 1000 to 1036

Table A18 continued...

	services and support for children and young people													
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Very or fairly satisfied	50	49	46	49	43	44	43	47	42	43	45	49	46	41
Very satisfied	13	14	12	14	10	10	11	10	10	9	12	12	11	10
Fairly satisfied	37	35	34	35	33	33	32	37	32	33	33	37	35	31
Neither satisfied nor dissatisfied	28	28	24	27	25	33	28	27	28	27	22	25	29	27
Fairly dissatisfied	9	10	11	7	12	10	12	10	13	10	12	9	11	12
Very dissatisfied	7	7	8	6	7	8	9	8	8	8	8	7	6	6
Don't know	7	6	10	10	12	6	7	8	9	12	14	10	9	14

Base (all respondents): 1000 to 1007

Service specific satisfaction – parks and green spaces

Table A19: 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...						
	parks and green spaces					
	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21	
Round	24	25	26	27	28	
	%					
Very or fairly satisfied	78	78	85	80	80	
Very satisfied	33	32	41	38	36	
Fairly satisfied	44	46	43	42	44	
Neither satisfied nor dissatisfied	9	8	8	7	9	
Fairly dissatisfied	7	7	4	7	5	
Very dissatisfied	5	5	2	4	5	
Don't know	2	2	2	1	1	

Base (all respondents): 1000 to 1007. This question was introduced in October 2019.

Media coverage

Table A20a: 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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Positively	19	16	18	22	20	24	16	19	17	22	29	27	23	15
Neither positively nor negatively	23	28	29	20	20	23	29	26	30	29	29	27	34	26
Negatively	54	50	46	52	54	49	51	54	49	47	40	43	40	56
Don't know	4	6	7	6	5	4	4	2	4	2	2	3	3	3

Base (all respondents): 1000 to 1036

Table A20a continued...														
	The Government													
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Positively	19	21	13	14	11	14	10	10	9	9	19	18	19	19
Neither positively nor negatively	24	26	25	24	20	25	22	20	22	20	28	20	14	18
Negatively	55	51	59	60	64	57	65	68	66	69	50	60	65	61
Don't know	2	2	2	3	4	3	3	3	3	3	3	2	2	2

Base (all respondents): 1000 to 1007

Table A20b: 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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Positively	23	19	22	25	24	26	22	21	19	22	23	24	15	19
Neither positively nor negatively	30	38	39	25	29	28	39	36	42	34	43	41	50	41
Negatively	34	31	27	34	34	37	30	36	32	40	30	29	29	33
Don't know	13	12	12	16	13	9	9	7	7	5	5	6	6	7

Base (all respondents): 1000 to 1036

Table A20b continued...

	Local councils across the country													
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Positively	24	21	16	19	14	16	14	17	14	14	16	26	31	25
Neither positively nor negatively	37	39	43	40	36	43	36	42	48	47	49	42	29	34
Negatively	33	35	33	34	43	33	44	36	32	30	27	24	34	31
Don't know	7	5	7	7	7	8	5	6	6	9	7	7	5	10

Base (all respondents): 1000 to 1007

Table A20c: 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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	%													
Positively	33	28	33	37	36	37	32	35	31	33	32	35	22	28
Neither positively nor negatively	34	43	41	27	30	32	40	36	43	39	44	41	53	46
Negatively	21	18	17	24	25	24	21	23	19	23	19	18	20	20
Don't know	12	11	9	13	9	7	7	6	7	5	4	5	6	7

Base (all respondents): 1000 to 1036

Table A20c continued...

	Your local council													
	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20	Oct-20	Feb-21
Round	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	%													
Positively	33	29	26	29	19	24	24	26	22	23	23	33	34	30
Neither positively nor negatively	39	43	49	44	43	46	44	44	52	49	48	41	37	38
Negatively	21	24	20	20	30	23	28	24	20	19	22	19	21	22
Don't know	7	4	6	6	8	7	5	6	6	9	8	7	8	10

Base (all respondents): 1000 to 1007

Support and services through coronavirus pandemic

Table A21: How satisfied or dissatisfied are you with the way your local council is supporting you and your household during the coronavirus pandemic?		
	Feb-21	
Round	28	
	%	
Very or fairly satisfied	53	
Very satisfied	20	
Fairly satisfied	33	
Neither satisfied nor dissatisfied	31	
Fairly dissatisfied	7	
Very dissatisfied	7	
Don't know	1	

Base (all respondents): 1004

Table A22: How well or not is your council managing to keep its services running as normal during the coronavirus pandemic?		
	Feb-21	
Round	28	
	%	
Very or fairly well	83	
Very well	26	
Fairly well	57	
Not very well	9	
Not well at all	5	
Don't know	3	

Base (all respondents): 1004

Annex B: Polling questions

NOTE TO INTERVIEWERS: On treatment of 'don't know' throughout the survey: a specific reference to 'don't know' should not be included in the answer lists. The interviewer can, however, code this answer if it is given spontaneously.

INTRODUCTION

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
- Parks and green spaces

12. 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

13. How satisfied or dissatisfied are you with the way your local council is supporting you and your household during the coronavirus pandemic?

SELECT ONE ANSWER ONLY

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

14. How well or not is your council managing to keep its services running as normal during the coronavirus pandemic?

SELECT ONE ANSWER ONLY

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

End and thanks.



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