

Polling on resident satisfaction with councils: Round 36

Research Report

October 2023



Acknowledgements

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Summary

The Local Government Association (LGA) measures resident satisfaction with councils every four months. This report presents the results of the 36th round of polling conducted in October 2023.

Six key indicators are used to measure residents' views of their local council. Respondents are also asked to indicate their level of satisfaction with nine council services. Other questions focus on perceptions of safety, trust in politicians and government, and media coverage of councils. Additional questions are occasionally asked.

Key messages

Five of the six key measures of satisfaction received positive feedback from most respondents. There were no significant changes compared to June 2023. Trust in local councillors remains high; 69 per cent of respondents selected 'local councillors' rather than 'members of parliament' (10 per cent) or 'government ministers' (six per cent) when asked who they most trust to make decisions about local service provision.

The proportion of respondents who agreed that their council acts on the concerns of residents was just over half (52 per cent), the joint lowest result for this metric across all rounds of polling. Perceptions that one's council provides value for money, and levels of trust in one's council, were comparatively low again; they had increased significantly during the pandemic. Waste collection and parks and greens spaces received the highest levels of satisfaction with council services across all rounds of polling.

Results

- 75 per cent of respondents are 'very satisfied' or 'fairly satisfied' with their local area as a place to live.
- 56 per cent of respondents are 'very satisfied' or 'fairly satisfied' with the way their local council runs things.
- 40 per cent of respondents 'strongly agree' or 'tend to agree' that their council provides value for money – and 31 per cent neither agree nor disagree.
- 52 per cent of respondents think their local council acts on the concerns of residents 'a great deal' or 'a fair amount'.
- Most respondents are satisfied with four of the nine councils services presented in this round. Waste collection and parks and green spaces received the highest levels of satisfaction. Seventy-eight per cent of respondents are 'very satisfied' or 'fairly satisfied' with waste collection whilst 75 per cent of respondents are 'very satisfied' or 'fairly satisfied' with parks and green spaces.

- 56 per cent of respondents think their local council keep residents 'very well informed' or 'fairly well informed' about the services and benefits it provides.
- 55 per cent of respondents trust their local council 'a great deal' or 'a fair amount'.
- 66 per cent of respondents said they most trust their 'local council' to make decisions about how services are provided in their local area compared to 15 per cent who said they most trusted 'the government' and 17 per cent who said 'neither'.
- 69 per cent of respondents singled out 'local councillors' rather than 'members of parliament' (10 per cent) or 'government ministers' (six per cent), as the individuals they most trust to make decisions about how services are provided in their local area.
- 83 per cent of respondents agree that it is important to treat local politicians with respect and courtesy when disagreeing or debating with them.
- 73 per cent of respondents that said they felt 'very safe' or 'fairly safe' when outside in their local area after dark and 93 per cent said they felt 'very safe' or 'fairly safe' during the day.
- 21 per cent of respondents said they have observed positive media coverage of their local council the last few months. For 'local councils across the country' this figure is 15 per cent and 11 per cent of respondents reported having observed positive media coverage of the government.

Introduction

This report outlines the 36th set of results in a series of regular Local Government Association (LGA) public polls on resident satisfaction with local councils, conducted every four months.¹

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

Tracking national changes in satisfaction with councils, alongside other questions on related issues about residents' local areas, can provide valuable information on what is driving resident perceptions and, therefore, what councils can do to serve their local communities better.

Many additional factors will influence resident views of councils at a local level, including local demographics, economic factors and social circumstances. It is important, therefore, that polling results are viewed as complementary to a wider approach aimed at understanding and responding to communities at a local level.

Comparison against national polls provides context and trends, and helps to identify possible relationships with other variables, but councils could include additional questions in their local surveys and conduct other engagement activities. Analysis of this information might help diagnose what other factors are driving satisfaction levels locally.

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

Methodology

Between 10th and 26th October 2023, a representative random sample of 1,000 British adults (aged 18 or over) was polled by telephone by Yonder Data Solutions.² The same set of questions is asked in the same order each round to allow for the reporting of any changes in the overall views of the general public about the reputation of local government. Respondents were given the following preamble at the outset:

“I would like to ask you some questions about your local council. Local councils are responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

If you live in an area with more than one council, please think about the way in which they deliver services to you overall. This would include district and county councils. We are doing this to keep the survey simple as it is part of a national study.”

A full set of interview questions is included in Annex B for information. Where the questions cover the same topics as the [question set for local surveys](#), the same question ordering, wording, definitions and preamble have been used to allow comparability.³

Notes

Where tables and figures report the base, the description refers to the group of people who were asked the question. The number provided refers to the unweighted number of respondents who answered each question.

This is the 36th round of polling in this series, and the paper examines trends since the first round in September 2012.⁴ Differences between results are highlighted within the report where this is statistically significant.⁵

Please note the following when reading the report:

- Throughout the report percentages in figures and tables may add to more than 100 due to rounding.
- The following conventions are used in tables: ‘*’ - less than 0.5 per cent; ‘0’ – no observations; ‘-’ – category not applicable/data not available.

² Quotas were set on age, gender and region and the data weighted to the known British profile of age, gender, region, social grade, taken a foreign holiday in the last three years, tenure, number of cars in the household, working status, and mobile only households. The polling was conducted by Yonder Data Solutions, formerly Populus Data Solutions.

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

⁴ The full papers outlining the results of previous polls can be found here:

<https://www.local.gov.uk/our-support/research/research-publications/residents-satisfaction-surveys>

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

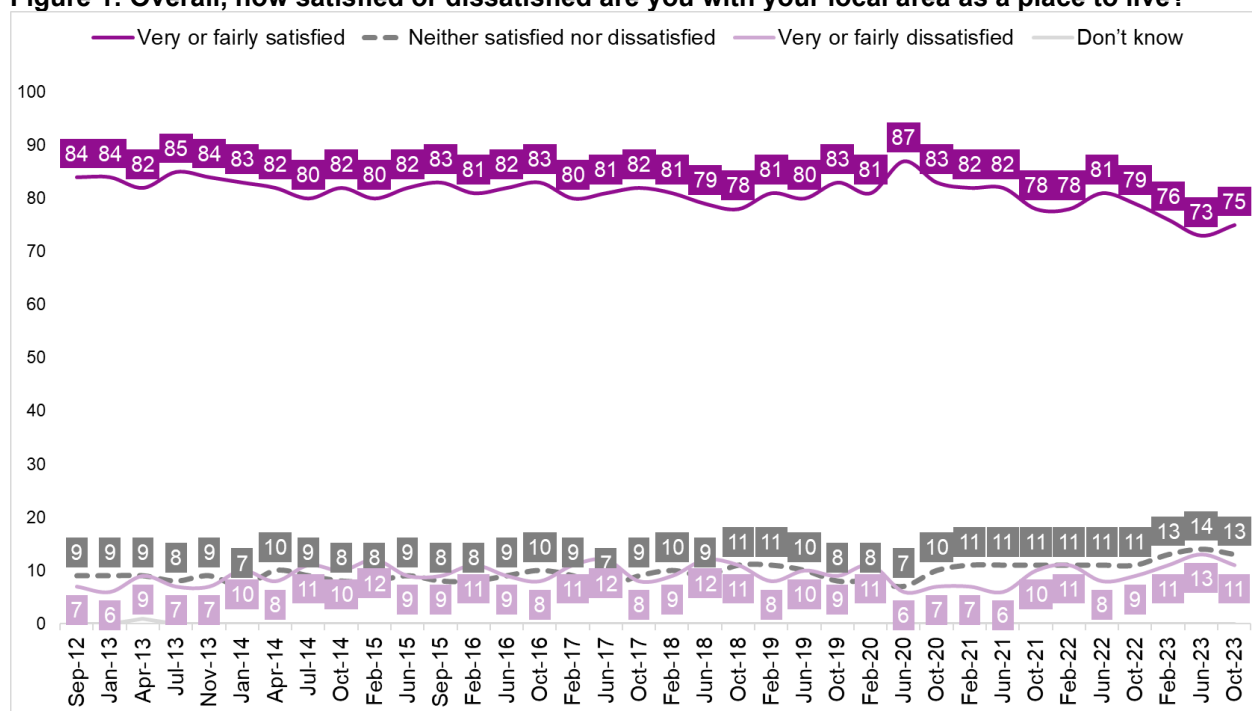
Polling on resident satisfaction with councils

This section outlines the polling results for October 2023. Tables showing the full response breakdowns for every answer option for this round can be found in Annex A. In addition, [Annex C](#) – a full set of Excel tables showing all results for all years – accompanies this report.

Overall satisfaction with local area

A total of 75 per cent of respondents reported being ‘very satisfied’ or ‘fairly satisfied’ with their local area as a place to live in this round. See Figure 1.

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



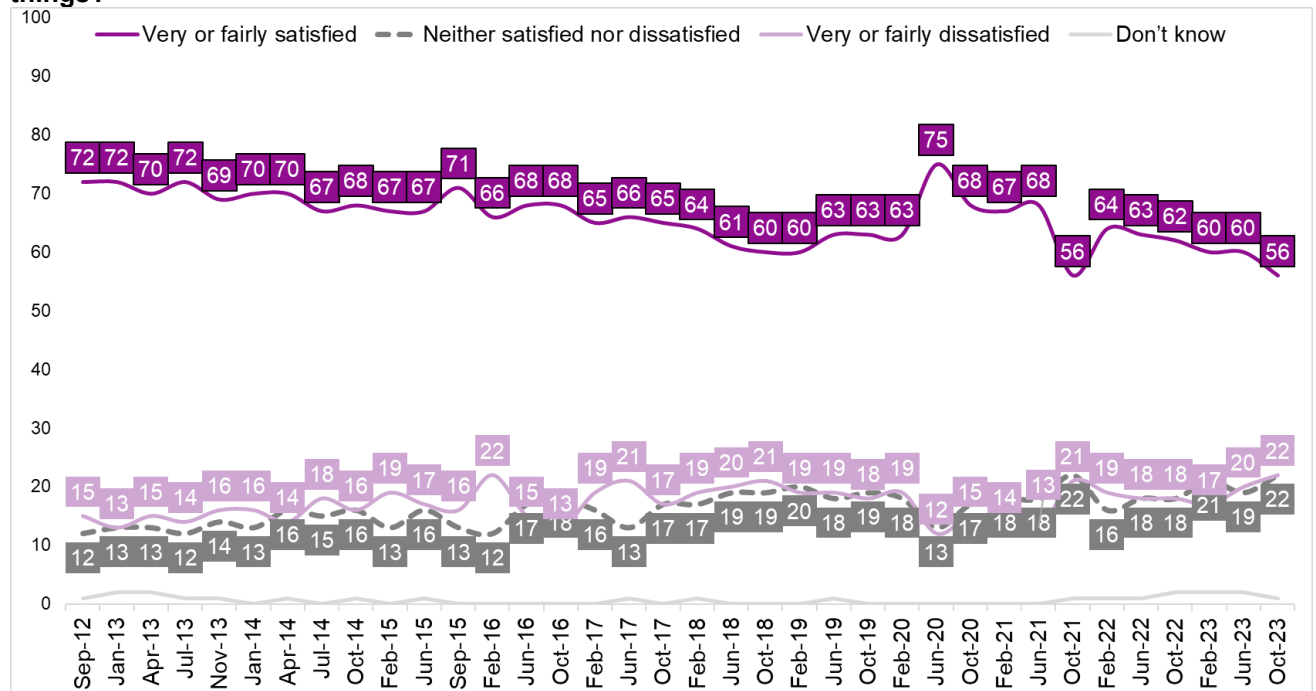
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-23

Overall satisfaction with local council

A total of 56 per cent of respondents said they were ‘very satisfied’ or ‘fairly satisfied’ with how their council runs things. This is the joint lowest result for this indicator on record. See Figure 2.

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

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

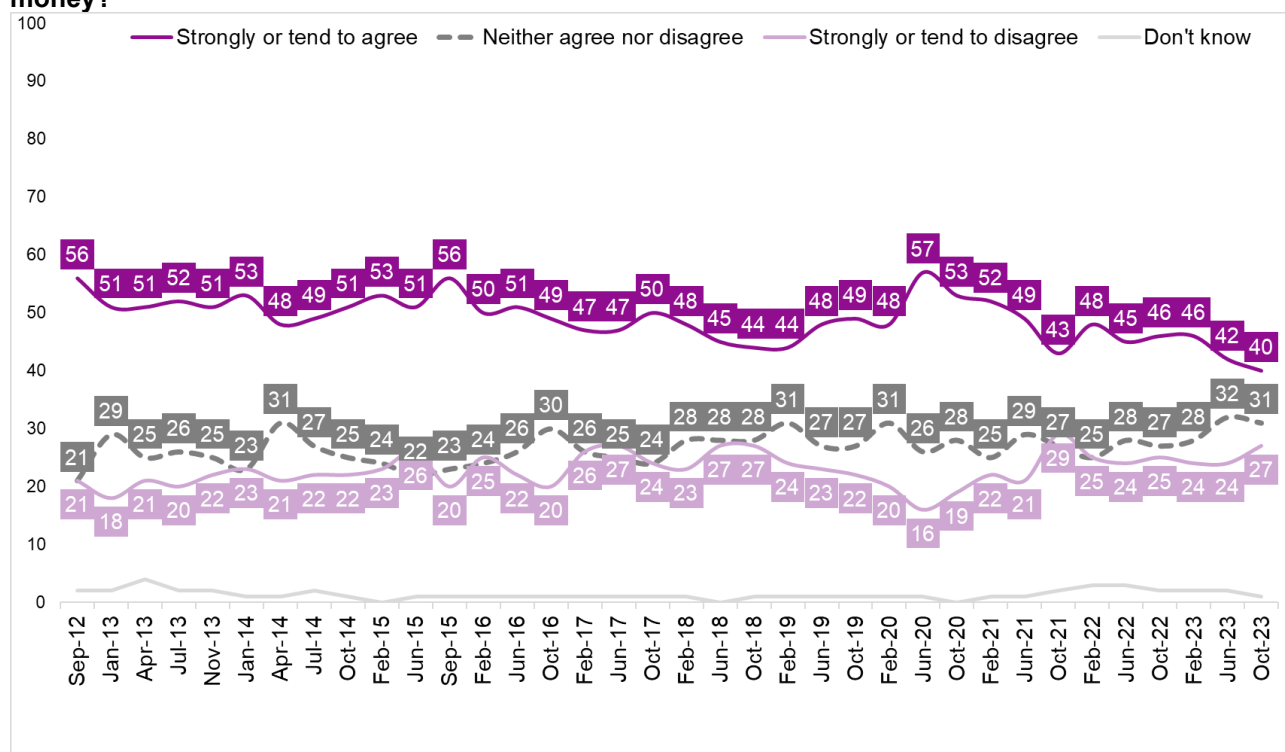


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-23

Value for money

Forty per cent of respondents agreed that their council provides value for money (see Figure 3). Almost a third of respondents (31 per cent) gave a neutral reply. Of the six indicators of resident satisfaction, perceptions about value for money have always received much lower positive ratings than the other measures. This is largely due to a greater proportion of respondents giving neutral responses (i.e. neither agreeing nor disagreeing with the statement) relative to the other indicators of satisfaction.

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



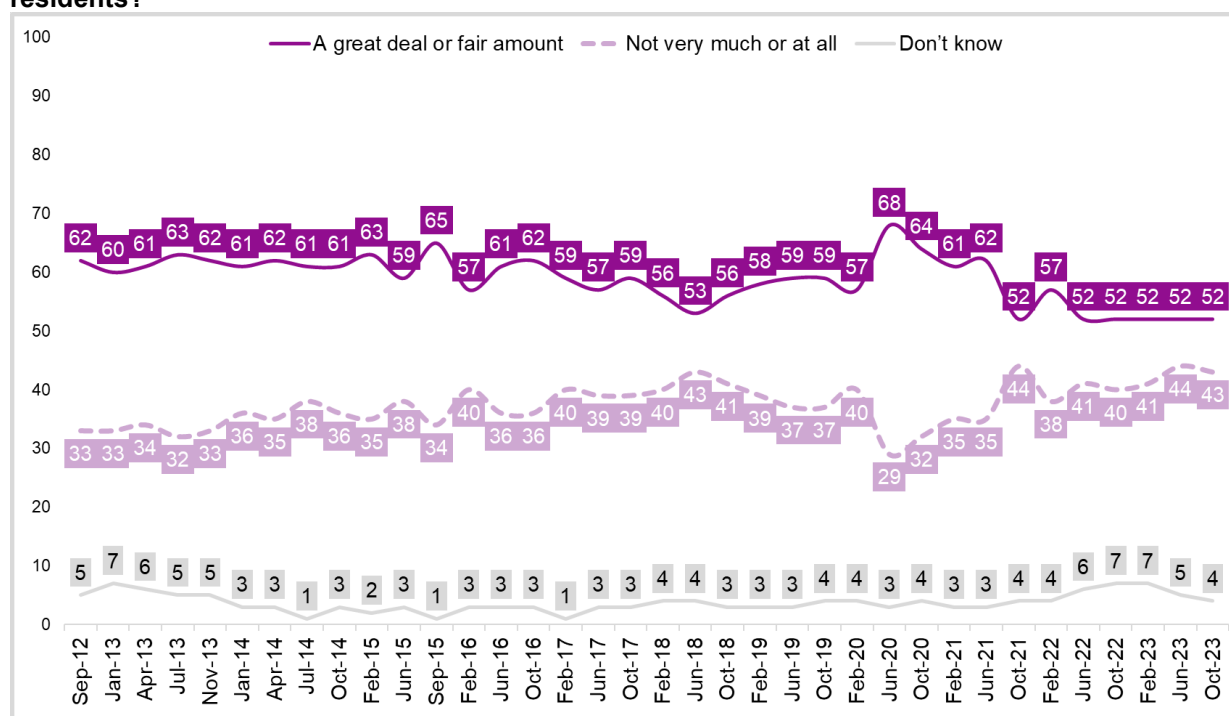
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-23

Council responsiveness

Fifty-two per cent of respondents said their council acts on the concerns of local residents either ‘a great deal’ or ‘a fair amount’. While this represents the majority of respondents, it is once again the joint lowest result for this indicator. Between June 2020 and June 2021, about two-thirds of respondents gave a positive answer to this question. Acting on the concerns of local people is an important measure of local accountability as it looks at whether councils are perceived to be responsive to local issues and problems (see Figure 4).

⁷ The following preamble was used: “In considering the next question, please think about the range of services your local council(s) provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services your local council(s) provides to the community. We would like your general opinion.”

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



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-23

Service-specific satisfaction

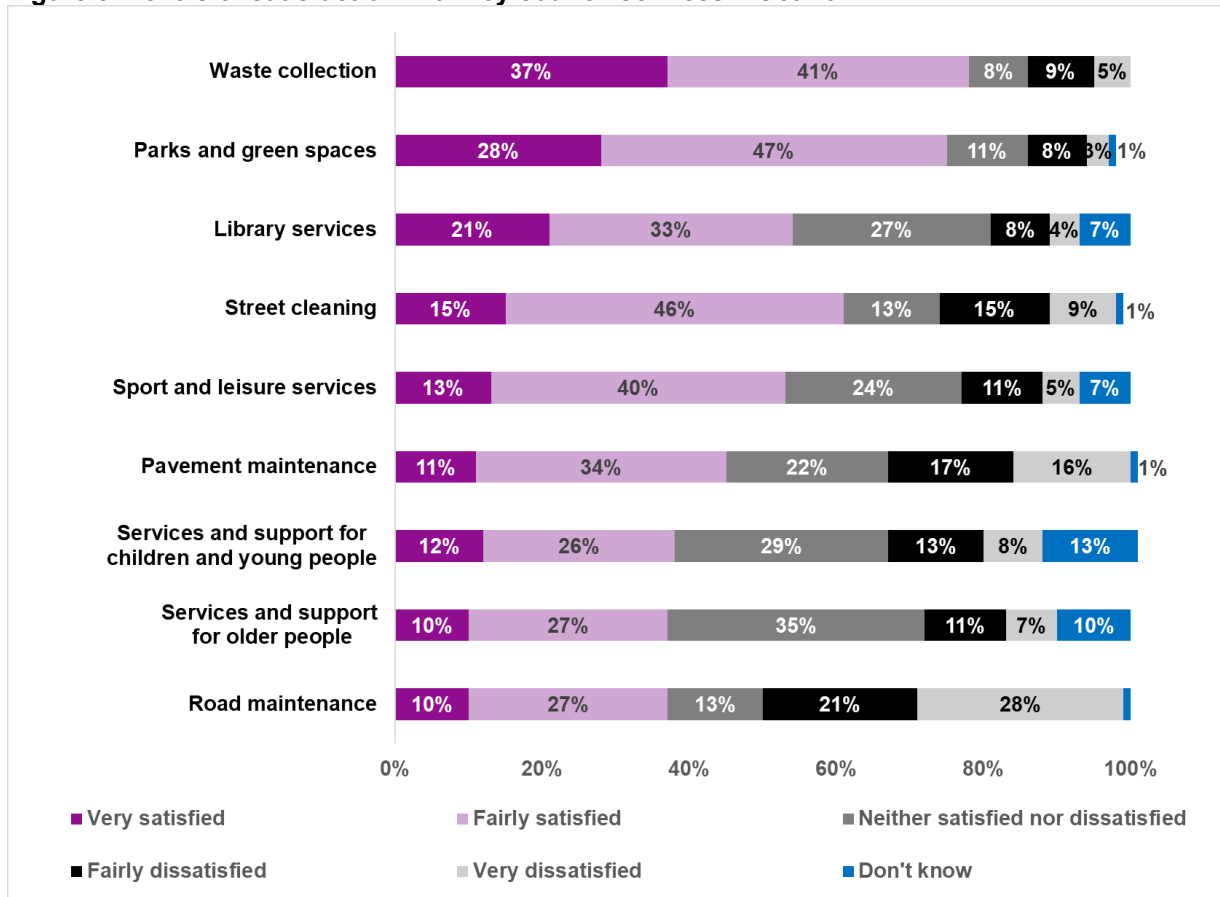
Respondents were invited to indicate how satisfied or dissatisfied they were with the following council services⁸: waste collection; street cleaning; road maintenance; pavement maintenance; library services; sport and leisure services; services and support for older people; services and support for children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

Four of the nine services presented in this round received positive feedback from at least half of the respondents (see Figure 5). The highest levels of satisfaction were with waste collection and parks and green spaces; 78 per cent of respondents were ‘very satisfied’ or ‘fairly satisfied’ with waste collection whilst 75 per cent of respondents were ‘very satisfied’ or ‘fairly satisfied’ with parks and green spaces. The third highest level of satisfaction was with street cleaning (61 per cent). These results are higher than overall satisfaction with how one’s council runs things (56 per cent, see Figure 2).

Overall, road maintenance continues to have the highest level of dissatisfaction of all services; 49 per cent of respondents were either ‘very dissatisfied’ or ‘fairly dissatisfied’ with the service provided by their council.

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

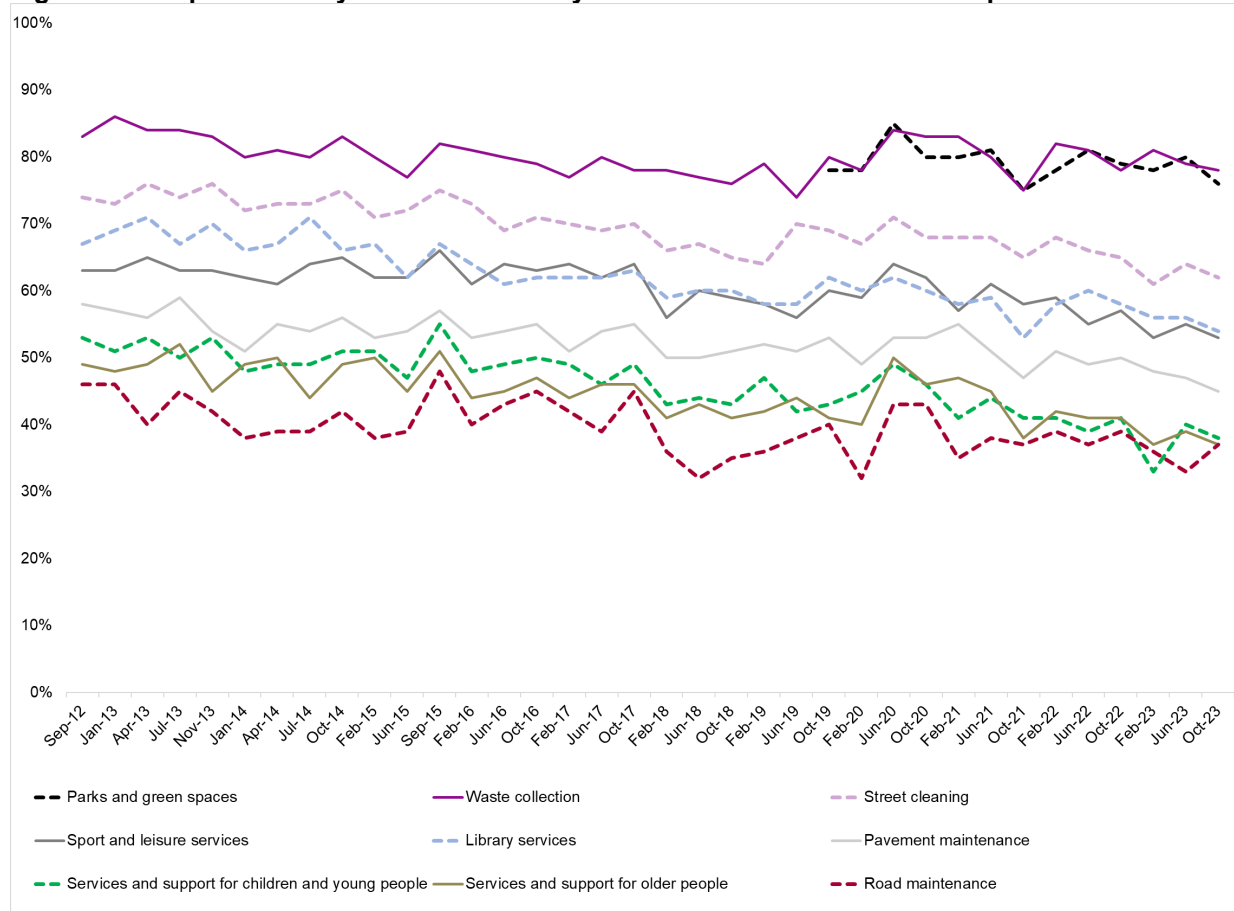
Figure 5: Levels of satisfaction with key council services – Oct-23



Base (all respondents): 1000 British adults in Oct-23

The general trend for satisfaction with services across the polling time-series is shown in Figure 6. The only service to receive greater satisfaction this round compared to the previous round was road maintenance, despite receiving the highest level of dissatisfaction amongst all the services.

Figure 65: Proportion 'very satisfied' or 'fairly satisfied' with each service: Sep-2012 to Oct-23

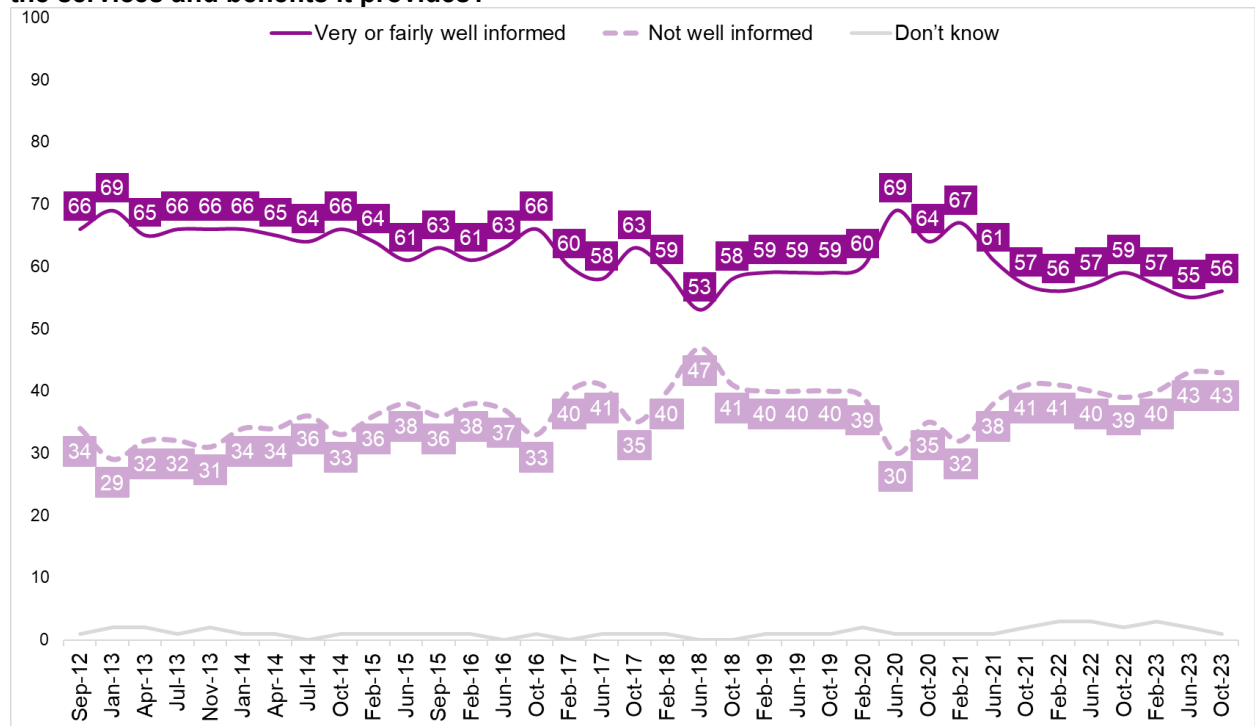


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-23

Informed about the council

Fifty-six per cent of respondents were satisfied with the information received from their local council about the services and benefits it provides. This round's figure is similar to those reported before the pandemic, in 2019. See Figure 7.

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



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-23

Local council information

Nearly two-thirds of respondents (63 per cent) said that they currently find out about their local council through ‘word of mouth (e.g. friends, neighbours, relations)’. Three-fifths of respondents (60 per cent) said that they find out information through their ‘council website’ whilst around half of respondents (51 per cent) said they find out about their local council through ‘printed information provided by their council (e.g. leaflets, public notices)’. See Table 1.

Table 1. How do you currently find out about your local council and the services it provides?

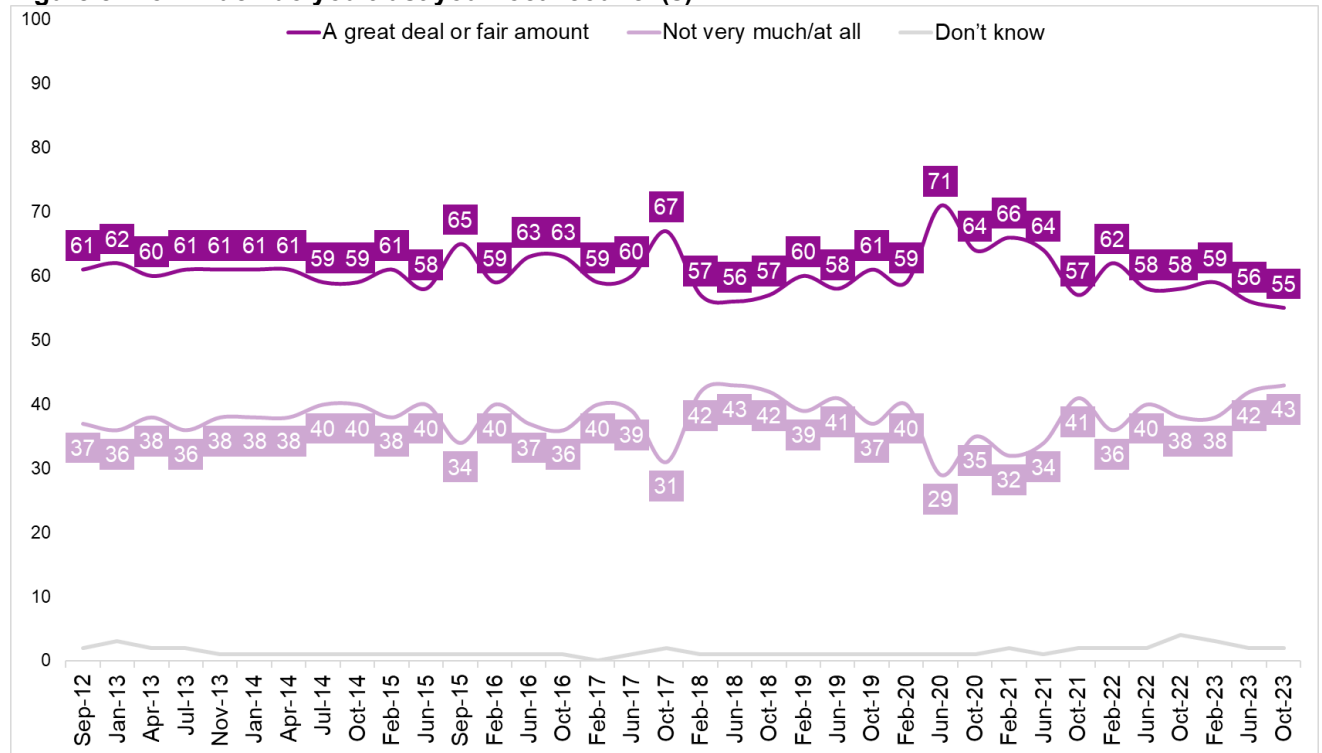
	Feb-23 (per cent)	June-23 (per cent)	Oct-23 (per cent)
Word of mouth (e.g. friends, neighbours, relations)	63%	63%	63%
Council website	60%	55%	60%
Printed information provided by the council (e.g. leaflets, public notices)	50%	55%	51%
Local media (e.g. newspapers, TV, radio, news websites)	44%	44%	48%
Social media sites and blogs (e.g. Facebook, Twitter, YouTube)	33%	32%	34%
Council magazine	30%	28%	31%
Council texts, emails and e-newsletters	25%	25%	25%
From your local councillor	21%	19%	22%
Direct contact with the council (e.g. contact with staff, public meetings and events)	19%	20%	23%
Other	5%	1%	5%
Do not find out any information	3%	2%	2%
Don't know	2%	1%	0%

Base (all respondents): 1001 British adults per round from Feb-23 to Oct-23. Please note: Respondents were able to select more than one answer.

Trust in forms of government

Fifty-five per cent of respondents reported trusting their local council either 'a great deal' or 'a fair amount'. This figure is lower than the polling average (61 per cent) for this question. See Figure 8.

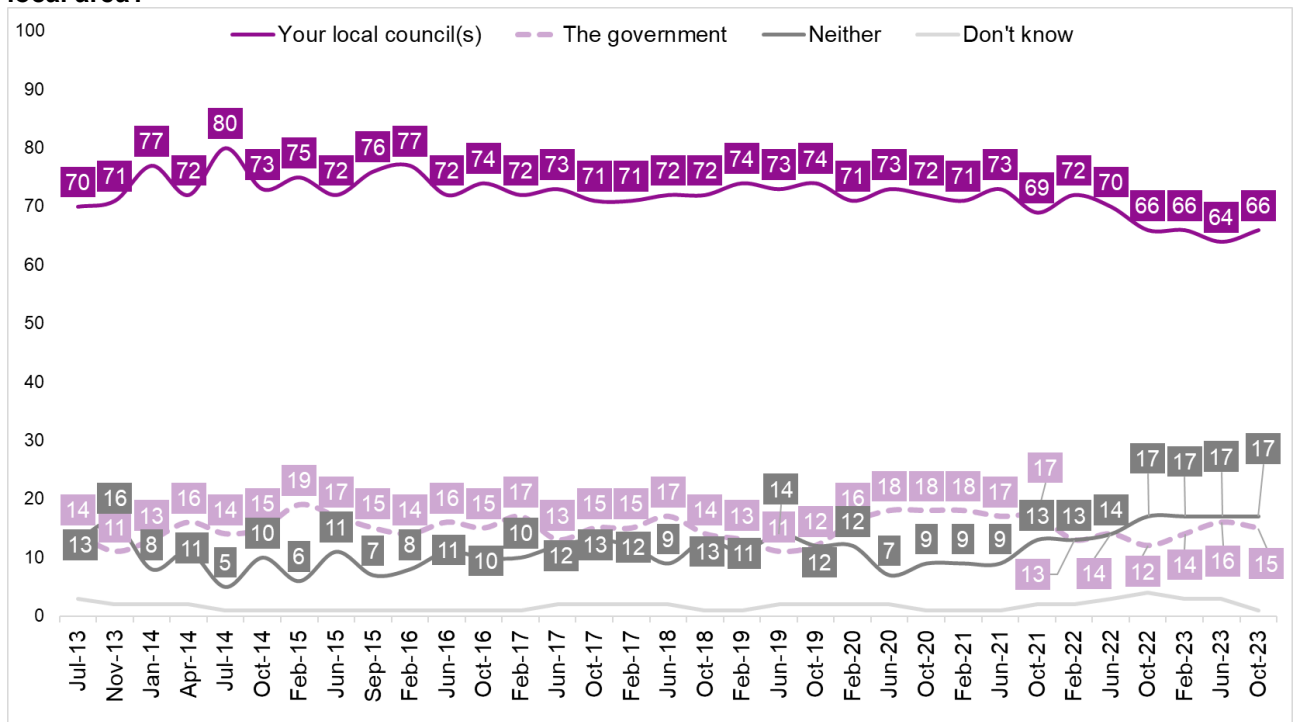
Figure 8: How much do you trust your local council(s)?



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-23

Almost two-thirds of respondents (66 per cent) said they trusted their 'local council', as opposed to 'the government', to make decisions about how services are provided in their local area (see Figure 9). Fifteen per cent of respondents answered 'the government', 17 per cent said 'neither' and one per cent of respondents were unsure.

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

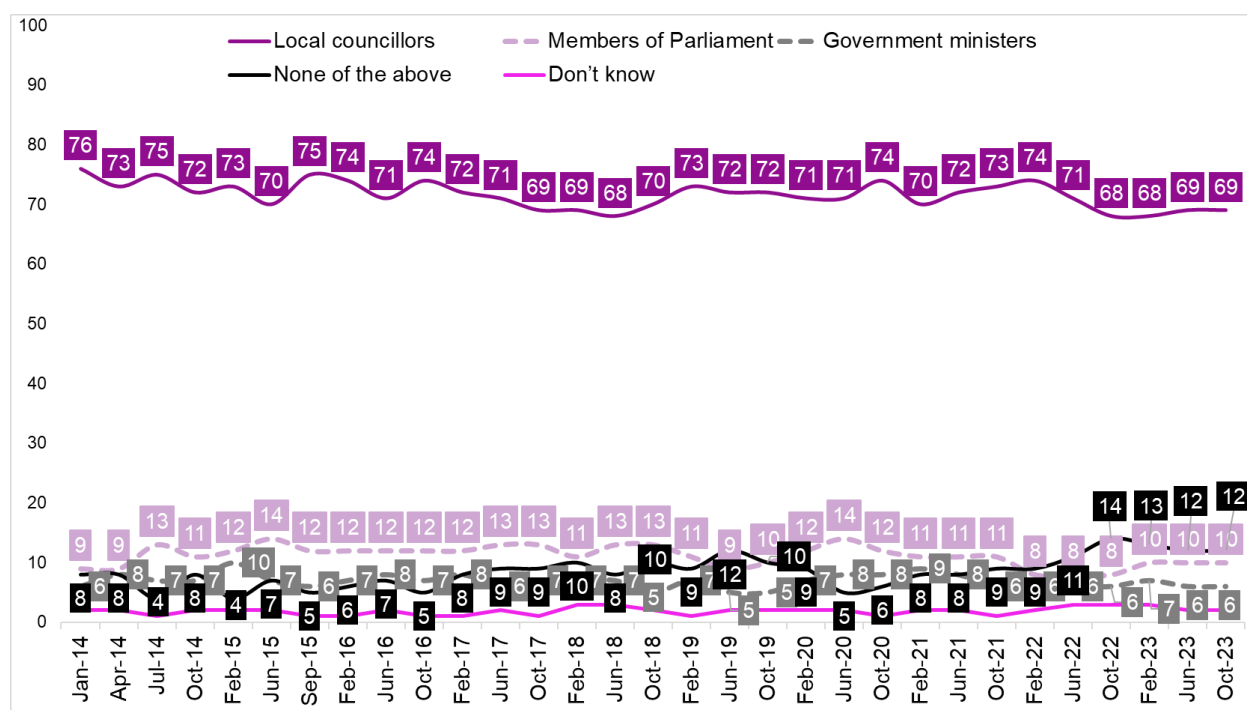


Base (all respondents): Between 1000 and 1036 British adults per round from Jul-13 to Oct-23

Sixty-nine per cent of respondents selected ‘local councillors’, rather than ‘members of parliament’ or ‘government ministers’, as the individuals they most trusted to make decisions about how services were provided in their local area (see Figure 10). Ten per cent of respondents selected ‘members of parliament’, six per cent selected ‘government ministers’, 12 per cent selected ‘none of these’ and two per cent were unsure.

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

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



Base (all respondents): Between 1000 and 1009 British adults per round from Jan-14 to Oct-23. This question was introduced in January 2014.

Treatment of local politicians

Sixty-two per cent of respondents strongly agreed that it is important to treat local politicians with respect and courtesy when disagreeing or debating with them whilst 21 per cent tended to agree. Twelve per cent neither agreed nor disagreed whilst two per cent tended to disagree, and a further three per cent strongly disagreed. See Table 2.

Table 2. To what extent do you agree that it is important to treat local politicians with respect and courtesy when disagreeing or debating with them?

Agreement	Oct-22 (per cent)	Feb-23 (per cent)	June-23 (per cent)	Oct-23 (per cent)
Strongly agree or tend to agree	84%	85%	83%	83%
Strongly agree	60%	64%	60%	62%
Tend to agree	24%	21%	23%	21%
Neither agree nor disagree	12%	12%	12%	12%
Tend to disagree	2%	2%	2%	2%
Strongly disagree	2%	2%	2%	3%

Base (all respondents): 1000-1001 British adults per round from Oct-22 to Oct-23

¹⁰ 'None of the above' was not read out to respondents as an answer option but the interviewer could code if it was given spontaneously.

Awareness of local councillors

When asked to what extent they were aware of what their local councillor does in their local area, 43 per cent of respondents stated they were aware ‘to a great deal’ or ‘a fair amount’. Thirty-nine per cent of respondents answered ‘not very much’, whilst 18 per cent said they were not aware at all of what their local councillor does in their local area. See Table 3.

Table 3. To what extent are you aware of what your local councillor does in your local area?

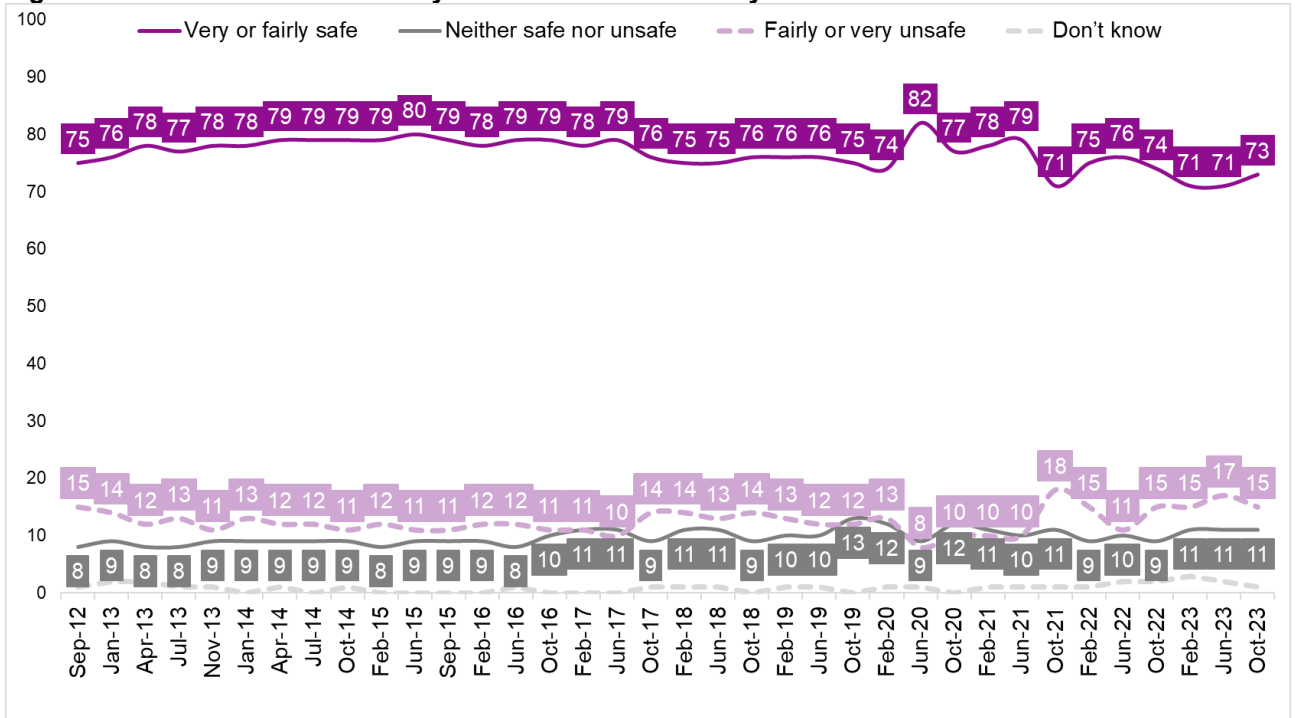
Extent	Oct-22 (per cent)	Feb-23 (per cent)	June-23 (per cent)	Oct-23 (per cent)
A great deal or a fair amount	53%	41%	45%	43%
A great deal	9%	7%	9%	8%
A fair amount	44%	33%	36%	35%
Not very much	33%	41%	39%	39%
Not at all	14%	18%	16%	18%
Don't know	0%	0%	0%	0%

Base (all respondents): 1000-1001 British adults per round from Oct-22 to Oct-23

Community safety

Seventy-three per cent of respondents reported feeling safe after dark when outside in their local area. See Figure 11.

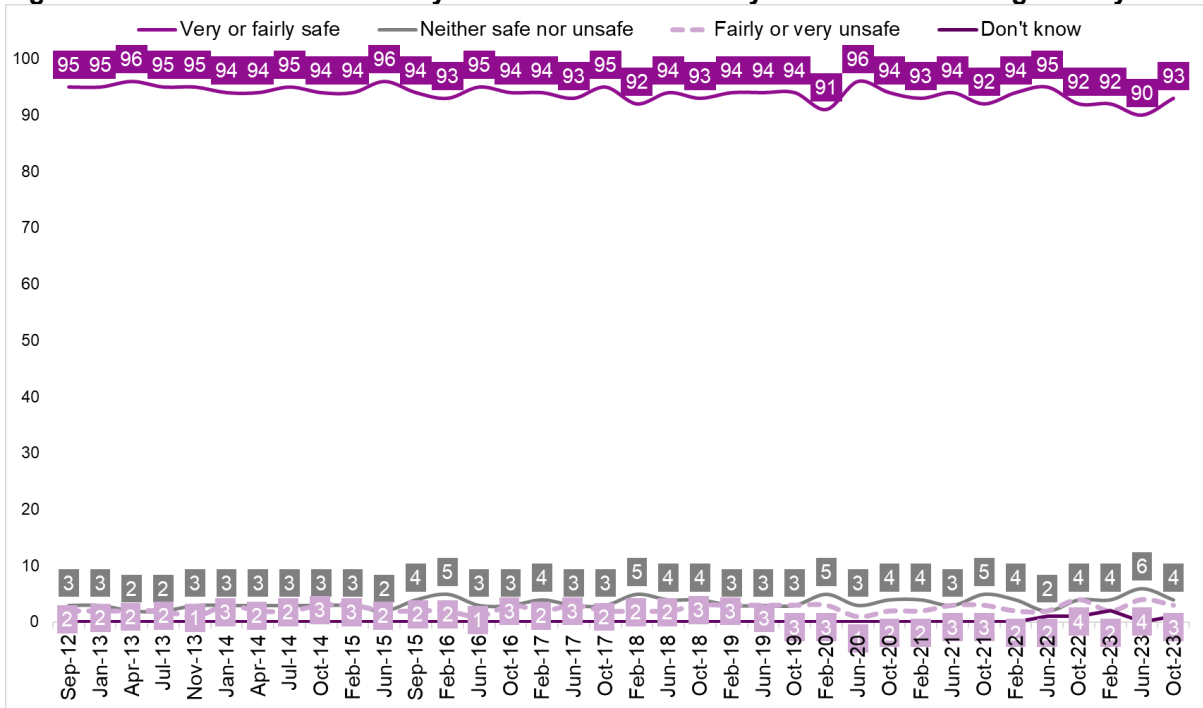
Figure 11: How safe or unsafe do you feel when outside in your local area after dark¹¹



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-23

Perceptions of feeling safe during the day remain high. Ninety-three per cent of respondents said they feel ‘very safe’ or ‘fairly safe’ during the day in their local area. See Figure 12.

Figure 12: How safe or unsafe do you feel when outside in your local area during the day¹²



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-23

¹¹ Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.
¹² Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

Media portrayal of government

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

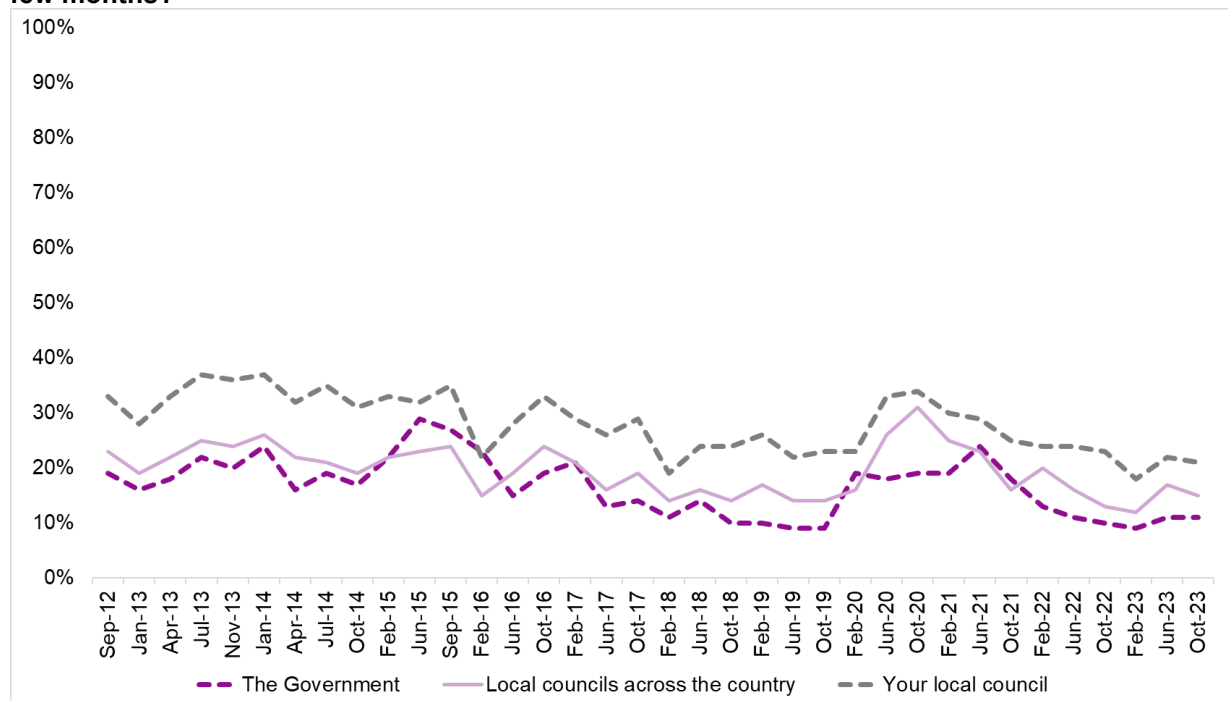
Regarding ‘the government’, the proportion of respondents observing positive coverage was 11 per cent. The proportion observing negative coverage was 60 per cent and the proportion who responded ‘neither positively nor negatively’ was 25 per cent.

Concerning the media’s coverage of ‘local councils across the country’, 15 per cent of respondents observed positive coverage. The proportion of respondents observing negative coverage was 36 per cent and 41 per cent of respondents observed neither positive nor negative coverage.

When asked about media coverage of their ‘own local council’, 21 per cent of respondents observed positive coverage. Twenty-one per cent of respondents reported negative coverage and 50 per cent of respondents observed neither positive nor negative coverage.

Figure 14 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 14: 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 Oct-23

Annex A: Data Tables – Round 36

Overall satisfaction with local area

Table 4. Overall, how satisfied or dissatisfied are you with your local area as a place to live?

	Per cent
Very or fairly satisfied	75
Very satisfied	23
Fairly satisfied	52
Neither satisfied nor dissatisfied	13
Fairly dissatisfied	7
Very dissatisfied	4
Don't know	*

Base (all respondents): 1000

Overall satisfaction with local council

Table 5. Overall, how satisfied or dissatisfied are you with the way your local council(s) runs things?

	Per cent
Very or fairly satisfied	56
Very satisfied	11
Fairly satisfied	44
Neither satisfied nor dissatisfied	22
Fairly dissatisfied	13
Very dissatisfied	8
Don't know	1

Base (all respondents): 1000

Value for Money

Table 6. To what extent do you agree or disagree that your local council(s) provides value for money?

	Per cent
Strongly or tend to agree	40
Strongly agree	10
Tend to agree	30
Neither agree nor disagree	31
Tend to disagree	17
Strongly disagree	10
Don't know	1

Base (all respondents): 1000

Council responsiveness

Table 7. To what extent do you think your local council(s) acts on the concerns of local residents?

	Per cent
A great deal or fair amount	52
A great deal	7
A fair amount	45
Not very much	34
Not at all	9
Don't know	4

Base (all respondents): 1000

Service specific satisfaction

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

	Per cent
Very or fairly satisfied	78
Very satisfied	37
Fairly satisfied	41
Neither satisfied nor dissatisfied	8
Fairly dissatisfied	9
Very dissatisfied	5
Don't know	*

Base (all respondents): 1000

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

	Per cent
Very or fairly satisfied	62
Very satisfied	15
Fairly satisfied	46
Neither satisfied nor dissatisfied	13
Fairly dissatisfied	15
Very dissatisfied	9
Don't know	1

Base (all respondents): 1000

Table 10. How satisfied or dissatisfied are you overall with your council's road maintenance?

	Per cent
Very or fairly satisfied	37
Very satisfied	10
Fairly satisfied	27
Neither satisfied nor dissatisfied	13
Fairly dissatisfied	21
Very dissatisfied	28
Don't know	1

Base (all respondents): 1000

Table 11. How satisfied or dissatisfied are you overall with your council's pavement maintenance?

	Per cent
Very or fairly satisfied	45
Very satisfied	11
Fairly satisfied	34
Neither satisfied nor dissatisfied	22
Fairly dissatisfied	17
Very dissatisfied	16
Don't know	1

Base (all respondents): 1000

Table 12. How satisfied or dissatisfied are you overall with your council's library services?

	Per cent
Very or fairly satisfied	54
Very satisfied	21
Fairly satisfied	33
Neither satisfied nor dissatisfied	27
Fairly dissatisfied	8
Very dissatisfied	4
Don't know	7

Base (all respondents): 1000

Table 13. How satisfied or dissatisfied are you overall with your council's sport and leisure services?

	Per cent
Very or fairly satisfied	53
Very satisfied	13
Fairly satisfied	40
Neither satisfied nor dissatisfied	24
Fairly dissatisfied	11
Very dissatisfied	5
Don't know	7

Base (all respondents): 1000

Table 14. How satisfied or dissatisfied are you overall with your council's services and support for older people?

	Per cent
Very or fairly satisfied	37
Very satisfied	10
Fairly satisfied	27
Neither satisfied nor dissatisfied	35
Fairly dissatisfied	11
Very dissatisfied	7
Don't know	10

Base (all respondents): 1000

Table 15. How satisfied or dissatisfied are you overall with your council's services for children and young people?

	Per cent
Very or fairly satisfied	38
Very satisfied	12
Fairly satisfied	26
Neither satisfied nor dissatisfied	29
Fairly dissatisfied	13
Very dissatisfied	8
Don't know	13

Base (all respondents): 1000

Table 16. How satisfied or dissatisfied are you overall with your council's parks and green spaces?

	Per cent
Very or fairly satisfied	76
Very satisfied	28
Fairly satisfied	47
Neither satisfied nor dissatisfied	11
Fairly dissatisfied	8
Very dissatisfied	3
Don't know	1

Base (all respondents): 1000

Informed about the council

Table 17. Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides?

	Per cent
Very or fairly well informed	56
Very well informed	12
Fairly well informed	44
Not very well informed	32
Not well informed at all	11
Don't know	1

Base (all respondents): 1000

Local council information

Table 18. How do you currently find out about your local council and the services it provides?

Table A15:		Per cent
Word of mouth (e.g. friends, neighbours, relations etc)		63
Council website		60
Printed information provided by the council (e.g. leaflets, public notices)		51
Local media (e.g. newspapers, TV, radio, news websites)		48
Social media sites and blogs (e.g. Facebook, Twitter, YouTube)		34
Council magazine		31
Council texts, emails and e-newsletters		25
From your local councillor		22
Direct contact with the council (e.g. contact with staff, public meetings and events)		23
Do not find out any information		2
Other		5
Don't know		*

Base (all respondents): 1000

Trust

Table 19. How much do you trust your local council(s)?

		Per cent
A great deal or a fair amount		55
A great deal		7
A fair amount		49
Not very much		31
Not at all		12
Don't know		2

Base (all respondents): 1000

Table 20. Who do you trust most to make decisions about how services are provided in your local area?

		Per cent
Your local council(s)		66
The government		15
Neither		17
Don't know		1

Base (all respondents): 1000

Table 21. And which individuals do you trust most to make decisions about how services are provided in your local area?

		Per cent
Local councillors		69
Members of parliament		10
Government ministers		6
None of the above		12
Don't know		2

Base (all respondents): 1000

Treatment of local politicians

Table 22. To what extent do you agree that it is important to treat local politicians with respect and courtesy when disagreeing or debating with them?

	Per cent
Strongly agree or tend to agree	83
Strongly agree	62
Tend to agree	21
Neither agree nor disagree	12
Tend to disagree	2
Strongly disagree	3
Don't know	0

Base (all respondents): 1000

Awareness of local councillors

Table 23. To what extent are you aware of what your local councillor does in your local area?

	Per cent
A great deal or a fair amount	43
A great deal	8
A fair amount	35
Not very much	39
Not at all	18
Don't know	0

Base (all respondents): 1000

Community safety – After dark

Table 24. How safe or unsafe do you feel when outside in your local area after dark?

	Per cent
Very or fairly safe	73
Very safe	30
Fairly safe	44
Neither safe nor unsafe	11
Fairly unsafe	9
Very unsafe	5
Don't know	1

Base (all respondents): 1000

Community safety – During the day

Table 25. How safe or unsafe do you feel when outside in your local area during the day?

	Per cent
Very or fairly safe	93
Very safe	58
Fairly safe	35
Neither safe nor unsafe	4
Fairly unsafe	2
Very unsafe	1
Don't know	1

Base (all respondents): 1000

Media coverage

Table 26. Overall, do you think that the media has viewed the government positively or negatively in the last few months?

	Per cent
Positively	11
Negatively	60
Neither positively nor negatively	25
Don't know	3

Base (all respondents): 1000

Table 27. Overall, do you think that the media has viewed local councils across the country positively or negatively in the last few months?

	Per cent
Positively	15
Negatively	36
Neither positively nor negatively	41
Don't know	8

Base (all respondents): 1000

Table 28. Overall, do you think that the media has viewed your local council positively or negatively in the last few months?

	Per cent
Positively	21
Negatively	21
Neither positively nor negatively	50
Don't know	8

Base (all respondents): 1000

Annex B: Polling questions

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

INTRODUCTION

I would like to ask you some questions about your local council. Local councils are responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

If you live in an area with more than one council please think about the way in which they deliver services to you overall. This would include district and county councils. We are doing this to keep the survey simple as it is part of a national study.

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

Please consider your local area to be the area within 15–20 minutes walking distance from your home.

SELECT ONE ANSWER ONLY

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

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

SELECT ONE ANSWER ONLY

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

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

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

SELECT ONE ANSWER ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

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

SELECT ONE ANSWER ONLY

- A great deal
- A fair amount
- Not very much
- Not at all

5. I am going to read out a number of different types of services that are provided by your council(s) in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...

SELECT ONE ANSWER ONLY PER OPTION

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

RANDOMISE ORDER

- Waste collection
- Street cleaning
- Road maintenance
- Pavement maintenance
- Library services
- Sport and leisure services
- Services and support for older people
- Services and support for children and young people
- Parks and green spaces

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

SELECT ONE ANSWER ONLY

- Very well informed
- Fairly well informed
- Not very well informed

- Not well informed at all

7. How do you currently find out about your local council and the services it provides?

PLEASE SELECT ALL THAT APPLY

- Council magazine
- Council website
- Council texts, emails and e-newsletters
- Printed information provided by the council (e.g. leaflets, public notices)
- Direct contact with the council (e.g. contact with staff, public meetings and events)
- Social media sites and blogs (e.g. Facebook, Twitter, YouTube)
- From your local councillor
- Local media (e.g. newspapers, TV, radio, news websites)
- Word of mouth (e.g. friends, neighbours, relations)
- Do not find out any information
- Other (please specify)
- Don't know (not read out but the interviewer can code if given spontaneously)

8. 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

9. 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)

10. 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)

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

SELECT ONE ANSWER ONLY

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree

12. To what extent are you aware of what your local councillor does in your local area?

SELECT ONE ANSWER ONLY

- A great deal
- A fair amount
- Not very much
- Not at all

13. 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

14. 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

15. Overall, do you think that the media has viewed the following positively or negatively in the last few months?

SELECT ONE ANSWER ONLY PER OPTION

- Positively
- Neither positively nor negatively
- Negatively

RANDOMISE ORDER

- The Government
- Local council(s) across the country
- Your local council

End and thanks.



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