

The Local Government Association has been tracking public attitudes towards local government for 10 years. Every four months, we run a telephone survey of 1,000 adults across Great Britain. These people tell us what they think about their local area and its council.

How do we measure satisfaction with local government?

Our six key measures are:

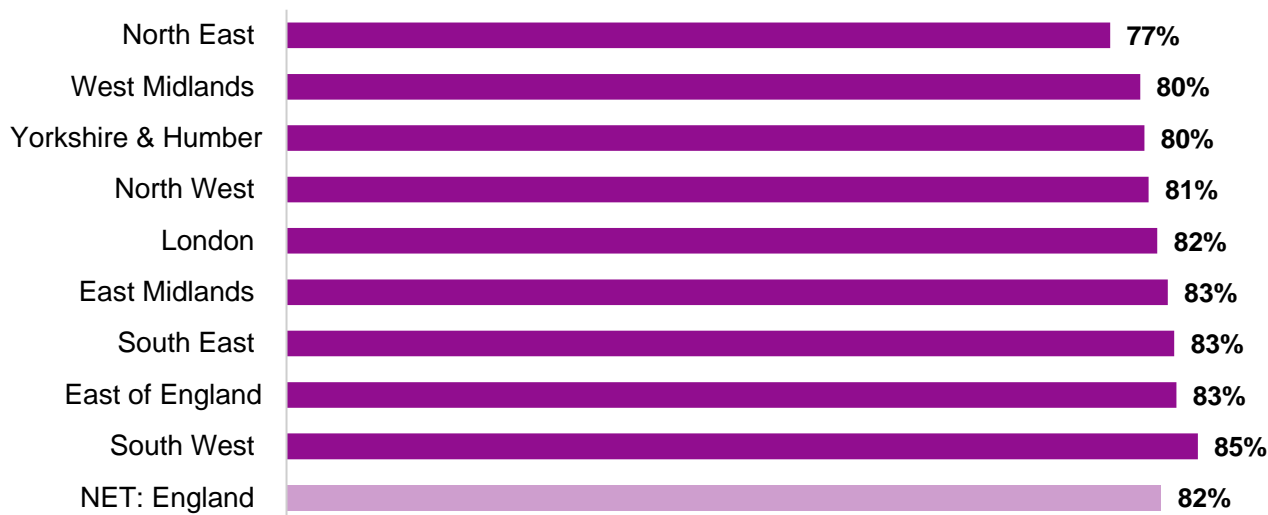
- Satisfaction with local area
- Satisfaction with local council
- Perceptions of local council's value for money
- Satisfaction with local council's responsiveness
- Satisfaction with local council's external communications
- Levels of trust in one's local council

This summary presents data on public attitudes for 2016 to 2021 broken down by English region. Further details on our polling can be found here: <https://www.local.gov.uk/our-support/research-and-data/research-publications/residents-satisfaction-surveys>

ARE PEOPLE SATISFIED WITH THEIR LOCAL AREA?

2016-21

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

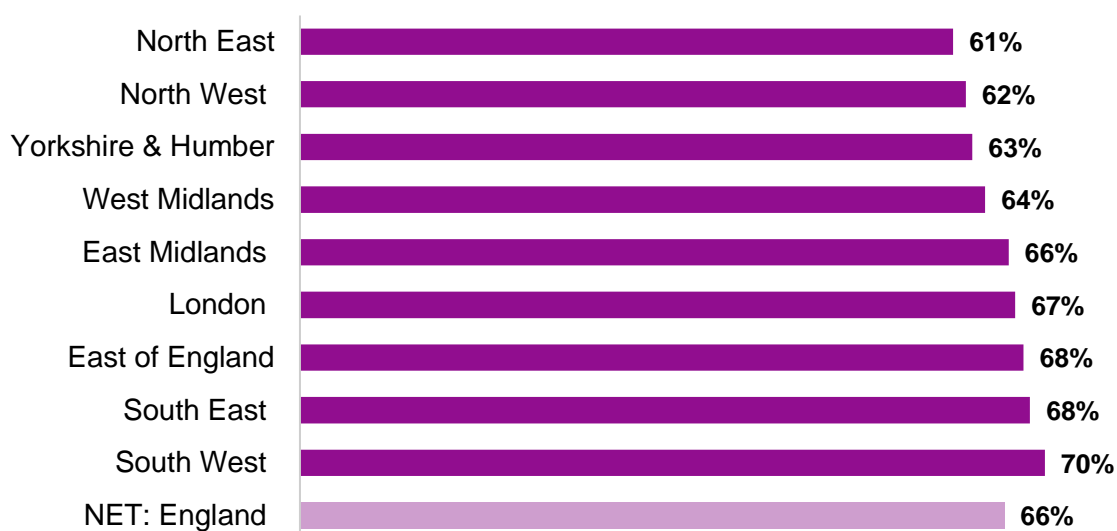


Base: 15,039 respondents 2016-21

On average, 82% of people in England are satisfied with their local area as a place to live. People living in the South West report the highest level of satisfaction, at 85%.

ARE PEOPLE SATISFIED WITH THEIR LOCAL COUNCIL?

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



Base: 15,039 respondents 2016-21

On average, 66% of people in England are satisfied with the way their local council runs. People living in the South West report the highest level of satisfaction, at 70%.

DO PEOPLE THINK THEIR COUNCIL DELIVERS VALUE FOR MONEY?

2016-21

LGA resident satisfaction polls

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

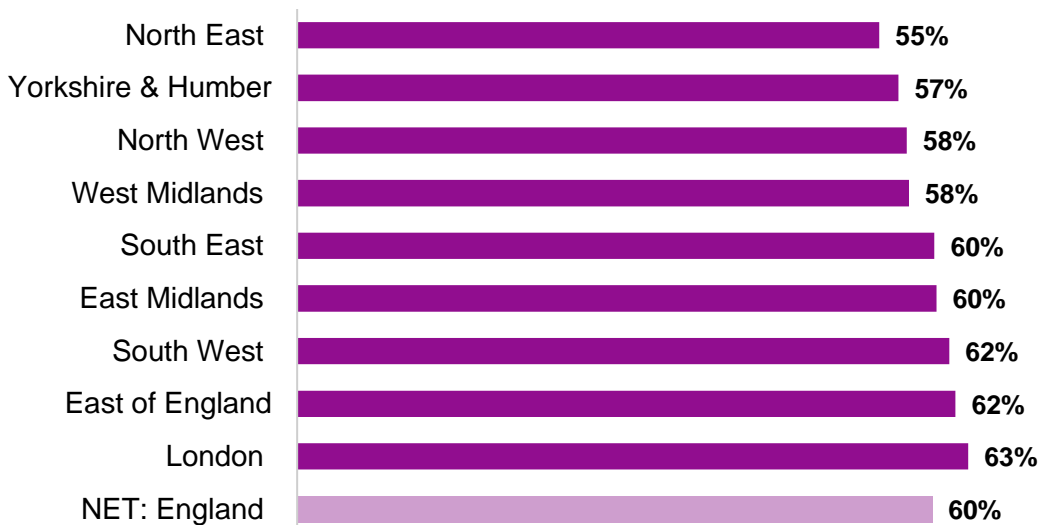
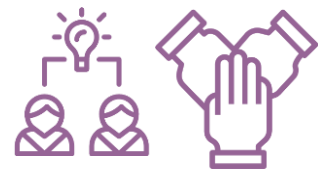


Base: 15,039 respondents 2016-21

On average, 49% of people in England think their local council(s) provides value for money. People living in the East of England most frequently agreed with this statement, at 52%.

DO PEOPLE THINK THEIR COUNCIL IS RESPONSIVE?

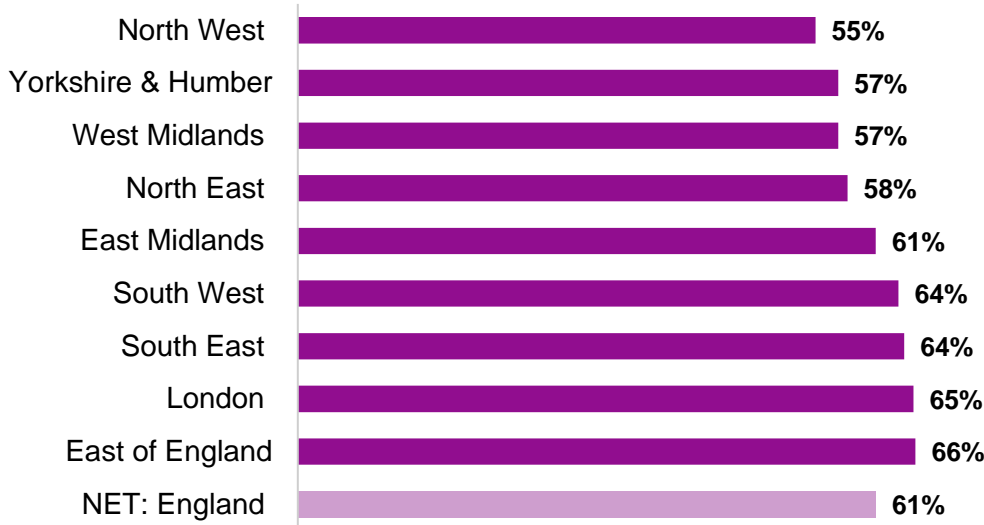
To what extent do you think your local council(s) acts on the concerns of local residents?



Base: 15,039 respondents 2016-21

On average, 60% of people in England think their local council(s) acts on the concerns of local residents. People living in London have the highest level of agreement with this statement, at 63%.

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

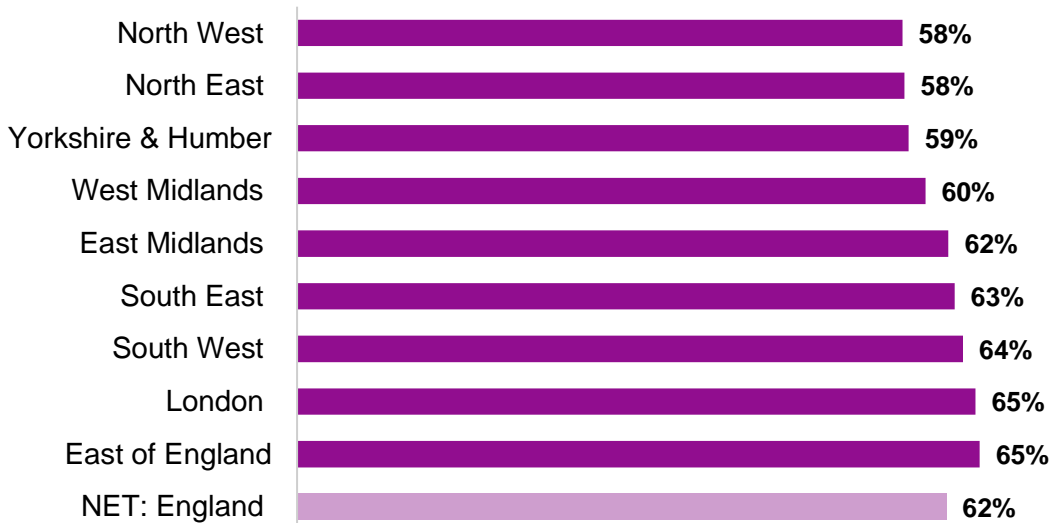


Base: 15,039 respondents 2016-21

On average, 61% of people think their local council(s) keeps residents informed about the services and benefits it provides. People living in the East of England most frequently agreed with this statement, at 66%.

DO PEOPLE TRUST THEIR LOCAL COUNCIL?

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



Base: 15,039 respondents 2016-21

On average, 62% of people in England trust their local council(s). People living in the London and the East of England report the highest level of trust, at 65%.