

# Polling on resident satisfaction with councils: Round 23

June 2019



## Acknowledgements

The Local Government Association (LGA) Research and Information Team would like to thank Populus Data Solutions for their input to this work. We would also like to thank all the participants who took part in the polling.

To view more research from the Local Government Association Research and Information team please visit: <https://www.local.gov.uk/our-support/research>

## Contents

Methodology.....	4
Notes.....	6
Key findings.....	7
Key indicators.....	7
Satisfaction with council 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 .....	17
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 third set of results in a series of regular Local Government Association (LGA) public polls on resident satisfaction with local councils, conducted every four months.<sup>1</sup>

With the publication of *Are You Being Served*<sup>2</sup> 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 13 and 16 June 2019, a representative random sample of 1,004 British adults (aged 18 or over) was polled by telephone.<sup>3</sup>

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."*

---

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

<sup>2</sup> <http://lginform.local.gov.uk/about-lg-inform/resident-satisfaction>

<sup>3</sup> 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 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*<sup>2</sup> question set, the same question ordering, wording, definitions and preamble have been used to allow comparability.<sup>4</sup>

---

<sup>4</sup> 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 third round of polling in this series, and the paper examines trends since the first round in September 2012.<sup>5</sup> Differences between results are highlighted within the report where this is statistically significant.<sup>6</sup> 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.

---

<sup>5</sup> 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>

<sup>6</sup> Statistical significance is tested at the 95 per cent level.

## Key findings

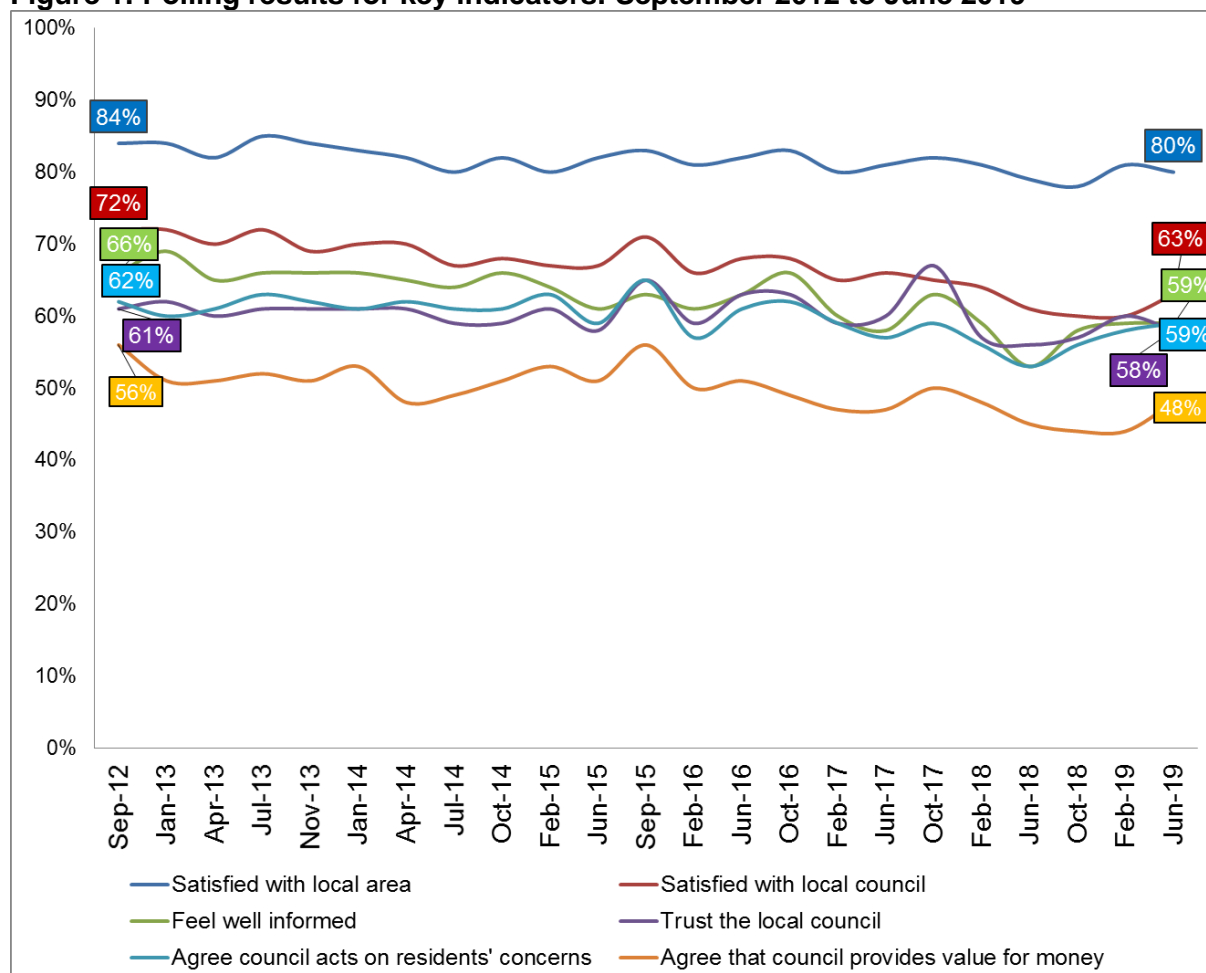
### Key indicators

The LGA's polling uses six indicators to measure how satisfied residents are with their local area and council. The majority of respondents gave positive satisfaction ratings, as they have done in all 22 previous rounds, with the exception of 'value for money'. June's polling found no significant changes to the results for key metrics observed in the previous poll in February. Indeed, the picture has improved in places compared to polling in June 2018, with two of the six metrics achieving a significantly higher proportion of satisfaction ratings than one year ago (namely, 'responsiveness of council' and 'feeling informed'). The following results were observed:

- **Satisfaction with local area:** 80 per cent of respondents were satisfied overall with their local area as a place to live – the rolling average is 82 per cent.
- **Satisfaction with way council runs things:** 63 per cent of respondents were satisfied overall with the way their local council runs things – the rolling average is 67 per cent.
- **Feeling informed:** 59 per cent of respondents said their council keeps residents informed about the services and benefits it provides – the rolling average is 63 per cent.
- **Trust in council:** 58 per cent of respondents said they trusted their council either 'a great deal' or 'a fair amount' – the rolling average is 60 per cent.
- **Responsiveness of council:** 59 per cent of respondents replied positively when asked if their council acts on the concerns of local residents – the rolling 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 48 per cent in this round, with a further 27 per cent giving a neutral response.

Figure 1 shows the results for June 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 2019**



Base (all respondents): 1,004 British adults in June 2019

## Satisfaction with council services

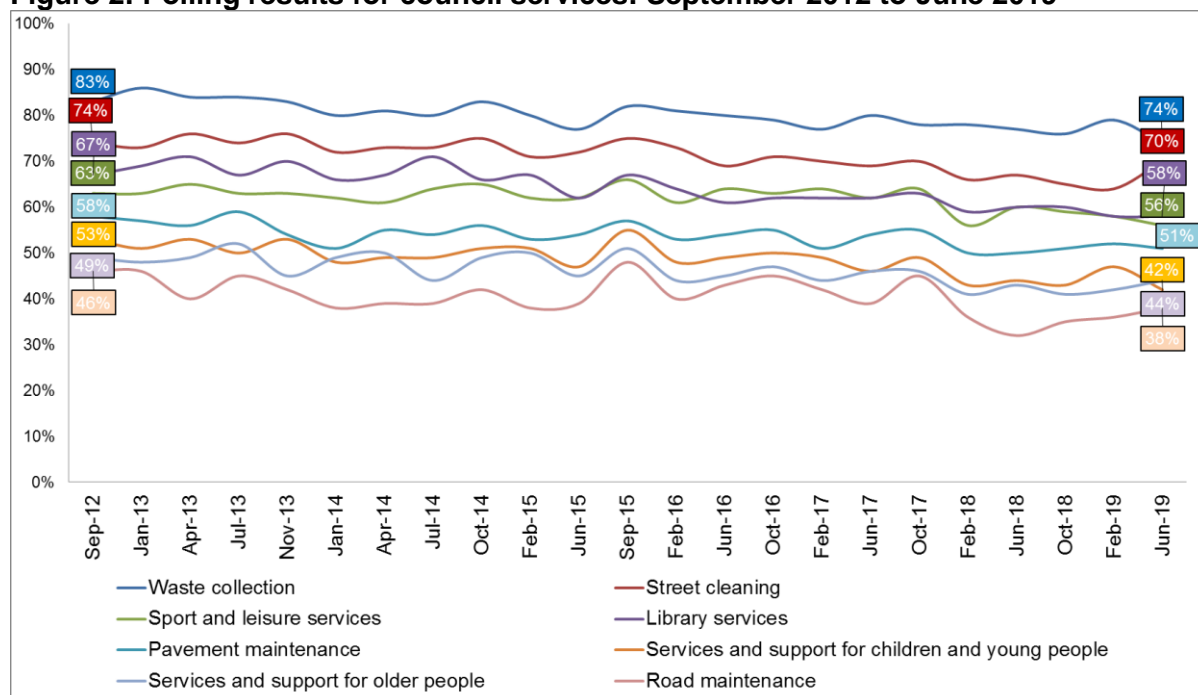
The LGA's polling asks residents to indicate their level of satisfaction with eight council services. There were two significant changes in this round compared to the previous round in February 2019 – one decrease and one increase (see also Figure 2):

- **Waste collection:** 74 per cent of respondents were satisfied overall with waste collection compared to 79 per cent in February.
- **Street cleaning:** 70 per cent of respondents were satisfied overall with waste collection compared to 64 per cent in February.

Overall satisfaction (either 'very satisfied' or 'fairly satisfied') with four services dropped to the lowest or joint lowest levels across all 23 rounds – waste collection (74 per cent), library services (58 per cent), sport and leisure services (56 per cent) and services and support for children and young people (42 per cent).



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



Base (all respondents): 1,004 British adults in June 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.
- **Feeling safe during the day:** 94 per cent of respondents indicated feeling safe when outside in their local area during the day.

## 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' (73 per cent) compared to 'the government' (11 per cent) and 'neither' (14 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' (72 per cent) compared to 'members of parliament' (nine per cent) and 'government ministers' (five per cent) when asked which individuals were most trusted to make decisions about how services are provided in one's local area. The proportion of respondents selecting 'none of the above' was significantly higher than 15 previous rounds (12 per cent).

## Media portrayal of government

Two thirds of respondents (66 per cent) in this round thought the media had viewed 'the government' negatively in the last few months, whereas 32 per cent thought this was the case for 'local councils across the country' and 20 per cent said the same about 'my local council'.

The findings were:

- **The government:** 66 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 22 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 32 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:** 20 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, 28 and 24 per cent in February and October 2018 and February 2019, respectively (the average is 22 per cent).

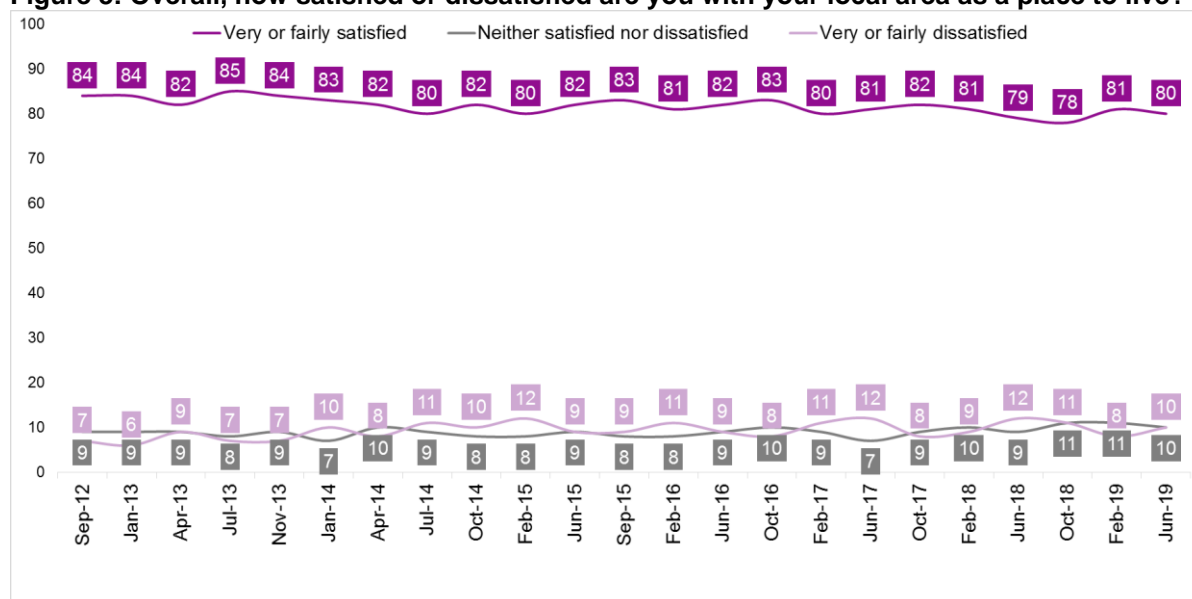
## Polling on resident satisfaction with councils

This section outlines the polling results for June 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 (80 per cent). This high level of satisfaction has been observed across all 23 polling surveys (see Figure 3).

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



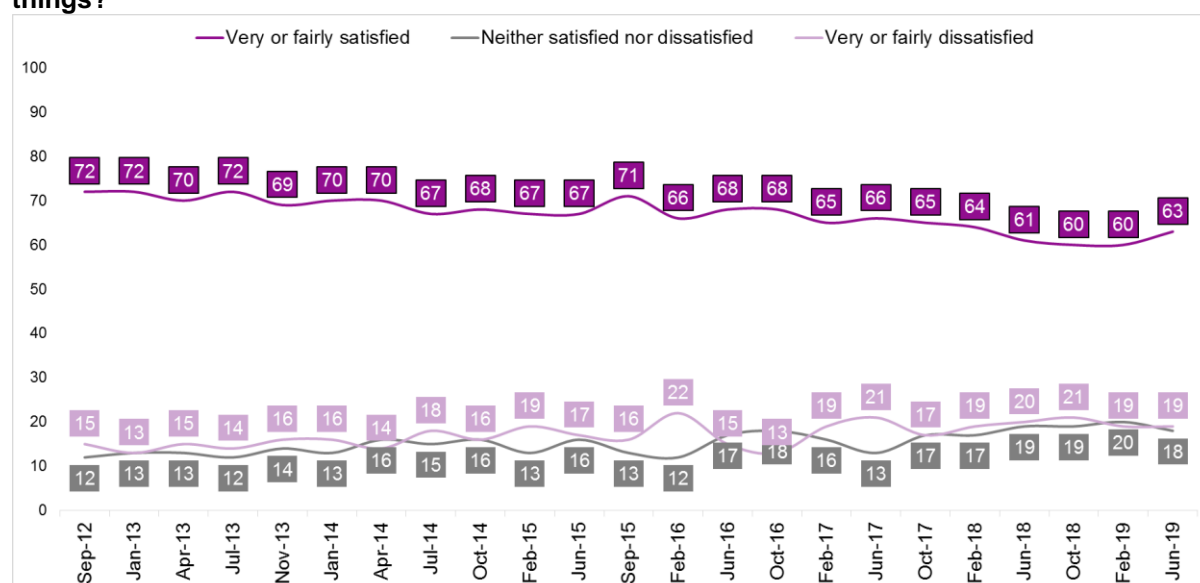
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-19

### Overall satisfaction with local council

Sixty three per cent of respondents in this round were ‘very satisfied’ or ‘fairly satisfied’ with ‘the way their local council runs things’ (see Figure 4). It represents a notable, but not significant, increase compared to the previous two rounds (when overall satisfaction achieved 60 per cent).

<sup>7</sup> 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?**

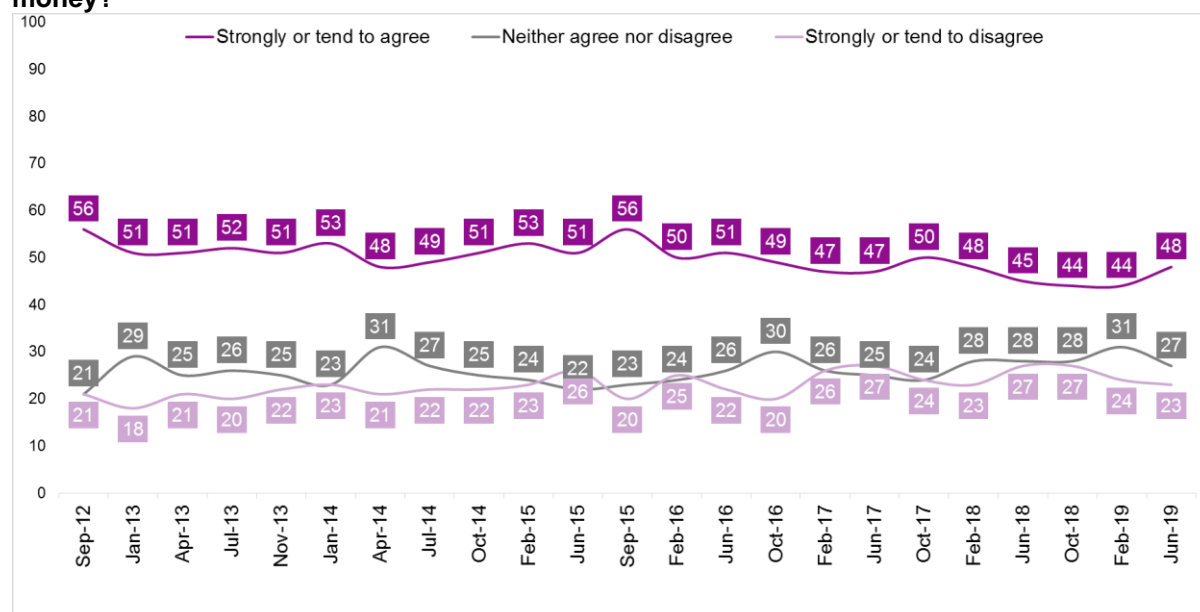


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-19

## Value for money

Forty eight percent of respondents in this round agreed that their council provides value for money (see Figure 5). This represents a notable, but not significant, increase compared to the three previous rounds (when agreement stood at 44 or 45 per cent). Of the six indicators of resident satisfaction, perceptions about value for money have always received much lower positive ratings than the other measures.

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



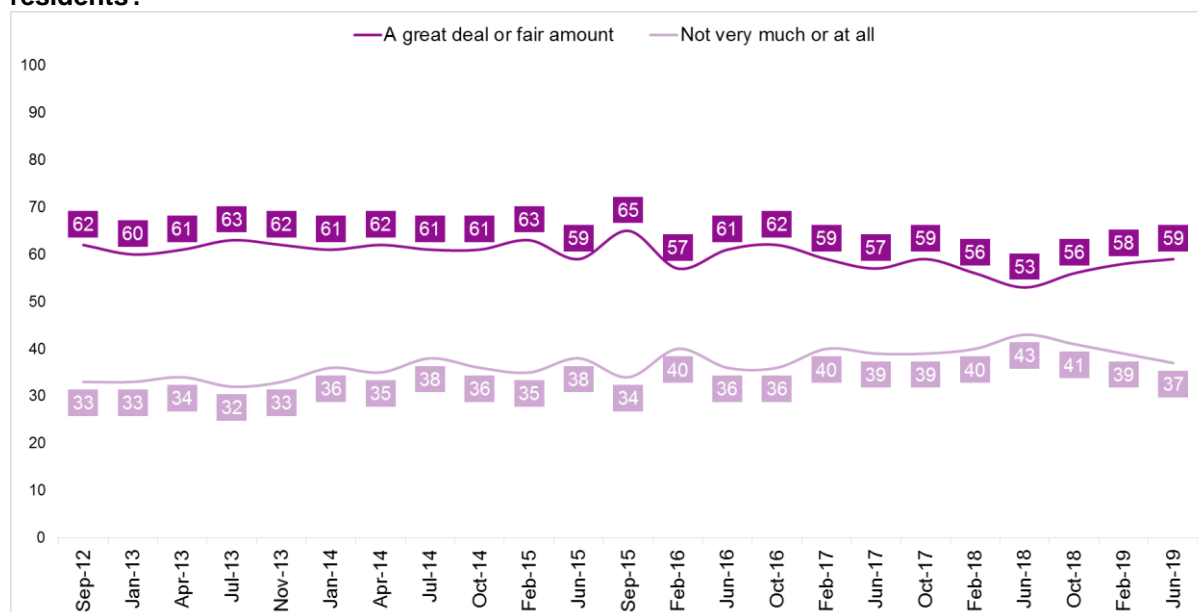
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-19

<sup>8</sup> 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 nine 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 Jun-19

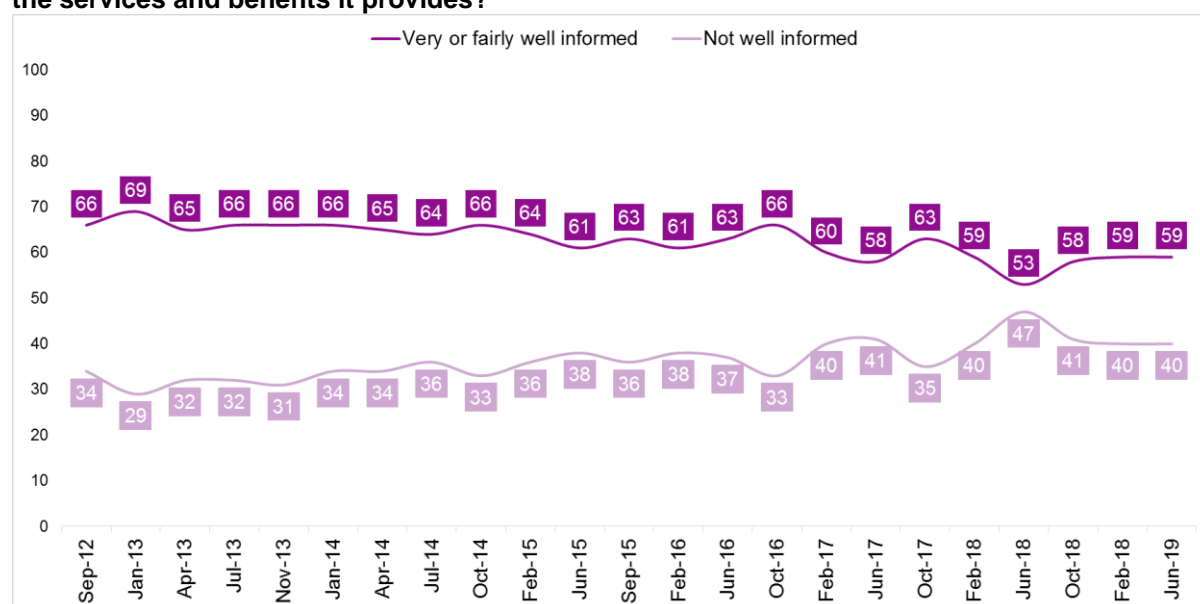
## Informed about the council

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 is significantly higher than June 2018.

---

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?**

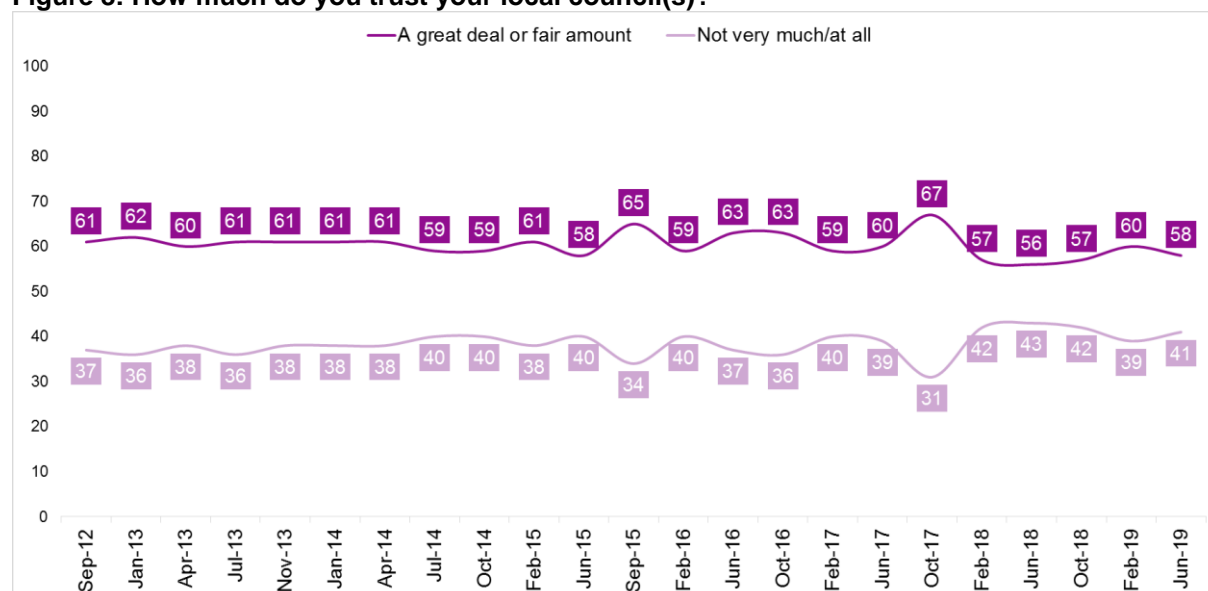


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-19

## Trust in local council

In this round, 58 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 of the previous 22 rounds.<sup>9</sup>

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

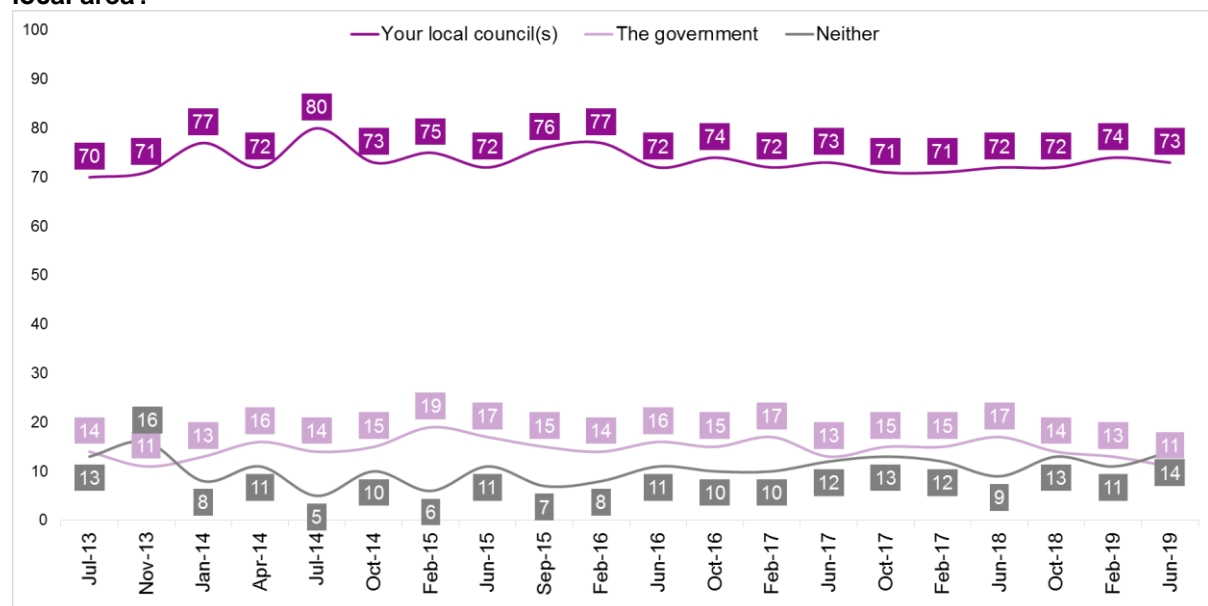


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-19

<sup>9</sup> 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.

Consistent with all other rounds of polling, public trust in local councils was found 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’ or ‘the government’ or ‘neither’ – 73 per cent said their ‘local council’, 11 per cent said ‘the government’ and 14 per cent said ‘neither’.

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

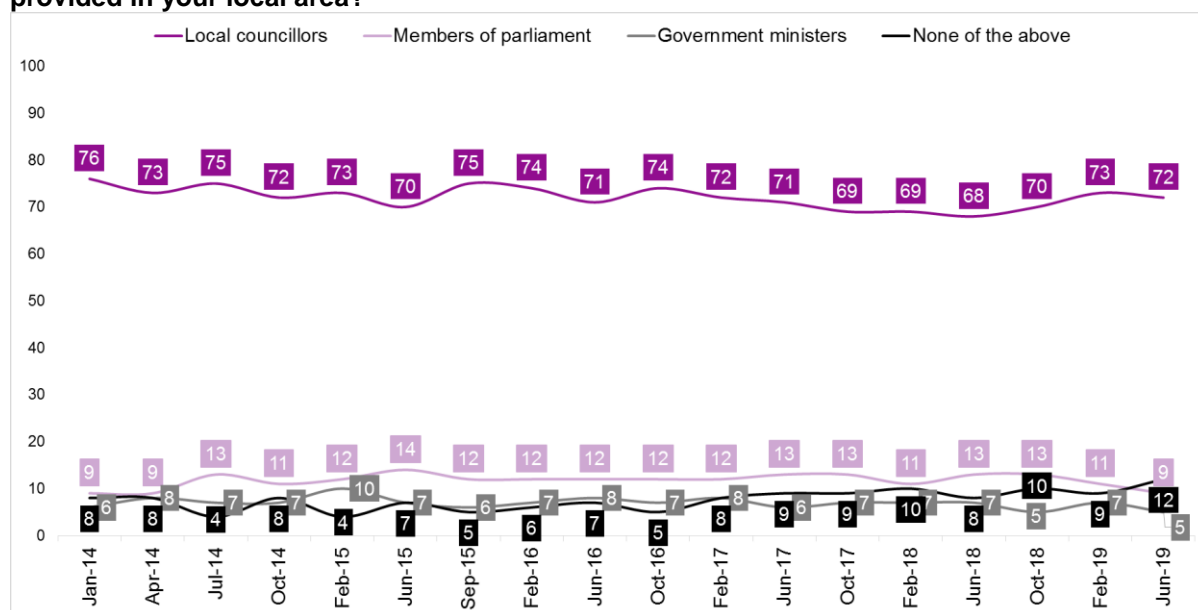


Base (all respondents): Between 1000 and 1009 British adults per round from Jun-13 to Jun-19

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 72 per cent of respondents making this selection. Nine per cent of respondents said they most trusted ‘members of parliament’ to make decisions about services provided in their local area compared to five per cent for ‘government ministers’ and 12 per cent for ‘none of these’. This question was introduced in January 2014. See Figure 10.

<sup>10</sup> ‘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?<sup>11</sup>**

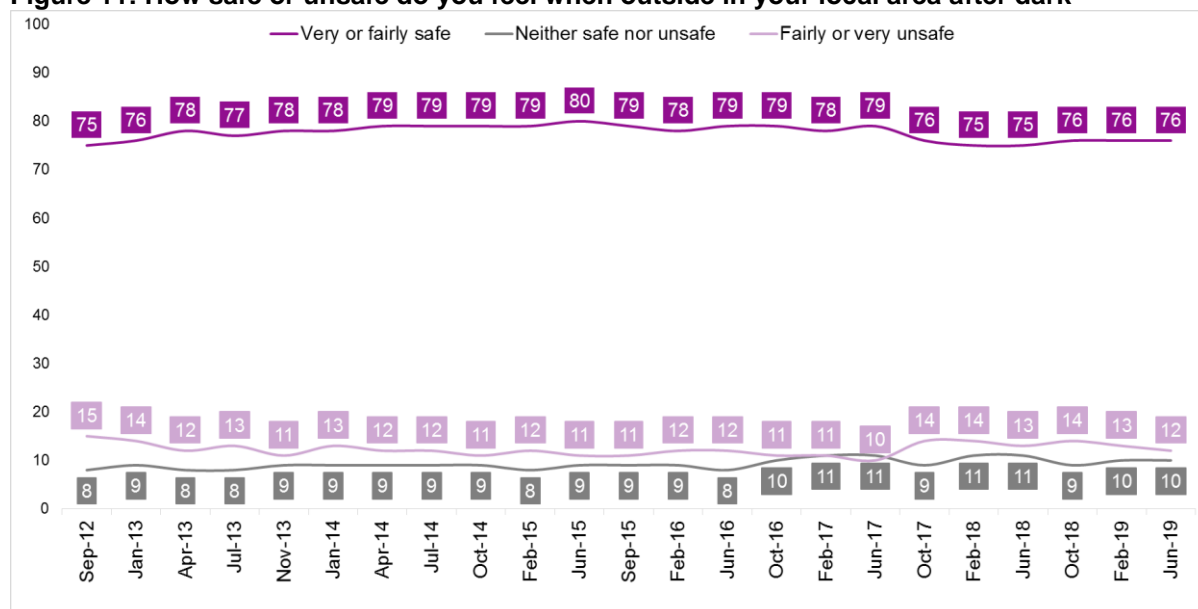


Base (all respondents): Between 1000 and 1009 British adults per round from Jan-14 to Jun-19

## 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 (see Figure 11).

**Figure 11: How safe or unsafe do you feel when outside in your local area after dark<sup>12</sup>**



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

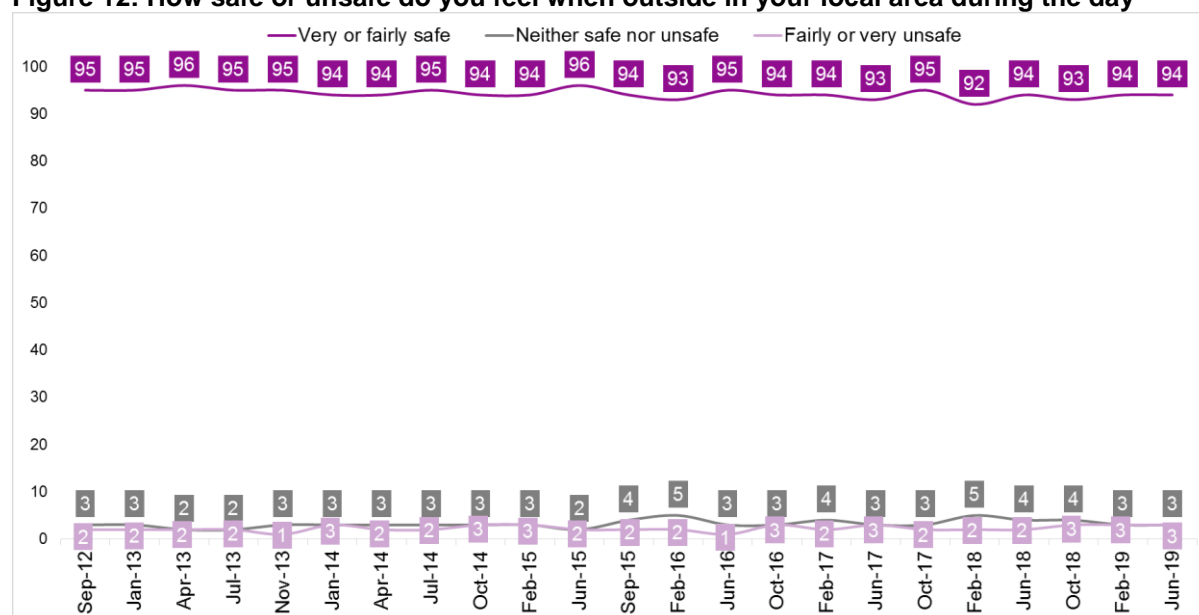
<sup>11</sup> 'None of the above' was not read out to respondents as an answer option but the interviewer could code if it was given spontaneously

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



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’.

**Figure 12: How safe or unsafe do you feel when outside in your local area during the day<sup>13</sup>**



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

## Service-specific satisfaction

Respondents were invited to indicate how satisfied or dissatisfied they were with the following council services<sup>14</sup>: 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 was with waste collection services (74 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 (63 per cent, see Figure 4).

Satisfaction with street cleaning was also higher than overall satisfaction with the council, at 70 per cent – a significant increase compared to the last round of polling.

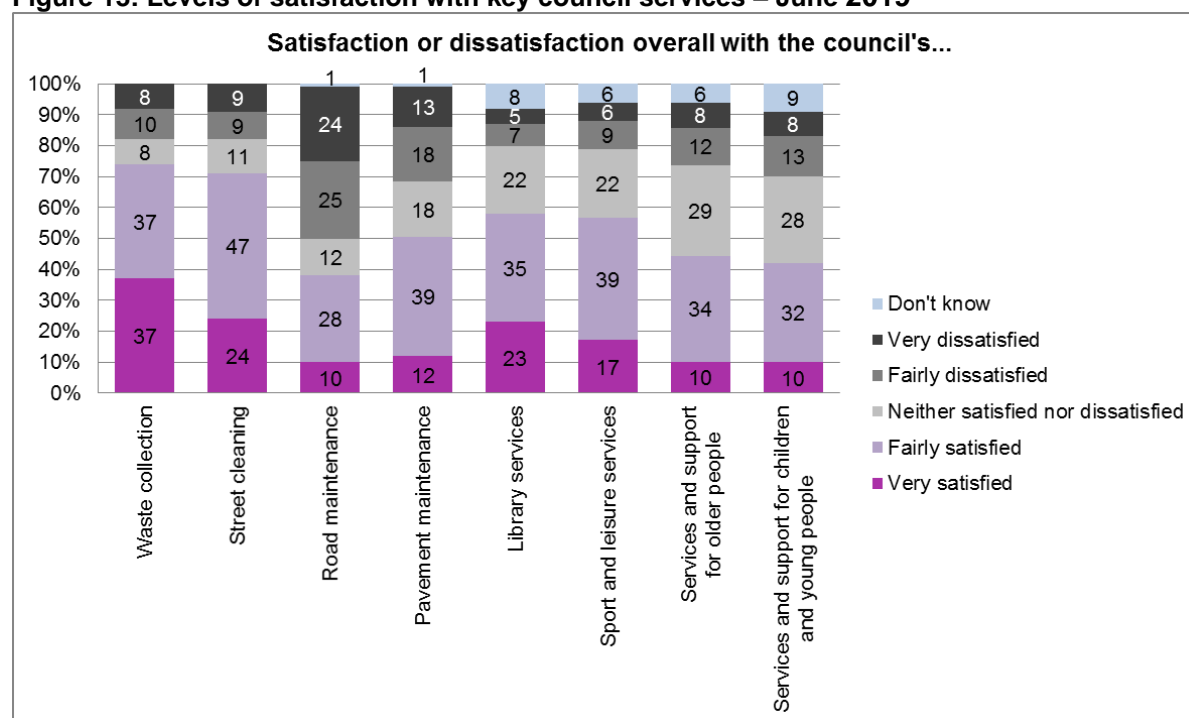
Of the eight services presented, road maintenance continues to have the highest level of dissatisfaction. In this round, 38 per cent of respondents were satisfied with

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

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

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

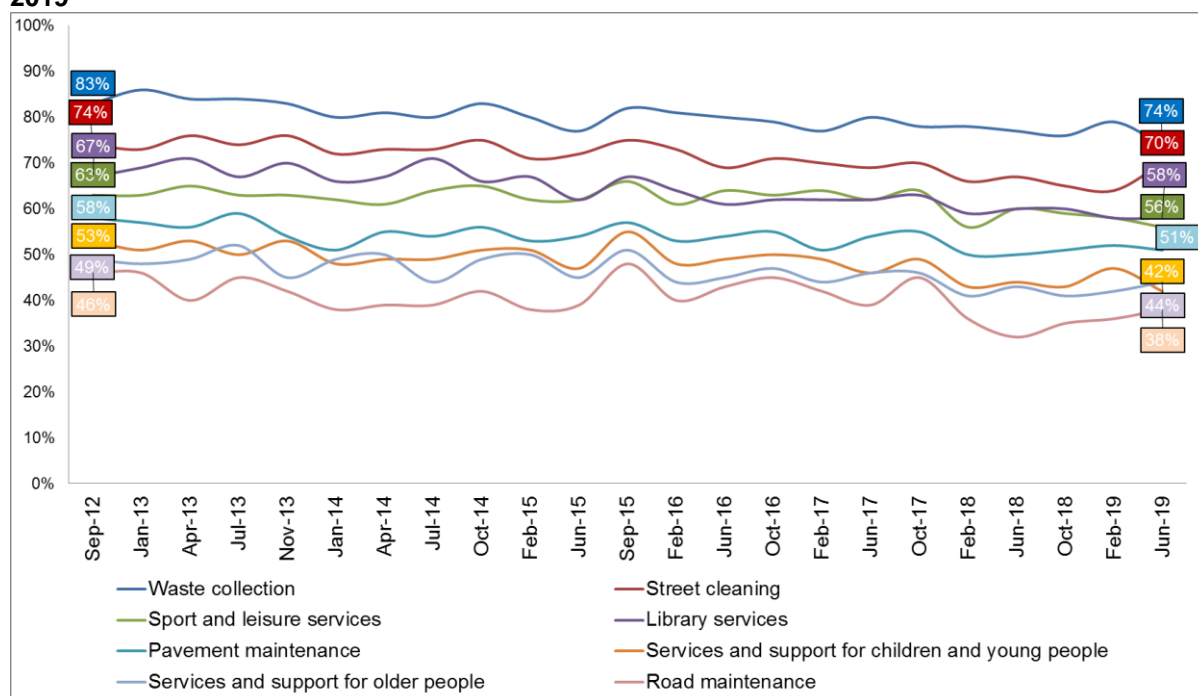
**Figure 13: Levels of satisfaction with key council services – June 2019**



Base (all respondents): 1004 British adults in June-2019

Four of the eight services presented to respondents in this round received the lowest (or joint lowest) proportion of positive responses across all rounds, namely waste collection (74 per cent), library services (58 per cent), sport and leisure services (56 per cent) and services, and support for children and young people (42 per cent) – see Figure 14.

**Figure 14: Proportion 'very satisfied' or 'fairly satisfied' with each service: Sep-2012 to Jun-2019**



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-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’.

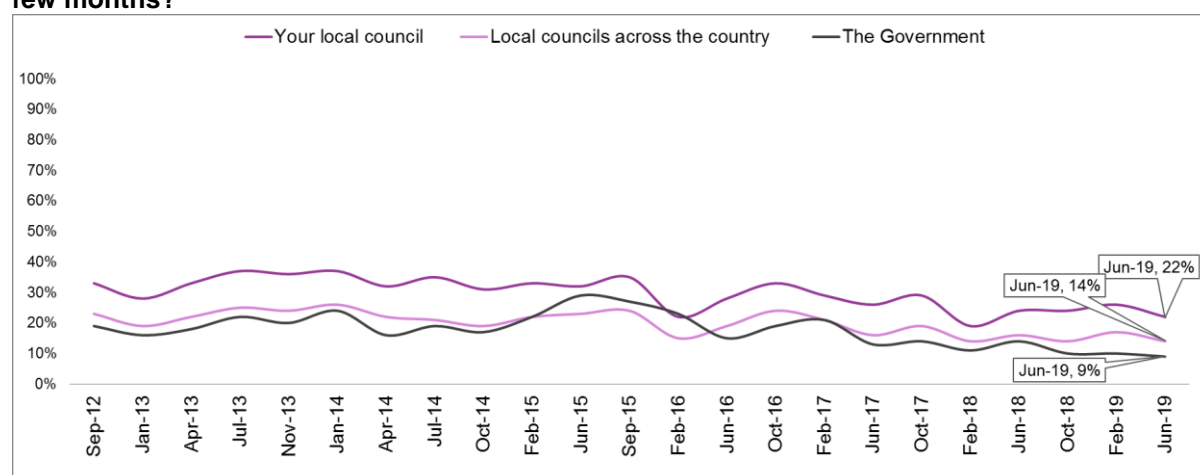
Regarding ‘the government’, the proportion of respondents observing positive coverage was nine per cent, which is significantly lower than 19 previous rounds. The proportion observing negative coverage was 66 per cent.

Concerning the media’s coverage of ‘local councils across the country’, 14 per cent of respondents observed positive coverage, while those observing negative coverage was 32 per cent and those observing neither positive nor negative coverage was 48 per cent.

Asked about media coverage of their ‘own local council’, 22 per cent of respondents observed positive coverage. The proportion reporting negative coverage stands at 20 per cent in this round, and stands at 52 per cent for those observing neither positive nor negative coverage.

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

Base (all respondents): 1001 to 1036

Table A1 continued...											
	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
<b>Very or fairly satisfied</b>	<b>81</b>	<b>82</b>	<b>83</b>	<b>80</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>79</b>	<b>78</b>	<b>81</b>	<b>80</b>
Very satisfied	31	33	33	37	35	37	31	30	31	28	32
Fairly satisfied	50	49	50	43	46	46	50	49	47	53	49
Neither satisfied nor dissatisfied	8	9	10	9	7	9	10	9	11	11	10
Fairly dissatisfied	8	6	5	7	8	5	6	8	6	6	7
Very dissatisfied	3	3	3	4	4	3	3	4	5	2	3
Don't know	0	*	0	*	*	0	0	0	0	*	*

Base (all respondents): 1000 to 1009

<sup>15</sup> Local area was defined as "the area within 15 to 20 minutes walking distance from your home".

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

Base (all respondents): 1001 to 1036

**Table A2 continued...**

	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
<b>Very or fairly satisfied</b>	<b>66</b>	<b>68</b>	<b>68</b>	<b>65</b>	<b>66</b>	<b>65</b>	<b>64</b>	<b>61</b>	<b>60</b>	<b>60</b>	<b>63</b>
Very satisfied	15	18	15	17	17	20	15	14	12	13	15
Fairly satisfied	50	50	53	48	49	45	49	47	48	48	48
Neither satisfied nor dissatisfied	12	17	18	16	13	17	17	19	19	20	18
Fairly dissatisfied	14	10	8	11	13	12	12	12	13	12	12
Very dissatisfied	8	5	5	8	8	5	6	8	8	7	7
Don't know	*	*	*	*	1	*	1	*	*	*	1

Base (all respondents): 1000 to 1009

<sup>17</sup> 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?<sup>18</sup>**

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

Base (all respondents): 1001 to 1036

**Table A3 continued...**

	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
<b>Strongly or tend to agree</b>	<b>50</b>	<b>51</b>	<b>49</b>	<b>47</b>	<b>47</b>	<b>50</b>	<b>48</b>	<b>45</b>	<b>44</b>	<b>44</b>	<b>48</b>
Strongly agree	11	12	11	13	10	12	10	9	8	8	11
Tend to agree	39	39	39	34	37	38	38	36	36	36	37
Neither agree nor disagree	24	26	30	26	25	24	28	28	28	31	27
Tend to disagree	17	15	13	15	16	17	16	16	17	16	15
Strongly disagree	8	7	7	11	11	7	7	11	10	8	8
Don't know	1	1	1	1	1	1	1	*	1	1	1

Base (all respondents): 1000 to 1009

<sup>18</sup> The following preamble was used: "In considering the next question, please think about the range of services your local council(s) provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services your local council(s) provides to the community. We would like your general opinion."

## Council responsiveness

**Table A4: To what extent do you think your local council(s) acts on the concerns of local residents?**

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

Base (all respondents): 1001 to 1036

**Table A4 continued...**

	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
<b>A great deal or fair amount</b>	<b>57</b>	<b>61</b>	<b>62</b>	<b>59</b>	<b>57</b>	<b>59</b>	<b>56</b>	<b>53</b>	<b>56</b>	<b>58</b>	<b>59</b>
A great deal	9	9	10	12	8	11	9	6	8	8	7
A fair amount	48	52	52	48	49	48	48	47	48	50	52
Not very much	31	29	28	31	31	33	32	34	32	30	30
Not at all	9	6	7	8	8	6	8	9	9	9	7
Don't know	3	3	3	1	3	3	4	4	3	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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15
Round	1	2	3	4	5	6	7	8	9	10	11	12
	%											
<b>Very or fairly well informed</b>	<b>66</b>	<b>69</b>	<b>65</b>	<b>66</b>	<b>66</b>	<b>66</b>	<b>65</b>	<b>64</b>	<b>66</b>	<b>64</b>	<b>61</b>	<b>63</b>
Very well informed	17	17	17	15	17	14	14	15	15	14	12	16
Fairly well informed	49	52	48	51	49	51	51	49	51	49	49	47
Not very well informed	25	23	23	22	22	23	25	25	24	25	28	26
Not well informed at all	8	6	9	10	9	11	9	11	9	11	11	10
Don't know	1	2	2	1	2	1	1	*	1	1	1	1

Base (all respondents): 1001 to 1036

**Table A5 continued...**

	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
<b>Very or fairly well informed</b>	<b>61</b>	<b>63</b>	<b>66</b>	<b>60</b>	<b>58</b>	<b>63</b>	<b>59</b>	<b>53</b>	<b>58</b>	<b>59</b>	<b>59</b>
Very well informed	13	16	13	14	11	13	13	10	9	10	12
Fairly well informed	48	47	53	46	47	50	47	42	49	49	47
Not very well informed	27	28	24	30	30	27	30	34	29	28	29
Not well informed at all	10	8	9	10	11	8	10	13	12	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	Nov -13	Jan -14	Apr -14	Jul- 14	Oct- 14	Feb -15	Jun -15	Sep -15
Round	1	2	3	4	5	6	7	8	9	10	11	12
	%											
<b>A great deal or fair amount</b>	<b>61</b>	<b>62</b>	<b>60</b>	<b>61</b>	<b>61</b>	<b>61</b>	<b>61</b>	<b>59</b>	<b>59</b>	<b>61</b>	<b>58</b>	<b>65</b>
A great deal	10	7	9	9	10	8	8	8	9	8	8	9
A fair amount	51	55	51	53	51	52	53	51	50	53	50	55
Not very much	26	27	28	25	26	26	28	29	29	25	28	25
Not at all	10	8	10	11	12	12	10	11	11	13	13	9
Don't know	2	3	2	2	1	1	1	1	1	1	1	1

Base (all respondents): 1001 to 1036

**Table A6 continued...**

	Feb- 16	Jun- 16	Oct- 16	Feb- 17	Jun- 17	Oct- 17	Feb- 18	Jun- 18	Oct- 18	Feb- 19	Sep- 19
	13	14	15	16	17	18	19	20	21	22	23
	%										
<b>A great deal or fair amount</b>	<b>59</b>	<b>63</b>	<b>63</b>	<b>59</b>	<b>60</b>	<b>67</b>	<b>57</b>	<b>56</b>	<b>57</b>	<b>60</b>	<b>58</b>
A great deal	9	10	10	10	8	11	8	6	7	9	9
A fair amount	50	53	52	49	52	56	49	50	50	50	49
Not very much	29	25	25	28	28	24	30	31	30	28	30
Not at all	11	12	11	13	11	8	12	12	12	11	10
Don't know	1	1	1	*	1	2	1	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?<sup>19</sup>**

	Jul- 13	Nov- 13	Jan- 14	Apr- 14	Jul- 14	Oct- 14	Feb- 15	Jun- 15	Sep- 15	Feb- 16
Round	4	5	6	7	8	9	10	11	12	13
	%									
Your local council(s)	<b>70</b>	<b>71</b>	<b>77</b>	<b>72</b>	<b>80</b>	<b>73</b>	<b>75</b>	<b>72</b>	<b>76</b>	<b>77</b>
The government	14	11	13	16	14	15	19	17	15	14
Neither	13	16	8	11	5	10	6	11	7	8
Don't know	3	2	2	2	1	1	1	1	1	1

Base (all respondents): 1001 to 1009

<sup>19</sup> 'Neither' was not read out to respondents as an answer option but the interviewer could code it if it was given spontaneously.

**Table A7 continued...**

	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	14	15	16	17	18	19	20	21	22	23
Your local council(s)	72	74	72	73	71	71	72	72	74	73
The government	16	15	17	13	15	15	17	14	13	11
Neither	11	10	10	12	13	12	9	13	11	14
Don't know	1	1	1	2	2	2	2	1	1	2

Base (all respondents): 1000 to 1007

**Table A8: And which individuals do you trust most to make decisions about how services are provided in your local area?<sup>20</sup>**

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

Base (all respondents): 1000 to 1009

**Table A8 continued...**

	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	15	16	17	18	19	20	21	22	23
	%								
Local councillors	74	72	71	69	69	68	70	73	72
Members of parliament	12	12	13	13	11	13	13	11	9
Government ministers	7	8	6	7	7	7	5	7	5
None of the above	5	8	9	9	10	8	10	9	12
Don't know	1	1	2	1	3	3	2	1	2

Base (all respondents): 1001 to 1007

<sup>20</sup> '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 <sup>21</sup> .....after dark												
	Sep -12	Jan -13	Apr -13	Jul- 13	Nov -13	Jan -14	Apr -14	Jul- 14	Oct -14	Feb -15	Jun -15	Sep -15
Round	1	2	3	4	5	6	7	8	9	10	11	12
	%											
Very or fairly safe	75	76	78	77	78	78	79	79	79	79	80	79
Very safe	27	30	32	33	34	32	31	33	34	35	37	37
Fairly safe	48	46	46	45	45	46	47	46	46	44	43	42
Neither safe nor unsafe	8	9	8	8	9	9	9	9	9	8	9	9
Fairly unsafe	12	9	8	10	7	9	7	7	7	9	7	7
Very unsafe	3	4	4	4	4	4	5	5	4	4	3	4
Don't know	1	2	2	1	1	*	1	*	1	*	*	*

Base (all respondents): 1001 to 1036

Table A9 continued...											
	Feb- 16	Jun- 16	Oct- 16	Feb- 17	Jun- 17	Oct- 17	Feb- 18	Jun- 18	Oct- 18	Feb- 19	Jun- 19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
Very or fairly safe	78	79	79	78	79	76	75	75	76	76	76
Very safe	38	34	35	34	34	34	33	33	35	30	35
Fairly safe	41	45	44	44	45	42	42	41	41	46	42
Neither safe nor unsafe	9	8	10	11	11	9	11	11	9	10	10
Fairly unsafe	8	8	8	7	7	10	9	9	9	9	8
Very unsafe	4	3	3	4	3	4	5	5	5	5	5
Don't know	*	1	*	*	*	1	1	1	*	1	1

Base (all respondents): 1000 to 1009

<sup>21</sup> 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 <sup>22</sup> .....during the day												
	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15
Round	1	2	3	4	5	6	7	8	9	10	11	12
	%											
<b>Very or fairly safe</b>	<b>95</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>95</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>94</b>	<b>94</b>	<b>96</b>	<b>94</b>
Very safe	60	62	65	66	66	62	63	62	63	65	68	67
Fairly safe	35	33	31	29	29	32	32	33	31	29	28	27
Neither safe nor unsafe	3	3	2	2	3	3	3	3	3	3	2	4
Fairly unsafe	2	2	1	1	*	2	2	1	2	2	2	2
Very unsafe	*	*	1	1	1	1	1	1	1	1	*	*
Don't know	0	*	*	*	*	*	*	*	*	*	*	0

Base (all respondents): 1001 to 1036

Table A10 continued...											
	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
Very or fairly safe	93	95	94	94	93	95	92	94	93	94	94
Very safe	63	62	65	63	62	66	60	62	62	59	62
Fairly safe	30	33	30	31	31	29	32	32	31	35	32
Neither safe nor unsafe	5	3	3	4	3	3	5	4	4	3	3
Fairly unsafe	2	1	2	2	2	2	1	1	2	2	2
Very unsafe	1	*	1	*	1	1	1	1	1	1	1
Don't know	*	*	*	*	*	*	*	*	0	0	*

Base (all respondents): 1000 to 1009

<sup>22</sup> 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 <sup>23</sup>											
	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15
Round	1	2	3	4	5	6	7	8	9	10	11	12
	%											
<b>Very or fairly satisfied</b>	<b>83</b>	<b>86</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>83</b>	<b>80</b>	<b>77</b>	<b>82</b>
Very satisfied	45	45	48	43	44	41	41	39	41	42	39	44
Fairly satisfied	37	41	36	41	39	39	39	41	42	38	38	38
Neither satisfied nor dissatisfied	5	4	4	4	4	5	6	4	4	4	5	6
Fairly dissatisfied	7	5	7	8	7	10	8	8	6	9	9	7
Very dissatisfied	5	5	5	5	5	5	6	7	7	7	8	5
Don't know	1	*	*	*	1	0	*	0	*	*	*	0

Base (all respondents): 1001 to 1036

**Table A11 continued...**

	waste collection <sup>24</sup>										
	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
<b>Very or fairly satisfied</b>	<b>81</b>	<b>80</b>	<b>79</b>	<b>77</b>	<b>80</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>76</b>	<b>79</b>	<b>74</b>
Very satisfied	41	39	41	39	35	42	37	36	34	37	37
Fairly satisfied	40	41	38	38	44	36	41	41	42	42	37
Neither satisfied nor dissatisfied	5	6	6	6	4	6	7	6	5	7	8
Fairly dissatisfied	9	10	10	10	9	9	10	9	10	7	10
Very dissatisfied	5	4	5	7	7	6	6	8	9	7	8
Don't know	0	*	*	*	0	*	*	*	0	*	*

Base (all respondents): 1000 to 1009

<sup>23</sup> Note that in September 2012 respondents were asked about 'refuse collection'.

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

Base (all respondents): 1001 to 1036

**Table A12 continued...**

	street cleaning										
	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
Very or fairly satisfied	73	69	71	70	69	70	66	67	65	64	70
Very satisfied	26	24	25	25	24	26	19	21	21	20	24
Fairly satisfied	47	45	46	45	45	44	46	46	44	45	47
Neither satisfied nor dissatisfied	8	11	12	10	8	10	12	9	11	14	11
Fairly dissatisfied	11	12	10	11	13	11	13	13	12	11	9
Very dissatisfied	7	8	7	9	10	9	9	10	11	10	9
Don't know	*	*	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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15
Round	1	2	3	4	5	6	7	8	9	10	11	12
	%											
<b>Very or fairly satisfied</b>	<b>46</b>	<b>46</b>	<b>40</b>	<b>45</b>	<b>42</b>	<b>38</b>	<b>39</b>	<b>39</b>	<b>42</b>	<b>38</b>	<b>39</b>	<b>48</b>
Very satisfied	12	11	10	10	9	9	10	8	11	8	9	11
Fairly satisfied	35	35	30	35	32	29	30	31	31	30	30	37
Neither satisfied nor dissatisfied	10	12	8	11	9	11	12	14	14	11	12	13
Fairly dissatisfied	24	22	22	23	26	25	22	24	24	25	25	20
Very dissatisfied	19	20	28	20	22	26	26	22	20	27	23	19
Don't know	*	1	1	1	1	1	1	1	1	*	*	*

Base (all respondents): 1001 to 1036

**Table A13 continued...**

	road maintenance										
	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
<b>Very or fairly satisfied</b>	<b>40</b>	<b>43</b>	<b>45</b>	<b>42</b>	<b>39</b>	<b>45</b>	<b>36</b>	<b>32</b>	<b>35</b>	<b>36</b>	<b>38</b>
Very satisfied	8	8	11	11	8	11	8	6	9	9	10
Fairly satisfied	32	35	34	31	31	34	28	26	26	27	28
Neither satisfied nor dissatisfied	12	13	14	11	11	13	13	10	13	15	12
Fairly dissatisfied	25	21	22	24	24	21	25	28	24	25	25
Very dissatisfied	23	23	19	22	26	21	25	29	27	24	24
Don't know	*	*	*	1	*	*	*	*	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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15
Round	1	2	3	4	5	6	7	8	9	10	11	12
	%											
<b>Very or fairly satisfied</b>	<b>58</b>	<b>57</b>	<b>56</b>	<b>59</b>	<b>54</b>	<b>51</b>	<b>55</b>	<b>54</b>	<b>56</b>	<b>53</b>	<b>54</b>	<b>57</b>
Very satisfied	15	13	15	12	14	11	14	13	14	13	13	16
Fairly satisfied	43	44	41	47	41	39	42	41	42	41	41	41
Neither satisfied nor dissatisfied	9	12	11	9	11	15	14	15	12	13	12	14
Fairly dissatisfied	19	19	18	16	20	19	19	19	17	18	19	16
Very dissatisfied	13	10	15	14	14	14	11	11	14	15	14	12
Don't know	1	2	1	1	1	1	1	*	1	1	1	1

Base (all respondents): 1001 to 1036

**Table A14 continued...**

	pavement maintenance										
	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
Very or fairly satisfied	53	54	55	51	54	55	50	50	51	52	51
Very satisfied	12	13	13	13	14	16	12	11	11	11	12
Fairly satisfied	41	41	42	38	40	38	38	39	40	41	39
Neither satisfied nor dissatisfied	15	15	15	16	12	11	15	15	14	16	18
Fairly dissatisfied	18	18	17	18	19	19	19	18	18	20	18
Very dissatisfied	13	13	12	15	15	14	15	16	17	12	13
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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15
Round	1	2	3	4	5	6	7	8	9	10	11	12
	%											
<b>Very or fairly satisfied</b>	<b>67</b>	<b>69</b>	<b>71</b>	<b>67</b>	<b>70</b>	<b>66</b>	<b>67</b>	<b>71</b>	<b>66</b>	<b>67</b>	<b>62</b>	<b>67</b>
Very satisfied	34	29	30	32	32	30	27	30	31	30	31	29
Fairly satisfied	34	40	41	35	38	36	40	41	35	38	32	38
Neither satisfied nor dissatisfied	10	12	11	13	10	17	14	15	17	16	19	17
Fairly dissatisfied	7	5	6	5	6	7	7	6	5	6	9	7
Very dissatisfied	3	3	3	3	3	5	4	5	6	6	6	4
Don't know	12	11	10	11	10	5	7	3	7	5	4	5

Base (all respondents): 1001 to 1036

**Table A15 continued...**

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

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

Base (all respondents): 1001 to 1036

**Table A16 continued...**

	sport and leisure services										
	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
Very or fairly satisfied	61	64	63	64	62	64	56	60	59	58	56
Very satisfied	20	19	19	21	19	24	17	20	18	16	17
Fairly satisfied	40	45	44	43	42	40	40	40	41	41	39
Neither satisfied nor dissatisfied	19	19	21	21	17	18	24	22	21	20	22
Fairly dissatisfied	12	9	8	8	10	9	9	9	9	11	9
Very dissatisfied	5	4	5	6	6	4	5	6	7	7	6
Don't know	4	4	4	2	5	5	6	4	4	5	6

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

Base (all respondents): 1001 to 1036

**Table A17 continued...**

	services and support for older people										
	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
Very or fairly satisfied	44	45	47	44	46	46	41	43	41	42	44
Very satisfied	11	10	11	12	11	13	9	9	9	9	10
Fairly satisfied	33	34	37	32	35	33	32	34	32	33	34
Neither satisfied nor dissatisfied	28	33	31	33	25	28	30	35	29	31	29
Fairly dissatisfied	14	11	10	11	12	10	11	11	13	10	12
Very dissatisfied	8	5	7	7	8	6	7	6	9	8	8
Don't know	7	7	5	5	9	11	11	5	7	8	6

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

Base (all respondents): 1001 to 1036

**Table A18 continued...**

	services and support for children and young people										
	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
<b>Very or fairly satisfied</b>	<b>48</b>	<b>49</b>	<b>50</b>	<b>49</b>	<b>46</b>	<b>49</b>	<b>43</b>	<b>44</b>	<b>43</b>	<b>47</b>	<b>42</b>
Very satisfied	12	13	13	14	12	14	10	10	11	10	10
Fairly satisfied	36	36	37	35	34	35	33	33	32	37	32
Neither satisfied nor dissatisfied	26	26	28	28	24	27	25	33	28	27	28
Fairly dissatisfied	11	11	9	10	11	7	12	10	12	10	13
Very dissatisfied	7	5	7	7	8	6	7	8	9	8	8
Don't know	9	8	7	6	10	10	12	6	7	8	9

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

Base (all respondents): 1001 to 1036

**Table A20a continued...**

	The Government										
	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
Positively	23	15	19	21	13	14	11	14	10	10	9
Neither positively nor negatively	34	26	24	26	25	24	20	25	22	20	22
Negatively	40	56	55	51	59	60	64	57	65	68	66
Don't know	3	3	2	2	2	3	4	3	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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15
Round	1	2	3	4	5	6	7	8	9	10	11	12
	%											
Positively	23	19	22	25	24	26	22	21	19	22	23	24
Neither positively nor negatively	30	38	39	25	29	28	39	36	42	34	43	41
Negatively	34	31	27	34	34	37	30	36	32	40	30	29
Don't know	13	12	12	16	13	9	9	7	7	5	5	6

Base (all respondents): 1001 to 1036

**Table A20b continued...**

	Local councils across the country										
	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
Positively	15	19	24	21	16	19	14	16	14	17	14
Neither positively nor negatively	50	41	37	39	43	40	36	43	36	42	48
Negatively	29	33	33	35	33	34	43	33	44	36	32
Don't know	6	7	7	5	7	7	7	8	5	6	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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15
Round	1	2	3	4	5	6	7	8	9	10	11	12
	%											
Positively	33	28	33	37	36	37	32	35	31	33	32	35
Neither positively nor negatively	34	43	41	27	30	32	40	36	43	39	44	41
Negatively	21	18	17	24	25	24	21	23	19	23	19	18
Don't know	12	11	9	13	9	7	7	6	7	5	4	5

Base (all respondents): 1001 to 1036

**Table A20c continued...**

	Your local council										
	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19
Round	13	14	15	16	17	18	19	20	21	22	23
	%										
Positively	22	28	33	29	26	29	19	24	24	26	22
Neither positively nor negatively	53	46	39	43	49	44	43	46	44	44	52
Negatively	20	20	21	24	20	20	30	23	28	24	20
Don't know	6	7	7	4	6	6	8	7	5	6	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.**



**Local Government Association**

18 Smith Square  
London SW1P 3HZ

Telephone 020 7664 3000  
Fax 020 7664 3030  
Email [info@local.gov.uk](mailto:info@local.gov.uk)  
[www.local.gov.uk](http://www.local.gov.uk)

© Local Government Association, August 2019

For a copy in Braille, larger print or audio, please contact us on 020 7664 3000. We consider requests on an individual basis.