

Polling on resident satisfaction with councils: Round 22

February 2019



Acknowledgements

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Contents

Methodology.....	4
Notes.....	6
Key findings.....	7
Key indicators.....	7
Satisfaction with council-provided services	8
Perceptions of safety.....	9
Trust in government and politicians.....	9
Media portrayal of government.....	10
Polling on resident satisfaction with councils.....	11
Overall satisfaction with local area	11
Overall satisfaction with local council	11
Value for money	12
Council responsiveness	13
Informed about the council.....	13
Trust in local council.....	14
Community safety	16
Service-specific satisfaction	18
Annex A: Full tables	21
Overall satisfaction with local area	21
Overall satisfaction with local council	22
Value for money	23
Council responsiveness	24
Informed about the council.....	25
Trust in local council.....	26
Community safety – after dark	28
Community safety – during the day.....	29
Service specific satisfaction – waste collection	30
Service specific satisfaction – street cleaning	31
Service specific satisfaction – road maintenance.....	32
Service specific satisfaction – pavement maintenance	33
Service specific satisfaction – library services	34
Service specific satisfaction – sport and leisure services.....	35
Service specific satisfaction – services and support for older people.....	36
Service specific satisfaction – services and support for children and young people	37
Media coverage.....	38
Annex B: Polling questions.....	40

Introduction

This report outlines the twenty second 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 14 and 17 February 2019, 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

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

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 second 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 viewed 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.

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

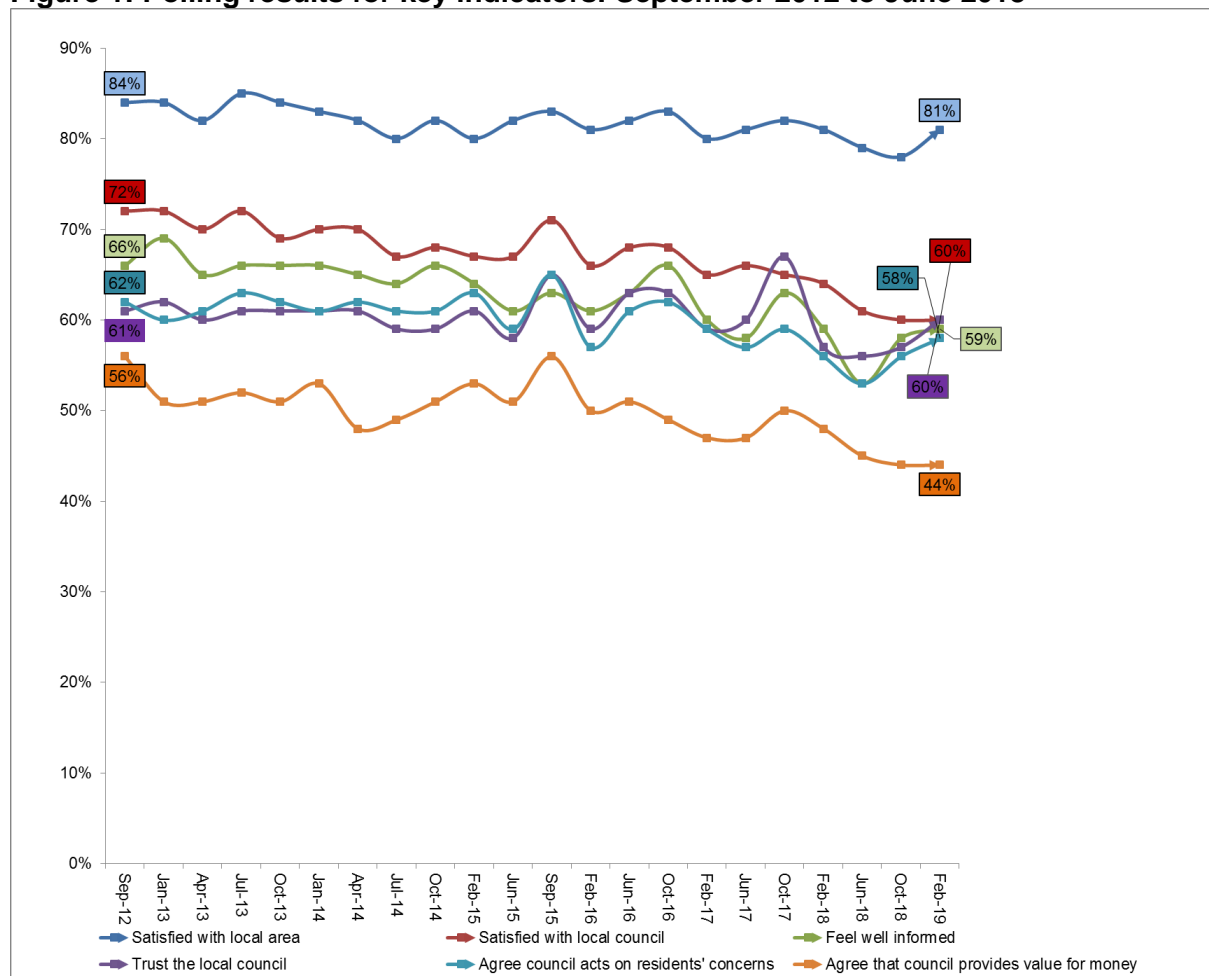
The LGA's polling with residents used six indicators to measure how satisfied they were with their local area and council. The majority of respondents gave positive satisfaction ratings, with the exception of value for money. February's polling found no significant changes to the results observed in the previous poll in October 2018. Indeed, residents' satisfaction levels with four of the six metrics have not significantly changed in the last year (the exceptions are 'feeling informed' and 'responsiveness of council', which dropped significantly in June 2018).

The following results were observed:

- **Satisfaction with local area:** 81 per cent of respondents were satisfied overall with their local area as a place to live – the polling average is 82 per cent.
- **Satisfaction with way council runs things:** 60 per cent of respondents were satisfied overall with the way their local council runs things. This represents the majority of respondents but is the lowest across all rounds, alongside the previous polling survey.
- **Feeling informed:** 59 per cent of respondents said their council keeps residents informed about the services and benefits it provides – the polling average is 63 per cent.
- **Trust in council:** 60 per cent of respondents said they trusted their council either 'a great deal' or 'a fair amount' – consistent with the polling average.
- **Responsiveness of council:** 58 per cent of respondents replied positively when asked if their council acts on the concerns of local residents – the polling average is 60 per cent.
- **Perceived value for money:** The proportion of respondents who 'strongly agreed' or 'tended to agree' that their council provides value for money stands at 44 per cent in this round, with a further 31 per cent giving a neutral response. This is the joint lowest level of satisfaction, alongside the last polling survey, for this indicator across the time periods.

Figure 1 shows the results for February 2019 compared to all others since 2012 for the six indicators used to measure resident satisfaction.

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



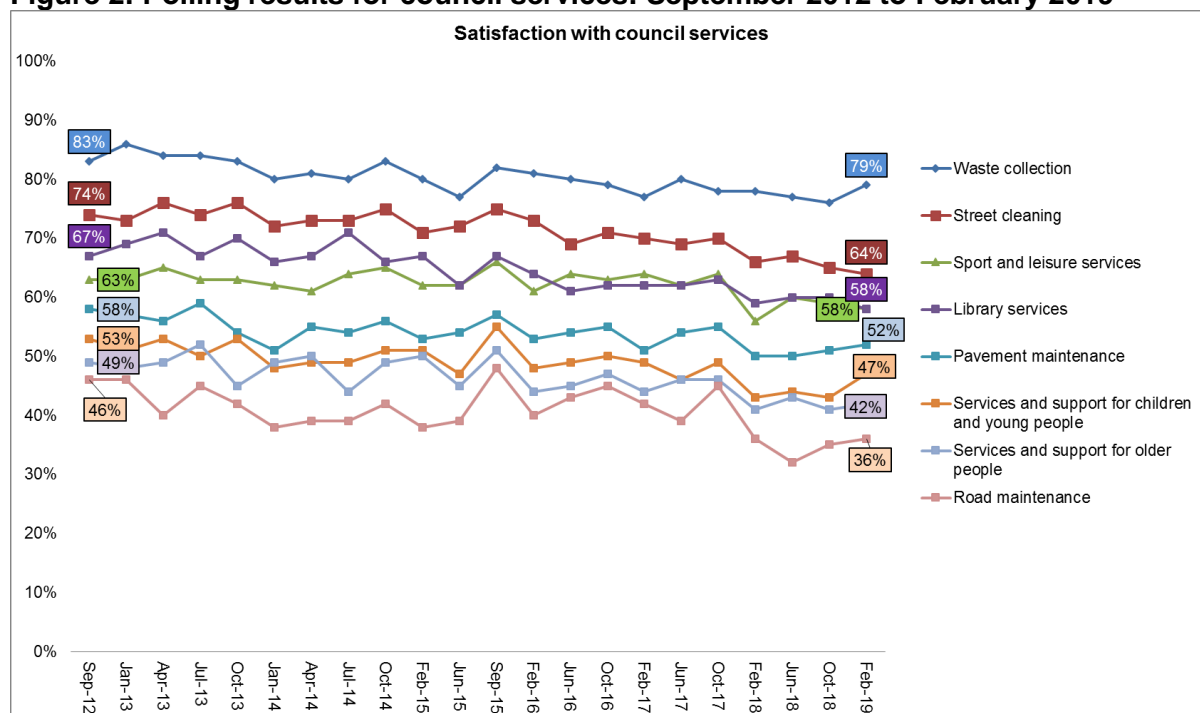
Base (all respondents): 1,001 British adults in February 2019

Satisfaction with council-provided services

In this round, there were no significant 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 2018. Indeed, residents' satisfaction levels with the eight services presented have not significantly changed in the last year.

Two services did, however, drop to the lowest levels of satisfaction across all 22 rounds – although the results for both are higher than overall satisfaction with one's council (see Figure 2). The services were street cleaning (64 per cent of respondents were 'very satisfied' or 'fairly satisfied') and library services (58 per cent of respondents were 'very satisfied' or 'fairly satisfied').

Figure 2: Polling results for council services: September 2012 to February 2019



Base (all respondents): 1,001 British adults in February 2019

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 after dark:** 76 per cent of respondents indicated feeling safe when outside in their local area after dark (the polling average is 78 per cent).
- **Feeling safe during the day:** 94 per cent of respondents indicated feeling safe when outside in their local area during the day (the polling average is 94 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' (74 per cent) compared to 'the government' (13 per cent) and 'neither' (11 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' (73 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

Across all time periods, this round observed the highest proportion of respondents who thought the media had viewed 'the government' negatively in the last few months. The findings were:

- **The government:** 68 per cent of respondents said the media had viewed 'the government' negatively in the last few months – a significantly *higher* proportion than 19 of the 21 previous rounds (the average is 53 per cent).
- **Local councils across the country:** The proportion of respondents selecting 'negatively' for 'all local councils across the country' was 36 per cent – a significantly *lower* figure than highs of 43 and 44 per cent in February and October 2018, respectively (the average is 34 per cent).
- **My local council:** 24 per cent of respondents reported that the media had portrayed 'my local council' negatively in the last few months – a significantly *lower* figure than highs of 30 and 28 per cent in February and October 2018, respectively (the average is 22 per cent).

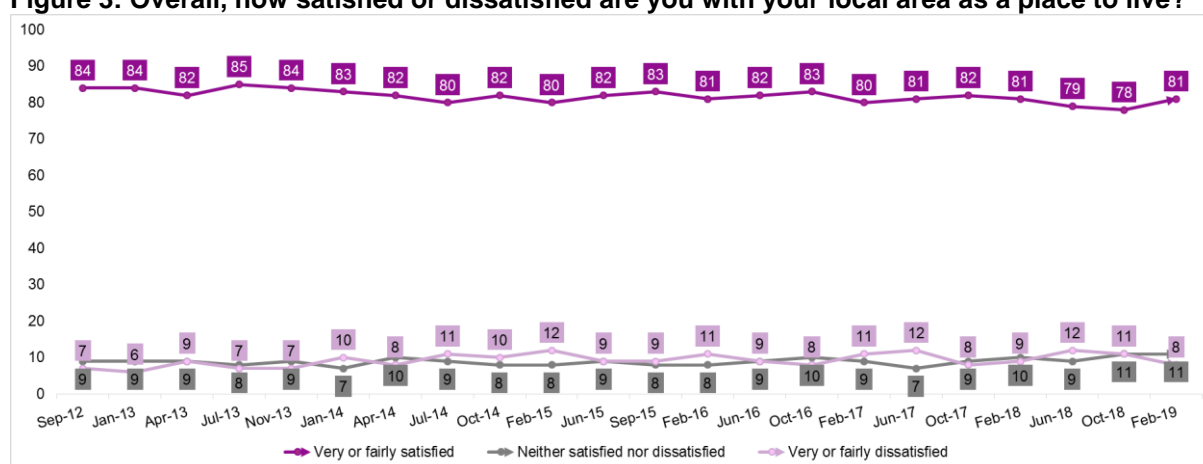
Polling on resident satisfaction with councils

This section outlines the polling results for February 2019. Tables showing the full response breakdowns for every answer option can be found in Annex A.

Overall satisfaction with local area

Most respondents continue to report being ‘very satisfied’ or ‘fairly satisfied’ with their local area as a place to live (81 per cent). This high level of satisfaction has been observed across all 22 polling surveys. At least eight out of ten respondents said they were satisfied with their local area as a place to live, whereas this figure dropped below 80 per cent in the previous two rounds. See Figure 3.

Figure 3: Overall, how satisfied or dissatisfied are you with your local area as a place to live?⁷



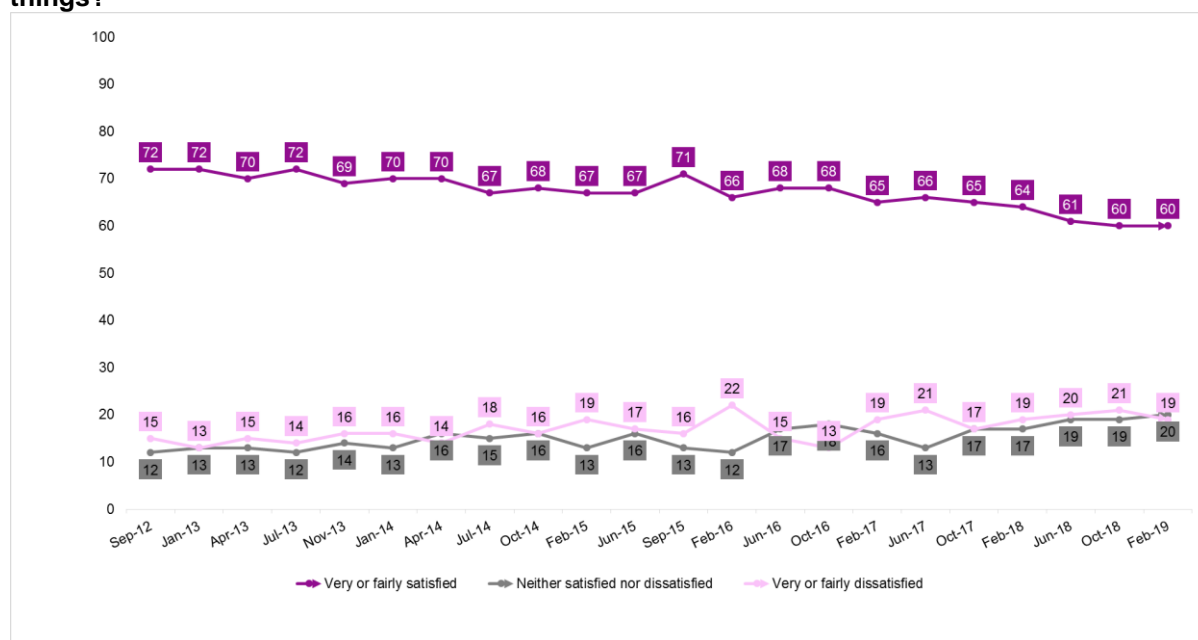
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-19

Overall satisfaction with local council

Six out of ten respondents in this round (60 per cent) were ‘very satisfied’ or ‘fairly satisfied’ with ‘the way their local council runs things’ (see Figure 4). Whereas this represents the majority of respondents, alongside the previous round, it is the lowest level of satisfaction observed across all 22 surveys (significantly lower than 16 previous rounds).

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

Figure 4: Overall, how satisfied or dissatisfied are you with the way your local council runs things?

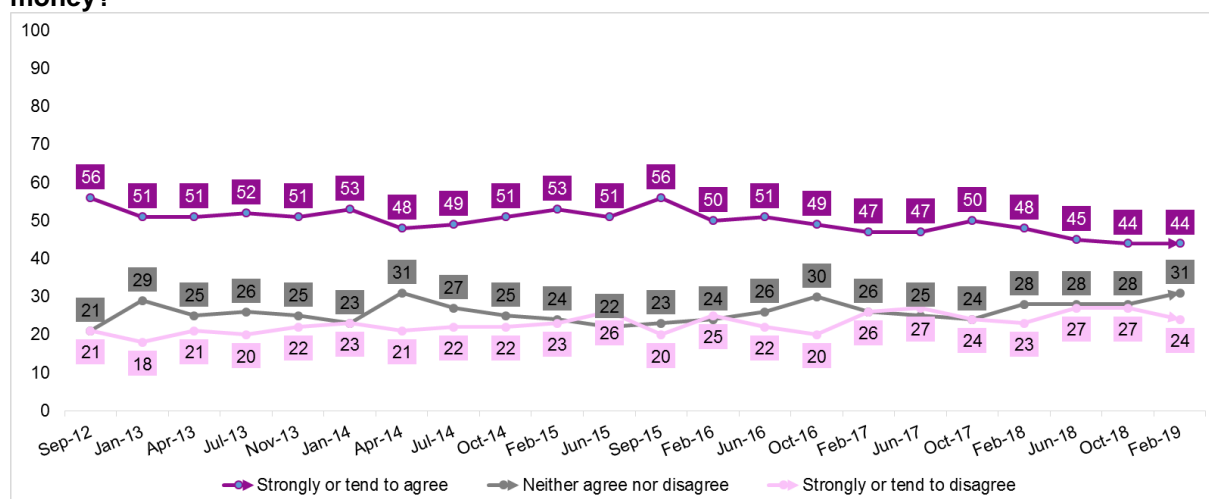


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-19

Value for money

Forty four percent of respondents in this round agreed that their council provides value for money (see Figure 5). This the lowest level of agreement, alongside the previous round, across all 22 rounds (significantly lower than 14 rounds). Of the six indicators of resident satisfaction, perceptions about value for money have always received a much lower positive rating than the other measures (the polling average is 50 per cent).

Figure 5: To what extent do you agree or disagree that your local council(s) provides value for money?⁸



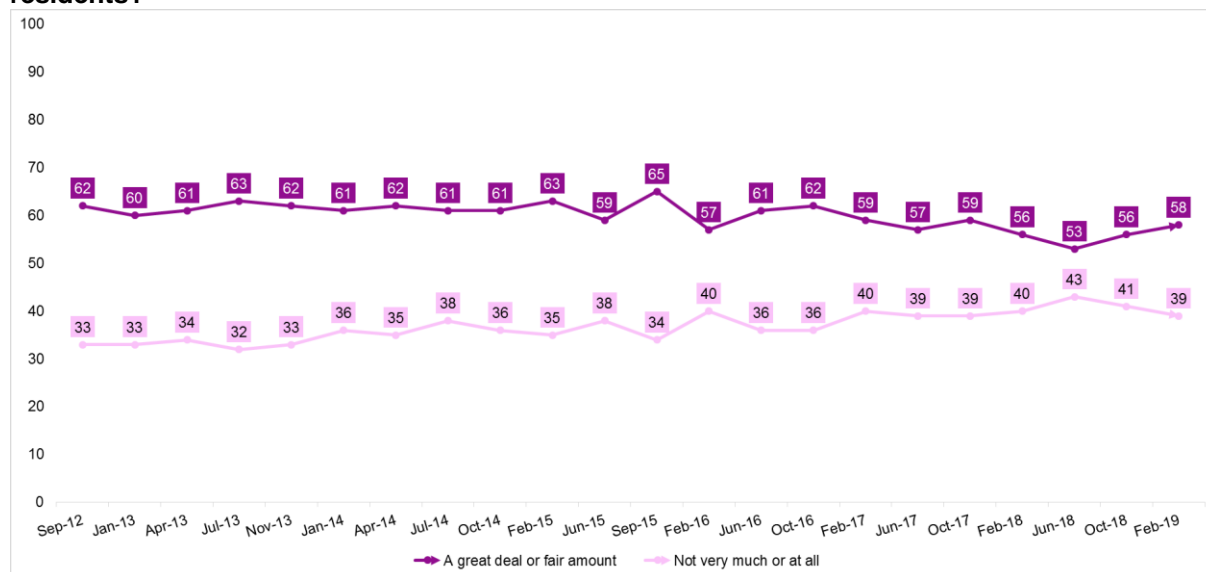
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-19

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

Council responsiveness

The majority of respondents in this round were pleased with their council’s level of responsiveness. Fifty eight per cent of respondents said that their council acts on the concerns of local residents either ‘a great deal’ or ‘a fair amount’ (see Figure 6). This is a significantly higher proportion than June 2018 (53 per cent). 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.

Figure 6: To what extent do you think your local council(s) acts on the concerns of local residents?



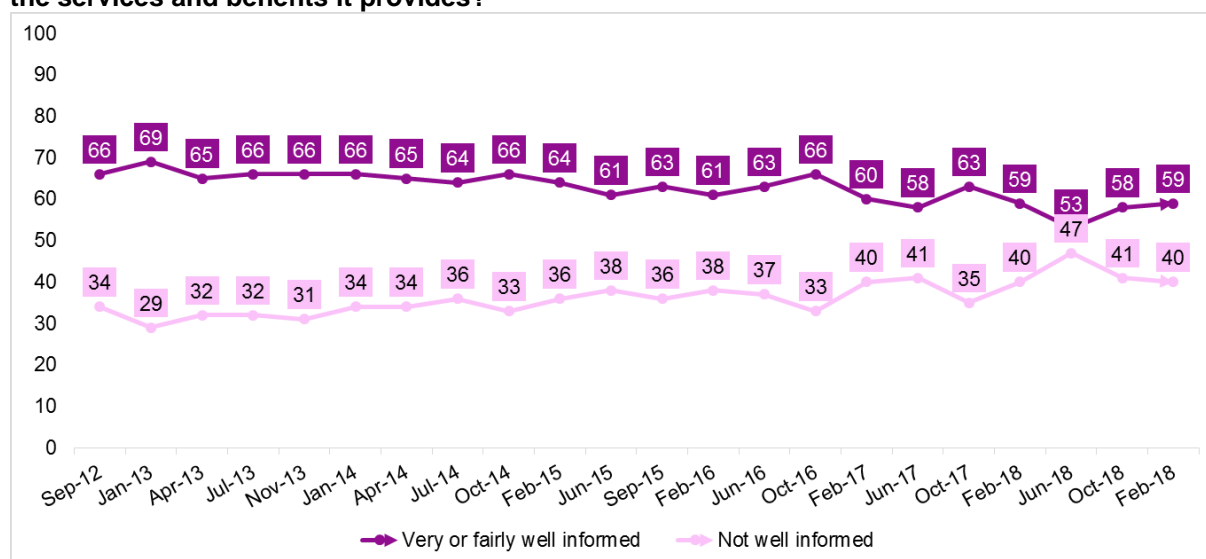
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-19

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 7). This proportion does not vary significantly to the proportions observed in the last two years.

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

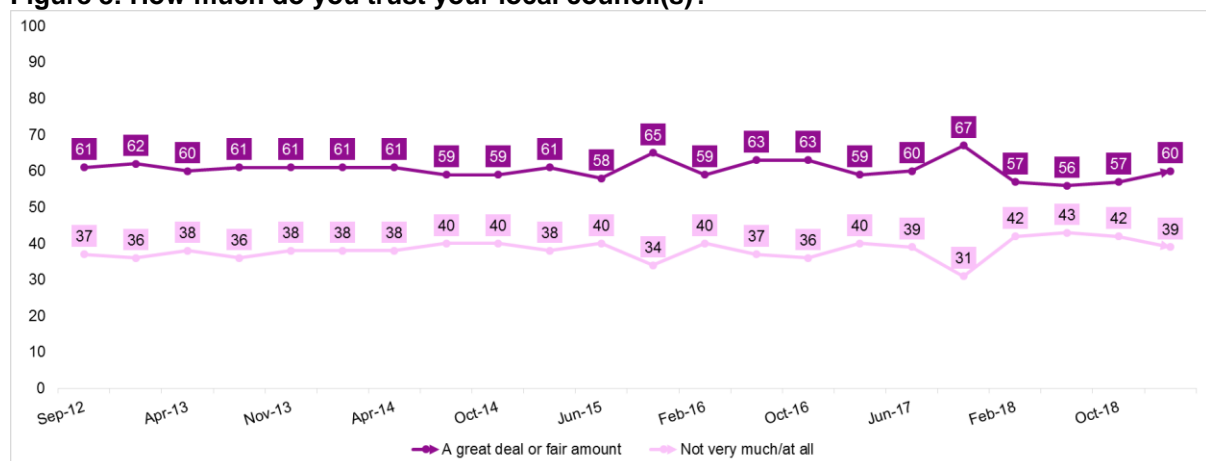


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-19

Trust in local council

In this round, 60 per cent of respondents said they trusted their council either ‘a great deal’ or ‘a fair amount’ (see Figure 8), which is statistically similar to 19 previous rounds.⁹

Figure 8: How much do you trust your local council(s)?



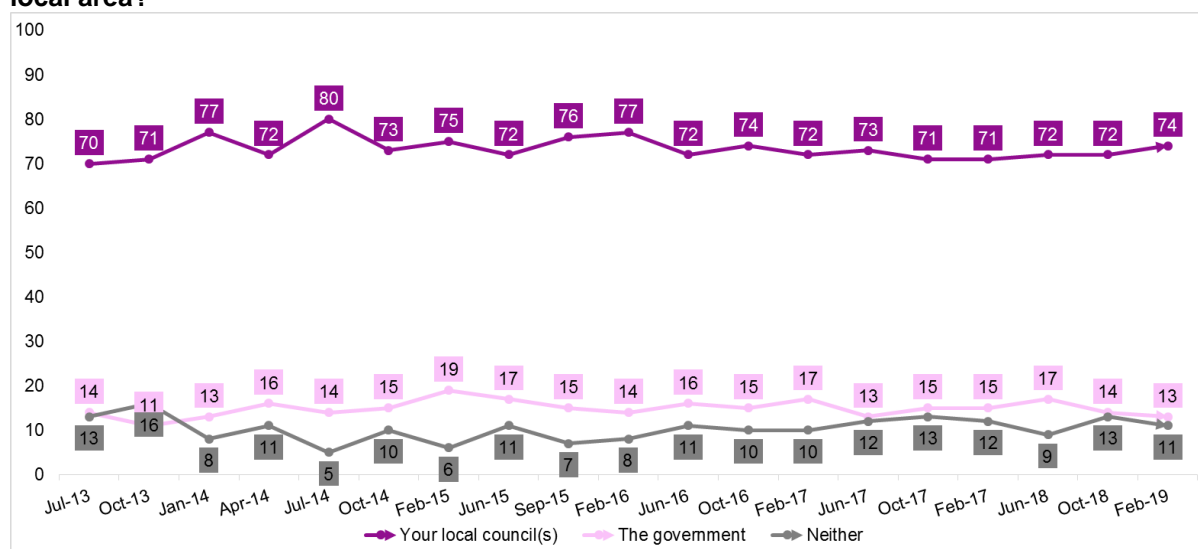
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-19

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 9). Asked who respondents most trusted when it came to local decision making, their ‘local council’,

⁹ In October 2017 (round 18), the question “How much do you trust your local council(s)” was preceded by a supplementary question about council communications. This change to the question ordering could have impacted on the response gathered.

'the government' or 'neither', 74 per cent said their 'local council', 13 per cent said 'the government' and 11 per cent said 'neither'.

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

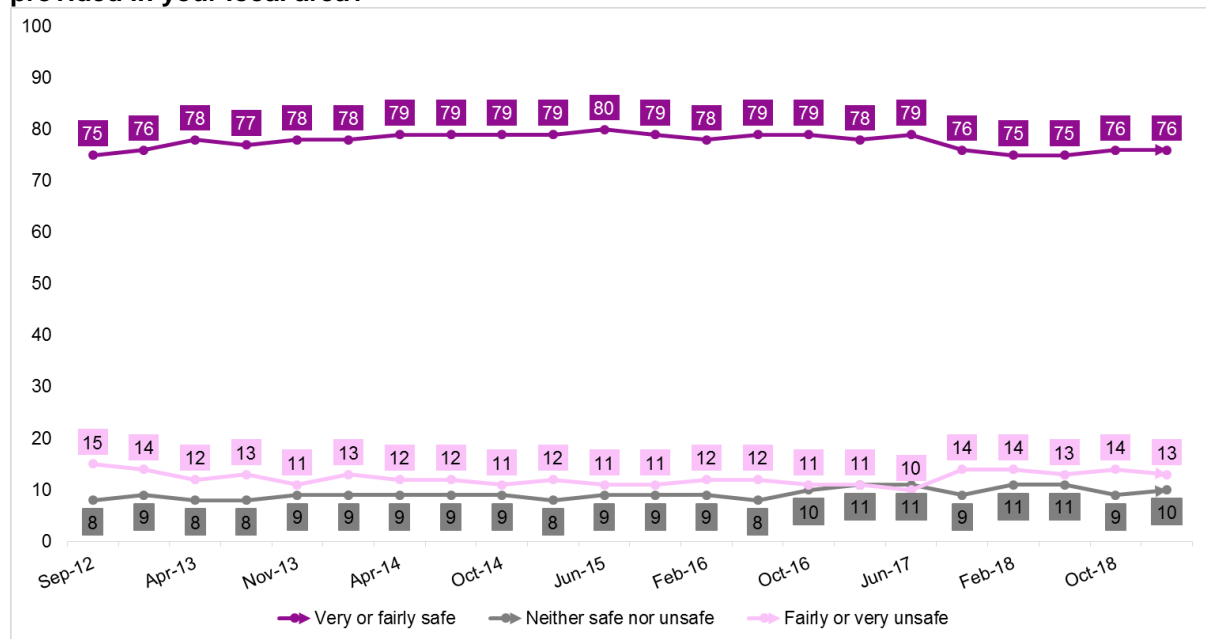


Base (all respondents): Between 1000 and 1009 British adults per round from Jun-13 to Feb-19

Respondents were asked 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 73 per cent of respondents making this selection – a level of trust similar to the polling average of 72 per cent. 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 nine per cent for 'none of these'. This question was introduced in January 2014. See Figure 10.

¹⁰ 'Neither' was not read out to respondents as an answer option but the interviewer could code it if it was given spontaneously.

Figure 10: And which individuals do you trust most to make decisions about how services are provided in your local area?¹¹



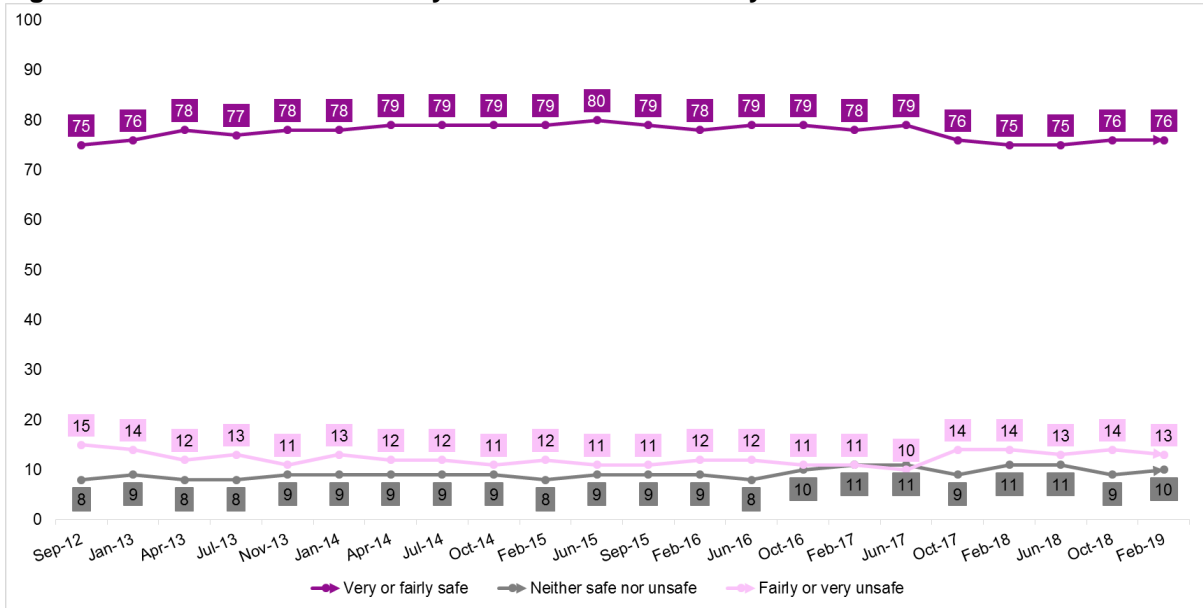
Base (all respondents): Between 1000 and 1009 British adults per round from Jan-14 to Feb-19

Community safety

Perceptions of personal safety among respondents were broadly consistent with previous rounds of polling. Seventy six per cent said they felt ‘very safe’ or ‘fairly safe’ after dark; this is similar to previous rounds. The polling average is 78 per cent (see Figure 11).

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

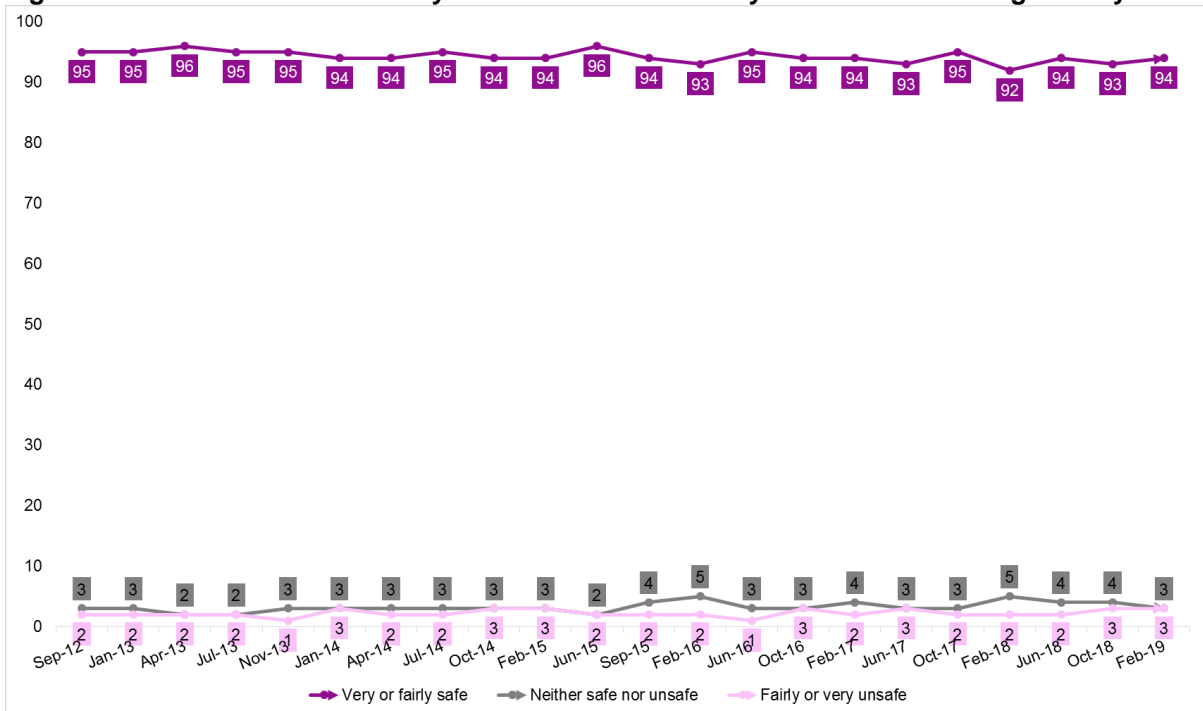
Figure 11: How safe or unsafe do you feel when outside in your local area after dark¹²



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-19

As Figure 12 shows, respondent feelings of safety during the day in their local area remains extremely high, with 94 per cent saying they felt ‘very safe’ or ‘fairly safe’ – the polling average is also 94 per cent.

Figure 12: How safe or unsafe do you feel when outside in your local area during the day¹³



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-19

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

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

Service-specific satisfaction

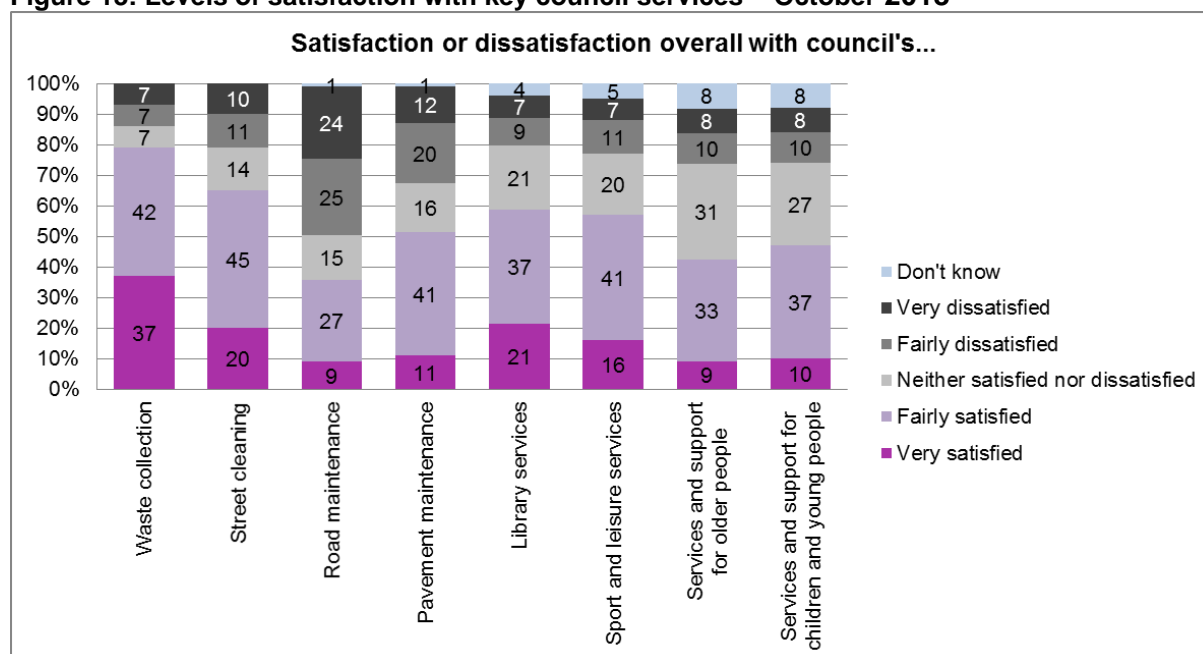
Respondents were invited to indicate how satisfied or dissatisfied they were with the following council services¹⁴: waste collection; street cleaning; road maintenance; pavement maintenance; library services; sport and leisure services; services and support for older people; and services and support 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 13). The highest level of satisfaction across the eight services was with waste collection services (79 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 (60 per cent, see Figure 4).

Satisfaction with street cleaning was also higher than overall satisfaction with the council, at 64 per cent – but is the lowest level of satisfaction observed across all rounds of polling for this service.

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 their council's road maintenance (either 'very satisfied' or 'fairly satisfied' and 49 per cent respondents were dissatisfied (either 'very dissatisfied' or 'fairly dissatisfied').

Figure 13: Levels of satisfaction with key council services – October 2018

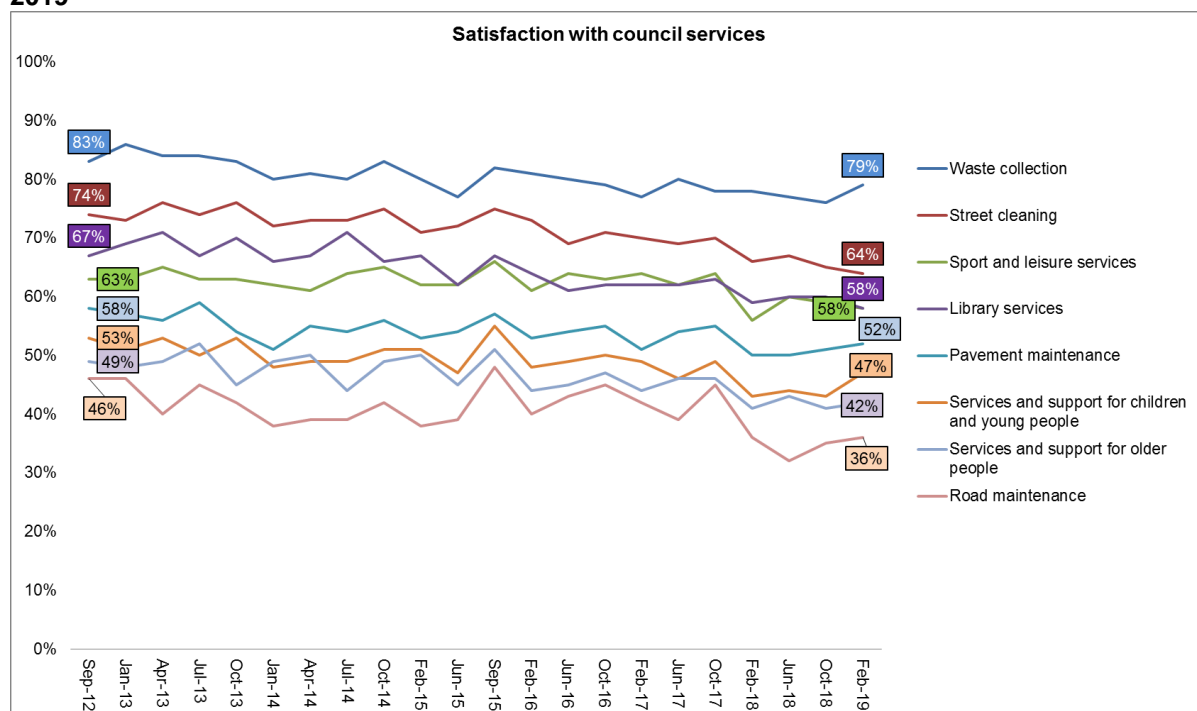


Base (all respondents): 1001 British adults in Feb-2019

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

Levels of satisfaction with the eight council services presented in the survey have varied between nine and sixteen percentage points across the 22 rounds of polling (see Figure 14). Two of the eight services presented to respondents in this round received the lowest proportion of positive responses across all rounds, namely street cleaning and library services.

Figure 14: Proportion ‘very satisfied’ or ‘fairly satisfied’ with each service: Sep-2012 to Feb-2019



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-19

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’.

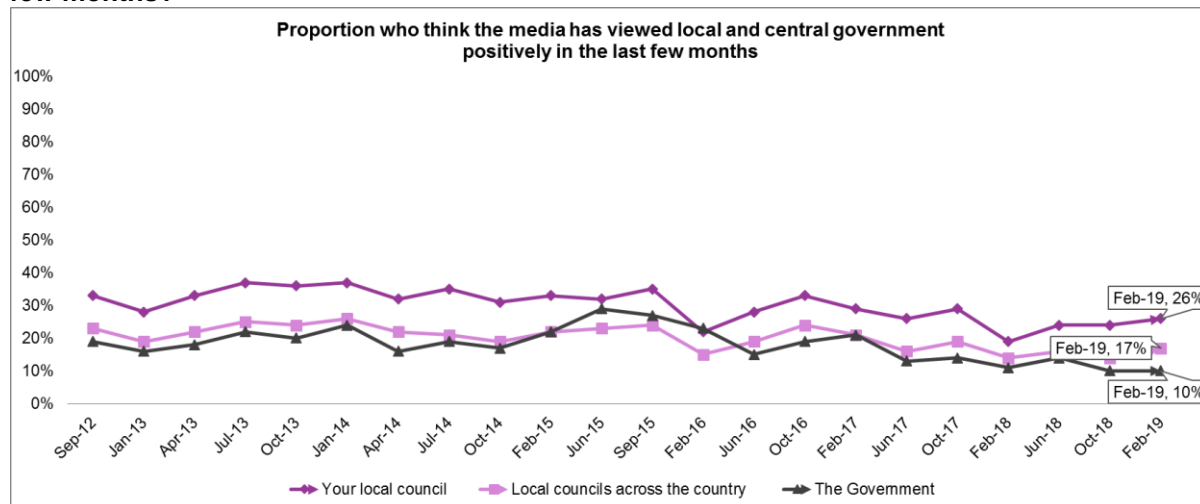
Regarding ‘the government’, the proportion of respondents observing positive coverage was 10 per cent, which is significantly lower than 19 previous rounds. The proportion observing negative coverage was 68 per cent – the highest level observed across all polls.

Concerning the media’s coverage of ‘local councils across the country’, 17 per cent of respondents observed overall positive coverage, while those observing negative coverage was 36 per cent and those observing neither positive nor negative coverage was 42 per cent.

Asked about media coverage of their own ‘local council’, 26 per cent of respondents observed generally positive coverage – the polling average is 30 per cent. The proportion reporting negative coverage stands at 24 per cent in this round.

Figure 15 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 15: 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-19

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

Base (all respondents): 1001 to 1036

Table A1 continued...											
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Very or fairly satisfied	83	81	82	83	80	81	82	81	79	78	81
Very satisfied	37	31	33	33	37	35	37	31	30	31	28
Fairly satisfied	46	50	49	50	43	46	46	50	49	47	53
Neither satisfied nor dissatisfied	8	8	9	10	9	7	9	10	9	11	11
Fairly dissatisfied	6	8	6	5	7	8	5	6	8	6	6
Very dissatisfied	3	3	3	3	4	4	3	3	4	5	2
Don't know	*	0	*	0	*	*	0	0	0	0	*

Base (all respondents): 1000 to 1009

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
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
Very or fairly satisfied	72	72	70	72	69	70	70	67	68	67	67
Very satisfied	19	16	20	18	19	15	16	14	16	16	16
Fairly satisfied	53	57	50	54	50	55	54	54	52	51	50
Neither satisfied nor dissatisfied	12	13	13	12	14	13	16	15	16	13	16
Fairly dissatisfied	10	9	9	8	10	10	8	11	9	11	10
Very dissatisfied	4	4	7	6	6	6	6	7	6	8	6
Don't know	1	2	2	1	1	*	1	*	1	*	1

Base (all respondents): 1001 to 1036

Table A2 continued...

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Very or fairly satisfied	71	66	68	68	65	66	65	64	61	60	60
Very satisfied	21	15	18	15	17	17	20	15	14	12	13
Fairly satisfied	50	50	50	53	48	49	45	49	47	48	48
Neither satisfied nor dissatisfied	13	12	17	18	16	13	17	17	19	19	20
Fairly dissatisfied	9	14	10	8	11	13	12	12	12	13	12
Very dissatisfied	7	8	5	5	8	8	5	6	8	8	7
Don't know	*	*	*	*	*	1	*	1	*	*	*

Base (all respondents): 1000 to 1009

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

Base (all respondents): 1001 to 1036

Table A3 continued...

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Strongly or tend to agree	56	50	51	49	47	47	50	48	45	44	44
Strongly agree	13	11	12	11	13	10	12	10	9	8	8
Tend to agree	42	39	39	39	34	37	38	38	36	36	36
Neither agree nor disagree	23	24	26	30	26	25	24	28	28	28	31
Tend to disagree	12	17	15	13	15	16	17	16	16	17	16
Strongly disagree	8	8	7	7	11	11	7	7	11	10	8
Don't know	1	1	1	1	1	1	1	1	*	1	1

Base (all respondents): 1000 to 1009

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
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
A great deal or fair amount	62	60	61	63	62	61	62	61	61	63	59
A great deal	8	9	10	8	10	8	9	9	9	10	8
A fair amount	54	52	51	54	52	53	53	52	52	53	51
Not very much	28	27	26	25	27	28	27	29	28	27	31
Not at all	5	6	7	7	7	7	8	9	7	7	7
Don't know	5	7	6	5	5	3	3	1	3	2	3

Base (all respondents): 1001 to 1036

Table A4 continued...

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
A great deal or fair amount	65	57	61	62	59	57	59	56	53	56	58
A great deal	10	9	9	10	12	8	11	9	6	8	8
A fair amount	54	48	52	52	48	49	48	48	47	48	50
Not very much	27	31	29	28	31	31	33	32	34	32	30
Not at all	7	9	6	7	8	8	6	8	9	9	9
Don't know	1	3	3	3	1	3	3	4	4	3	3

Base (all respondents): 1000 to 1009

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
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
Very or fairly well informed	66	69	65	66	66	66	65	64	66	64	61
Very well informed	17	17	17	15	17	14	14	15	15	14	12
Fairly well informed	49	52	48	51	49	51	51	49	51	49	49
Not very well informed	25	23	23	22	22	23	25	25	24	25	28
Not well informed at all	8	6	9	10	9	11	9	11	9	11	11
Don't know	1	2	2	1	2	1	1	*	1	1	1

Base (all respondents): 1001 to 1036

Table A5 continued...

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Very or fairly well informed	63	61	63	66	60	58	63	59	53	58	59
Very well informed	16	13	16	13	14	11	13	13	10	9	10
Fairly well informed	47	48	47	53	46	47	50	47	42	49	49
Not very well informed	26	27	28	24	30	30	27	30	34	29	28
Not well informed at all	10	10	8	9	10	11	8	10	13	12	12
Don't know	1	1	*	1	*	1	1	1	*	*	1

Base (all respondents): 1000 to 1009

Trust in local council

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
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
A great deal or fair amount	61	62	60	61	61	61	61	59	59	61	58
A great deal	10	7	9	9	10	8	8	8	9	8	8
A fair amount	51	55	51	53	51	52	53	51	50	53	50
Not very much	26	27	28	25	26	26	28	29	29	25	28
Not at all	10	8	10	11	12	12	10	11	11	13	13
Don't know	2	3	2	2	1	1	1	1	1	1	1

Base (all respondents): 1001 to 1036

Table A6 continued...

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
A great deal or fair amount	65	59	63	63	59	60	67	57	56	57	60
A great deal	9	9	10	10	10	8	11	8	6	7	9
A fair amount	55	50	53	52	49	52	56	49	50	50	50
Not very much	25	29	25	25	28	28	24	30	31	30	28
Not at all	9	11	12	11	13	11	8	12	12	12	11
Don't know	1	1	1	1	*	1	2	1	1	1	1

Base (all respondents): 1000 to 1009

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

Base (all respondents): 1001 to 1009

Table A7 continued...

	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	13	14	15	16	17	18	19	20	21	22
	%									
Your local council(s)	77	72	74	72	73	71	71	72	72	74
The government	14	16	15	17	13	15	15	17	14	13
Neither	8	11	10	10	12	13	12	9	13	11
Don't know	1	1	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
Round	6	7	8	9	10	11	12	13
	%							
Local councillors	76	73	75	72	73	70	75	74
Members of parliament	9	9	13	11	12	14	12	12
Government ministers	6	8	7	7	10	7	6	7
None of the above	8	8	4	8	4	7	5	6
Don't know	2	2	1	2	2	2	1	1

Base (all respondents): 1000 to 1009

Table A8 continued...

	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	14	15	16	17	18	19	20	21	22
	%								
Local councillors	71	74	72	71	69	69	68	70	73
Members of parliament	12	12	12	13	13	11	13	13	11
Government ministers	8	7	8	6	7	7	7	5	7
None of the above	7	5	8	9	9	10	8	10	9
Don't know	2	1	1	2	1	3	3	2	1

Base (all respondents): 1001 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 area²¹.....after dark

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

Base (all respondents): 1001 to 1036

Table A9 continued...

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Very or fairly safe	79	78	79	79	78	79	76	75	75	76	76
Very safe	37	38	34	35	34	34	34	33	33	35	30
Fairly safe	42	41	45	44	44	45	42	42	41	41	46
Neither safe nor unsafe	9	9	8	10	11	11	9	11	11	9	10
Fairly unsafe	7	8	8	8	7	7	10	9	9	9	9
Very unsafe	4	4	3	3	4	3	4	5	5	5	5
Don't know	*	*	1	*	*	*	1	1	1	*	1

Base (all respondents): 1000 to 1009

¹² 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 area²².....during the day

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

Base (all respondents): 1001 to 1036

Table A10 continued...

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Very or fairly safe	94	93	95	94	94	93	95	92	94	93	94
Very safe	67	63	62	65	63	62	66	60	62	62	59
Fairly safe	27	30	33	30	31	31	29	32	32	31	35
Neither safe nor unsafe	4	5	3	3	4	3	3	5	4	4	3
Fairly unsafe	2	2	1	2	2	2	2	1	1	2	2
Very unsafe	*	1	*	1	*	1	1	1	1	1	1
Don't know	0	*	*	*	*	*	*	*	*	0	0

Base (all respondents): 1000 to 1009

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...

	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
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
Very or fairly satisfied	83	86	84	84	83	80	81	80	83	80	77
Very satisfied	45	45	48	43	44	41	41	39	41	42	39
Fairly satisfied	37	41	36	41	39	39	39	41	42	38	38
Neither satisfied nor dissatisfied	5	4	4	4	4	5	6	4	4	4	5
Fairly dissatisfied	7	5	7	8	7	10	8	8	6	9	9
Very dissatisfied	5	5	5	5	5	5	6	7	7	7	8
Don't know	1	*	*	*	1	0	*	0	*	*	*

Base (all respondents): 1001 to 1036

Table A11 continued...

	waste collection ²⁴										
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Very or fairly satisfied	82	81	80	79	77	80	78	78	77	76	79
Very satisfied	44	41	39	41	39	35	42	37	36	34	37
Fairly satisfied	38	40	41	38	38	44	36	41	41	42	42
Neither satisfied nor dissatisfied	6	5	6	6	6	4	6	7	6	5	7
Fairly dissatisfied	7	9	10	10	10	9	9	10	9	10	7
Very dissatisfied	5	5	4	5	7	7	6	6	8	9	7
Don't know	0	0	*	*	*	0	*	*	*	0	*

Base (all respondents): 1000 to 1009

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

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...

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

Base (all respondents): 1001 to 1036

Table A12 continued...

	street cleaning										
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Very or fairly satisfied	75	73	69	71	70	69	70	66	67	65	64
Very satisfied	29	26	24	25	25	24	26	19	21	21	20
Fairly satisfied	45	47	45	46	45	45	44	46	46	44	45
Neither satisfied nor dissatisfied	9	8	11	12	10	8	10	12	9	11	14
Fairly dissatisfied	9	11	12	10	11	13	11	13	13	12	11
Very dissatisfied	7	7	8	7	9	10	9	9	10	11	10
Don't know	1	*	*	1	*	1	*	1	*	*	*

Base (all respondents): 1000 to 1009

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...

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

Base (all respondents): 1001 to 1036

Table A13 continued...

	road maintenance										
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Very or fairly satisfied	48	40	43	45	42	39	45	36	32	35	36
Very satisfied	11	8	8	11	11	8	11	8	6	9	9
Fairly satisfied	37	32	35	34	31	31	34	28	26	26	27
Neither satisfied nor dissatisfied	13	12	13	14	11	11	13	13	10	13	15
Fairly dissatisfied	20	25	21	22	24	24	21	25	28	24	25
Very dissatisfied	19	23	23	19	22	26	21	25	29	27	24
Don't know	*	*	*	*	1	*	*	*	*	1	1

Base (all respondents): 1000 to 1009

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...

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

Base (all respondents): 1001 to 1036

Table A14 continued...

	pavement maintenance										
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Very or fairly satisfied	57	53	54	55	51	54	55	50	50	51	52
Very satisfied	16	12	13	13	13	14	16	12	11	11	11
Fairly satisfied	41	41	41	42	38	40	38	38	39	40	41
Neither satisfied nor dissatisfied	14	15	15	15	16	12	11	15	15	14	16
Fairly dissatisfied	16	18	18	17	18	19	19	19	18	18	20
Very dissatisfied	12	13	13	12	15	15	14	15	16	17	12
Don't know	1	1	1	1	*	1	1	1	*	1	1

Base (all respondents): 1000 to 1009

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...

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

Base (all respondents): 1001 to 1036

Table A15 continued...

	... library services										
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Very or fairly satisfied	67	64	61	62	62	62	63	59	60	60	58
Very satisfied	29	26	26	26	29	29	29	24	24	25	21
Fairly satisfied	38	38	35	36	33	33	33	35	36	35	37
Neither satisfied nor dissatisfied	17	17	22	19	21	18	19	19	23	19	21
Fairly dissatisfied	7	8	7	7	8	8	7	9	7	8	9
Very dissatisfied	4	7	5	6	6	6	5	6	6	7	7
Don't know	5	5	5	6	3	7	6	7	4	5	4

Base (all respondents): 1000 to 1009

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...

	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
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
Very or fairly satisfied	63	63	65	63	63	62	61	64	65	62	62
Very satisfied	21	19	22	18	19	18	18	21	21	21	19
Fairly satisfied	42	43	43	45	44	44	43	42	44	41	43
Neither satisfied nor dissatisfied	13	16	14	13	14	17	18	17	16	17	19
Fairly dissatisfied	11	8	8	12	9	9	9	10	7	11	9
Very dissatisfied	5	5	5	5	5	6	6	6	7	6	5
Don't know	8	9	9	8	9	6	6	3	5	3	5

Base (all respondents): 1001 to 1036

Table A16 continued...

	sport and leisure services										
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Very or fairly satisfied	66	61	64	63	64	62	64	56	60	59	58
Very satisfied	25	20	19	19	21	19	24	17	20	18	16
Fairly satisfied	42	40	45	44	43	42	40	40	40	41	41
Neither satisfied nor dissatisfied	16	19	19	21	21	17	18	24	22	21	20
Fairly dissatisfied	7	12	9	8	8	10	9	9	9	9	11
Very dissatisfied	6	5	4	5	6	6	4	5	6	7	7
Don't know	4	4	4	4	2	5	5	6	4	4	5

Base (all respondents): 1000 to 1009

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...

	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
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
Very or fairly satisfied	49	48	49	52	45	49	50	44	49	50	45
Very satisfied	10	13	15	12	10	11	10	13	13	13	12
Fairly satisfied	39	35	34	40	35	38	39	31	36	38	33
Neither satisfied nor dissatisfied	19	21	21	20	23	28	27	31	25	28	28
Fairly dissatisfied	9	8	9	8	10	9	8	11	9	9	11
Very dissatisfied	4	5	5	5	7	8	5	6	6	7	9
Don't know	18	18	17	14	15	7	9	8	11	5	6

Base (all respondents): 1001 to 1036

Table A17 continued...

	services and support for older people										
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Very or fairly satisfied	51	44	45	47	44	46	46	41	43	41	42
Very satisfied	15	11	10	11	12	11	13	9	9	9	9
Fairly satisfied	36	33	34	37	32	35	33	32	34	32	33
Neither satisfied nor dissatisfied	26	28	33	31	33	25	28	30	35	29	31
Fairly dissatisfied	9	14	11	10	11	12	10	11	11	13	10
Very dissatisfied	8	8	5	7	7	8	6	7	6	9	8
Don't know	7	7	7	5	5	9	11	11	5	7	8

Base (all respondents): 1000 to 1009

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

Base (all respondents): 1001 to 1036

Table A18 continued...

	services and support for children and young people										
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Very or fairly satisfied	55	48	49	50	49	46	49	43	44	43	47
Very satisfied	16	12	13	13	14	12	14	10	10	11	10
Fairly satisfied	38	36	36	37	35	34	35	33	33	32	37
Neither satisfied nor dissatisfied	21	26	26	28	28	24	27	25	33	28	27
Fairly dissatisfied	9	11	11	9	10	11	7	12	10	12	10
Very dissatisfied	8	7	5	7	7	8	6	7	8	9	8
Don't know	7	9	8	7	6	10	10	12	6	7	8

Base (all respondents): 1000 to 1009

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

Base (all respondents): 1001 to 1036

Table A20a continued...

	The Government										
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Positively	27	23	15	19	21	13	14	11	14	10	10
Neither positively nor negatively	27	34	26	24	26	25	24	20	25	22	20
Negatively	43	40	56	55	51	59	60	64	57	65	68
Don't know	3	3	3	2	2	2	3	4	3	3	3

Base (all respondents): 1000 to 1009

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

Base (all respondents): 1001 to 1036

Table A20b continued...

	Local councils across the country										
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Positively	24	15	19	24	21	16	19	14	16	14	17
Neither positively nor negatively	41	50	41	37	39	43	40	36	43	36	36
Negatively	29	29	33	33	35	33	34	43	33	44	42
Don't know	6	6	7	7	5	7	7	7	8	5	6

Base (all respondents): 1000 to 1009

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

Base (all respondents): 1001 to 1036

Table A20c continued...

	Your local council										
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19
Round	12	13	14	15	16	17	18	19	20	21	22
	%										
Positively	35	22	28	33	29	26	29	19	24	24	26
Neither positively nor negatively	41	53	46	39	43	49	44	43	46	44	44
Negatively	18	20	20	21	24	20	20	30	23	28	24
Don't know	5	6	7	7	4	6	6	8	7	5	6

Base (all respondents): 1000 to 1009

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

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

End and thanks.



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