

# Polling on resident satisfaction with councils: Round 31

February 2022



## 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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## Summary

The Local Government Association (LGA) measures resident satisfaction with councils every four months. This report presents the results of the 31<sup>st</sup> round of polling conducted in February 2022.

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.

## Methodology

Between 22 February and 6 March 2022, a representative random sample of 1,000 British adults (aged 18 or over) was polled by telephone by Yonder Data Solutions. 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. A full set of interview questions is included in Annex B for information.

## Key messages

Five of the six key measures of satisfaction received positive feedback from most respondents. Compared to October 2021, which recorded all-time low satisfaction levels for four of the six key measures, more respondents are satisfied in this round. In particular, there has been a significant increase in satisfaction with the way one's council operates; 64 per cent of respondents were 'very satisfied' or 'fairly satisfied' with how their local council runs things, compared to 56 per cent in the last round. Trust in councils is above the polling average in this round, with just under two-thirds of respondents saying they trust their local council 'a great deal' or 'a fair amount'. Similarly, trust in local councillors remains high; 74 per cent of respondents selected 'local councillors' rather than 'members of parliament' or 'government ministers' when asked who they most trust to make decisions about local service provision.

## Results

- 78 per cent of respondents are 'very satisfied' or 'fairly satisfied' with their local area as a place to live.
- 64 per cent of respondents are 'very satisfied' or 'fairly satisfied' with the way their local council runs things.
- 62 per cent of respondents trust their local council 'a great deal' or 'a fair amount'.
- 57 per cent of respondents think their local council acts on the concerns of residents 'a great deal' or 'a fair amount'.

- 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.
- 48 per cent of respondents 'strongly agree' or 'tend to agree' that their council provides value for money – and 25 per cent neither agree nor disagree.
- Most respondents were satisfied with six of the nine councils services presented in this round. Waste collection received the highest levels of satisfaction; 82 per cent of respondents were 'very satisfied' or 'fairly satisfied' with this service.
- 72 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 13 per cent who said they most trusted 'the government' and 13 per cent who said 'neither'.
- 74 per cent of respondents singled out 'local councillors' rather than 'members of parliament' (eight 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.
- 75 per cent of respondents that said they felt 'very safe' or 'fairly safe' when outside in their local area after dark and 94 per cent said they felt 'very safe' or 'fairly safe' during the day.
- 24 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 20 per cent and 13 per cent of respondents reported having observed positive media coverage of the government.

## Introduction

This report outlines the 31<sup>st</sup> 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>

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.

## Methodology

Between 22 February and 6 March 2022, a representative random sample of 1,000 British adults (aged 18 or over) was polled by telephone.<sup>2</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.*

*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

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<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> 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.

question ordering, wording, definitions and preamble have been used to allow comparability.<sup>3</sup>

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

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.

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

<sup>4</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>5</sup> Statistical significance is tested at the 95 per cent level.

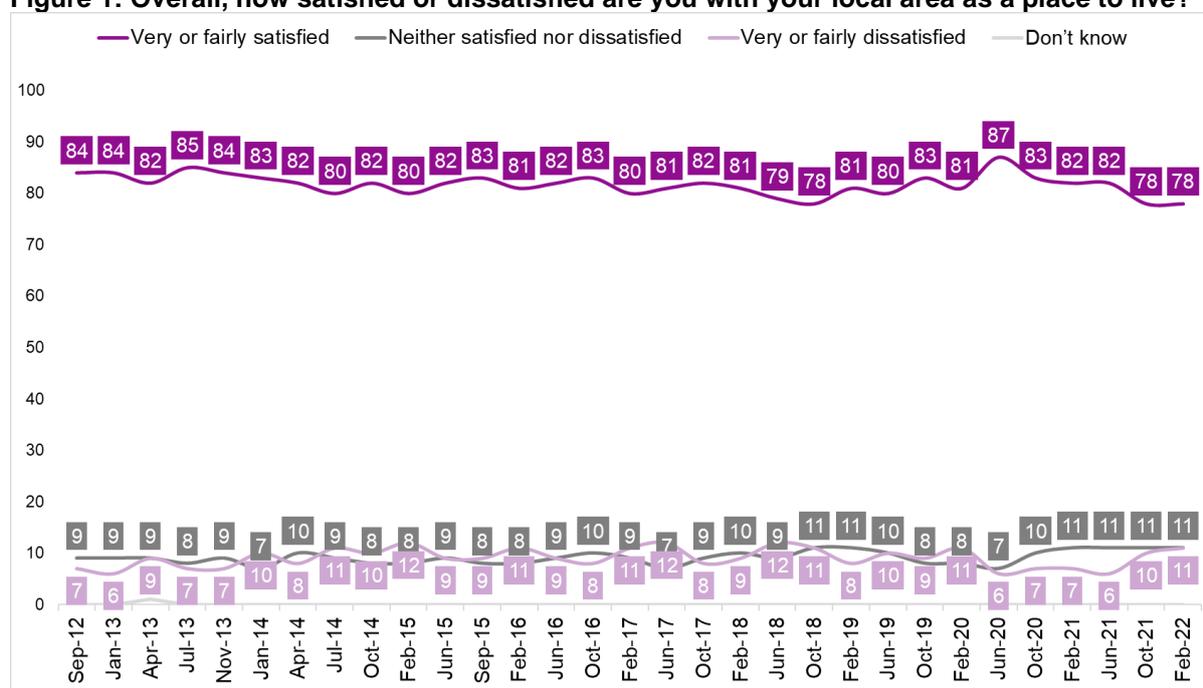
## Polling on resident satisfaction with councils

This section outlines the polling results for February 2022. 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 78 per cent of respondents reported being ‘very satisfied’ or ‘fairly satisfied’ with their local area as a place to live in this round. Satisfaction has decreased since a record high in June 2020 and, since that high point, this round’s result is joint lowest with the last round. See Figure 1.

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



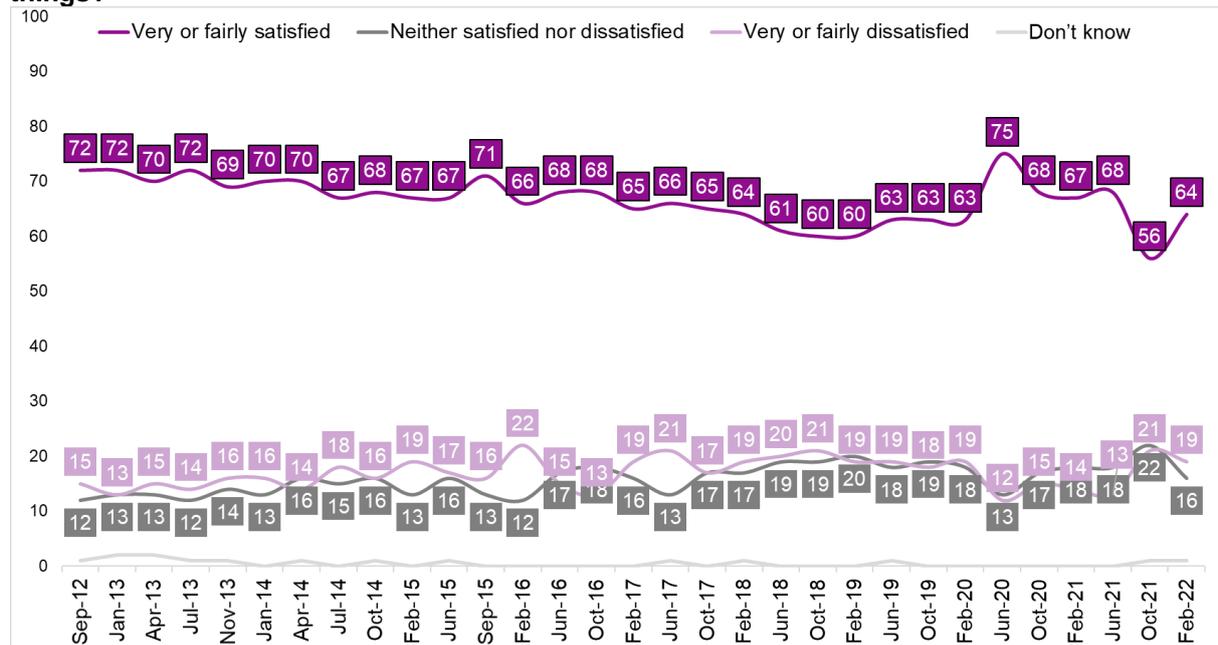
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-22

### Overall satisfaction with local council

A total of 64 per cent of the sample said they were ‘very satisfied’ or ‘fairly satisfied’ with how their council runs things. This round’s result is a significant increase from the 56 per cent reported in the last round (comfortably the lowest to-date). See Figure 2.

<sup>6</sup> 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?**

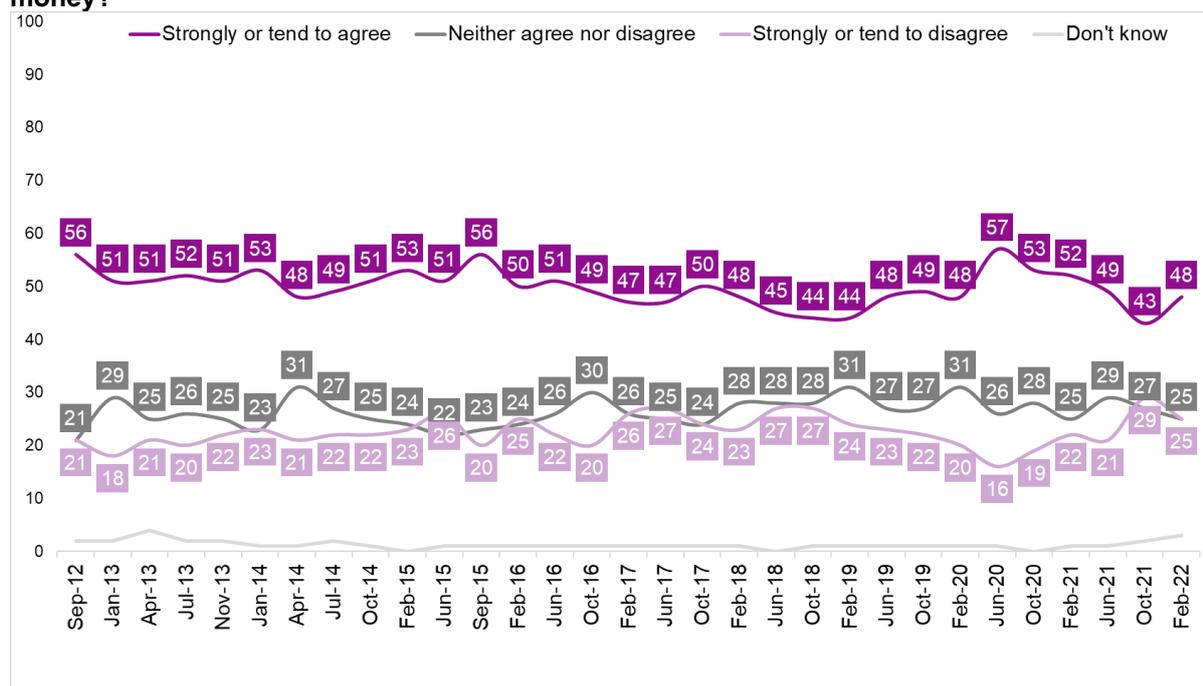


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-22

### Value for money

Forty-eight per cent of respondents agreed that their council provides value for money (see Figure 3). This result is close to the polling average across all years (50 per cent), but it does not represent a significant increase from the last round. A quarter of respondents (25 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?<sup>7</sup>**



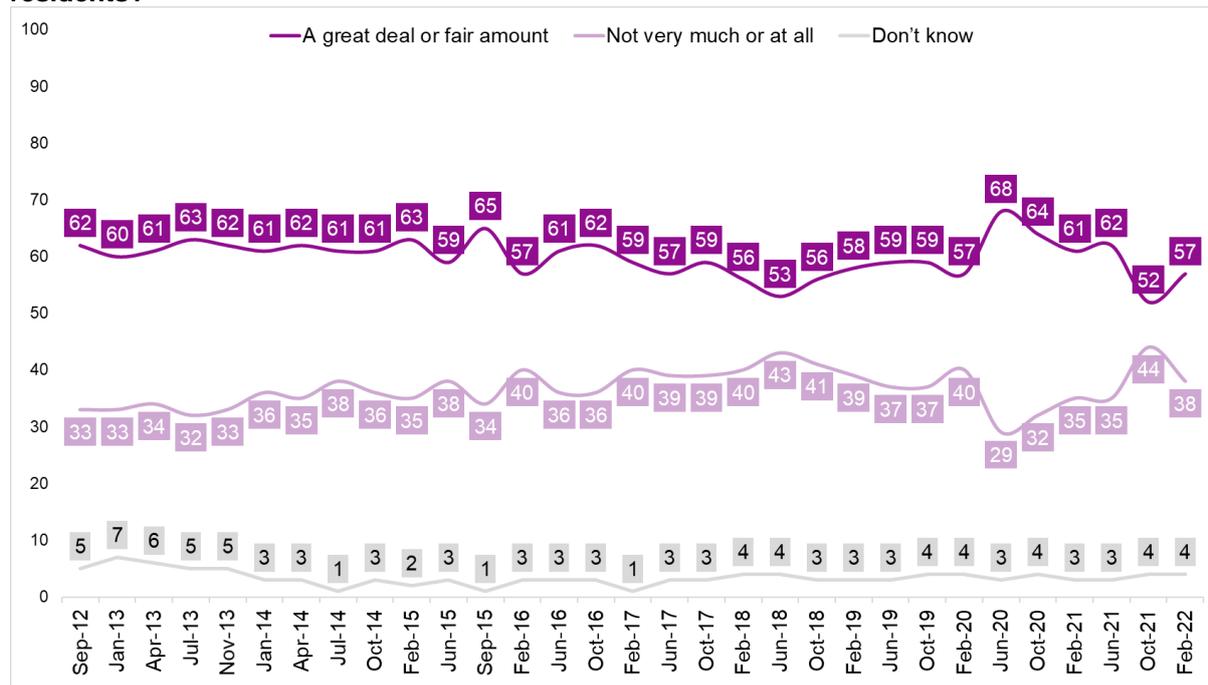
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-22

### Council responsiveness

Fifty-seven per cent of respondents said their council acts on the concerns of local residents either ‘a great deal’ or ‘a fair amount’. This is a greater proportion than the last round, but not a significant increase. Between June 2020 and June 2021 about two-thirds of respondents gave a positive answer to this question; this round returns the result to the pre-June 2020 level of 57 per cent. 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).

<sup>7</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.”

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

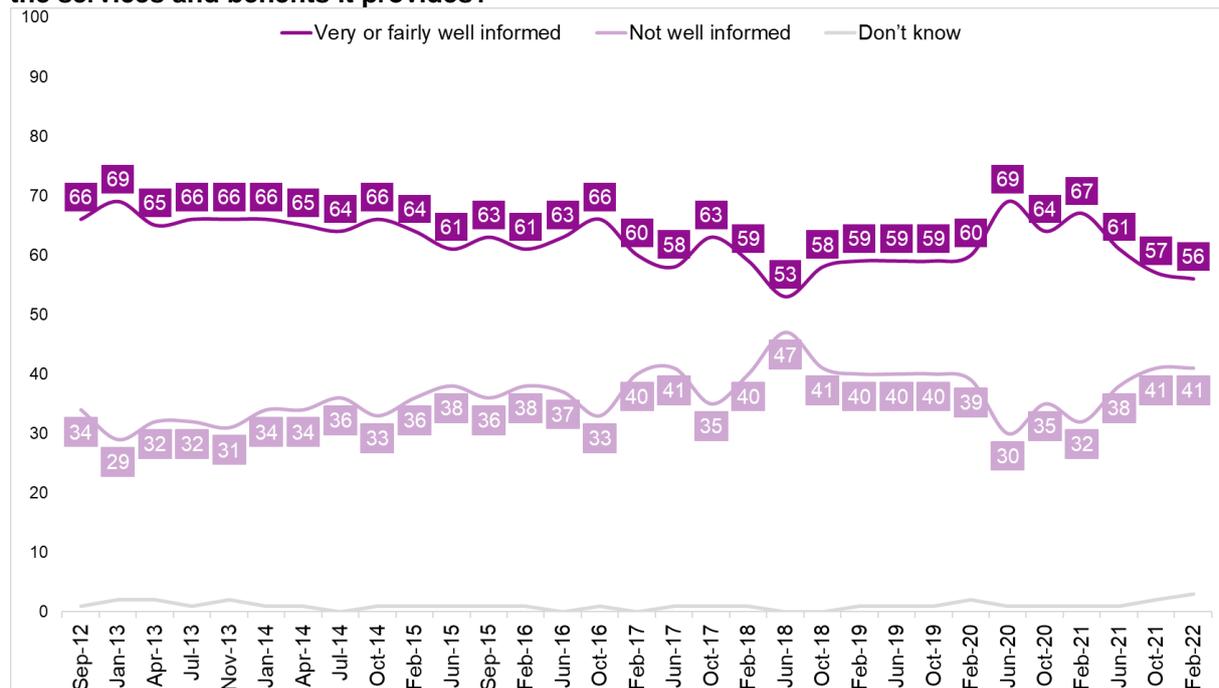


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-22

### 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. Following relatively high recent results, this round and the previous round produced similar figures to those last reported in 2018 and 2019 (i.e. within the 50 per cent bracket). See Figure 5.

**Figure 5: Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides?**

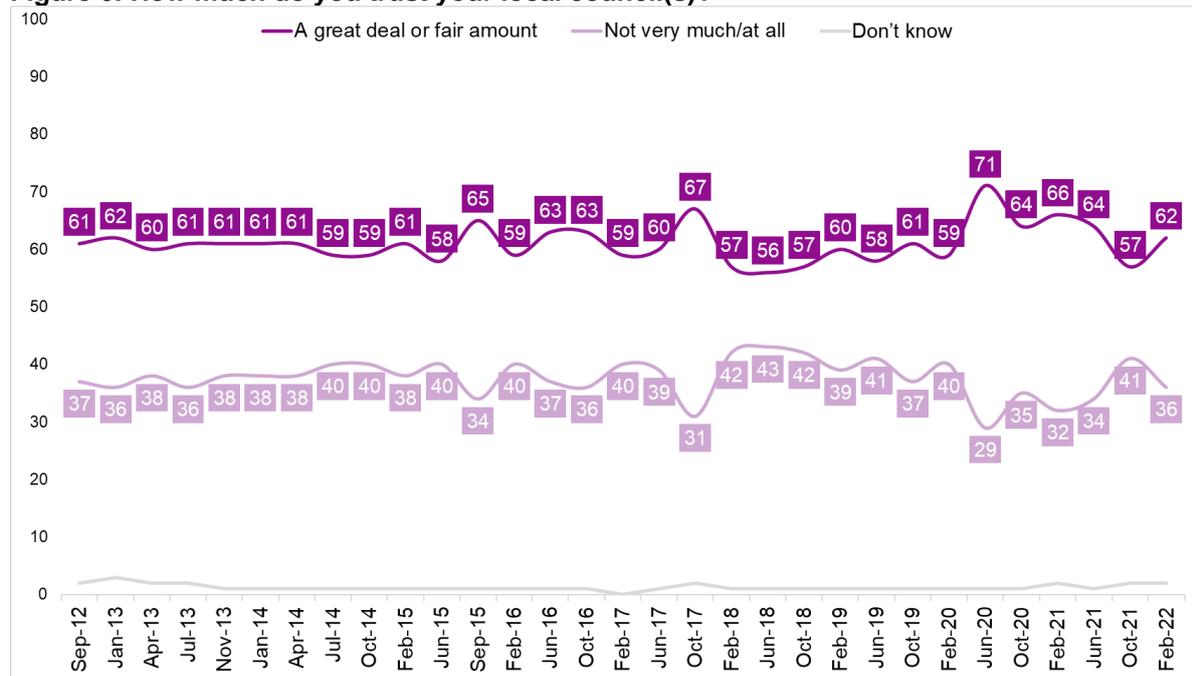


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-22

## Trust in forms of government

Sixty-two per cent of respondents reported trusting their local council either ‘a great deal’ or ‘a fair amount’. This figure is higher than the polling average (61 per cent) for this question. It shows an increase from the last round, and while not a significant increase, it returns levels of trust to within the 60 per cent bracket. See Figure 6.

**Figure 6: How much do you trust your local council(s)?**

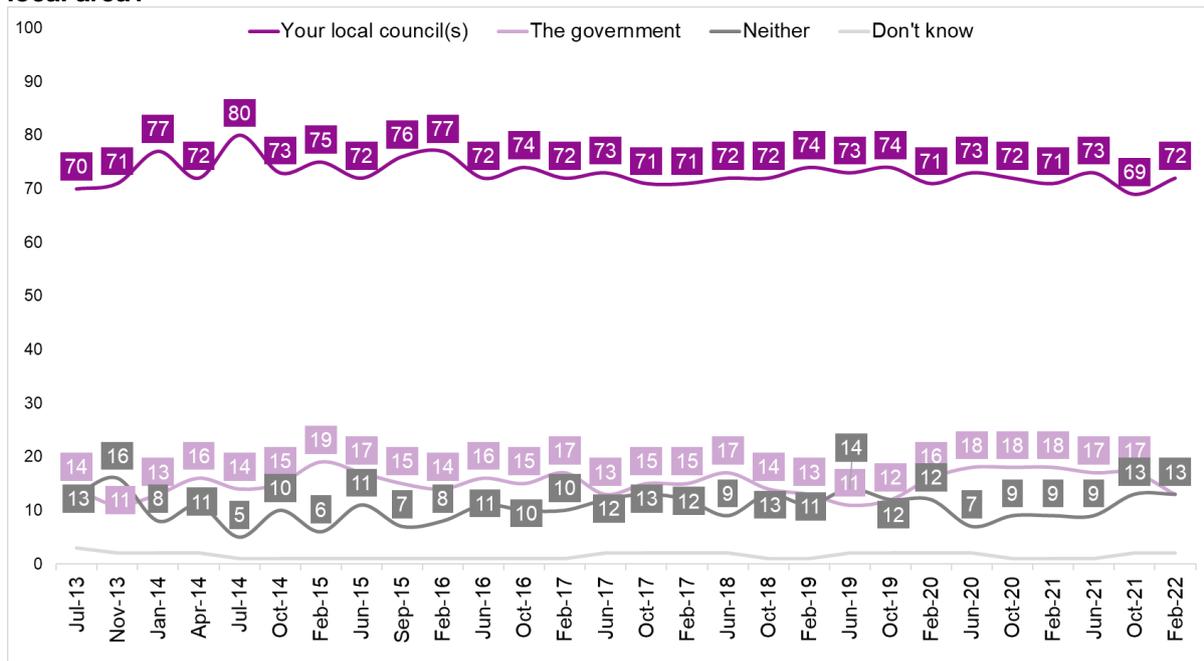


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-22

Seven out of ten respondents (72 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 7). This result is broadly consistent with all previous rounds. Thirteen per cent of respondents answered 'the government', 13 per cent said 'neither' and two per cent were unsure.

**Figure 7: Who do you trust most to make decisions about how services are provided in your local area?<sup>8</sup>**

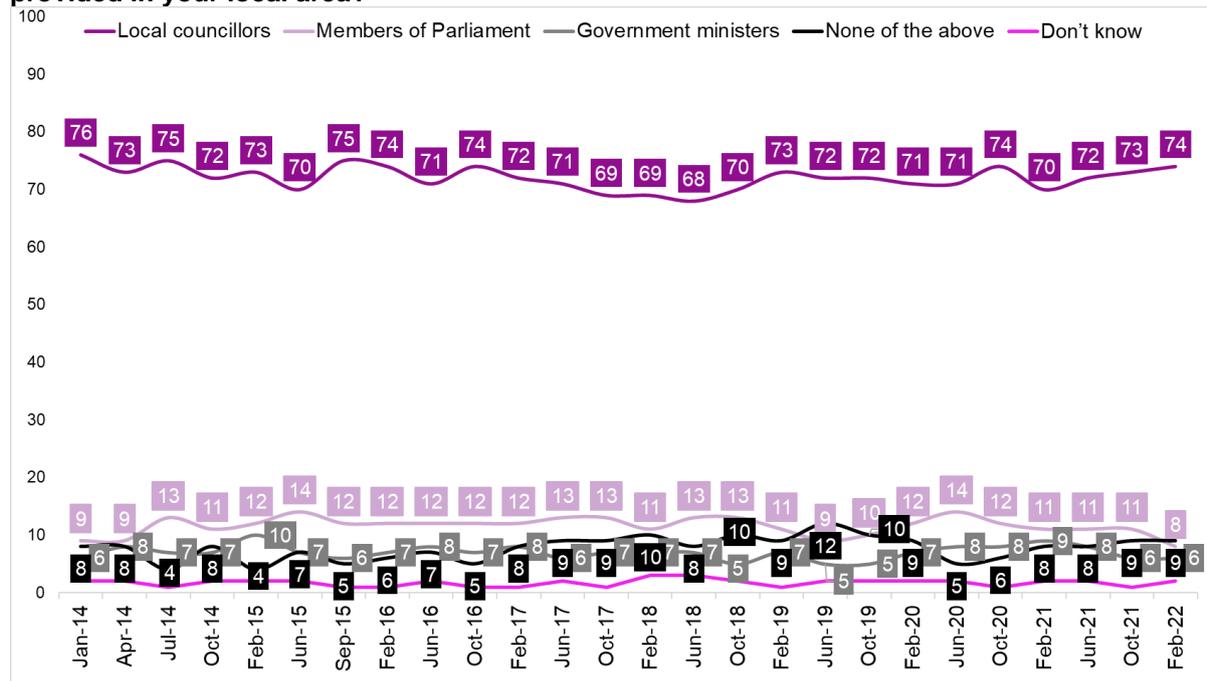


Base (all respondents): Between 1000 and 1036 British adults per round from Jun-13 to Feb-22

Almost three-quarters 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 8). Seventy-four per cent of respondents selected 'local councillors' when asked who they most trust to make local service decisions, eight per cent selected 'members of parliament', six per cent selected 'government ministers', nine per cent selected 'none of these' and two per cent were unsure.

<sup>8</sup> 'Neither' was not read out to respondents as an answer option but the interviewer could code it if it was given spontaneously.

**Figure 8: Which individuals do you trust most to make decisions about how services are provided in your local area?<sup>9</sup>**



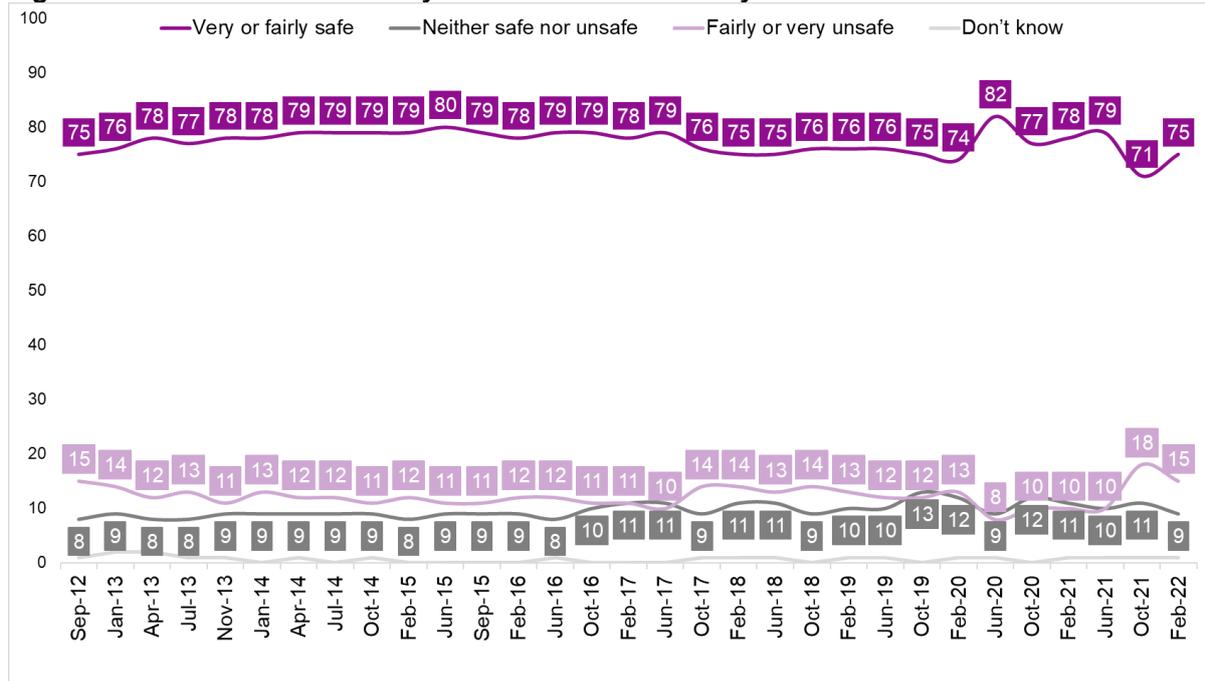
Base (all respondents): Between 1000 and 1009 British adults per round from Jan-14 to Feb-22. This question was introduced in January 2014.

### Community safety

Three-quarters of respondents reported feeling safe after dark when outside in their local area. This is an improvement on the previous round, which received the lowest result to-date for perceptions of safety after dark, but it is not a significant increase. See Figure 9.

<sup>9</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.

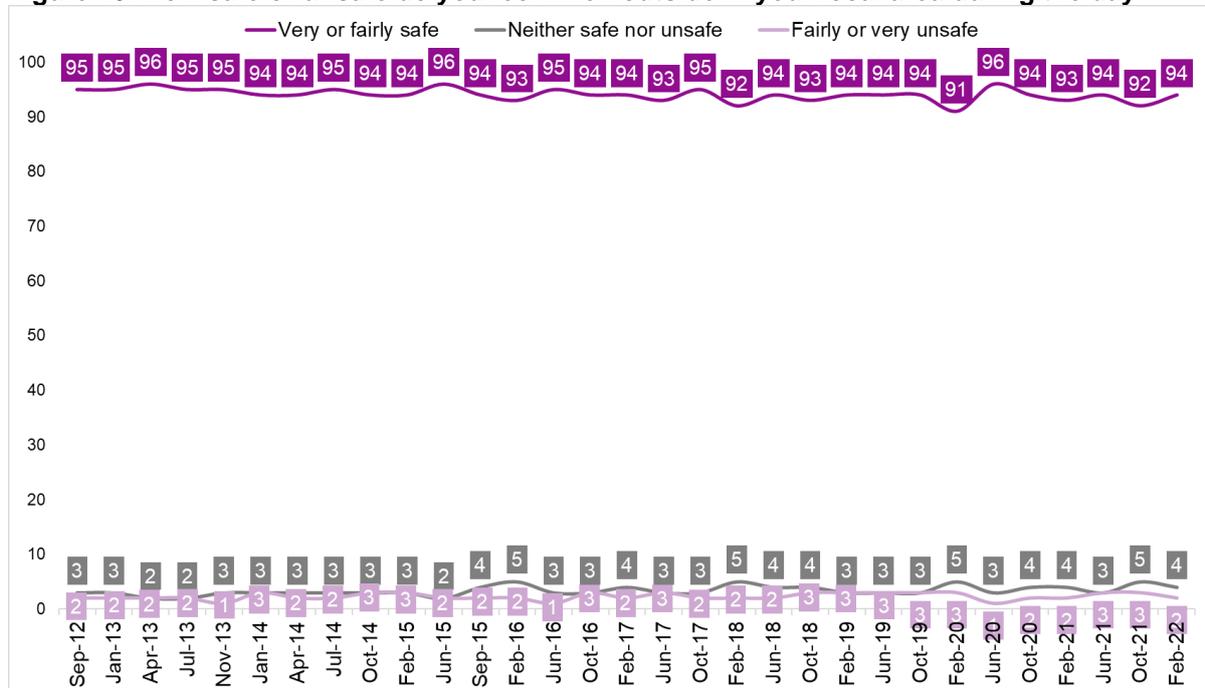
**Figure 9: How safe or unsafe do you feel when outside in your local area after dark<sup>10</sup>**



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-22

Perceptions of feeling safe during the day remain high. Ninety-four per cent of respondents said they feel ‘very safe’ or ‘fairly safe’ during the day in their local area. See Figure 10.

**Figure 10: How safe or unsafe do you feel when outside in your local area during the day<sup>11</sup>**



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-22

<sup>10</sup> Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

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

## Service-specific satisfaction

Respondents were invited to indicate how satisfied or dissatisfied they were with the following council services<sup>12</sup>: 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.

Six of the nine services presented in this round received positive feedback from over half of the respondents (see Figure 11). The highest level of satisfaction was with waste collection; 82 per cent of respondents were 'very satisfied' or 'fairly satisfied' with this services. The second and third highest levels of satisfaction were with parks and green spaces (78 per cent) and street cleaning (68 per cent). These results are higher than overall satisfaction with how one's council runs things (64 per cent, see Figure 2).

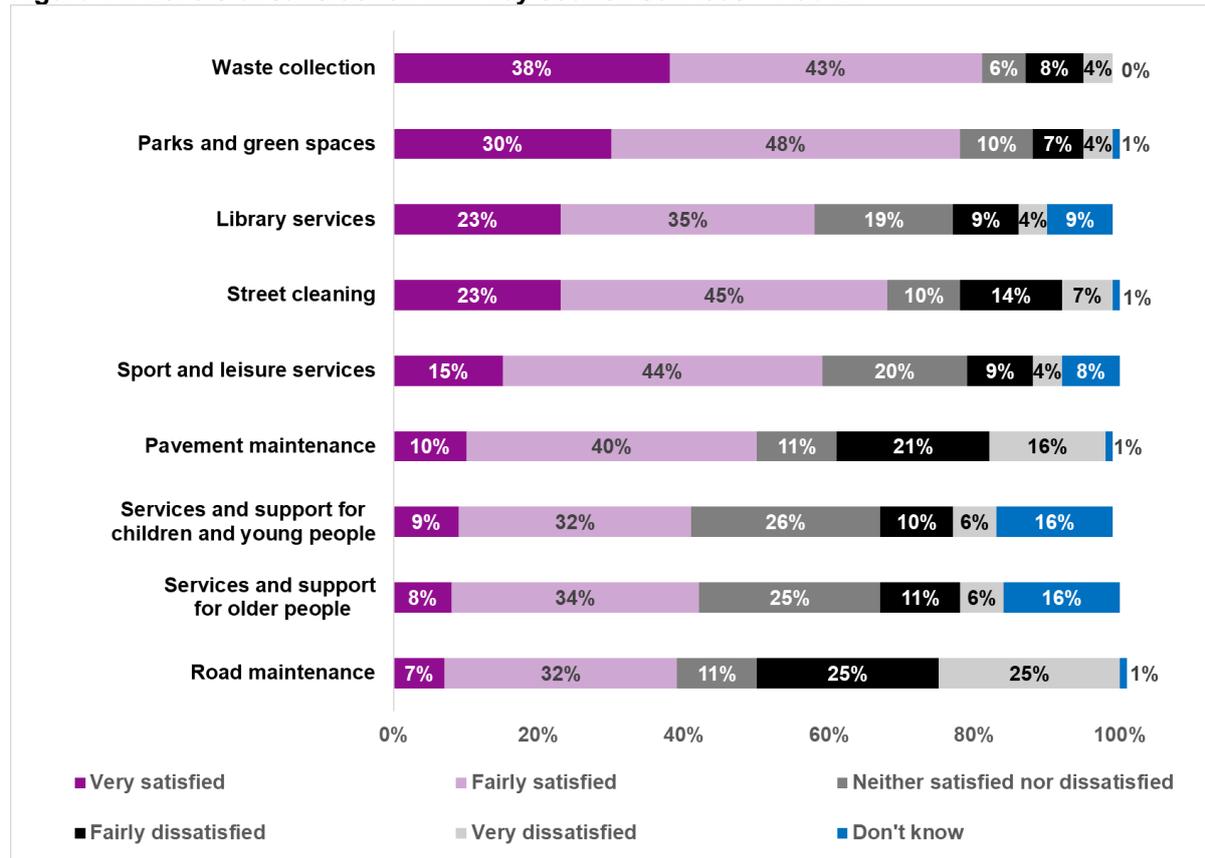
Overall, road maintenance continues to have the highest level of dissatisfaction of all services; 49 per cent of respondents were either 'very dissatisfied' or 'fairly dissatisfied' with the service provided by their council.<sup>13</sup>

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<sup>12</sup> Note that these questions were asked of all respondents, and the bases include those who may not have used particular services.

<sup>13</sup> Please note that whilst the individual 'very' or 'fairly' dissatisfied answer options displayed in Figure 12 for road maintenance appear to sum to 50 per cent, this is due to the fact the figures have been rounded to the nearest whole number.

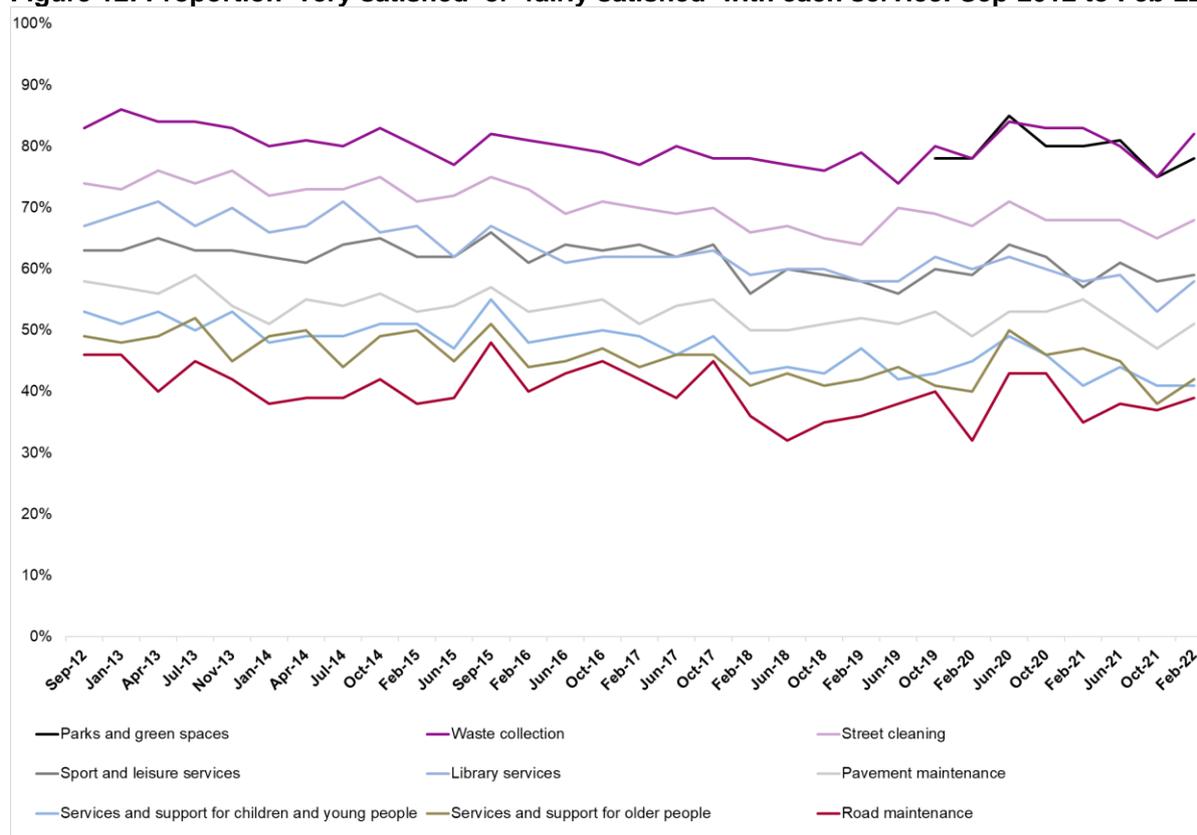
**Figure 11: Levels of satisfaction with key council services – Feb-22**



Base (all respondents): 1000 British adults in Feb-22

The general trend for satisfaction with services across the polling time-series is shown in Figure 12. Levels of satisfaction with services were mostly lower than the polling average in this round, but there was a significant increase in the number of respondents who reported being satisfied with waste collection compared to the last round (from 75 per cent to 82 per cent). Services and support for children and young people received the joint lowest proportion of positive responses, but this service also received a sizeable number of neutral replies too.

**Figure 12: Proportion 'very satisfied' or 'fairly satisfied' with each service: Sep-2012 to Feb-22**



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-22

### 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’.

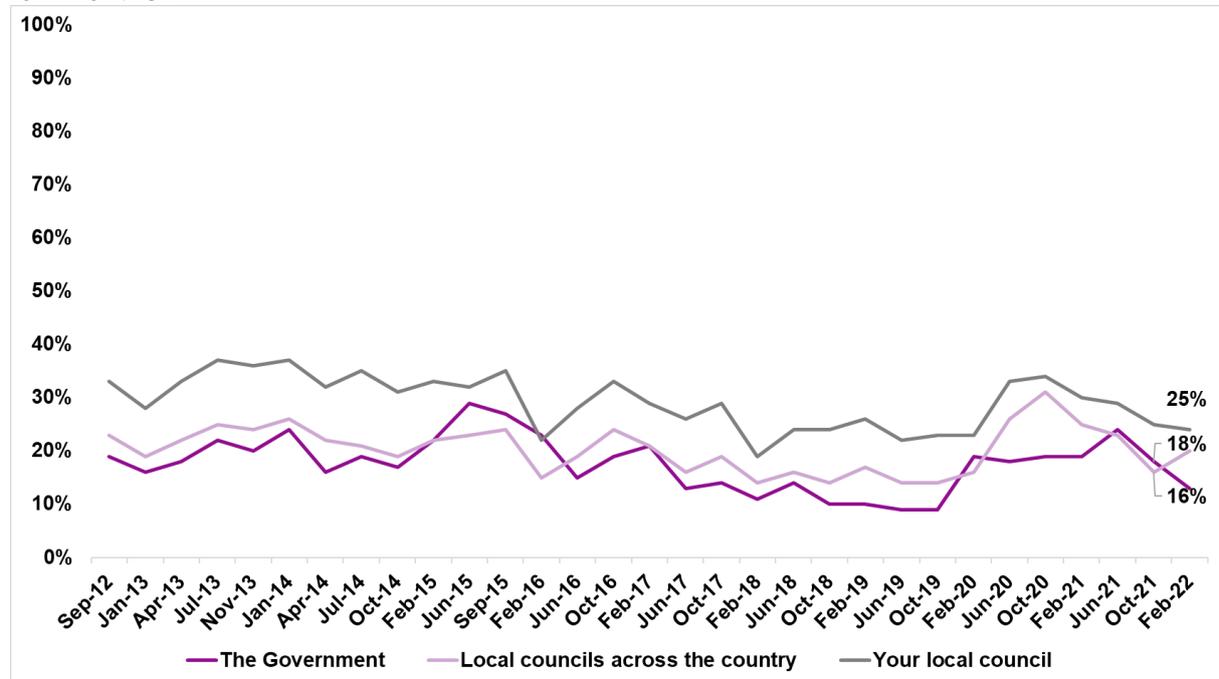
Regarding ‘the government’, the proportion of respondents observing positive coverage was 13 per cent. This is significantly lower than the proportion seen in the previous six rounds (i.e. during 2020 and 2021). The proportion observing negative coverage was 64 per cent and the proportion who responded ‘neither positively nor negatively’ was 19 per cent.

Concerning the media’s coverage of ‘local councils across the country’, 20 per cent of respondents observed positive coverage – a significant increase from 16 per cent in the previous round. The proportion of respondents observing negative coverage was 27 per cent, a significant decrease from the previous round. Forty per cent of respondents observed neither positive nor negative coverage.

Asked about media coverage of their ‘own local council’, 24 per cent of respondents observed positive coverage. There was a significant decrease in the proportion of respondents reporting negative coverage compared to the last round (from 26 per cent to 20 per cent). Forty-three per cent of respondents observed neither positive nor negative coverage.

Figure 13 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 13: 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 Feb-22

## Annex A: Data Tables - Round 31

### Overall satisfaction with local area

<b>Table A1: Overall, how satisfied or dissatisfied are you with your local area as a place to live?</b>	<b>Per cent</b>
<b>Very or fairly satisfied</b>	<b>78</b>
Very satisfied	28
Fairly satisfied	50
Neither satisfied nor dissatisfied	11
Fairly dissatisfied	8
Very dissatisfied	3
Don't know	0

Base (all respondents): 1000

### Overall satisfaction with local council

<b>Table A2: Overall, how satisfied or dissatisfied are you with the way your local council(s) runs things?</b>	<b>Per cent</b>
<b>Very or fairly satisfied</b>	<b>64</b>
Very satisfied	13
Fairly satisfied	51
Neither satisfied nor dissatisfied	16
Fairly dissatisfied	12
Very dissatisfied	7
Don't know	1

Base (all respondents): 1000

### Value for Money

<b>Table A3: To what extent do you agree or disagree that your local council(s) provides value for money?</b>	<b>Per cent</b>
<b>Strongly or tend to agree</b>	<b>48</b>
Strongly agree	8
Tend to agree	40
Neither agree nor disagree	25
Tend to disagree	17
Strongly disagree	8
Don't know	3

Base (all respondents): 1000

## Council responsiveness

<b>Table A4: To what extent do you think your local council(s) acts on the concerns of local residents?</b>	<b>Per cent</b>
<b>A great deal or fair amount</b>	<b>57</b>
A great deal	9
A fair amount	49
Not very much	31
Not at all	8
Don't know	4

Base (all respondents): 10004

## Informed about the council

<b>Table A5: Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides?</b>	<b>Per cent</b>
<b>Very or fairly well informed</b>	<b>56</b>
Very well informed	11
Fairly well informed	45
Not very well informed	31
Not well informed at all	10
Don't know	3

Base (all respondents): 1000

## Trust

<b>Table A6: How much do you trust your local council(s)?</b>	<b>Per cent</b>
<b>A great deal or a fair amount</b>	<b>62</b>
A great deal	9
A fair amount	53
Not very much	26
Not at all	9
Don't know	2

Base (all respondents): 1000

<b>Table A7: Who do you trust most to make decisions about how services are provided in your local area?</b>	<b>Per cent</b>
Your local council(s)	72
The government	13
Neither	13
Don't know	2

Base (all respondents): 1000

<b>Table A8: And which individuals do you trust most to make decisions about how services are provided in your local area?</b>	<b>Per cent</b>
Local councillors	74
Members of parliament	8
Government ministers	6
None of the above	9
Don't know	2

Base (all respondents): 1000

### **Community safety – After dark**

<b>Table A9: How safe or unsafe do you feel when outside in your local area after dark?</b>	<b>Per cent</b>
<b>Very or fairly safe</b>	<b>75</b>
Very safe	29
Fairly safe	46
Neither safe nor unsafe	9
Fairly unsafe	9
Very unsafe	6
Don't know	1

Base (all respondents): 1000

### **Community safety – During the day**

<b>Table A10: How safe or unsafe do you feel when outside in your local area during the day?</b>	<b>Per cent</b>
<b>Very or fairly safe</b>	<b>94</b>
Very safe	62
Fairly safe	32
Neither safe nor unsafe	4
Fairly unsafe	1
Very unsafe	0
Don't know	0

Base (all respondents): 1000

## Service specific satisfaction

<b>Table A11: How satisfied or dissatisfied are you overall with your council's waste collection?</b>	<b>Per cent</b>
<b>Very or fairly satisfied</b>	<b>82</b>
Very satisfied	38
Fairly satisfied	43
Neither satisfied nor dissatisfied	6
Fairly dissatisfied	8
Very dissatisfied	4
Don't know	0

Base (all respondents): 1000

<b>Table A12: How satisfied or dissatisfied are you overall with your council's street cleaning?</b>	<b>Per cent</b>
<b>Very or fairly satisfied</b>	<b>68</b>
Very satisfied	23
Fairly satisfied	45
Neither satisfied nor dissatisfied	10
Fairly dissatisfied	14
Very dissatisfied	7
Don't know	1

Base (all respondents): 1000

<b>Table A13: How satisfied or dissatisfied are you overall with your council's road maintenance?</b>	<b>Per cent</b>
<b>Very or fairly satisfied</b>	<b>39</b>
Very satisfied	7
Fairly satisfied	32
Neither satisfied nor dissatisfied	11
Fairly dissatisfied	25
Very dissatisfied	25
Don't know	1

Base (all respondents): 1000

<b>Table A14: How satisfied or dissatisfied are you overall with your council's pavement maintenance?</b>	<b>Per cent</b>
<b>Very or fairly satisfied</b>	<b>51</b>
Very satisfied	10
Fairly satisfied	40
Neither satisfied nor dissatisfied	11
Fairly dissatisfied	21
Very dissatisfied	16
Don't know	1

Base (all respondents): 1000

<b>Table A15: How satisfied or dissatisfied are you overall with your council's library services?</b>	<b>Per cent</b>
<b>Very or fairly satisfied</b>	<b>58</b>
Very satisfied	23
Fairly satisfied	35
Neither satisfied nor dissatisfied	19
Fairly dissatisfied	9
Very dissatisfied	4
Don't know	9

Base (all respondents): 1000

<b>Table A16: How satisfied or dissatisfied are you overall with your council's sport and leisure services?</b>	<b>Per cent</b>
<b>Very or fairly satisfied</b>	<b>59</b>
Very satisfied	15
Fairly satisfied	44
Neither satisfied nor dissatisfied	20
Fairly dissatisfied	9
Very dissatisfied	4
Don't know	8

Base (all respondents): 1000

<b>Table A17: How satisfied or dissatisfied are you overall with your council's services and support for older people?</b>	<b>Per cent</b>
<b>Very or fairly satisfied</b>	<b>42</b>
Very satisfied	8
Fairly satisfied	34
Neither satisfied nor dissatisfied	25
Fairly dissatisfied	11
Very dissatisfied	6
Don't know	16

Base (all respondents): 1000

<b>Table A18: How satisfied or dissatisfied are you overall with your council's services for children and young people?</b>	<b>Per cent</b>
<b>Very or fairly satisfied</b>	<b>41</b>
Very satisfied	9
Fairly satisfied	32
Neither satisfied nor dissatisfied	26
Fairly dissatisfied	10
Very dissatisfied	6
Don't know	16

Base (all respondents): 1000

<b>Table A19: How satisfied or dissatisfied are you overall with your council's parks and green spaces?</b>	<b>Per cent</b>
<b>Very or fairly satisfied</b>	<b>78</b>
Very satisfied	30
Fairly satisfied	48
Neither satisfied nor dissatisfied	10
Fairly dissatisfied	7
Very dissatisfied	4
Don't know	1

Base (all respondents): 1000

## Media coverage

<b>Table A20: Overall, do you think that the media has viewed the government positively or negatively in the last few months</b>	<b>Per cent</b>
Positively	13
Negatively	64
Neither positively nor negatively	19
Don't know	4

Base (all respondents): 1000

<b>Table A21: Overall, do you think that the media has viewed local councils across the country positively or negatively in the last few months</b>	<b>Per cent</b>
Positively	20
Negatively	27
Neither positively nor negatively	40
Don't know	13

Base (all respondents): 1000

<b>Table A22: Overall, do you think that the media has viewed your local council positively or negatively in the last few months</b>	<b>Per cent</b>
Positively	24
Negatively	20
Neither positively nor negatively	43
Don't know	14

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. 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
- Parks and green spaces

**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.**



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