

Polling on resident satisfaction with councils: Round 40

Research Report

October 2025



Acknowledgements

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Summary

The Local Government Association (LGA) measures resident satisfaction with councils every four months. This report presents the results of the 40th round of polling conducted in October - November 2025.

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. Additional questions are occasionally asked.

Key messages

This set of results includes some positives, with a slight increase seen in the number of people who think their local council(s) keeps them informed about the services and benefits it provides. However, this round also saw some of the lowest/joint lowest scores since polling began in areas such as whether respondents trust their local council(s).

Two of the six key measures of satisfaction received positive feedback from most respondents. There were no significant changes compared to October 2024. Trust in local councillors remained relatively high; 65 per cent of respondents selected 'local councillors' rather than 'members of parliament' (11 per cent) or 'government ministers' (7 per cent) when asked who they most trust to make decisions about local service provision.

Perceptions that one's council provides value for money, and levels of trust in one's council, were comparatively low again; they had increased significantly during the pandemic. Waste collection and parks and green spaces received the highest levels of satisfaction with council services.

Results

- 72 per cent of respondents are 'very satisfied' or 'fairly satisfied' with their local area as a place to live.
- 51 per cent of respondents are 'very satisfied' or 'fairly satisfied' with the way their local council runs things.
- 38 per cent of respondents 'strongly agree' or 'tend to agree' that their council provides value for money – and 27 per cent neither agree nor disagree.
- 53 per cent of respondents think their local council acts on the concerns of residents 'a great deal' or 'a fair amount'.
- Most respondents are satisfied with five of the nine councils services presented in this round. Waste collection and parks and green spaces received the highest levels of satisfaction. Seventy-one per cent of respondents are 'very satisfied' or 'fairly satisfied' with waste collection whilst 70 per cent of respondents are 'very satisfied' or 'fairly satisfied' with parks and green spaces.

- 49 per cent of respondents think their local council keep residents 'very well informed' or 'fairly well informed' about the services and benefits it provides.
- 49 per cent of respondents trust their local council 'a great deal' or 'a fair amount'.
- 64 per cent of respondents said they most trust their 'local council' to make decisions about how services are provided in their local area compared to 12 per cent who said they most trusted 'the government' and 22 per cent who said 'neither'.
- 65 per cent of respondents singled out 'local councillors' rather than 'members of parliament' (11 per cent) or 'government ministers' (7 per cent), as the individuals they most trust to make decisions about how services are provided in their local area.

Introduction

This report outlines the 40th 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

As well as providing a regular, long-term view of public opinions of councils at a national level, this polling also provides comparator figures for councils who wish to benchmark their own local survey results. To assist with this, we have developed a [set of questions and guidance](#) for councils conducting surveys within their own area.

Tracking national changes in satisfaction with councils, alongside other questions on 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.

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

Methodology

Between 13th October and 20th November 2025, a representative random sample of 1,001 British adults (aged 18 or over) was polled by telephone by Yonder Data Solutions.² 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. 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.

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 [question set for local surveys](#), the same question ordering, wording, definitions and preamble have been used to allow comparability.³

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 40th round of polling in this series, and the paper examines trends since the first round in September 2012.⁴ Differences between results are highlighted within the report where this is statistically significant.⁵

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.

² 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.

³ The mode of data collection can have a marked impact on results; therefore, results are only comparable with surveys conducted via telephone.

⁴ 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>

⁵ Statistical significance is tested at the 95 per cent level.

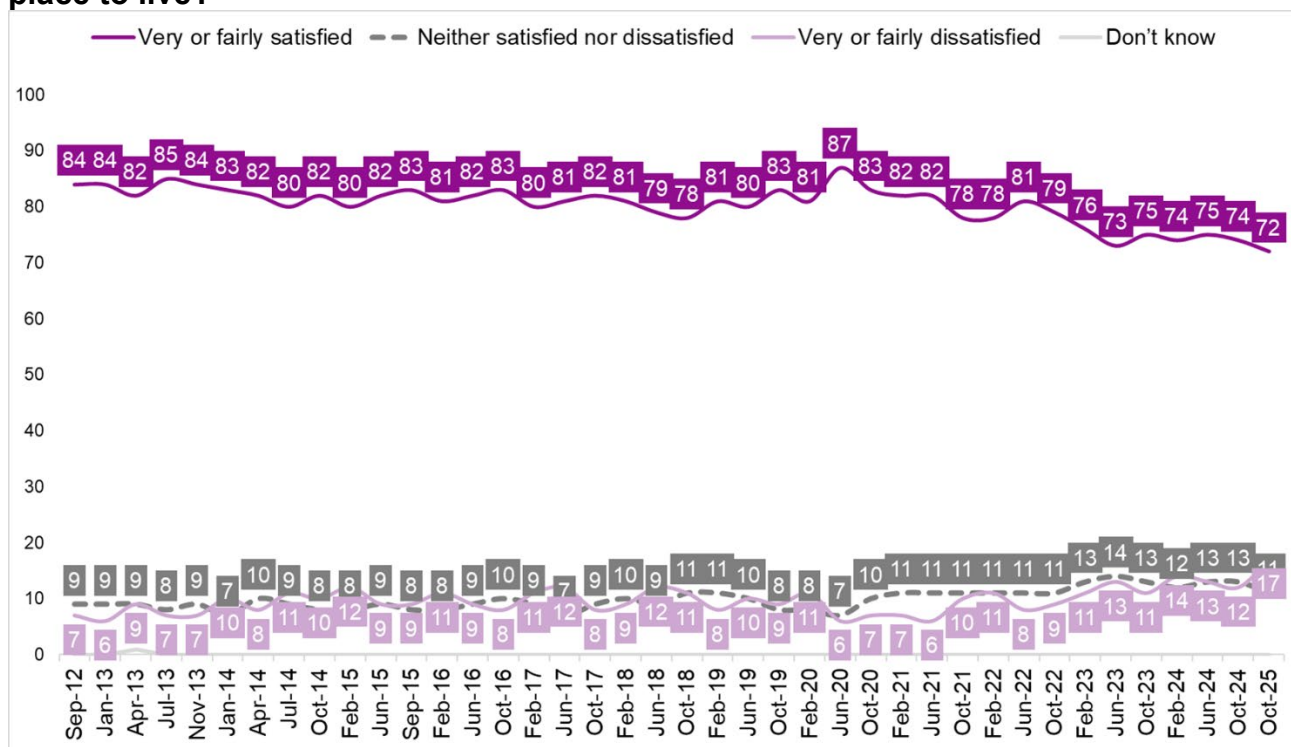
Polling on resident satisfaction with councils

This section outlines the polling results for October - November 2025. Tables showing the full response breakdowns for every answer option for this round can be found in [Annex A](#). In addition, [Annex C](#) – a full set of Excel tables showing all results for all years – accompanies this report.

Overall satisfaction with local area

A total of 72 per cent of respondents reported being ‘very satisfied’ or ‘fairly satisfied’ with their local area as a place to live in this round. This is the lowest result for this indicator on record. See Figure 1.

Figure 1: Overall, how satisfied or dissatisfied are you with your local area as a place to live?⁶



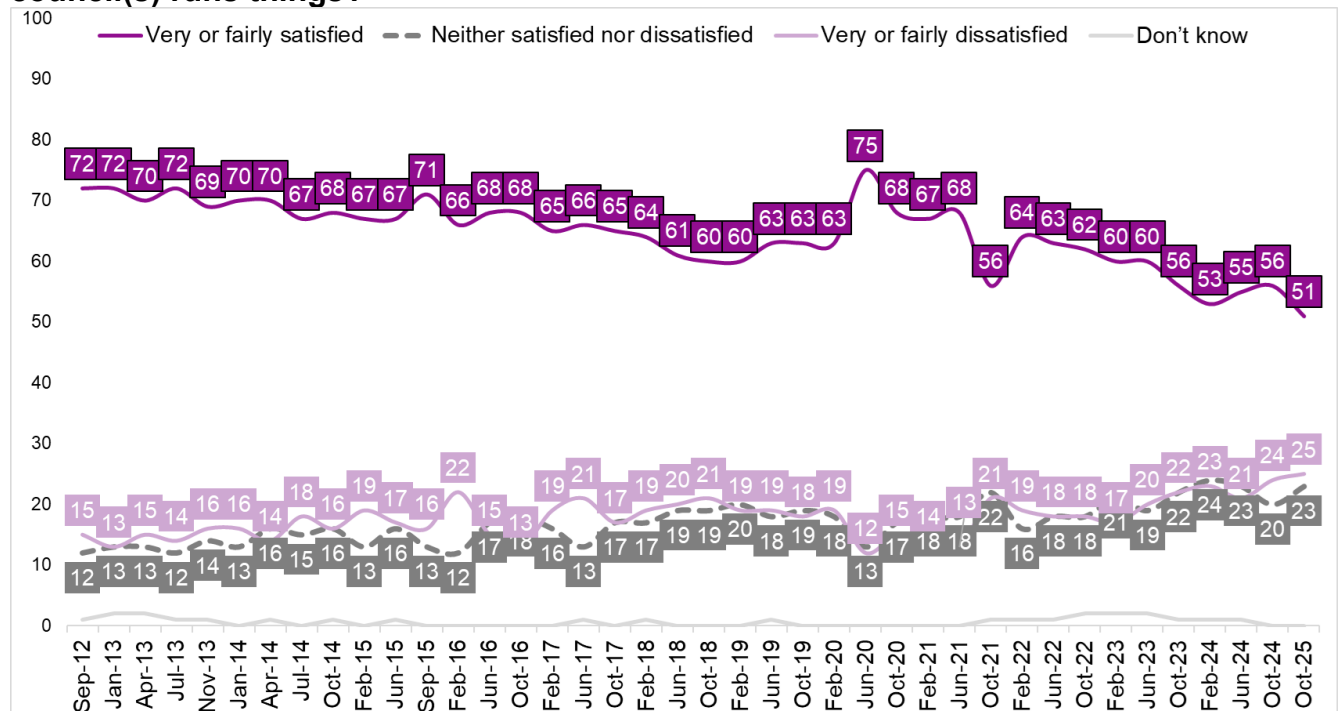
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-25

⁶ Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

Overall satisfaction with local council

A total of 51 per cent of respondents said they were ‘very satisfied’ or ‘fairly satisfied’ with how their council runs things. This is the lowest result for this indicator on record. See Figure 2.

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

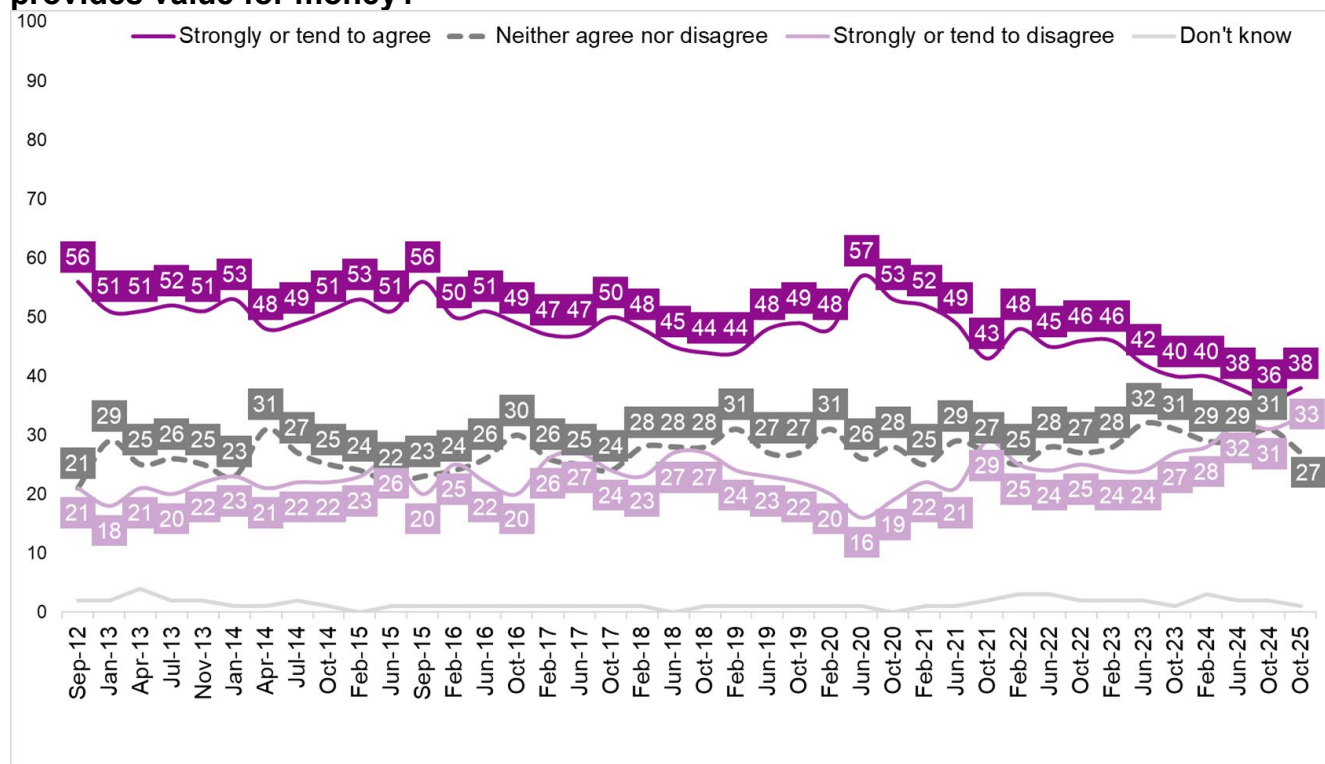


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-25

Value for money

Thirty-eight per cent of respondents agreed that their council provides value for money (see Figure 3). Around a quarter of respondents (27 per cent) 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. This is largely due to a greater proportion of respondents giving neutral responses (i.e. neither agreeing nor disagreeing with the statement) relative to the other indicators of satisfaction.

Figure 3: To what extent do you agree or disagree that your local council(s) provides value for money?⁷



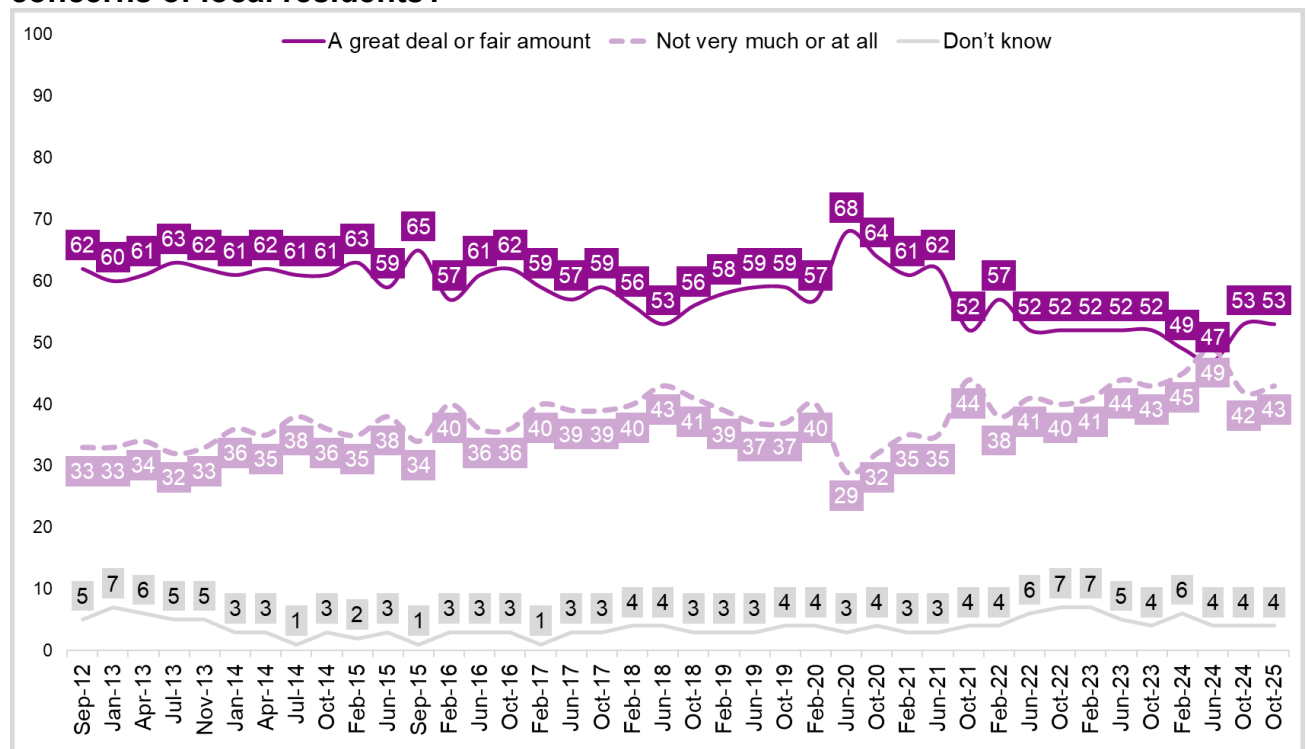
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-25

Council responsiveness

Fifty-three per cent of respondents said their council acts on the concerns of local residents either ‘a great deal’ or ‘a fair amount’. This is the joint highest result for this indicator since June 2022. Prior to that between June 2020 and June 2021, about two-thirds of respondents gave a positive answer to this question. 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).

⁷ 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 Oct-25

Service-specific satisfaction

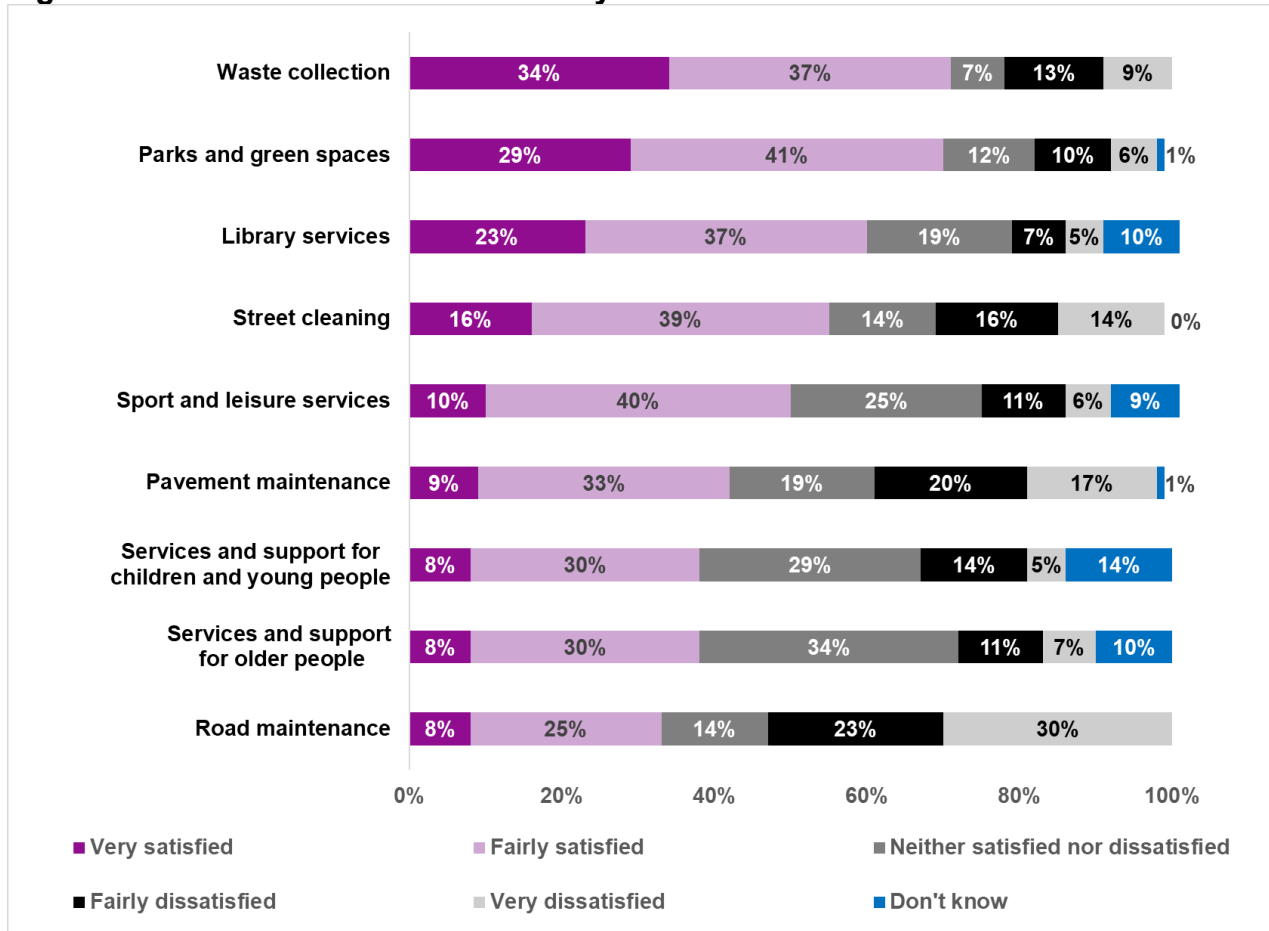
Respondents were invited to indicate how satisfied or dissatisfied they were with the following council services⁸: waste collection; street cleaning; road maintenance; pavement maintenance; library services; sport and leisure services; services and support for older people; services and support for children and young people; and parks and green spaces. Tables showing the full set of service-specific satisfaction results can be found at [Annex B](#).

Five of the nine services presented in this round received positive feedback from at least half of the respondents (see Figure 5). The highest levels of satisfaction were with waste collection and parks and green spaces; 71 per cent of respondents were 'very satisfied' or 'fairly satisfied' with waste collection whilst 70 per cent of respondents were 'very satisfied' or 'fairly satisfied' with parks and green spaces. The third highest level of satisfaction was with library services (59 per cent). These results are higher than overall satisfaction with how one's council runs things (51 per cent, see Figure 2).

Overall, road maintenance continues to have the highest level of dissatisfaction of all services; 53 per cent of respondents were either 'very dissatisfied' or 'fairly dissatisfied' with the service provided by their council.

⁸ Note that these questions were asked of all respondents, and the bases include those who may not have used particular services.

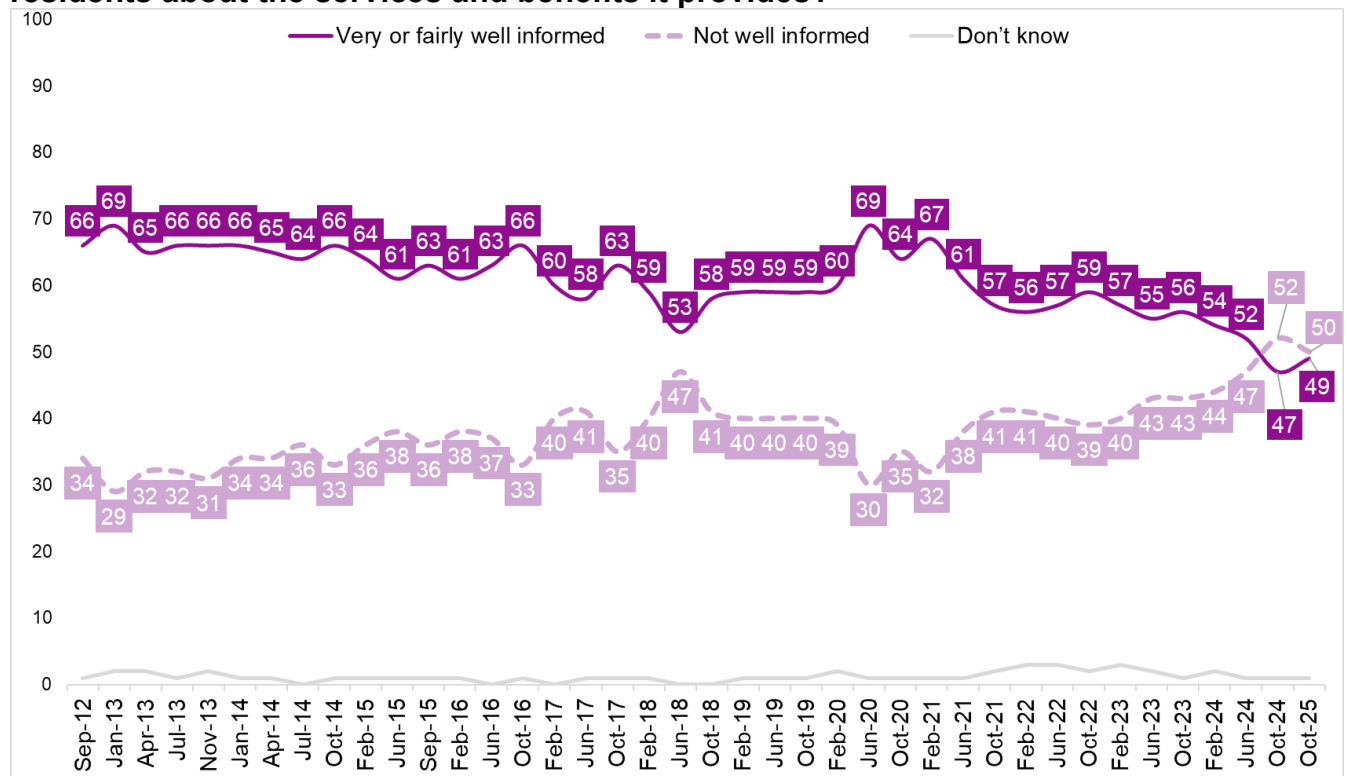
Figure 5: Levels of satisfaction with key council services – Oct-25



Base (all respondents): 1000 British adults in Oct-25

The general trend for satisfaction with services across the polling time-series is shown in Figure 6. The services which received greater satisfaction this round compared to the previous round were library services, services and support for older people, road maintenance and services and support for children and young people. Satisfaction with sport and leisure services remained the same as the previous round.

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

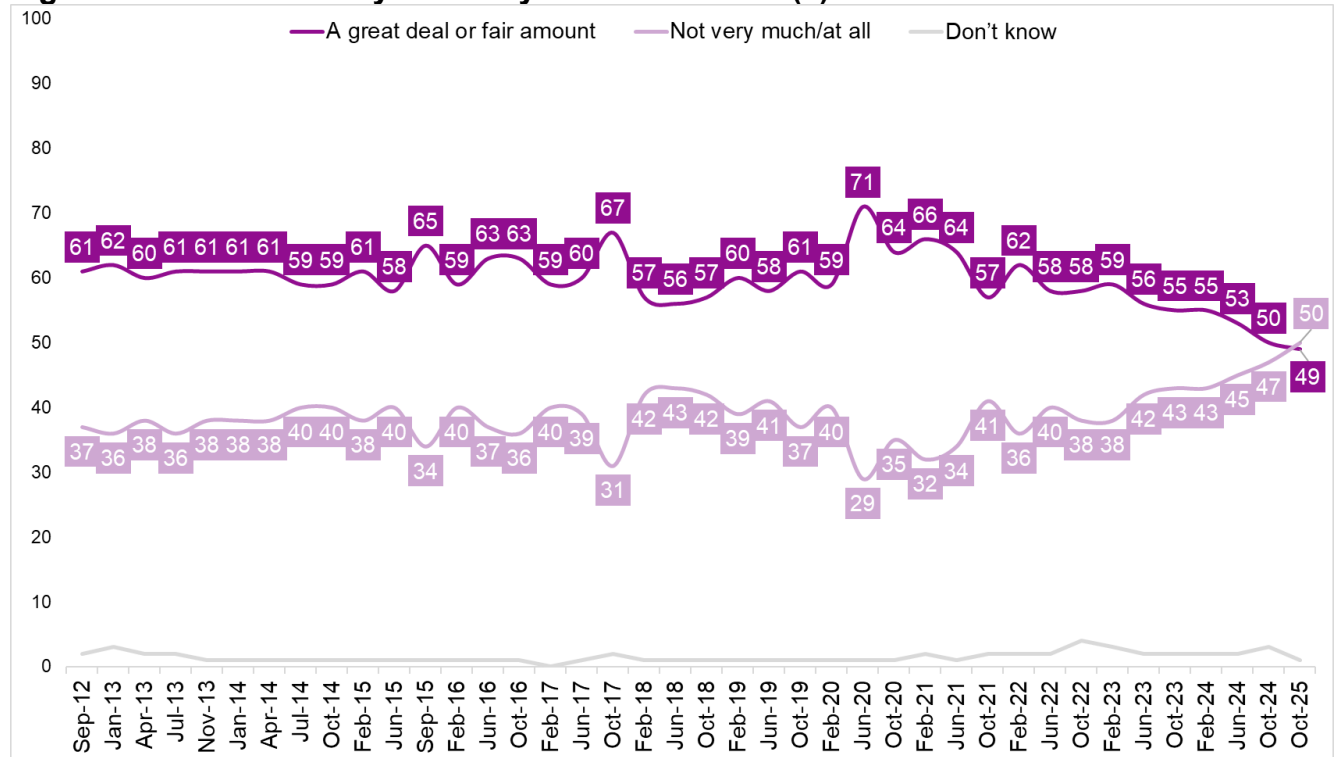


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-25

Trust in forms of government

Fifty per cent of respondents reported trusting their local council 'not very much' or 'not at all', whilst forty-nine per cent of respondents answered either 'a great deal' or 'a fair amount'. This is the lowest result for this indicator on record. See Figure 8.

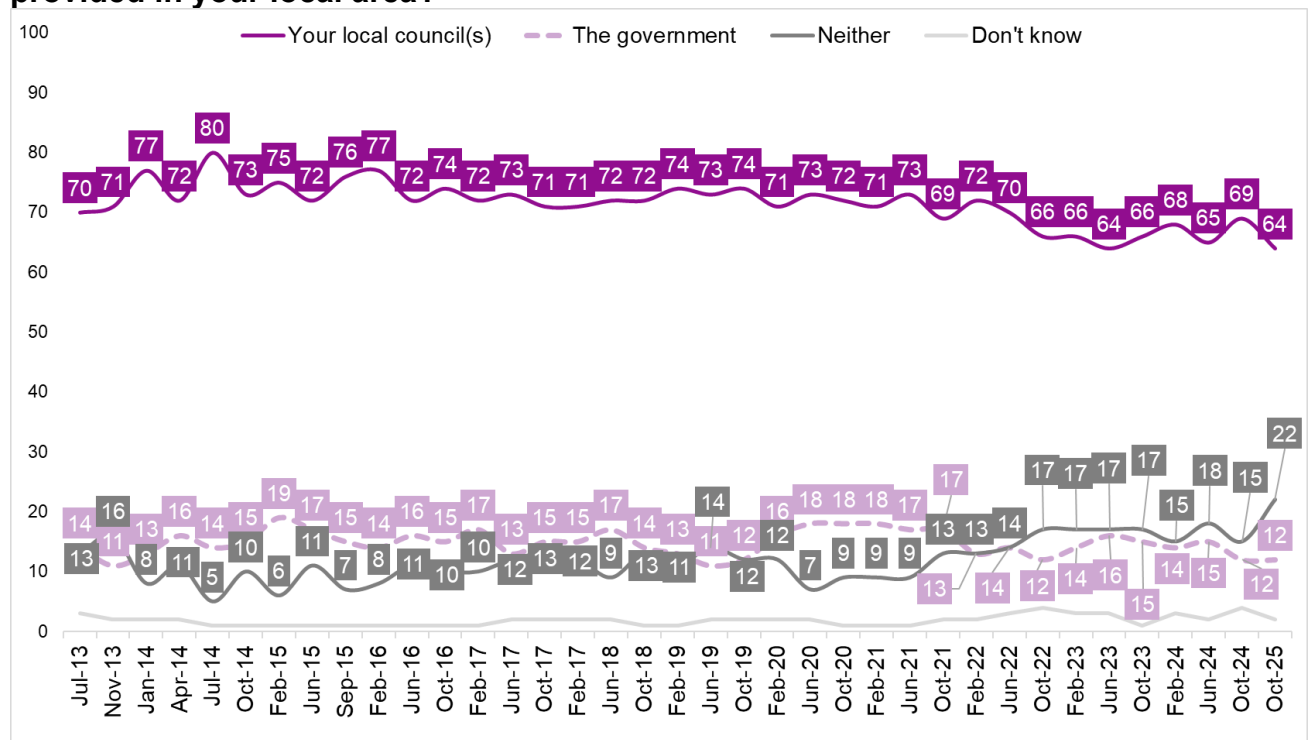
Figure 8: How much do you trust your local council(s)?



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-25

Almost two-thirds of respondents (64 per cent) said they trusted their 'local council', as opposed to 'the government', to make decisions about how services are provided in their local area (see Figure 9). Twelve per cent of respondents answered 'the government', 22 per cent said 'neither' and 2 per cent of respondents were unsure.

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

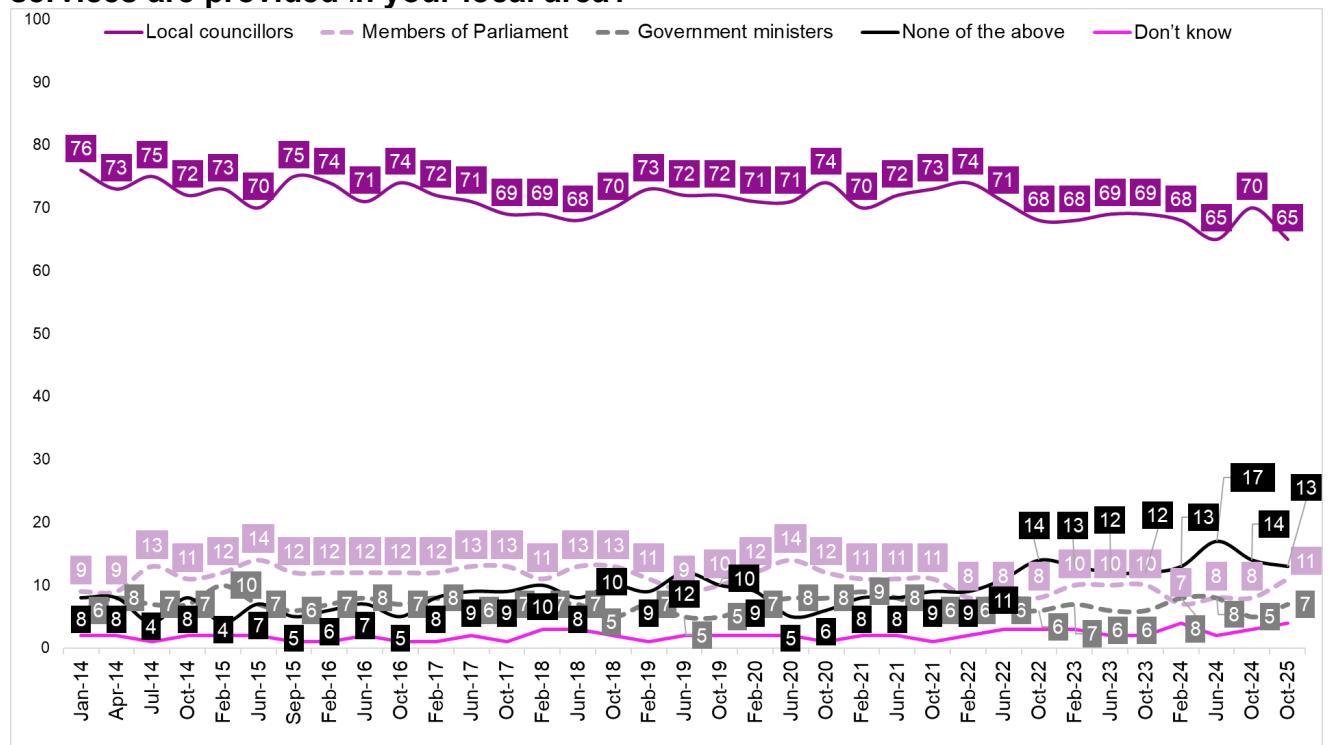


Base (all respondents): Between 1000 and 1036 British adults per round from Jul-13 to Oct-25

Sixty-five per cent of respondents selected 'local councillors', rather than 'members of parliament' or 'government ministers', as the individuals they most trusted to make decisions about how services were provided in their local area (see Figure 10). Eleven per cent of respondents selected 'members of parliament', 7 per cent selected 'government ministers', 13 per cent selected 'none of the above' and 4 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 10: 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 Oct-25. This question was introduced in January 2014.

Treatment of local politicians

Sixty per cent of respondents strongly agreed that it is important to treat local politicians with respect and courtesy when disagreeing or debating with them whilst 24 per cent tended to agree. Nine per cent neither agreed nor disagreed whilst three per cent tended to disagree, and a further two per cent strongly disagreed. See Table 1.

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.

Table 1: To what extent do you agree that it is important to treat local politicians with respect and courtesy when disagreeing or debating with them?

Agreement	Oct-22	Feb-23	June-23	Oct-23	Feb-24	Jun-24	Oct-25
Strongly agree or tend to agree	84%	85%	83%	83%	86%	84%	85%
Strongly agree	60%	64%	60%	62%	61%	63%	60%
Tend to agree	24%	21%	23%	21%	25%	20%	24%
Neither agree nor disagree	12%	12%	12%	12%	10%	13%	9%
Tend to disagree	2%	2%	2%	2%	2%	2%	3%
Strongly disagree	2%	2%	2%	3%	3%	2%	2%
Don't know	0%	0%	0%	0%	0%	0%	2%

Base (all respondents): 1000-1001 British adults per round from Oct-22 to Oct-25. Please note this question was not asked in Oct 24.

Annex A: Data Tables – Round 40

Overall satisfaction with local area

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

	Per cent
Very or fairly satisfied	72
Very satisfied	23
Fairly satisfied	49
Neither satisfied nor dissatisfied	11
Fairly dissatisfied	10
Very dissatisfied	7
Don't know	*

Base (all respondents): 1001

Overall satisfaction with local council

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

	Per cent
Very or fairly satisfied	51
Very satisfied	11
Fairly satisfied	40
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	13
Very dissatisfied	12
Don't know	*

Base (all respondents): 1001

Value for Money

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

	Per cent
Strongly or tend to agree	38
Strongly agree	12
Tend to agree	27
Neither agree nor disagree	27
Tend to disagree	21
Strongly disagree	12
Don't know	1

Base (all respondents): 1001

Council responsiveness

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

	Per cent
A great deal or fair amount	53
A great deal	8
A fair amount	45
Not very much	34
Not at all	9
Don't know	4

Base (all respondents): 1001

Service specific satisfaction

Table 5. How satisfied or dissatisfied are you overall with your council's waste collection?

	Per cent
Very or fairly satisfied	71
Very satisfied	34
Fairly satisfied	37
Neither satisfied nor dissatisfied	7
Fairly dissatisfied	13
Very dissatisfied	9
Don't know	*

Base (all respondents): 1001

Table 6. How satisfied or dissatisfied are you overall with your council's street cleaning?

	Per cent
Very or fairly satisfied	55
Very satisfied	16
Fairly satisfied	39
Neither satisfied nor dissatisfied	14
Fairly dissatisfied	16
Very dissatisfied	14
Don't know	*

Base (all respondents): 1001

Table 7. How satisfied or dissatisfied are you overall with your council's road maintenance?

	Per cent
Very or fairly satisfied	33
Very satisfied	8
Fairly satisfied	25
Neither satisfied nor dissatisfied	14
Fairly dissatisfied	23
Very dissatisfied	30
Don't know	*

Base (all respondents): 1001

Table 8. How satisfied or dissatisfied are you overall with your council's pavement maintenance?

	Per cent
Very or fairly satisfied	42
Very satisfied	9
Fairly satisfied	33
Neither satisfied nor dissatisfied	19
Fairly dissatisfied	20
Very dissatisfied	17
Don't know	1

Base (all respondents): 1001

Table 9. How satisfied or dissatisfied are you overall with your council's library services?

	Per cent
Very or fairly satisfied	59
Very satisfied	23
Fairly satisfied	37
Neither satisfied nor dissatisfied	19
Fairly dissatisfied	7
Very dissatisfied	5
Don't know	10

Base (all respondents): 1001

Table 10. How satisfied or dissatisfied are you overall with your council's sport and leisure services?

	Per cent
Very or fairly satisfied	50
Very satisfied	10
Fairly satisfied	40
Neither satisfied nor dissatisfied	25
Fairly dissatisfied	11
Very dissatisfied	6
Don't know	9

Base (all respondents): 1001

Table 11. How satisfied or dissatisfied are you overall with your council's services and support for older people?

	Per cent
Very or fairly satisfied	38
Very satisfied	8
Fairly satisfied	30
Neither satisfied nor dissatisfied	34
Fairly dissatisfied	11
Very dissatisfied	7
Don't know	10

Base (all respondents): 1001

Table 12. How satisfied or dissatisfied are you overall with your council's services for children and young people?

	Per cent
Very or fairly satisfied	37
Very satisfied	8
Fairly satisfied	30
Neither satisfied nor dissatisfied	29
Fairly dissatisfied	14
Very dissatisfied	5
Don't know	14

Base (all respondents): 1001

Table 23. How satisfied or dissatisfied are you overall with your council's parks and green spaces?

	Per cent
Very or fairly satisfied	70
Very satisfied	29
Fairly satisfied	41
Neither satisfied nor dissatisfied	12
Fairly dissatisfied	10
Very dissatisfied	6
Don't know	1

Base (all respondents): 1001

Informed about the council

Table 14. Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides?

	Per cent
Very or fairly well informed	49
Very well informed	9
Fairly well informed	40
Not very well informed	38
Not well informed at all	12
Don't know	1

Base (all respondents): 1001

Trust

Table 15. How much do you trust your local council(s)?

	Per cent
A great deal or a fair amount	49
A great deal	8
A fair amount	41
Not very much	35
Not at all	15
Don't know	1

Base (all respondents): 1001

Table 16. Who do you trust most to make decisions about how services are provided in your local area?

	Per cent
Your local council(s)	64
The government	12
Neither	22
Don't know	2

Base (all respondents): 1001

Table 17. And which individuals do you trust most to make decisions about how services are provided in your local area?

	Per cent
Local councillors	65
Members of parliament	11
Government ministers	7
None of the above	13
Don't know	4

Base (all respondents): 1001

Treatment of local politicians

Table 18. To what extent do you agree that it is important to treat local politicians with respect and courtesy when disagreeing or debating with them?

	Per cent
Strongly agree or tend to agree	85
Strongly agree	60
Tend to agree	24
Neither agree nor disagree	9
Tend to disagree	3
Strongly disagree	2
Don't know	2

Base (all respondents): 1001

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. 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

6. 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

7. 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

8. 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)

9. 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)

10. To what extent do you agree that it is important to treat local politicians with respect and courtesy when disagreeing or debating with them?

SELECT ONE ANSWER ONLY

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

End and thanks.



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