

# Resident satisfaction with councils' response to COVID-19

May 2020



## Acknowledgements

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

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## Introduction

This report outlines the results of a Local Government Association (LGA) public poll on resident satisfaction with councils' response to COVID-19. It follows a similar format to the [LGA's regular resident satisfaction polling](#), which has been conducted every three to four months since 2012.

This national polling aims to complement local intelligence collected by councils on the ways in which they are supporting residents during the coronavirus pandemic, caused by COVID-19. Looking at residents' satisfaction with the support offered to them, their families and their communities, alongside their confidence in the messages they are receiving from local and central government, and their views on post-lockdown recovery, will provide valuable information on how councils are serving their local communities.

Of course, many factors influence resident views of councils, including local demographics, economic factors and social circumstances. It is important that any conclusions drawn from public polling form part of a wider approach to 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 may use other questions in their local surveys and engagement activities. Analysis of this information may help diagnose what factors are driving satisfaction and confidence levels locally.

## Methodology

Between 15 and 22 May 2020, a representative random sample of 905 adults living in England and Wales (aged 18 or over) was polled by telephone.<sup>1</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 – and housing the homeless and protecting vulnerable people. If you live in an area with more than one council, please think about the way in which they deliver services to you overall."*

A full set of interview questions is included in Annex B for information.

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<sup>1</sup> Quotas were set on age, gender and region and the data weighted to the known English and Welsh 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.

## 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.

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.

## Key findings

This public poll asked respondents eight questions concerning their satisfaction with the support offered to them, their household and local communities by their local council during the coronavirus pandemic. They were also asked about the confidence they held in the messages they are receiving from local and central government about coronavirus, alongside their views on who might best support local areas in a post-coronavirus recovery. The key findings are:

- **Council support:** Most people who were polled are satisfied with the way their local council is supporting them, their household and local community during the coronavirus pandemic.
- **Information about coronavirus:** Roughly half of people who were polled said their local council is keeping them informed about the coronavirus pandemic – and most said they trust the information they are receiving from their local council.
- **Response management:** Local NHS Trusts are said to be managing the coronavirus pandemic particularly well, followed by local communities, local councils, local businesses, and charities and local support group. The response of the UK Government is viewed less favourably, although still most of the feedback received is positive.
- **Post-lockdown recovery:** A third of people polled think their local council/councillor is best placed to help their local area recover after the coronavirus lockdown is over, and the same proportion think the UK Government is in the best position.
- **Confidence in recovery support:** Confidence in local businesses putting residents' interests first in helping local areas recover is highest among those polled, and confidence in the UK Government doing the same is the lowest.

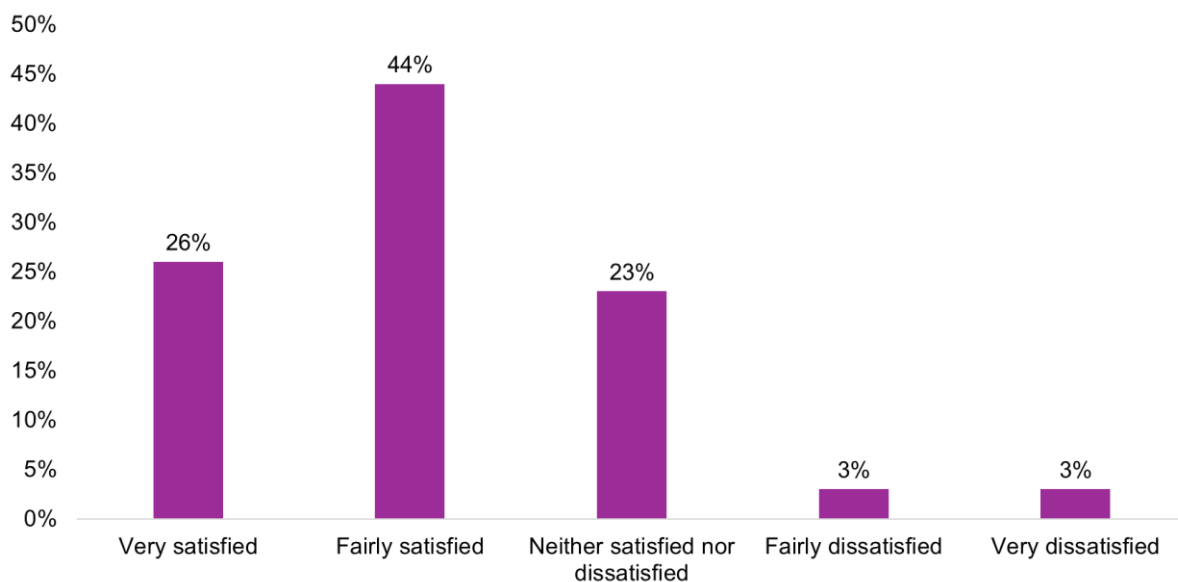
# Resident satisfaction with councils' response to COVID-19

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

## Satisfaction with support for households

Seven out of ten people polled (70 per cent) are 'very satisfied' or 'fairly satisfied' with the way their local council is supporting them and their household during the coronavirus pandemic. A further 23 per cent are 'neither satisfied or dissatisfied'. A total of seven per cent of those polled are 'fairly dissatisfied' or 'very dissatisfied' with the support they and their household are receiving.<sup>2</sup> See Figure 1.

**Figure 1: How satisfied or dissatisfied are you with the way your local council is supporting you and your household during the coronavirus pandemic?**



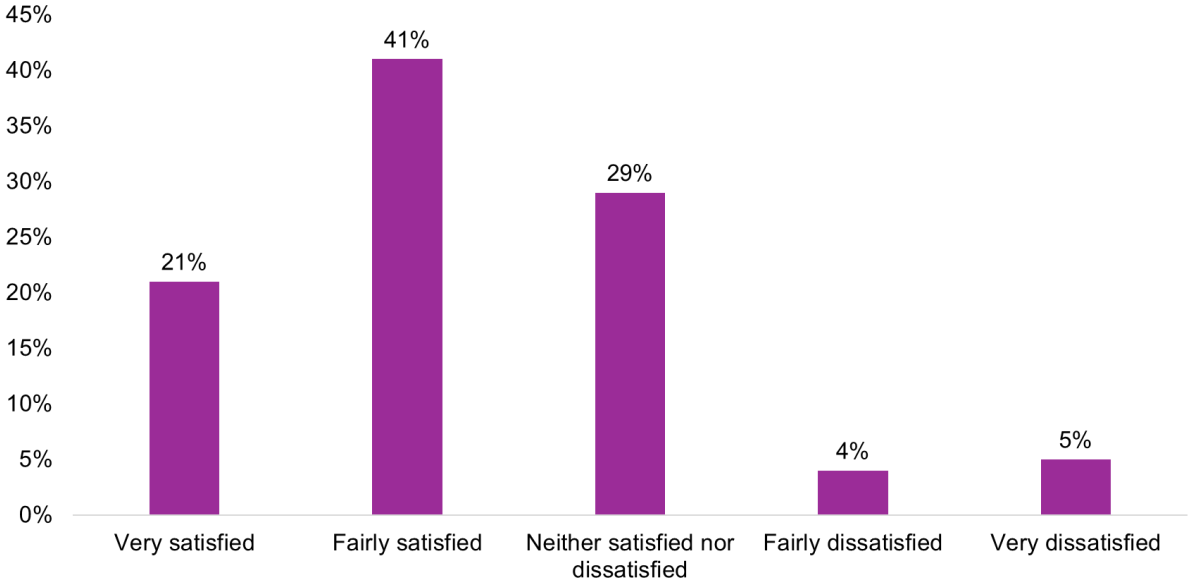
Base: all respondents (905)

## Satisfaction with support for communities

More than six out of ten people polled (62 per cent) are 'very satisfied' or 'fairly satisfied' with the way their local council is supporting their local community during the coronavirus pandemic. A further 29 per cent are 'neither satisfied or dissatisfied'. A total of nine per cent of those polled are 'fairly dissatisfied' or 'very dissatisfied' with the support their community is receiving. See Figure 2.

<sup>2</sup> Due to rounding, the combined dissatisfaction figure totals seven per cent.

**Figure 2: How satisfied or dissatisfied are you with the way your local council is supporting your local community during the coronavirus pandemic?**

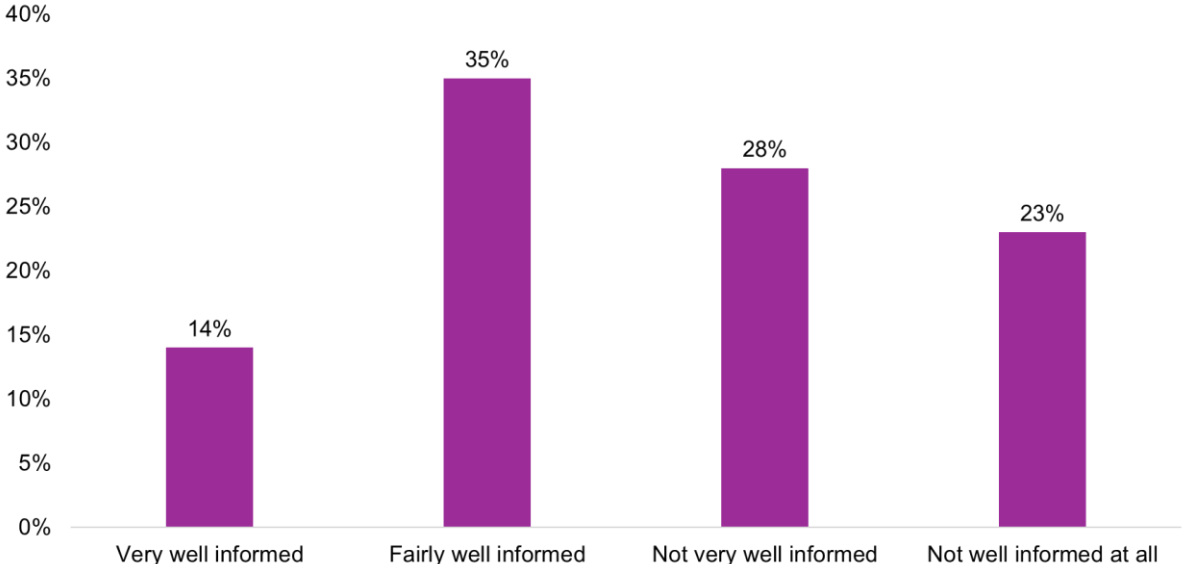


Base: all respondents (905)

**Feeling informed about the pandemic**

Just under half of the people polled (49 per cent) think their local council is keeping them ‘very well informed’ or ‘fairly well informed’ about the coronavirus pandemic, whereas just over half (51 per cent) think the reverse. See Figure 3.

**Figure 3: How well informed or not do you think your local council is keeping you about the coronavirus pandemic?**



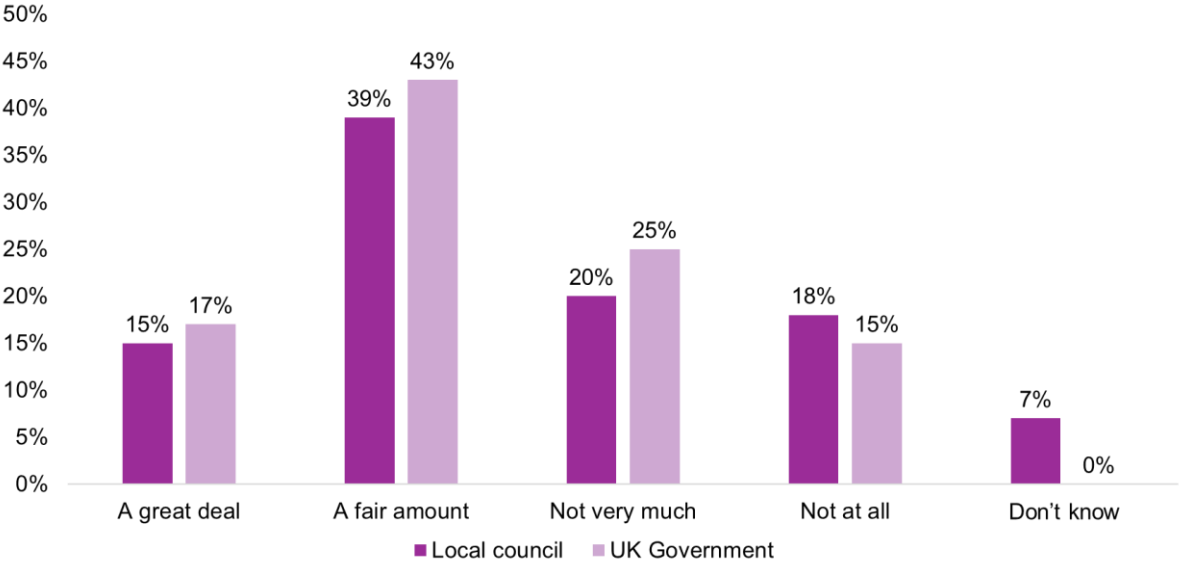
Base: all respondents (905)



### Trust in information about the pandemic

More than half of the people polled (54 per cent) trust the information they are receiving about the coronavirus pandemic from their local council ‘a great deal’ or ‘a fair amount’ – and 60 per cent trust the UK Government’s information to the same extent. See Figure 4.

**Figure 4: How much or not do you trust the information you are receiving about the coronavirus pandemic from a) your local council and b) the UK Government?**



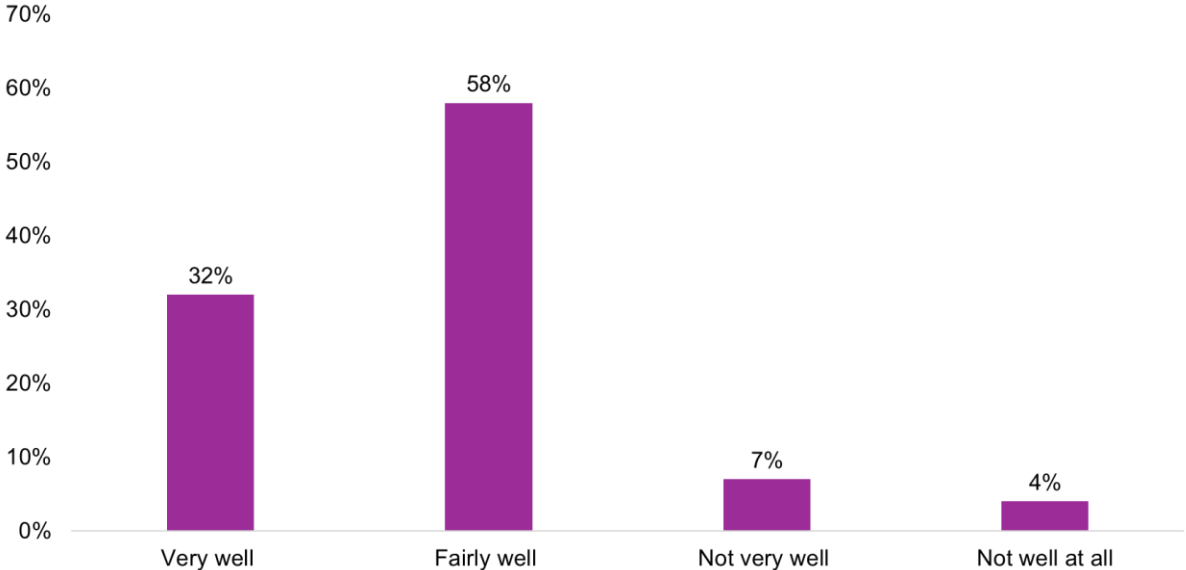
Base: all respondents (905)

### Ability of councils to manage normal services

Nine out of ten people polled (90 per cent) said their council is managing ‘very well’ or ‘fairly well’ to keep its services running normally during the coronavirus lockdown – and 10 per cent said their council is not managing well.<sup>3</sup> See Figure 5.

<sup>3</sup> Due to rounding, the combined ‘not well’ figure totals 10 per cent.

**Figure 5: How well or not is your council managing to keep its services running as normal during the coronavirus lockdown?**

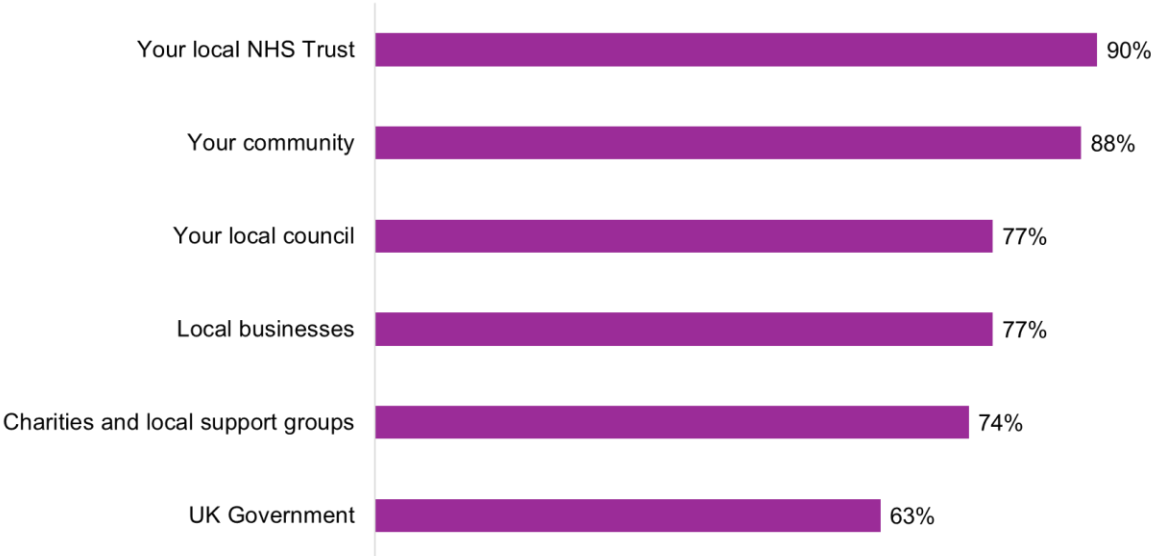


Base (all respondents): 905

**Ability of organisations to manage response to pandemic**

Local NHS Trusts are said to be managing the coronavirus pandemic particularly well, with 90 per cent of those polled saying Trusts are managing their response 'very well' or 'fairly well' – 88 per cent said the same about their local community. The response of local councils, and local businesses, is being well-managed according to 77 per cent of people polled – and 74 per cent said the same about charities and local support groups. The response of the UK Government is viewed less favourably, although still most of the feedback received is positive. See Figure 6.

**Figure 6: How well or not do you think the following groups and organisations are managing their response to the coronavirus pandemic in your local area? % who replied ‘very well’ or ‘fairly well’**

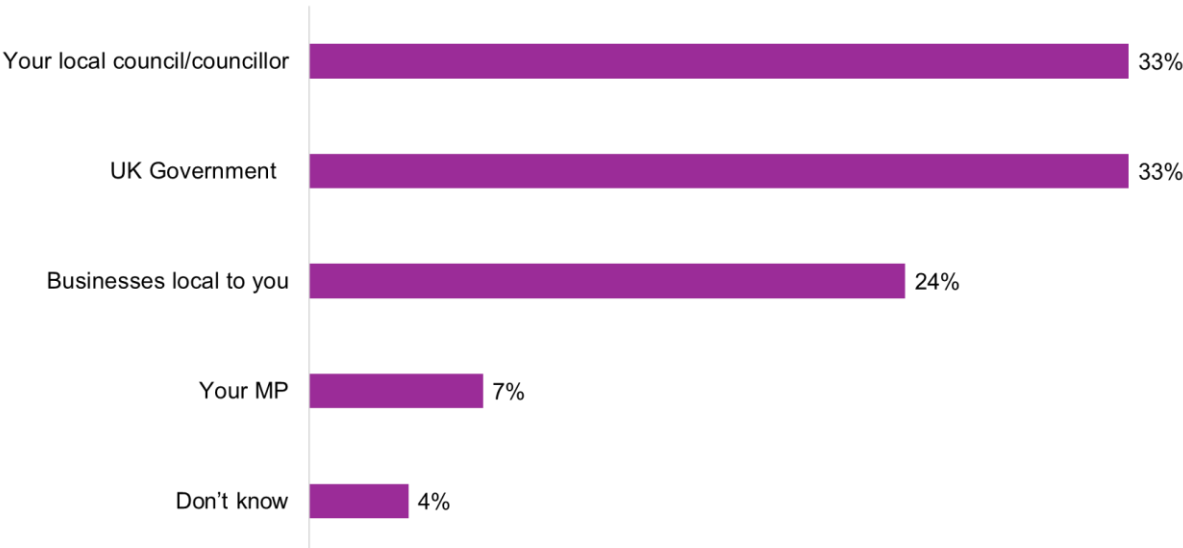


Base (all respondents): 905

**Ability of organisations to help local areas recovery**

A third of the people polled (33 per cent) think their local council/councillor is best placed to help their local area recover after the coronavirus lockdown is over. The same proportion of people polled think the UK Government is best placed, and 24 per cent think local businesses are in the best position to help with post-lockdown recovery in local areas. Seven per cent of people polled selected their local MP as being best placed and four per cent were unsure. See Figure 7.

**Figure 7: Who do you think is best placed to help your local area recover after the coronavirus lockdown is over?**

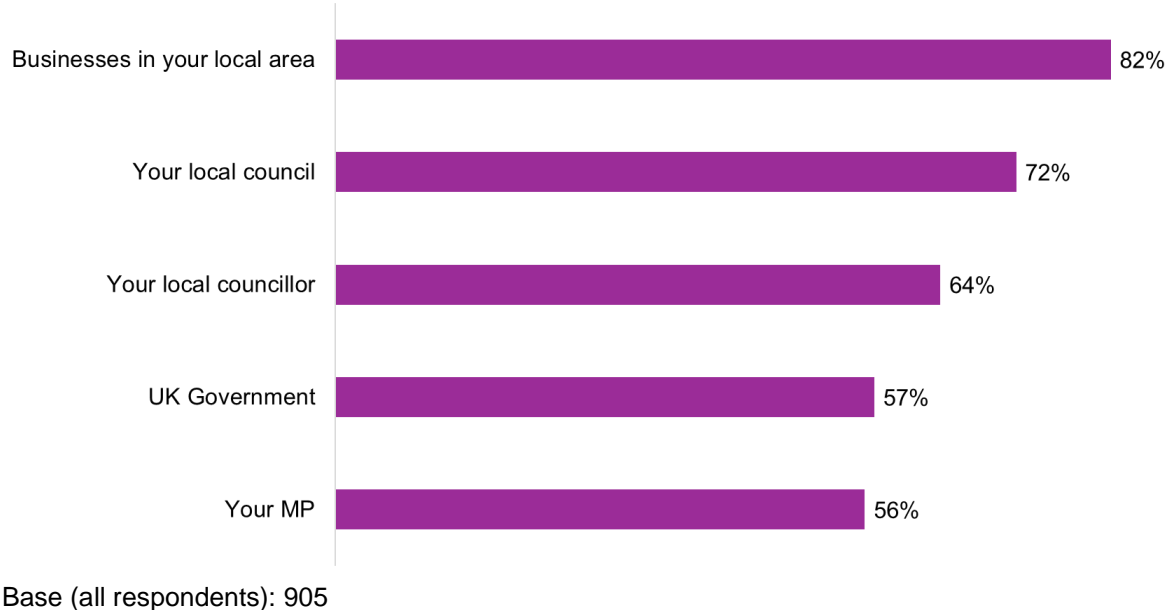


Base (all respondents): 905

### Confidence in support for local recovery

Eighty two per cent of people who were polled are confident that businesses in their local area will put the interests of local people first in helping the post-coronavirus recovery. Seventy two people who were polled are confident that their interests will be put first by their local council and 64 per cent think the same is true for their local councillor. A total of 57 per cent of people who were polled said the UK Government will put local people’s interests first, and 56 per cent think the same about their MP. See Figure 8.

**Figure 8: How confident or not are you that the following groups and organisations will put your interests first in helping local areas recover after the coronavirus outbreak? % who replied very confident or fairly confident**



## Annex A: Full tables

### Satisfaction with support for households

<b>Table A1: How satisfied or dissatisfied are you with the way your local council is supporting you and your household during the coronavirus pandemic?</b>	
	<b>%</b>
<b>Very or fairly satisfied</b>	<b>70</b>
Very satisfied	26
Fairly satisfied	44
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	3
Very dissatisfied	3
Don't know	0

Base: all respondents (905)

### Satisfaction with support for communities

<b>Table A2: How satisfied or dissatisfied are you with the way your local council is supporting your local community during the coronavirus pandemic?</b>	
	<b>%</b>
<b>Very or fairly satisfied</b>	<b>62</b>
Very satisfied	21
Fairly satisfied	41
Neither satisfied nor dissatisfied	29
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	0

Base: all respondents (905)

### Feeling informed about the pandemic

<b>Table A3: How well informed or not do you think your local council is keeping you about the coronavirus pandemic?</b>	
	<b>%</b>
<b>Very well or fairly well informed</b>	<b>49</b>
Very well informed	14
Fairly well informed	35
Not very well informed	28
Not well informed at all	23
Don't know	0

Base: all respondents (905)

## Trust in information about the pandemic

**Table A4: How much or not do you trust the information you are receiving about the coronavirus pandemic from a) your local council and b) the UK Government?**

	Local council	UK Government
	%	%
<b>A great deal or fair amount</b>	<b>54</b>	<b>60</b>
A great deal	15	17
A fair amount	39	43
Not very much	20	25
Not at all	18	15
Don't know	7	0

Base: all respondents (905)

## Ability of councils to manage normal services

**Table A5: How well or not is your council managing to keep its services running as normal during the coronavirus lockdown?**

	%
<b>Very or fairly well</b>	<b>90</b>
Very well	32
Fairly well	58
Not very well	7
Not well at all	4
Don't know	0

Base: all respondents (905)

## Ability of organisations to manage response to pandemic

**Table A6: How well or not do you think the following groups and organisations are managing their response to the coronavirus pandemic in your local area?**

	Your local council	Your local NHS Trust	Local businesses	Your community	Charities and local support group	The UK Government
	%	%	%	%	%	%
<b>Very or fairly well</b>	<b>77</b>	<b>90</b>	<b>77</b>	<b>88</b>	<b>74</b>	<b>63</b>
Very well	17	55	28	37	30	14
Fairly well	60	35	50	52	44	49
Not very well	14	5	13	7	11	22
Not well at all	6	2	5	3	3	14
Don't know	3	3	4	2	12	*

Base: all respondents (905)

## Ability of organisations to help local areas recover

**Table A7: Who do you think is best placed to help your local area recover after the coronavirus lockdown is over?**

	%
The UK Government	33
Your local council/councillor	33
Businesses local to you	24
Your MP	7
Don't know	4

Base: all respondents (905)

## Confidence in support for local recovery

**Table A8a: How confident or not are you that the following groups and organisations will put your interests first in helping local areas recover after the coronavirus outbreak?**

	Your local council	Businesses local to you	Your MP	Your local councillor	The UK Government
	%				
<b>Very or fairly confident</b>	<b>72</b>	<b>82</b>	<b>56</b>	<b>64</b>	<b>57</b>
Very confident	12	24	10	11	10
Fairly confident	60	58	46	53	46
Not very confident	19	13	25	22	27
Not confident at all	9	5	16	11	17
Don't know	*	1	3	3	*

Base: all respondents (905)

## 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 – and housing the homeless and protecting vulnerable people. If you live in an area with more than one council, please think about the way in which they deliver services to you overall.

**1. How satisfied or dissatisfied are you with the way your local council is supporting you and your household during the coronavirus pandemic?**

SELECT ONE ANSWER ONLY

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

**2. How satisfied or dissatisfied are you with the way your local council is supporting your local community during the coronavirus pandemic?**

SELECT ONE ANSWER ONLY

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

**3. How well informed or not do you think your local council is keeping you about the coronavirus pandemic?**

SELECT ONE ANSWER ONLY

- Very well informed
- Fairly well informed
- Not very well informed
- Not well informed at all

**4. How much or not do you trust the information you are receiving about the coronavirus pandemic from a) your local council and b) the UK Government?**

SELECT ONE ANSWER ONLY PER OPTION



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

**5. How well or not is your council managing to keep its services running as normal during the coronavirus lockdown?**

SELECT ONE ANSWER ONLY

- Very well
- Fairly well
- Not very well
- Not well at all

**6. How well or not do you think the following groups and organisations are managing their response to the coronavirus pandemic in your local area?**

RANDOMISE ORDER

- Your local council
- Your local NHS Trust
- Local businesses
- Your community
- Charities and local support groups
- The UK Government

SELECT ONE ANSWER ONLY PER OPTION

- Very well
- Fairly well
- Not very well
- Not well at all

**7. Who do you think is best placed to help your local area recover after the coronavirus lockdown is over?**

SELECT ONE ANSWER ONLY  
RANDOMISE ORDER

- Your local council
- Businesses local to you
- Your MP
- Your local councillor

- The UK Government

**8. How confident or not are you that the following groups and organisations will put your interests first in helping local areas recover after the coronavirus outbreak?**

RANDOMISE ORDER

- Your local council
- Businesses local to you
- Your MP
- Your local councillor
- The UK Government

SELECT ONE ANSWER ONLY PER OPTION

- Very confident
- Fairly confident
- Not very confident
- Not confident at all

**End and thanks.**



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