

Polling on resident satisfaction with councils: Round 20

June 2018



Acknowledgements

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Introduction

This report outlines the twentieth 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 7th and 10th June 2018, 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 <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

A new question was added to this round of polling. Respondents in England and Wales were asked the extent to which they agreed or disagreed with the following statements about local government in their respective countries:

- councils should have more control over local taxes such as council tax and business rates
- councils should have more financial freedoms and powers to build new homes
- councils should be given additional central government funding to deal with the gap between what they need to spend on adult social care and what they have
- councils should be given additional central government funding to deal with the gap between what they need to spend on children’s services and what they have
- local councils should have the powers and funding to integrate employment, skills, apprenticeships and business support in their local area.

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 twentieth 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

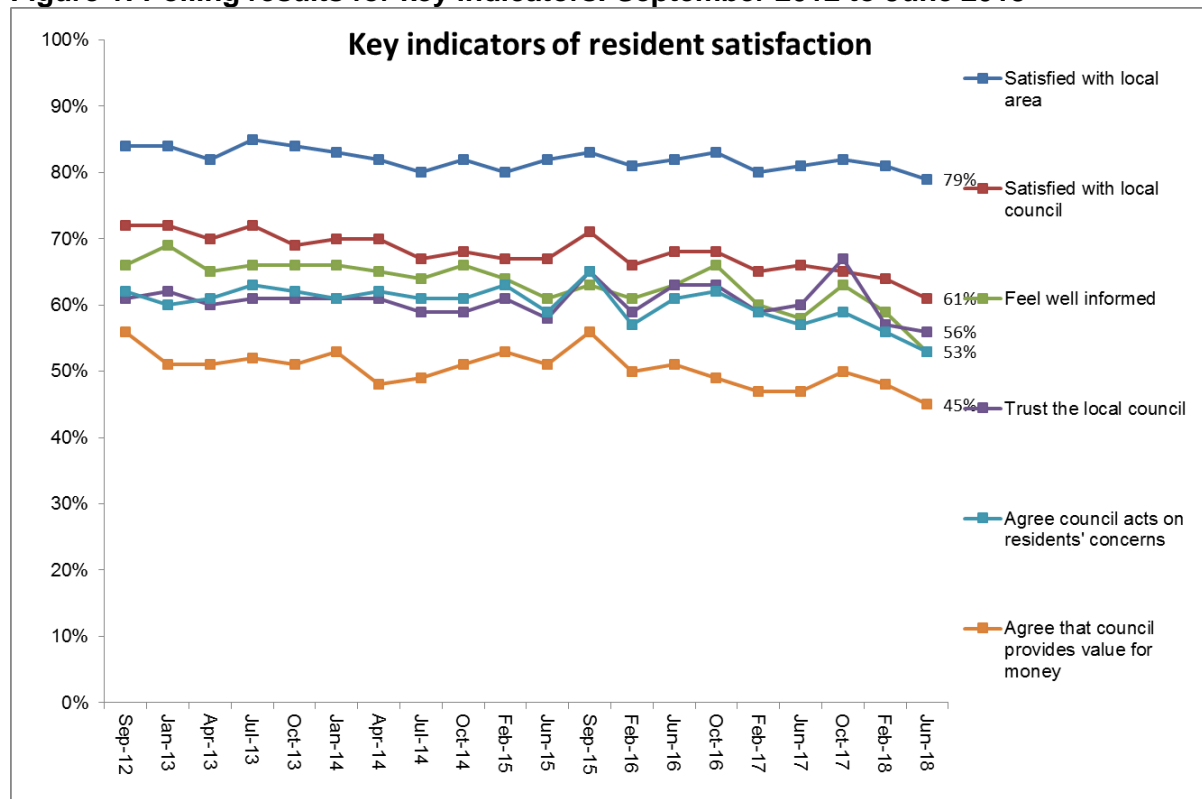
Key indicators

The LGA's polling with residents used six indicators to measure how satisfied they are with their local area and council. The majority of respondents gave positive satisfaction ratings, with the exception of value for money. Furthermore, in this round, the six indicators returned the smallest proportion of positive replies across all 20 rounds. The following results were observed:

- **Satisfaction with local area:** 79 per cent of respondents were satisfied overall with their local area as a place to live – a strong level of satisfaction but the first time it has dropped below 80 per cent.
- **Satisfaction with way council runs things:** 61 per cent of respondents were satisfied overall with the way their local council runs things. This represents the majority of respondents but is a significantly lower proportion than 16 of the 19 previous rounds.
- **Feeling informed:** 53 per cent of respondents said their council keeps residents informed about the services and benefits it provides – a significantly lower proportion than all previous rounds.
- **Trust in council:** 56 per cent of respondents said they trusted their council either 'a great deal' or 'a fair amount' – a significantly lower proportion than 10 previous rounds.
- **Responsiveness of council:** 53 per cent of respondents replied positively when asked if their council acts on the concerns of local residents – this is a significantly lower proportion than 16 of the 19 previous rounds.
- **Perceived value for money:** The proportion of respondents who 'strongly agreed' or 'tended to agree' that their council provides value for money stands at 45 per cent in this round, with a further 28 per cent giving a neutral response. Of the six indicators, value for money perception has consistently received the lowest proportion of positive replies, and this is lowest level of satisfaction for this indicator across all 20 rounds.

Figure 1 shows the results for June 2018 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): 1,004 British adults in June 2018

Satisfaction with council-provided services

In the last round of polling, satisfaction with seven of the eight services included in the survey fell to their lowest levels (five being statistically significant drops). This time around there were no significant downward changes in the proportion of respondents who were satisfied overall with the services provided by their local council compared to the previous round in February 2018. Three services did, however, drop to the lowest levels of satisfaction (or joint lowest) across all 20 rounds: waste collection (77 per cent, also observed in June 2015 and February 2017); pavement maintenance (50 per cent, as per the last round) and road maintenance (32 per cent – a significantly lower proportion than 18 of the 19 previous rounds).

Perceptions of safety

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

- **Feeling safe during the day:** 94 per cent of respondents indicated feeling safe when outside in their local area during the day (the polling average is 94 per cent).
- **Feeling safe after dark:** 75 per cent of respondents indicated feeling safe when outside in their local area after dark (the polling average is 78 per cent).

Trust in government and politicians

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

- **Form of government most trusted to make local decisions:** Consistent with previous rounds, a large gap was observed in the proportion of respondents selecting 'local council' (72 per cent) compared to 'the government' (17 per cent) and 'neither' (nine 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' (68 per cent) compared to 'members of parliament' (13 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

Compared to the last round in February 2018, this round observed figures moving closer to the polling average with regards to the proportion of respondents who thought the media had viewed 'the government', local councils across the country and their own local council negatively in the last few months.

- **The government:** 57 per cent of respondents said the media had viewed 'the government' negatively in the last few months – a significantly lower proportion than a high of 64 per cent in the last round (the average is 51 per cent).
- **Local councils across the country:** The proportion selecting 'negatively' for 'all local councils across the country' was 33 per cent – a significantly lower proportion than a high of 43 per cent in the last round (the average is 33 per cent).
- **My local council:** 23 per cent of respondents reported that the media had portrayed their local council negatively in the last few months – a significantly lower proportion than a high of 30 per cent in the last round (the average is 21 per cent).

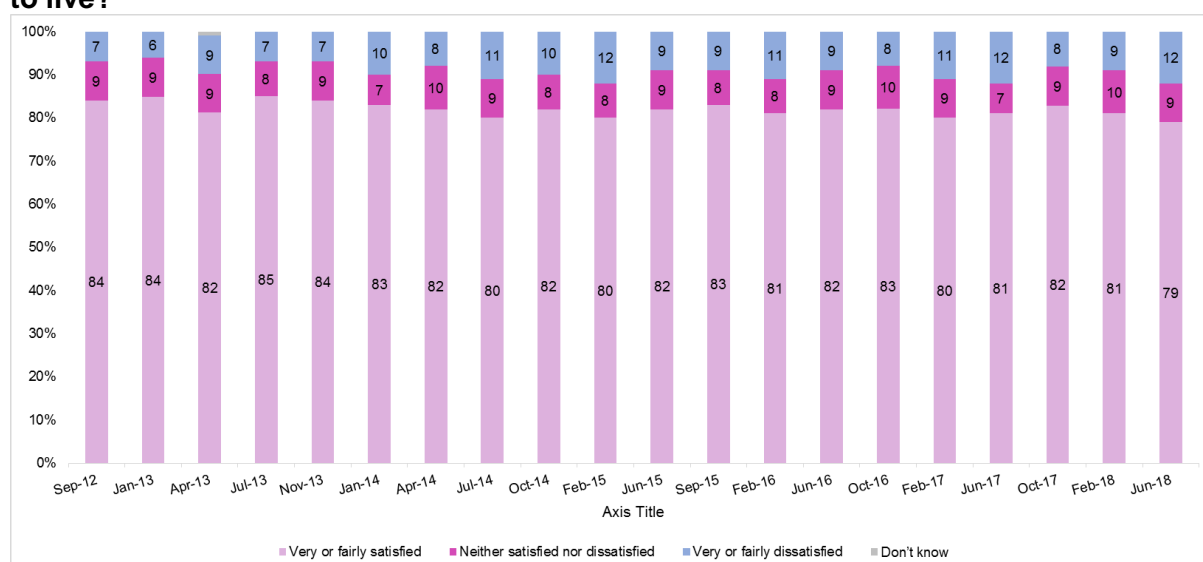
Polling on resident satisfaction with councils

This section outlines the polling results for June 2018. Tables showing the full response breakdowns for every answer option can be found in Annex A.

Overall satisfaction with local area

There continues to be high level of respondent agreement with the measure ‘satisfaction with one’s local area as a place to live’. In this round, 79 per cent of respondents were ‘very satisfied’ or ‘fairly satisfied’ with their local area as a place to live – the polling average is 82 per cent. This is the lowest satisfaction rating across the 20 rounds, but is not significantly lower than observations made in 2016 and 2017. See Figure 2.

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



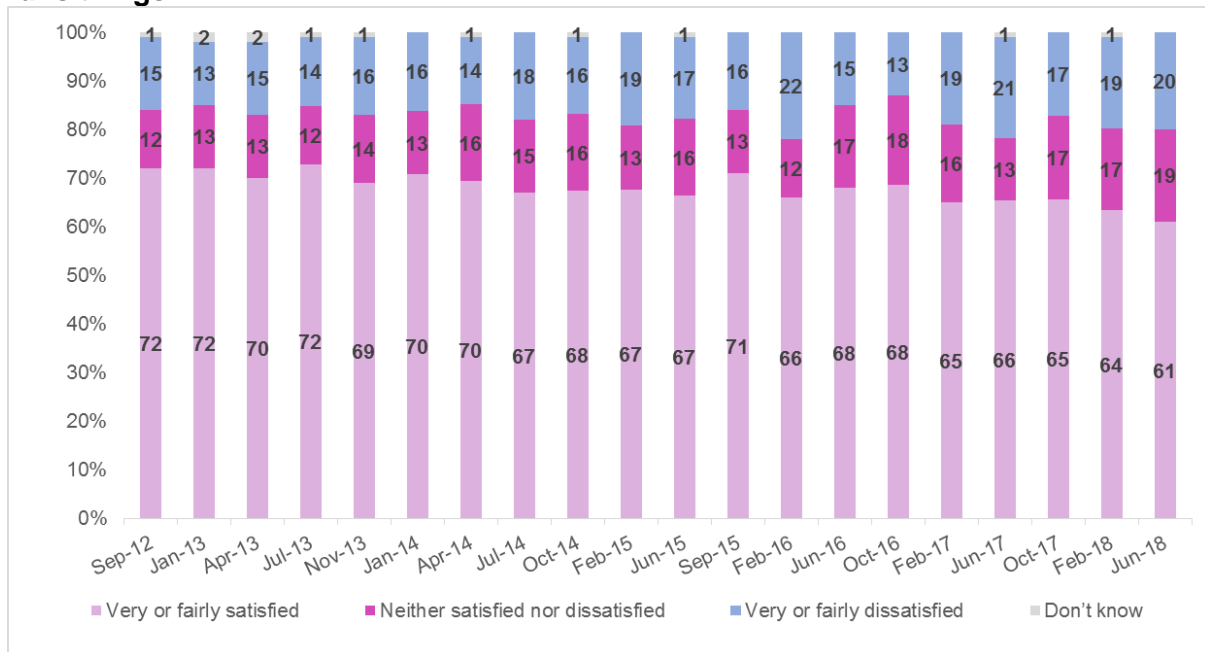
Base (all respondents): 1,000 to 1036 British adults from September 2012 to June 2018

Overall satisfaction with local council

In this round, 61 per cent of respondents were ‘very satisfied’ or ‘fairly satisfied’ with ‘the way their local council runs things’ (see Figure 3). Whereas this represents the majority of respondents, it is the lowest level of satisfaction observed across all 20 surveys, and significantly lower than 16 rounds (the exceptions were February 2017, and the previous two rounds).

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

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

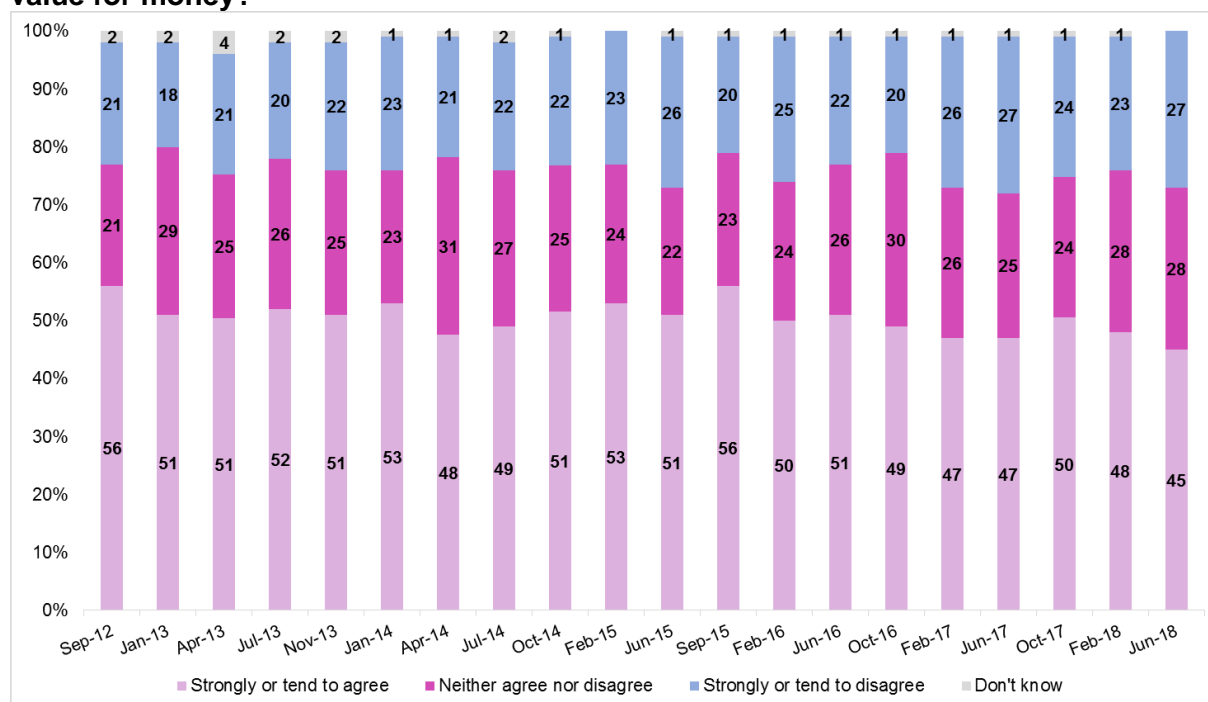


Base (all respondents): 1,000 to 1036 British adults from September 2012 to June 2018

Value for money

The proportion of respondents who, in this round, agreed that their council provides value for money is 45 per cent (see Figure 4) – this the lowest level of agreement across all 20 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 4: To what extent do you agree or disagree that your local council(s) provides value for money?⁸



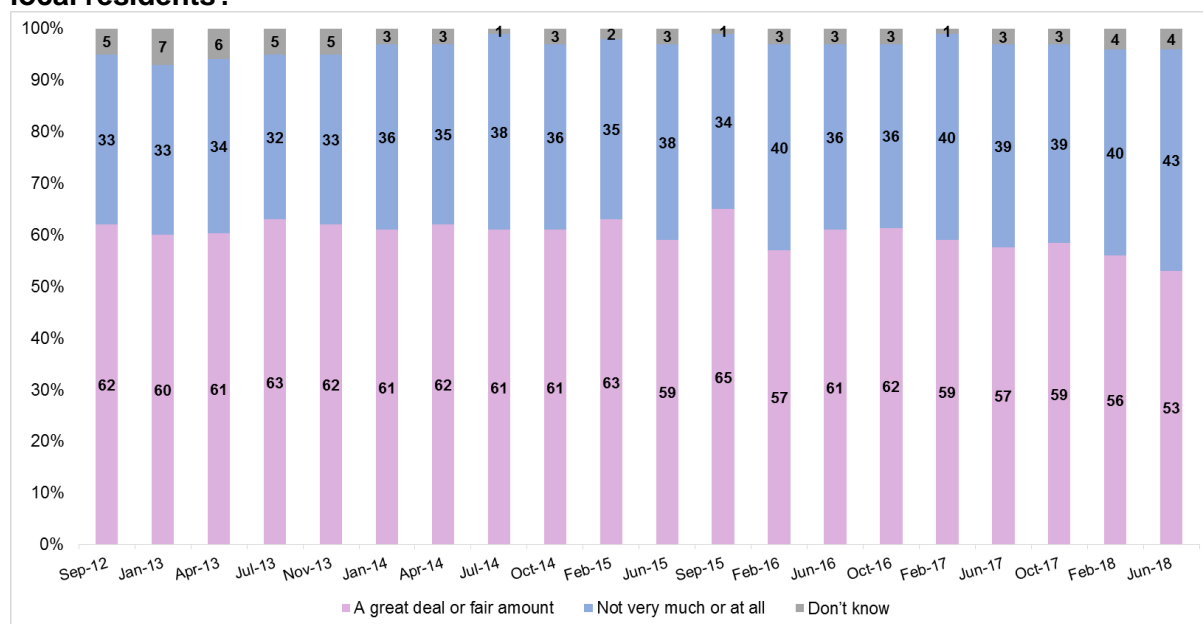
Base (all respondents): 1,000 to 1036 British adults from September 2012 to June 2018

Council responsiveness

Acting on residents' concerns is an important measure of local accountability as it looks at whether councils are perceived to be responsive to local issues and problems. Fifty three per cent of respondents in this round said that their council acts on the concerns of local residents either 'a great deal' or 'a fair amount' (see Figure 5). While the majority of respondents were pleased with their council's level of responsiveness, this is a significantly lower proportion than 16 previous rounds.

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

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

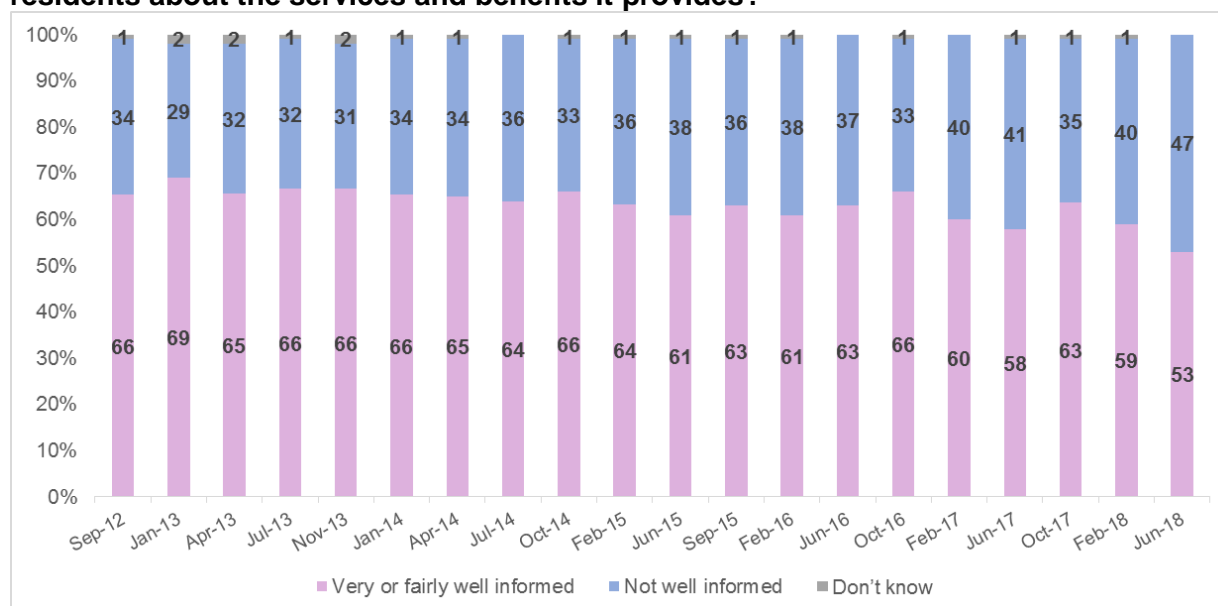


Base (all respondents): 1,000 to 1036 British adults from September 2012 to June 2018

Informed about the council

Fifty three percent of respondents said their local council keeps residents ‘very well informed’ or ‘fairly well informed’ about the services and benefits it provides (see Figure 6). While the majority of respondents said their council keeps them informed, this result is significantly lower than all 19 previous rounds.

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

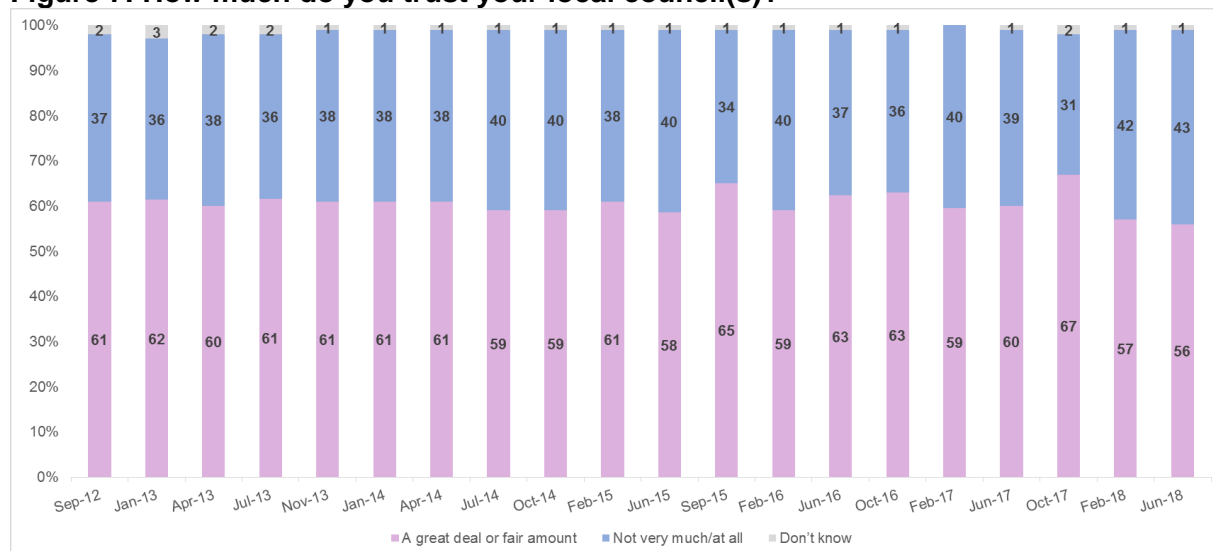


Base (all respondents): 1,000 to 1036 British adults from September 2012 to June 2018

Trust

In this round, 56 per cent of respondents said they trusted their council either ‘a great deal’ or ‘a fair amount’ (see Figure 7). Whereas this is the majority of respondents, this is the lowest level of trust observed across all polling surveys, and significantly lower than most other rounds (10 in total)⁹.

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

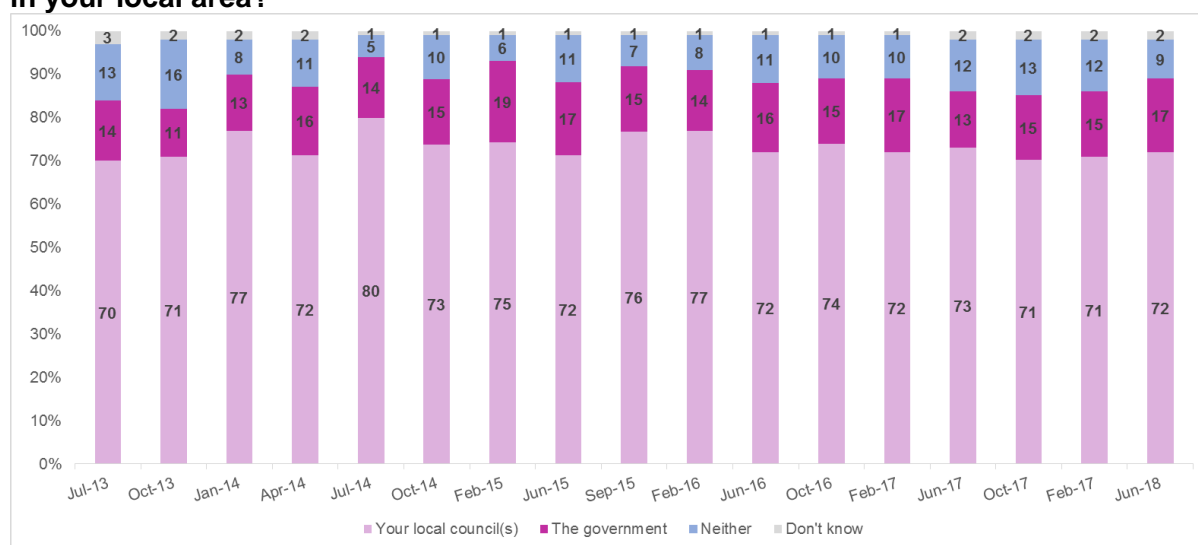


Base (all respondents): 1,000 to 1036 British adults from September 2012 to June 2018

Consistent with all other rounds of polling, this survey shows public trust in local councils to be far greater than trust in Parliament when it comes to making decisions about how services are provided in local areas (see Figure 8). Asked who respondents most trusted when it came to local decision making, their ‘local council’, ‘the government’ or ‘neither’, 72 per cent said their ‘local council’, 17 per cent said ‘the government’ and nine per cent said ‘neither’.

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

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

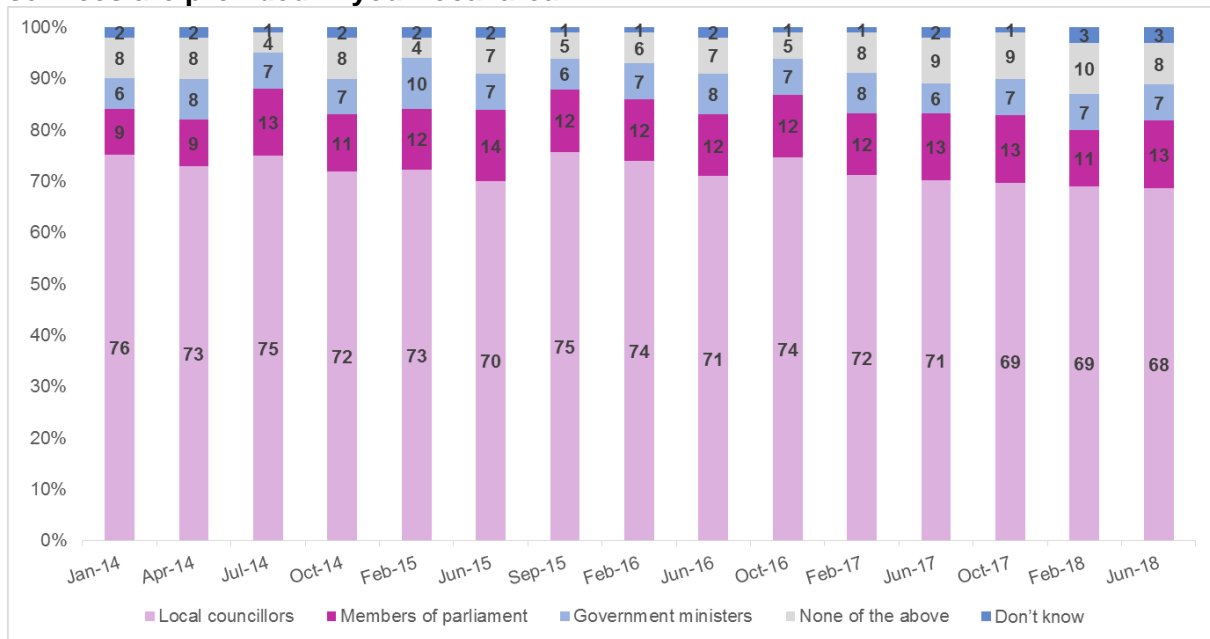


Base (all respondents): 1,000 to 1009 British adults from June 2013 to June 2018

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 68 per cent of respondents making this selection. Thirteen 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 eight per cent for ‘none of these’. This question was introduced in January 2014. See Figure 9.

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

Figure 9: And which individuals do you trust most to make decisions about how services are provided in your local area?¹¹



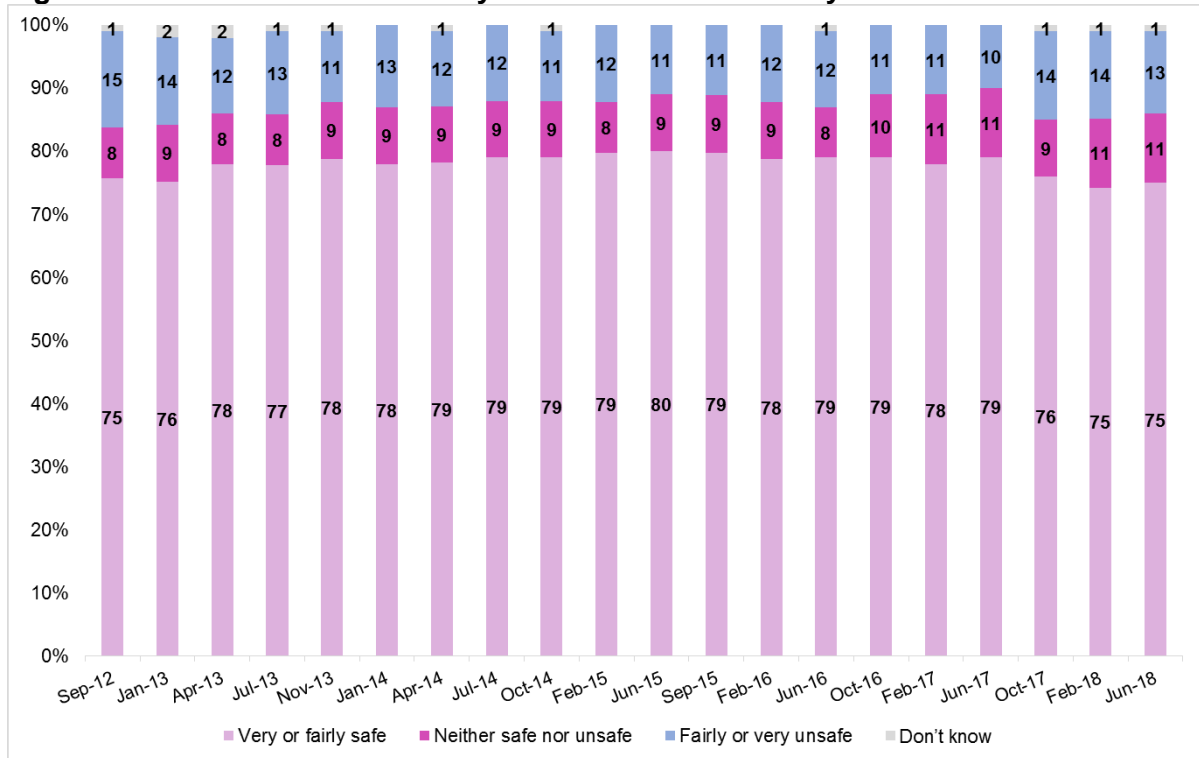
Base (all respondents): 1,000 to 1009 British adults from January 2014 to June 2018

Community safety

Perceptions of personal safety among respondents were broadly consistent with previous rounds of polling. Seventy five per cent said they felt ‘very safe’ or ‘fairly safe’ after dark; this is equal to the previous round but a slight drop overall. The polling average is 78 per cent (see Figure 10).

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

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

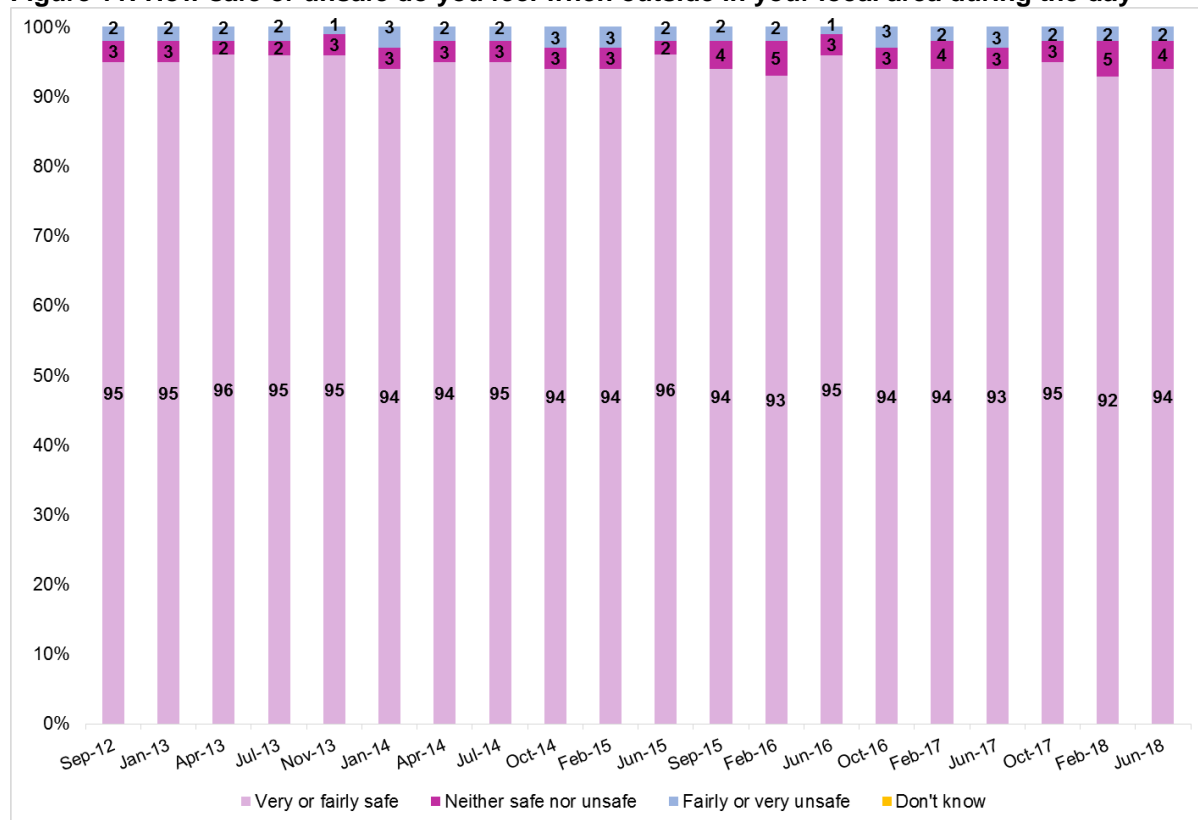


Base (all respondents): 1,000 to 1036 British adults from September 2012 to Jun 2018

As Figure 11 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’ – which is also the polling average.

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

Figure 11: How safe or unsafe do you feel when outside in your local area during the day¹³



Base (all respondents): 1,000 to 1036 British adults from September 2012 to Jun 2018

Service-specific satisfaction

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

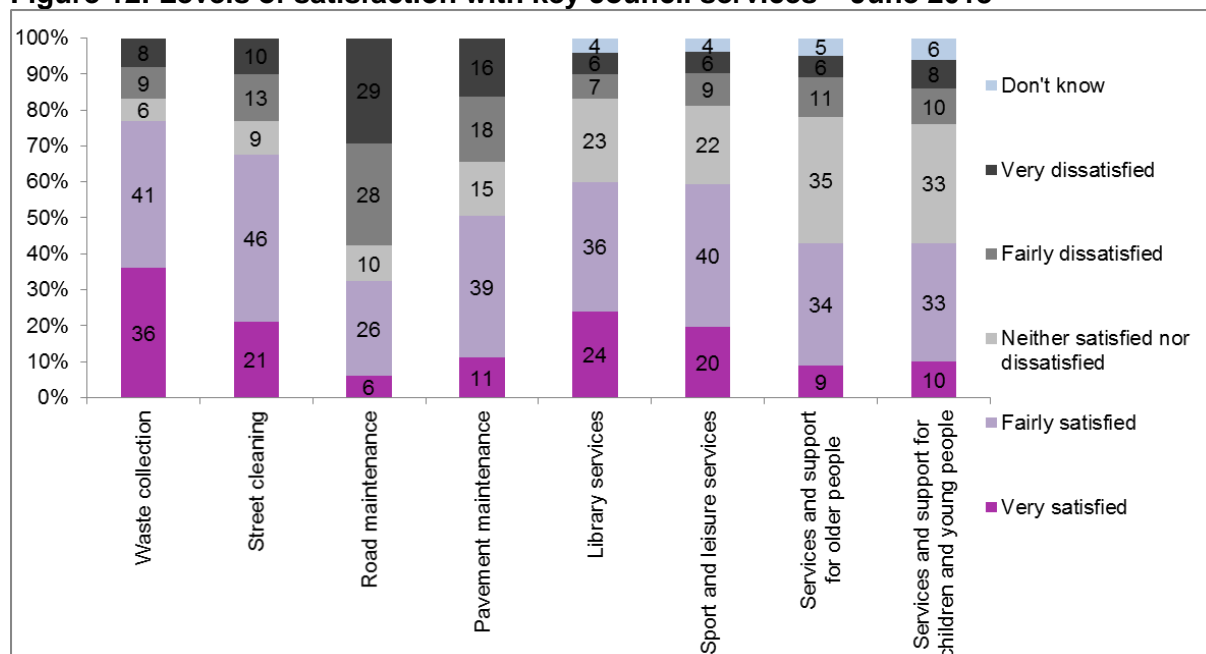
Five of the eight services presented in this round received positive feedback from most respondents (see Figure 12). The highest level of satisfaction across all the eight services was with waste collection services (77 per cent were ‘fairly satisfied’ or ‘very satisfied’). Again, as for all previous rounds this result was higher than overall satisfaction with how one’s council runs things (61 per cent, see Figure 3). This current result is, however, the lowest level observed (along with June 2015 and February 2017). Satisfaction with street cleaning was also higher than overall satisfaction with the council, at 67 per cent.

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

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

Of the eight services presented, road maintenance continues to have the highest level of dissatisfaction. In this round, 32 per cent of respondents were satisfied with road maintenance (either 'very satisfied' or 'fairly satisfied'), while 58 per cent were dissatisfied (either 'very dissatisfied' or 'fairly dissatisfied'). This level of satisfaction is significantly lower than 18 previous rounds.

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

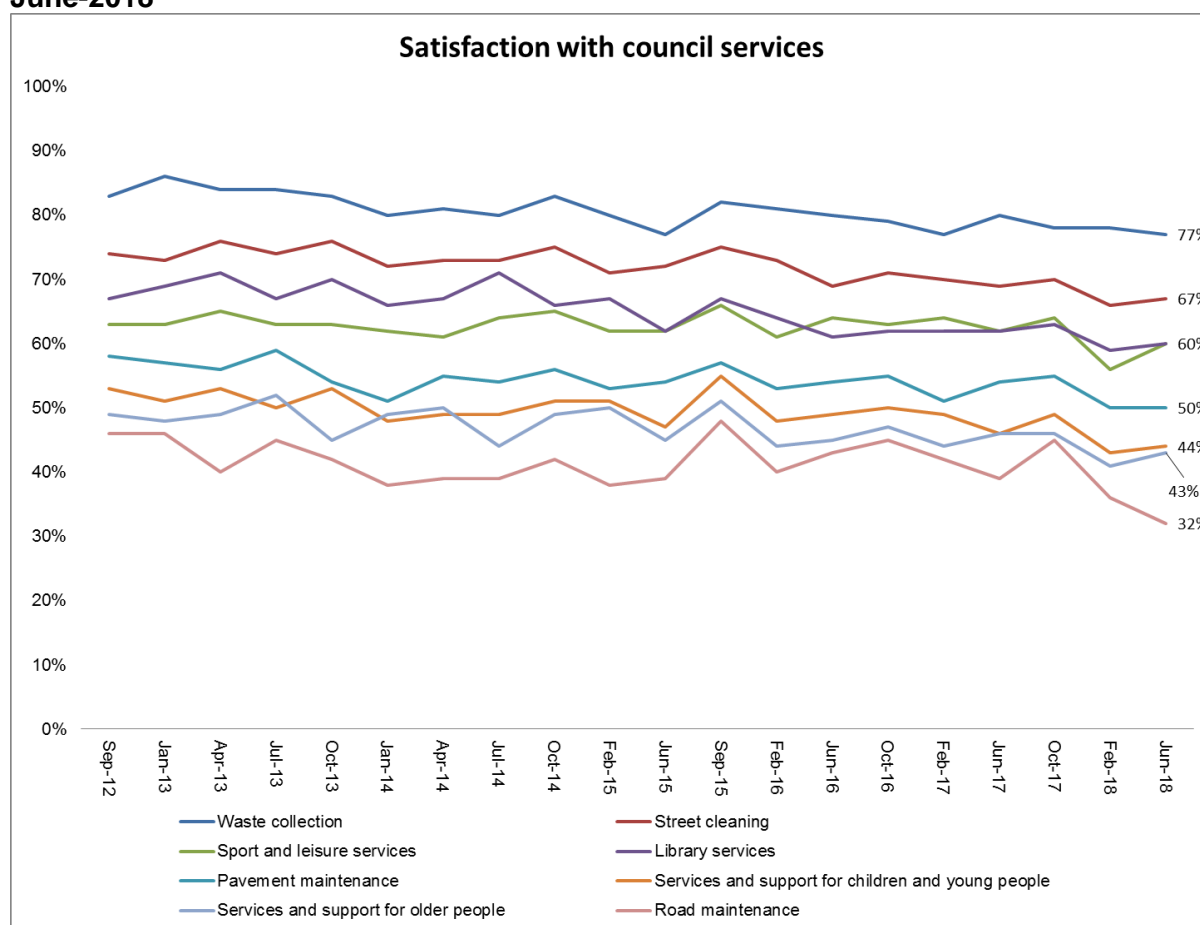


Base (all respondents): 1,004 British adults in June 2018

Levels of satisfaction with council-run services have varied between nine and sixteen percentage points the polling of residents began in September 2012 (see Figure 13). The biggest variation can be observed for road maintenance which saw a satisfaction level of 48 per cent in September 2015 and a level of 32 per cent in the current round (see Figure 13).

Three of the eight services presented to respondents received the lowest proportion of positive responses (or joint lowest) across all rounds (waste collection, road maintenance and pavement maintenance). Indeed, levels of satisfaction in this round were between four and nine percentage points lower than the polling average.

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



Base (all respondents): 1,000 to 1036 British adults from September 2012 to Jun 2018

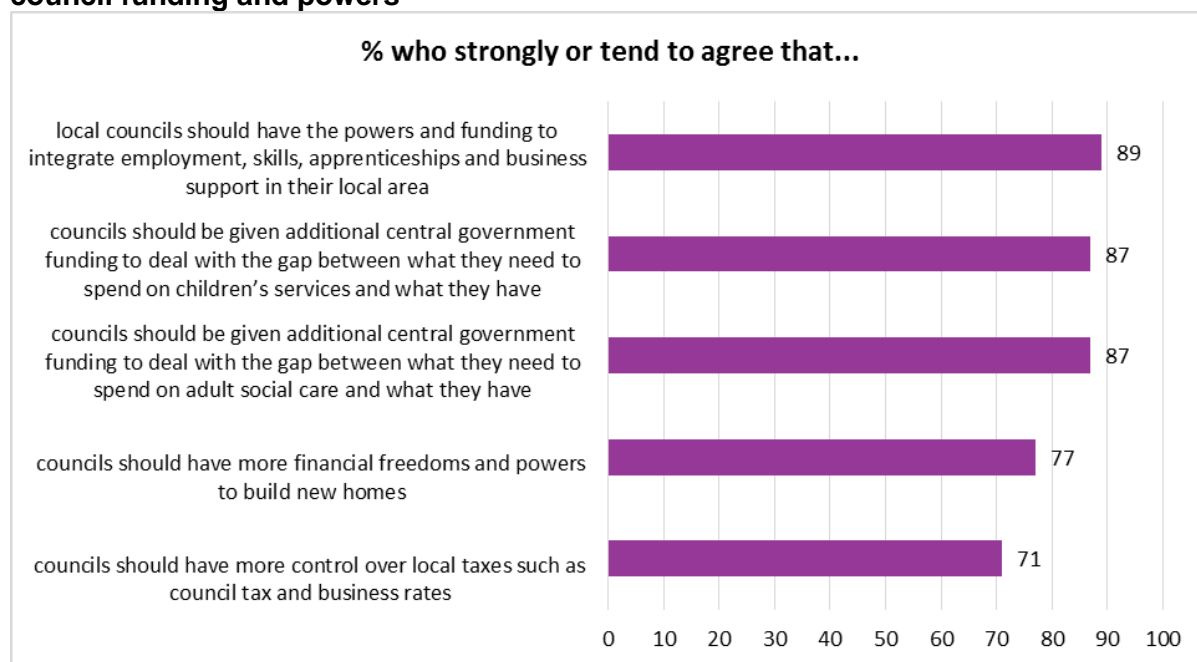
Council powers and funding

This round included a new question asking respondents in England and Wales the extent to which they agreed or disagreed with a series of statements about local government powers and funding in their respective countries.

As shown in Figure 14, almost nine out of ten respondents (89 per cent) either ‘strongly agreed’ or ‘tended to agree’ that ‘local councils should have the powers and funding to integrate employment, skills, apprenticeships and business support in their local area’. A similar proportion (87 per cent) agreed that: ‘councils should be given additional central government funding to deal with the gap between what they need to spend on adult social care and what they have’ and also ‘councils should be given additional central government funding to deal with the gap between what they need to spend on children’s services and what they have’.

Additionally, 77 per cent of respondents agreed overall that ‘councils should have more financial freedoms and powers to build new homes’ and 71 per cent agreed overall that ‘councils should have more control over local taxes such as council tax and business rates’.

Figure 14: Proportion who ‘strongly agree’ or ‘tend to agree’ with statements about council funding and powers



Base (all respondents in England and Wales): 917 adults in June 2018

Note: The response scale used in this question is deliberately different from the scale used elsewhere in the question set to draw comparisons with another LGA survey which is carried out with Parliamentarians.

Media portrayal of government

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

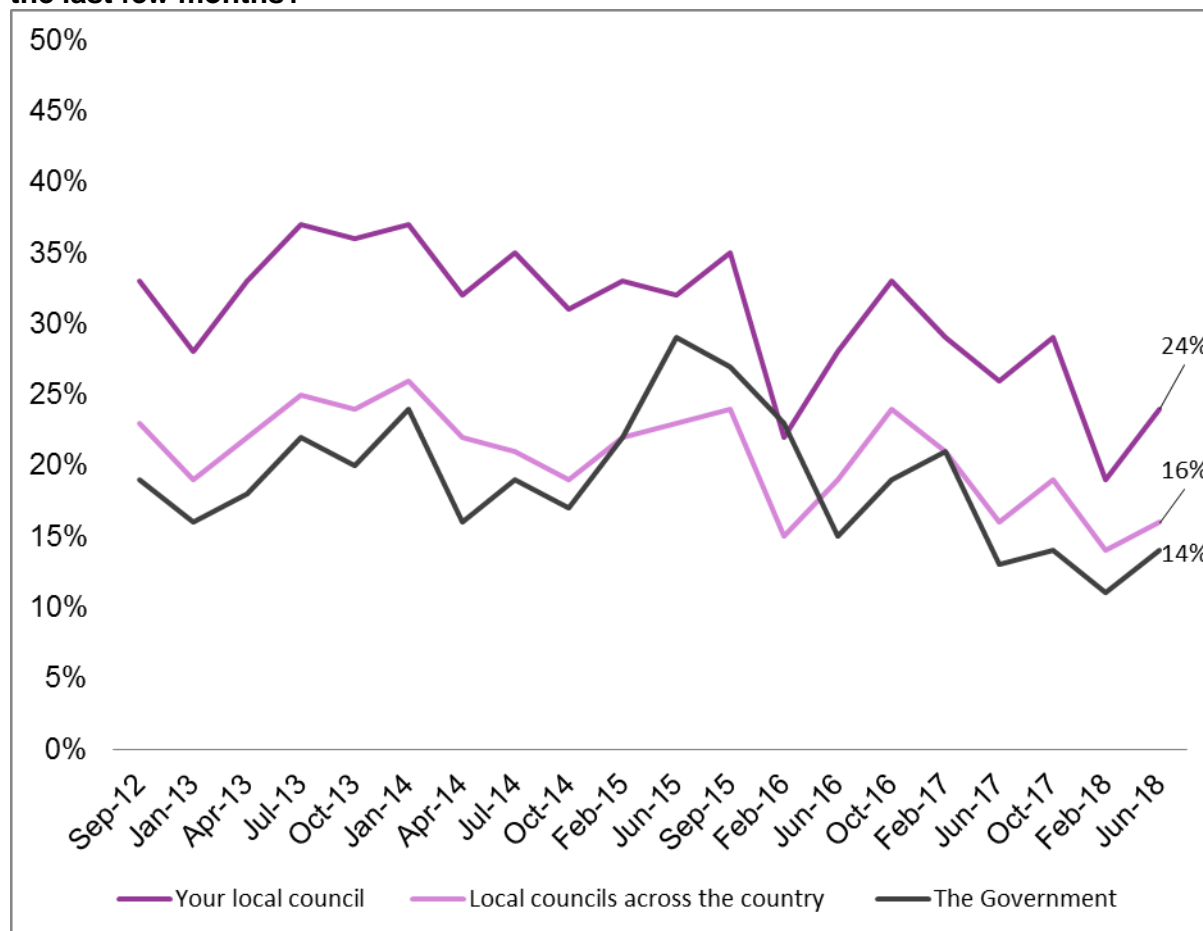
Regarding ‘the government’, the proportion of respondents observing overall positive coverage was 14 per cent, which is significantly lower than 12 previous rounds. The proportion observing negative coverage was 57 per cent – a significant drop from a high of 64 per cent in the previous round.

Concerning the media’s coverage of ‘local councils across the country’, 16 per cent of respondents observed overall positive coverage, which is significantly lower than 12 previous polls. Those observing negative coverage was 33 per cent – a significant drop from a high of 43 per cent in the previous round.

Asked about media coverage of their own ‘local council’, 24 per cent of respondents observed generally positive coverage, which is a significantly increase from the previous round (where a low of 19 per cent was observed). The proportion reporting negative coverage stands at 23 per cent in this round – a significant decrease from a high of 30 per cent in the last survey.

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): 1,000 to 1036 British adults from September 2012 to Jun 2018

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
Round	1	2	3	4	5	6	7	8	9	10
	%									
Very or fairly satisfied	84	84	82	85	84	83	82	80	82	80
Very satisfied	34	28	34	34	34	30	28	31	29	28
Fairly satisfied	50	57	48	51	50	53	54	50	53	52
Neither satisfied nor dissatisfied	9	9	9	8	9	7	10	9	8	8
Fairly dissatisfied	5	4	5	4	4	5	6	6	5	7
Very dissatisfied	2	2	3	3	3	5	2	5	4	5
Don't know	0	*	1	*	*	0	*	0	*	*

Base (all respondents): 1001 to 1036

Table A1 continued...										
	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
Very or fairly satisfied	82	83	81	82	83	80	81	82	81	79
Very satisfied	31	37	31	33	33	37	35	37	31	30
Fairly satisfied	51	46	50	49	50	43	46	46	50	49
Neither satisfied nor dissatisfied	9	8	8	9	10	9	7	9	10	9
Fairly dissatisfied	6	6	8	6	5	7	8	5	6	8
Very dissatisfied	3	3	3	3	3	4	4	3	3	4
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
Round	1	2	3	4	5	6	7	8	9	10
	%									
Very or fairly satisfied	72	72	70	72	69	70	70	67	68	67
Very satisfied	19	16	20	18	19	15	16	14	16	16
Fairly satisfied	53	57	50	54	50	55	54	54	52	51
Neither satisfied nor dissatisfied	12	13	13	12	14	13	16	15	16	13
Fairly dissatisfied	10	9	9	8	10	10	8	11	9	11
Very dissatisfied	4	4	7	6	6	6	6	7	6	8
Don't know	1	2	2	1	1	*	1	*	1	*

Base (all respondents): 1001 to 1036

Table A2 continued...

	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
Very or fairly satisfied	67	71	66	68	68	65	66	65	64	61
Very satisfied	16	21	15	18	15	17	17	20	15	14
Fairly satisfied	50	50	50	50	53	48	49	45	49	47
Neither satisfied nor dissatisfied	16	13	12	17	18	16	13	17	17	19
Fairly dissatisfied	10	9	14	10	8	11	13	12	12	12
Very dissatisfied	6	7	8	5	5	8	8	5	6	8
Don't know	1	*	*	*	*	*	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
Round	1	2	3	4	5	6	7	8	9	10
	%									
Strongly or tend to agree	56	51	51	52	51	53	48	49	51	53
Strongly agree	10	9	11	11	12	9	11	12	11	11
Tend to agree	46	42	40	42	39	44	37	37	41	41
Neither agree nor disagree	21	29	25	26	25	23	31	27	25	24
Tend to disagree	15	11	13	13	13	14	15	13	12	14
Strongly disagree	6	7	7	8	8	9	7	9	10	9
Don't know	2	2	4	2	2	1	1	2	1	*

Base (all respondents): 1001 to 1036

Table A3 continued...

	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
Strongly or tend to agree	51	56	50	51	49	47	47	50	48	45
Strongly agree	9	13	11	12	11	13	10	12	10	9
Tend to agree	42	42	39	39	39	34	37	38	38	36
Neither agree nor disagree	22	23	24	26	30	26	25	24	28	28
Tend to disagree	18	12	17	15	13	15	16	17	16	16
Strongly disagree	8	8	8	7	7	11	11	7	7	11
Don't know	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
Round	1	2	3	4	5	6	7	8	9	10
	%									
A great deal or fair amount	62	60	61	63	62	61	62	61	61	63
A great deal	8	9	10	8	10	8	9	9	9	10
A fair amount	54	52	51	54	52	53	53	52	52	53
Not very much	28	27	26	25	27	28	27	29	28	27
Not at all	5	6	7	7	7	7	8	9	7	7
Don't know	5	7	6	5	5	3	3	1	3	2

Base (all respondents): 1001 to 1036

Table A4 continued...

	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
A great deal or fair amount	59	65	57	61	62	59	57	59	56	53
A great deal	8	10	9	9	10	12	8	11	9	6
A fair amount	51	54	48	52	52	48	49	48	48	47
Not very much	31	27	31	29	28	31	31	33	32	34
Not at all	7	7	9	6	7	8	8	6	8	9
Don't know	3	1	3	3	3	1	3	3	4	4

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

Base (all respondents): 1001 to 1036

Table A5 continued...

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

Base (all respondents): 1000 to 1009

Trust

Table A6: How much do you trust your local council(s)?

	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15
Round	1	2	3	4	5	6	7	8	9	10
	%									
A great deal or fair amount	61	62	60	61	61	61	61	59	59	61
A great deal	10	7	9	9	10	8	8	8	9	8
A fair amount	51	55	51	53	51	52	53	51	50	53
Not very much	26	27	28	25	26	26	28	29	29	25
Not at all	10	8	10	11	12	12	10	11	11	13
Don't know	2	3	2	2	1	1	1	1	1	1

Base (all respondents): 1001 to 1036

Table A6 continued...

	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
A great deal or fair amount	58	65	59	63	63	59	60	67	57	56
A great deal	8	9	9	10	10	10	8	11	8	6
A fair amount	50	55	50	53	52	49	52	56	49	50
Not very much	28	25	29	25	25	28	28	24	30	31
Not at all	13	9	11	12	11	13	11	8	12	12
Don't know	1	1	1	1	1	*	1	2	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
Round	4	5	6	7	8	9	10	11
	%							
Your local council(s)	70	71	77	72	80	73	75	72
The government	14	11	13	16	14	15	19	17
Neither	13	16	8	11	5	10	6	11
Don't know	3	2	2	2	1	1	1	1

Base (all respondents): 1001 to 1008

Table A7 continued...

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	12	13	14	15	16	17	18	19	20
	%								
Your local council(s)	76	77	72	74	72	73	71	71	72
The government	15	14	16	15	17	13	15	15	17
Neither	7	8	11	10	10	12	13	12	9
Don't know	1	1	1	1	1	2	2	2	2

Base (all respondents): 1000 to 1009

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

Base (all respondents): 1001 to 1009

Table A8 continued...

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

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

Base (all respondents): 1001 to 1036

Table A9 continued...										
	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
Very or fairly safe	80	79	78	79	79	78	79	76	75	75
Very safe	37	37	38	34	35	34	34	34	33	33
Fairly safe	43	42	41	45	44	44	45	42	42	41
Neither safe nor unsafe	9	9	9	8	10	11	11	9	11	11
Fairly unsafe	7	7	8	8	8	7	7	10	9	9
Very unsafe	3	4	4	3	3	4	3	4	5	5
Don't know	*	*	*	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 area ²²during the day										
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15
Round	1	2	3	4	5	6	7	8	9	10
	%									
Very or fairly safe	95	95	96	95	95	94	94	95	94	94
Very safe	60	62	65	66	66	62	63	62	63	65
Fairly safe	35	33	31	29	29	32	32	33	31	29
Neither safe nor unsafe	3	3	2	2	3	3	3	3	3	3
Fairly unsafe	2	2	1	1	*	2	2	1	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...										
	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
Very or fairly safe	96	94	93	95	94	94	93	95	92	94
Very safe	68	67	63	62	65	63	62	66	60	62
Fairly safe	28	27	30	33	30	31	31	29	32	32
Neither safe nor unsafe	2	4	5	3	3	4	3	3	5	4
Fairly unsafe	2	2	2	1	2	2	2	2	1	1
Very unsafe	*	*	1	*	1	*	1	1	1	1
Don't know	*	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
Round	1	2	3	4	5	6	7	8	9	10
	%									
Very or fairly satisfied	83	86	84	84	83	80	81	80	83	80
Very satisfied	45	45	48	43	44	41	41	39	41	42
Fairly satisfied	37	41	36	41	39	39	39	41	42	38
Neither satisfied nor dissatisfied	5	4	4	4	4	5	6	4	4	4
Fairly dissatisfied	7	5	7	8	7	10	8	8	6	9
Very dissatisfied	5	5	5	5	5	5	6	7	7	7
Don't know	1	*	*	*	1	0	*	0	*	*

Base (all respondents): 1001 to 1036

Table A11 continued...

	waste collection ²⁴									
	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
Very or fairly satisfied	77	82	81	80	79	77	80	78	78	77
Very satisfied	39	44	41	39	41	39	35	42	37	36
Fairly satisfied	38	38	40	41	38	38	44	36	41	41
Neither satisfied nor dissatisfied	5	6	5	6	6	6	4	6	7	6
Fairly dissatisfied	9	7	9	10	10	10	9	9	10	9
Very dissatisfied	8	5	5	4	5	7	7	6	6	8
Don't know	*	0	0	*	*	*	0	*	*	*

Base (all respondents): 1001 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
Round	1	2	3	4	5	6	7	8	9	10
	%									
Very or fairly satisfied	74	73	76	74	76	72	73	73	75	71
Very satisfied	27	26	30	27	26	24	24	25	25	27
Fairly satisfied	47	47	46	48	49	48	50	48	50	44
Neither satisfied nor dissatisfied	6	10	8	8	7	10	9	8	9	10
Fairly dissatisfied	12	10	9	10	10	10	11	12	9	10
Very dissatisfied	7	6	7	7	7	7	6	7	7	8
Don't know	1	2	1	1	1	1	1	*	1	*

Base (all respondents): 1001 to 1036

Table A12 continued...

	street cleaning									
	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
Very or fairly satisfied	72	75	73	69	71	70	69	70	66	67
Very satisfied	24	29	26	24	25	25	24	26	19	21
Fairly satisfied	48	45	47	45	46	45	45	44	46	46
Neither satisfied nor dissatisfied	10	9	8	11	12	10	8	10	12	9
Fairly dissatisfied	11	9	11	12	10	11	13	11	13	13
Very dissatisfied	7	7	7	8	7	9	10	9	9	10
Don't know	*	1	*	*	1	*	1	*	1	*

Base (all respondents): 1001 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
Round	1	2	3	4	5	6	7	8	9	10
	%									
Very or fairly satisfied	46	46	40	45	42	38	39	39	42	38
Very satisfied	12	11	10	10	9	9	10	8	11	8
Fairly satisfied	35	35	30	35	32	29	30	31	31	30
Neither satisfied nor dissatisfied	10	12	8	11	9	11	12	14	14	11
Fairly dissatisfied	24	22	22	23	26	25	22	24	24	25
Very dissatisfied	19	20	28	20	22	26	26	22	20	27
Don't know	*	1	1	1	1	1	1	1	1	*

Base (all respondents): 1001 to 1036

Table A13 continued...

	road maintenance									
	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
Very or fairly satisfied	39	48	40	43	45	42	39	45	36	32
Very satisfied	9	11	8	8	11	11	8	11	8	6
Fairly satisfied	30	37	32	35	34	31	31	34	28	26
Neither satisfied nor dissatisfied	12	13	12	13	14	11	11	13	13	10
Fairly dissatisfied	25	20	25	21	22	24	24	21	25	28
Very dissatisfied	23	19	23	23	19	22	26	21	25	29
Don't know	*	*	*	*	*	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
Round	1	2	3	4	5	6	7	8	9	10
	%									
Very or fairly satisfied	58	57	56	59	54	51	55	54	56	53
Very satisfied	15	13	15	12	14	11	14	13	14	13
Fairly satisfied	43	44	41	47	41	39	42	41	42	41
Neither satisfied nor dissatisfied	9	12	11	9	11	15	14	15	12	13
Fairly dissatisfied	19	19	18	16	20	19	19	19	17	18
Very dissatisfied	13	10	15	14	14	14	11	11	14	15
Don't know	1	2	1	1	1	1	1	*	1	1

Base (all respondents): 1001 to 1036

Table A14 continued...

	pavement maintenance									
	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
Very or fairly satisfied	54	57	53	54	55	51	54	55	50	50
Very satisfied	13	16	12	13	13	13	14	16	12	11
Fairly satisfied	41	41	41	41	42	38	40	38	38	39
Neither satisfied nor dissatisfied	12	14	15	15	15	16	12	11	15	15
Fairly dissatisfied	19	16	18	18	17	18	19	19	19	18
Very dissatisfied	14	12	13	13	12	15	15	14	15	16
Don't know	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
Round	1	2	3	4	5	6	7	8	9	10
%										
Very or fairly satisfied	67	69	71	67	70	66	67	71	66	67
Very satisfied	34	29	30	32	32	30	27	30	31	30
Fairly satisfied	34	40	41	35	38	36	40	41	35	38
Neither satisfied nor dissatisfied	10	12	11	13	10	17	14	15	17	16
Fairly dissatisfied	7	5	6	5	6	7	7	6	5	6
Very dissatisfied	3	3	3	3	3	5	4	5	6	6
Don't know	12	11	10	11	10	5	7	3	7	5

Base (all respondents): 1001 to 1036

Table A15 continued...

	... library services									
	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
%										
Very or fairly satisfied	62	67	64	61	62	62	62	63	59	60
Very satisfied	31	29	26	26	26	29	29	29	24	24
Fairly satisfied	32	38	38	35	36	33	33	33	35	36
Neither satisfied nor dissatisfied	19	17	17	22	19	21	18	19	19	23
Fairly dissatisfied	9	7	8	7	7	8	8	7	9	7
Very dissatisfied	6	4	7	5	6	6	6	5	6	6
Don't know	4	5	5	5	6	3	7	6	7	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
Round	1	2	3	4	5	6	7	8	9	10
%										
Very or fairly satisfied	63	63	65	63	63	62	61	64	65	62
Very satisfied	21	19	22	18	19	18	18	21	21	21
Fairly satisfied	42	43	43	45	44	44	43	42	44	41
Neither satisfied nor dissatisfied	13	16	14	13	14	17	18	17	16	17
Fairly dissatisfied	11	8	8	12	9	9	9	10	7	11
Very dissatisfied	5	5	5	5	5	6	6	6	7	6
Don't know	8	9	9	8	9	6	6	3	5	3

Base (all respondents): 1001 to 1036

Table A16 continued...

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

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

Base (all respondents): 1001 to 1036

Table A17 continued...

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

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

Base (all respondents): 1001 to 1036

Table A18 continued...

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

Base (all respondents): 1000 to 1009

Council powers and funding

Table A19: To what extent do you agree or disagree with the following statements about local government in England and Wales...?						
	Strongly or tend to agree	Strongly agree	Tend to agree	Tend to disagree	Disagree strongly	Don't know
	%					
Councils should have more control over local taxes such as council tax and business rates	71	28	44	14	11	3
Councils should have more financial freedoms and powers to build new homes	77	37	40	14	7	2
Councils should be given additional central government funding to deal with the gap between what they need to spend on adult social care and what they have	87	45	42	7	3	2
Councils should be given additional central government funding to deal with the gap between what they need to spend on children's services and what they have	87	46	40	7	3	3
Local councils should have the powers and funding to integrate employment, skills, apprenticeships and business support in their local area	89	48	41	6	3	2

Base (all respondents in England and Wales) 917

Note: The response scale used in this question is deliberately different from the scale used elsewhere in the question set to draw comparisons with another LGA survey which is carried out with Parliamentarians.

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
Round	1	2	3	4	5	6	7	8	9	10
	%									
Positively	19	16	18	22	20	24	16	19	17	22
Neither positively nor negatively	23	28	29	20	20	23	29	26	30	29
Negatively	54	50	46	52	54	49	51	54	49	47
Don't know	4	6	7	6	5	4	4	2	4	2

Base (all respondents): 1001 to 1036

Table A20a continued...

	The Government									
	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
Positively	29	27	23	15	19	21	13	14	11	14
Neither positively nor negatively	29	27	34	26	24	26	25	24	20	25
Negatively	40	43	40	56	55	51	59	60	64	57
Don't know	2	3	3	3	2	2	2	3	4	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
Round	1	2	3	4	5	6	7	8	9	10
	%									
Positively	23	19	22	25	24	26	22	21	19	22
Neither positively nor negatively	30	38	39	25	29	28	39	36	42	34
Negatively	34	31	27	34	34	37	30	36	32	40
Don't know	13	12	12	16	13	9	9	7	7	5

Base (all respondents): 1001 to 1036

Table A20b continued...

	Local councils across the country									
	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
Positively	23	24	15	19	24	21	16	19	14	16
Neither positively nor negatively	43	41	50	41	37	39	43	40	36	43
Negatively	30	29	29	33	33	35	33	34	43	33
Don't know	5	6	6	7	7	5	7	7	7	8

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

Base (all respondents): 1001 to 1036

Table A20c continued...

	Your local council									
	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18
Round	11	12	13	14	15	16	17	18	19	20
	%									
Positively	32	35	22	28	33	29	26	29	19	24
Neither positively nor negatively	44	41	53	46	39	43	49	44	43	46
Negatively	19	18	20	20	21	24	20	20	30	23
Don't know	4	5	6	7	7	4	6	6	8	7

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

PLEASE NOTE: ENGLAND AND WALES ONLY

12. To what extent do you agree or disagree with the following statements about local government in England and Wales...?²⁵

SELECT ONE ANSWER ONLY PER OPTION

- Strongly agree
- Tend to agree
- Tend to disagree
- Disagree strongly
- Don't know

RANDOMISE ORDER

- Councils should have more control over local taxes such as council tax and business rates
- Councils should have more financial freedoms and powers to build new homes
- Councils should be given additional central government funding to deal with the gap between what they need to spend on adult social care and what they have
- Councils should be given additional central government funding to deal with the gap between what they need to spend on children's services and what they have
- Local councils should have the powers and funding to integrate employment, skills, apprenticeships and business support in their local area

13. 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.

²⁵ The response scale used in this question is deliberately different from the scale used elsewhere in the question set to draw comparisons with another LGA survey which is carried out with Parliamentarians.



Local Government Association

18 Smith Square
London SW1P 3HZ

Telephone 020 7664 3000

Fax 020 7664 3030

Email info@local.gov.uk

www.local.gov.uk

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For a copy in Braille, larger print or audio, please contact us on 020 7664 3000.

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