

Polling on resident satisfaction with councils: Round 33

Research Report

October 2022



Acknowledgements

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

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

Contents

Summary	4
Methodology	4
Key messages	4
Results	4
Introduction	6
Methodology	7
Notes	7
Polling on resident satisfaction with councils	8
Overall satisfaction with local area	8
Overall satisfaction with local council	8
Value for money	9
Council responsiveness	10
Informed about the council	11
Trust in forms of government	12
Awareness of local councillors	12
Community safety	15
Service-specific satisfaction	16
Treatment of local politicians	12
Media portrayal of government	12
Annex A: Data Tables – Round 33	21
Overall satisfaction with local area	21
Overall satisfaction with local council	21
Value for Money	21
Council responsiveness	22
Informed about the council	22
Awareness of local councillors	22
Trust	22
Community safety – After dark	23
Community safety – During the day	23
Service specific satisfaction	24
Treatment of local politicians	24
Media coverage	26
Annex B: Polling questions	28

Summary

The Local Government Association (LGA) measures resident satisfaction with councils every four months. This report presents the results of the 33rd round of polling conducted in October 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 17th October and 25th October 2022, a representative random sample of 1,001 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. There were no significant changes compared to June 2022. Trust in local councillors remains high; 68 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.

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

Results

- 79 per cent of respondents are 'very satisfied' or 'fairly satisfied' with their local area as a place to live.
- 62 per cent of respondents are 'very satisfied' or 'fairly satisfied' with the way their local council runs things.
- 58 per cent of respondents trust their local council 'a great deal' or 'a fair amount'.
- 59 per cent of respondents think their local council keep residents 'very well informed' or 'fairly well informed' about the services and benefits it provides.

- 52 per cent of respondents think their local council acts on the concerns of residents 'a great deal' or 'a fair amount'.
- 46 per cent of respondents 'strongly agree' or 'tend to agree' that their council provides value for money – and 27 per cent neither agree nor disagree.
- 53 per cent of respondents stated that they were aware of what their local councillor does in their local area 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 12 per cent who said they most trusted 'the government' and 17 per cent who said 'neither'.
- 68 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.
- Most respondents were satisfied with six of the nine councils services presented in this round. Parks and greens spaces, and waste collection, received the highest levels of satisfaction; 80 per cent of respondents were 'very satisfied' or 'fairly satisfied' with parks and green spaces whilst 78 per cent of respondents were 'very satisfied' or 'fairly satisfied' with waste collection.
- 74 per cent of respondents that said they felt 'very safe' or 'fairly safe' when outside in their local area after dark and 92 per cent said they felt 'very safe' or 'fairly safe' during the day.
- 60 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 a further 24 per cent 'tended to agree'.
- 23 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 13 per cent and 10 per cent of respondents reported having observed positive media coverage of the government.

Introduction

This report outlines the 33rd 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 17th and 25th October 2022, a representative random sample of 1,001 British adults (aged 18 or over) was polled by telephone.² 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 33rd 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.

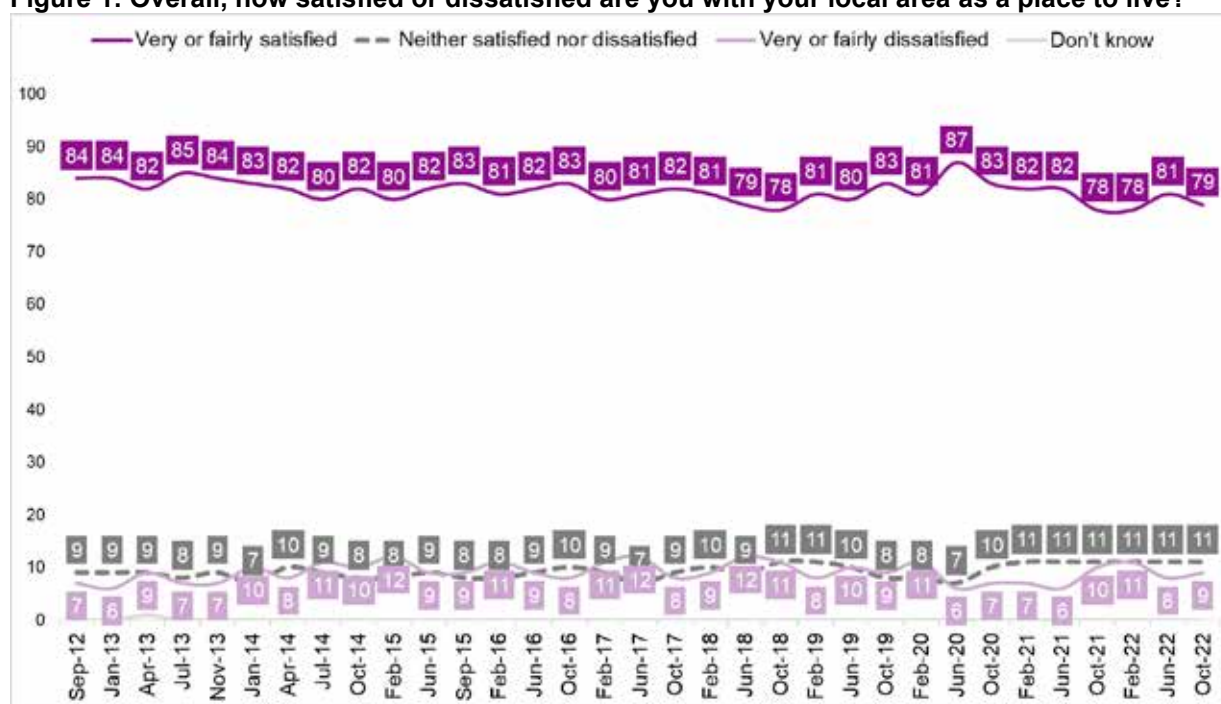
Polling on resident satisfaction with councils

This section outlines the polling results for October 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 79 per cent of respondents reported being ‘very satisfied’ or ‘fairly satisfied’ with their local area as a place to live in this round. This level of satisfaction is slightly lower than the last round but similar to October 2021 and February 2022. See Figure 1.

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



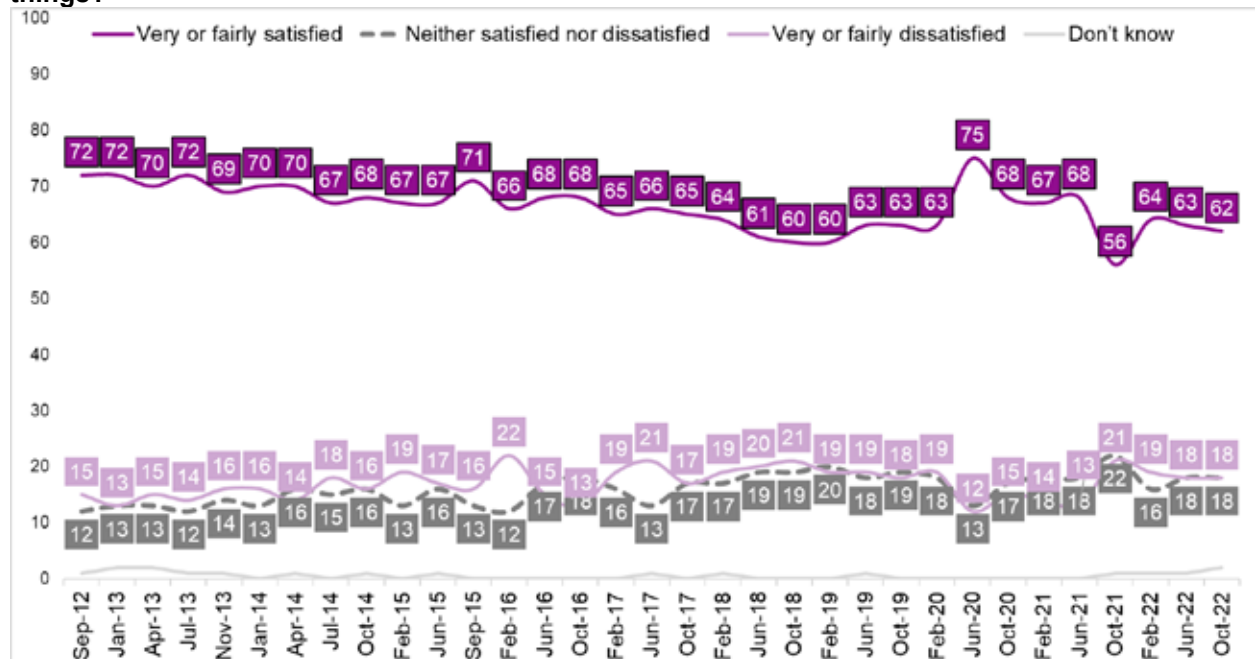
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-22

Overall satisfaction with local council

A total of 62 per cent of respondents 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 October 2021 (comfortably the lowest to-date) and similar to the figure reached in June 2022 (63 per cent). 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?

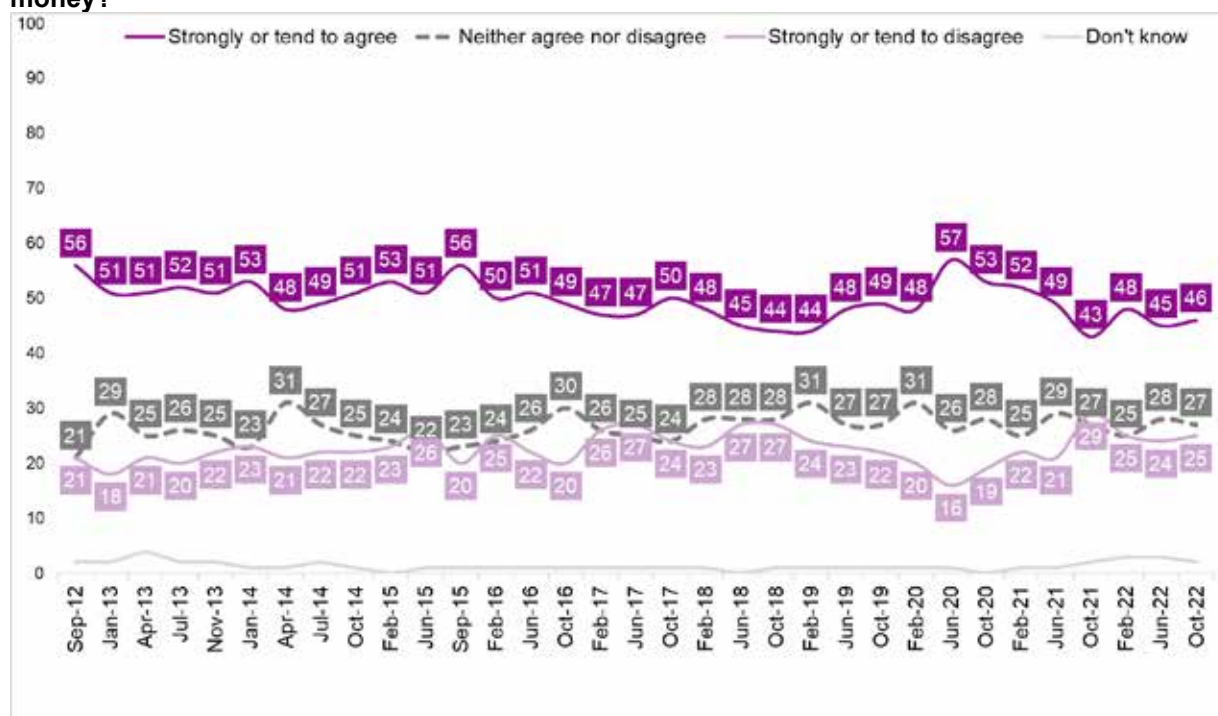


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-22

Value for money

Forty-six per cent of respondents agreed that their council provides value for money (see Figure 3). This result is one of the lowest assessments for this indicator in the last couple of years (agreement increased to over 50 per cent during the pandemic). More than a quarter of respondents (27 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



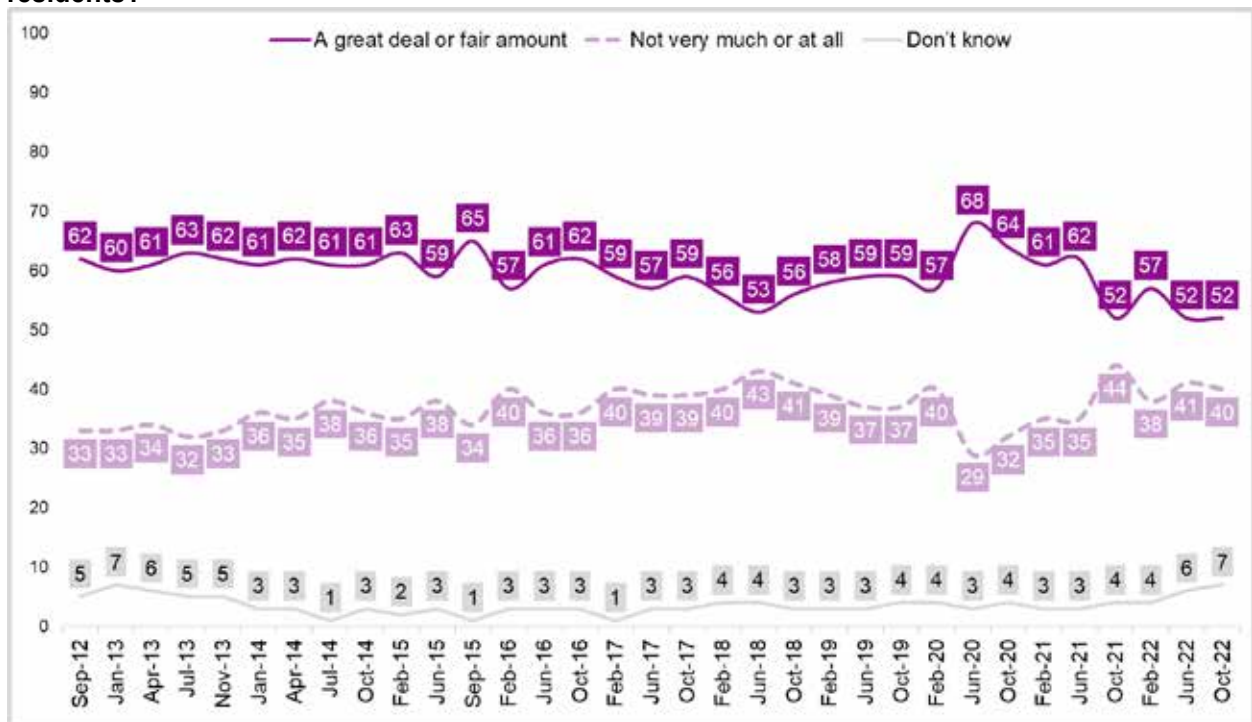
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-22

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 the joint lowest result for this indicator (with October 2021 and June 2022). 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?

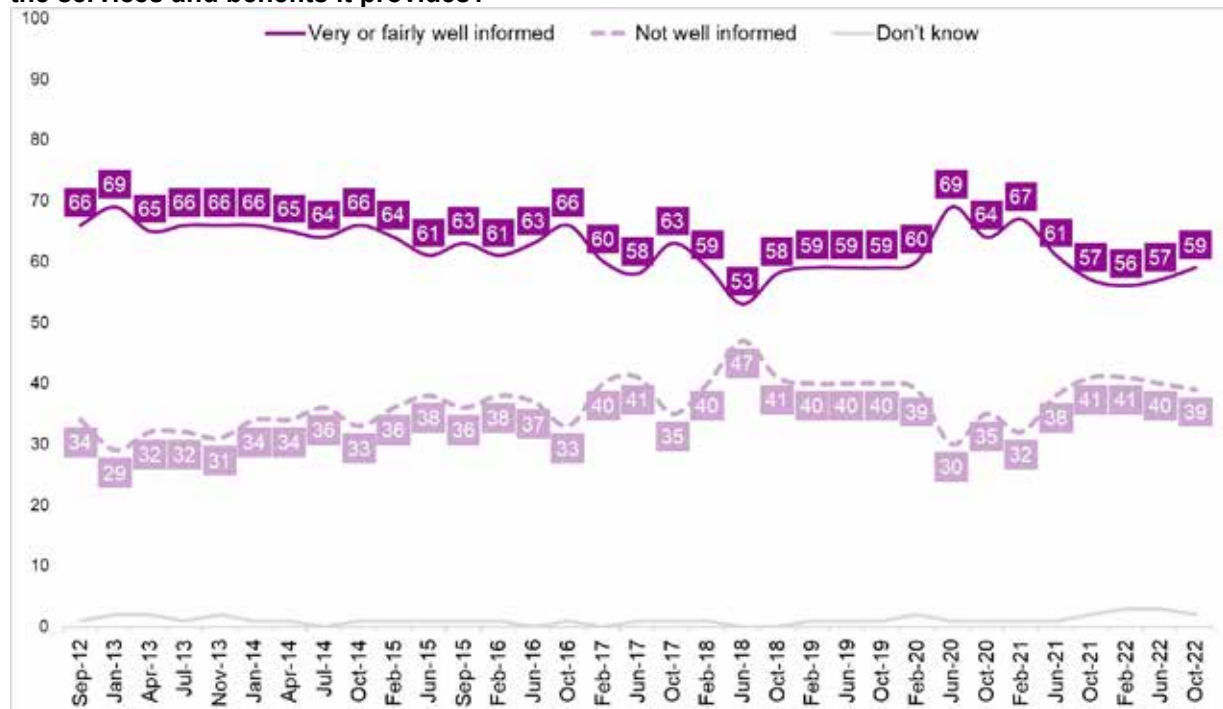


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-22

Informed about the council

Fifty-nine per cent of respondents were satisfied with the information received from their local council about the services and benefits it provides. Significantly higher results were observed between June 2020 and February 2021. This round's figure is similar to those reported before the pandemic, in 2019. 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?

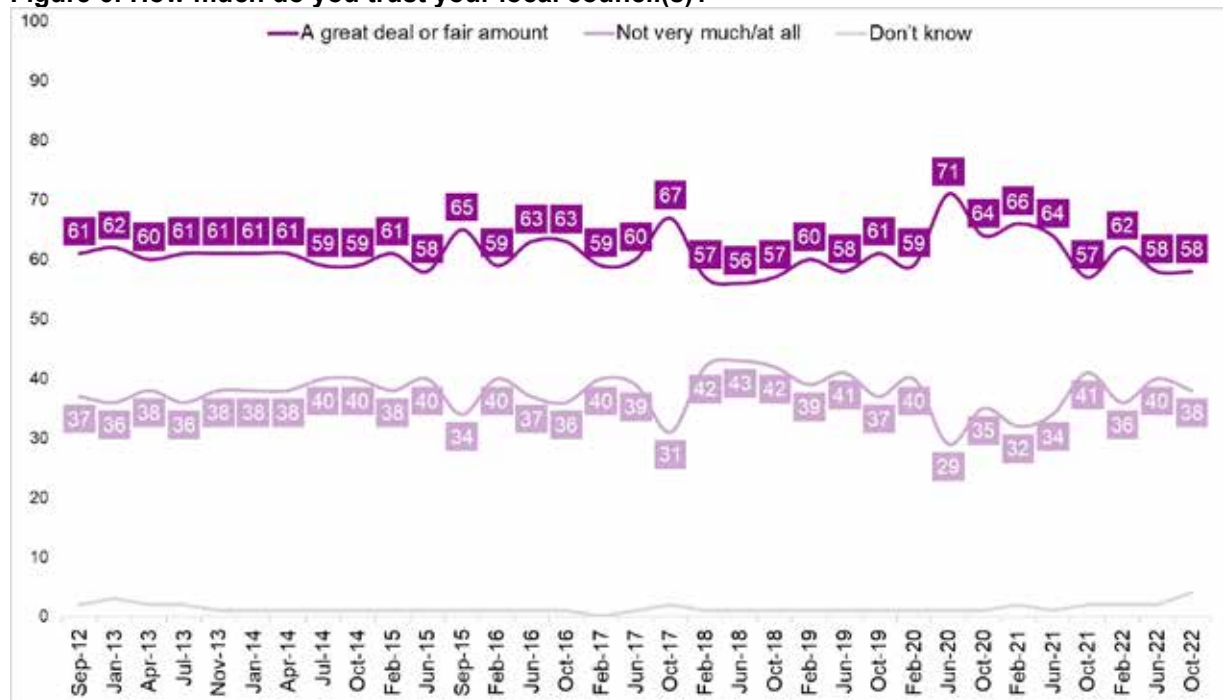


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-22

Trust in forms of government

Fifty-eight 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 6.

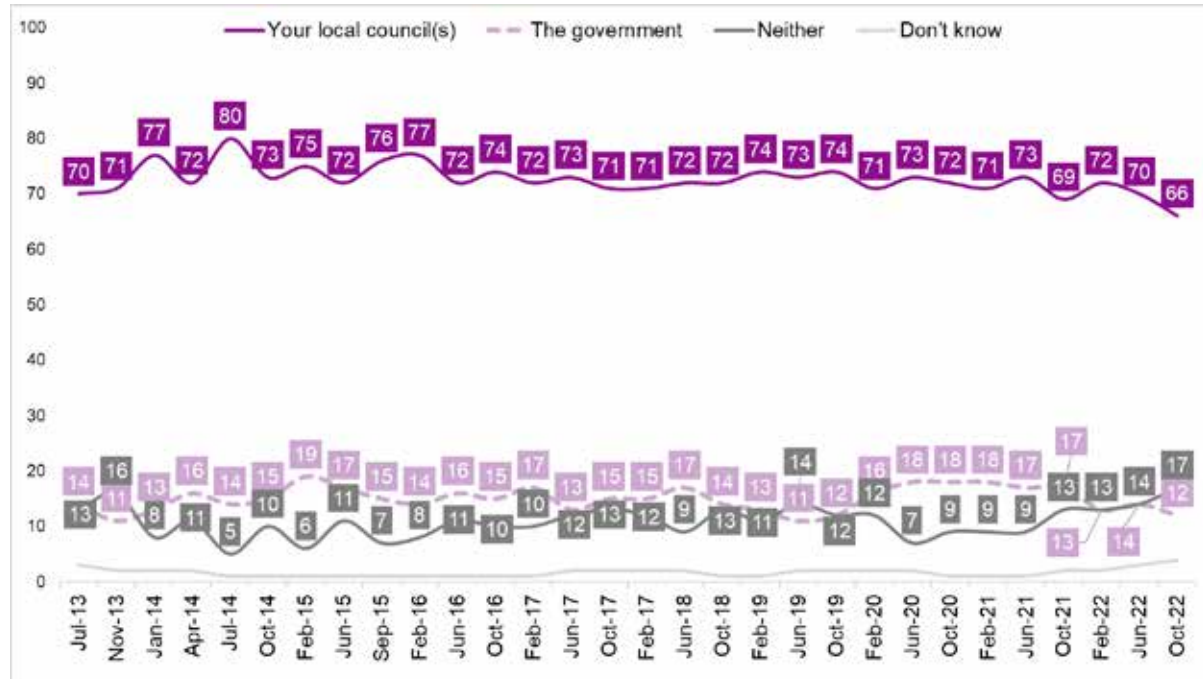
Figure 6: How much do you trust your local council(s)?



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

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 7). Twelve per cent of respondents answered 'the government', 17 per cent said 'neither' and four per cent were unsure.

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



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

Awareness of local councillors

For the first time the polling asked respondents the extent to which they are aware of what their local councillor does in their local area.

Fifty-three per cent of respondents stated that they were aware of what their local councillor does in their local area to a great deal or a fair amount. A third of respondents (33 per cent) said they not very aware of what their local councillor does in their local area whilst 14 per cent said they were not aware at all. Whilst there is no comparable data to compare this result to currently, future rounds of polling will monitor the change in this over time.

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

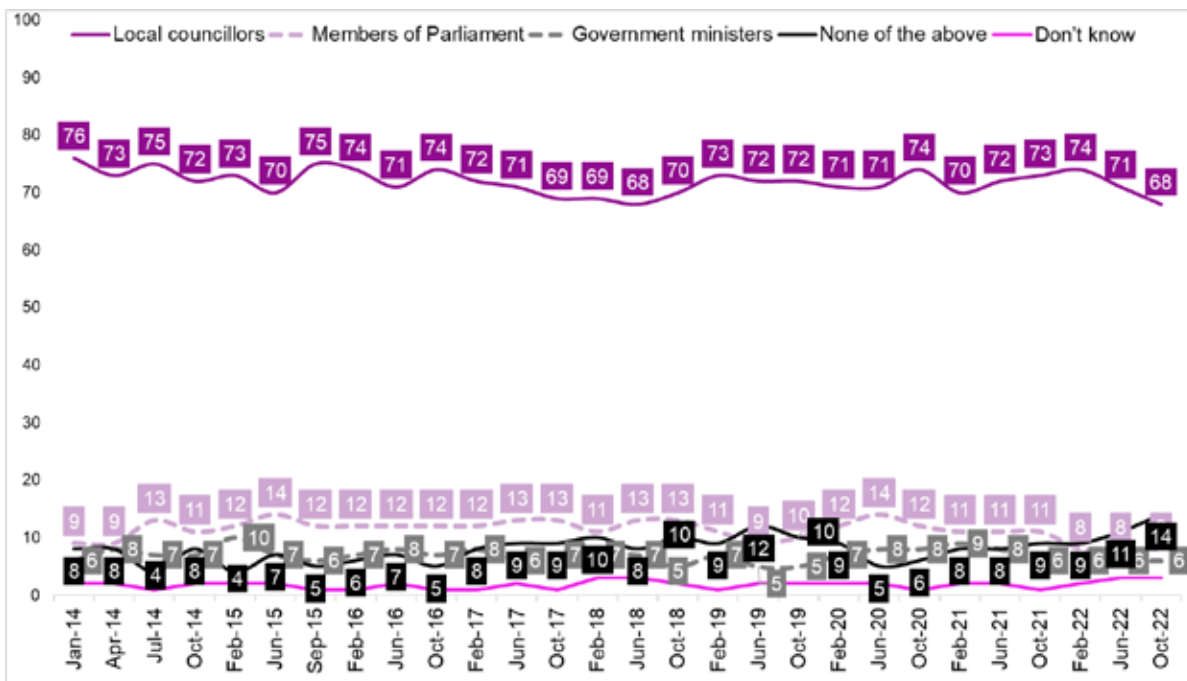
Table 1: To what extent are you aware of what your local councillor does in your local area?

Extent	Per cent
A great deal or a fair amount	53%
A great deal	9%
A fair amount	44%
Not very much	33%
Not at all	14%
Don't know	0%

Base (all respondents): 1001 British adults

Sixty-eight percent 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). Eight per cent of respondents selected ‘members of parliament’, six per cent selected ‘government ministers’, 14 per cent selected ‘none of these’ and three per cent were unsure.

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



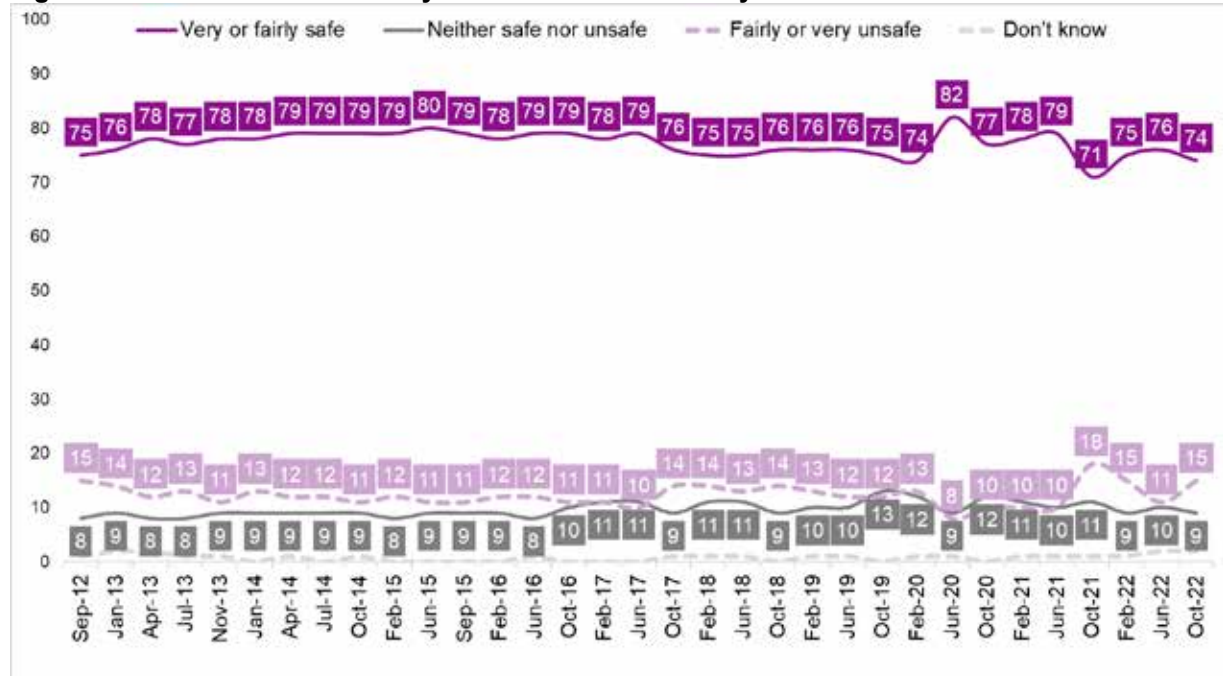
Base (all respondents): Between 1000 and 1009 British adults per round from Jan-14 to Oct-22. This question was introduced in January 2014.

⁹ ‘None of the above’ was not read out to respondents as an answer option but the interviewer could code if it was given spontaneously.

Community safety

Nearly three-quarters of respondents reported feeling safe after dark when outside in their local area (74 per cent). This is similar to the polling average for perceptions of safety after dark (77 per cent). See Figure 9.

Figure 9: How safe or unsafe do you feel when outside in your local area after dark¹⁰

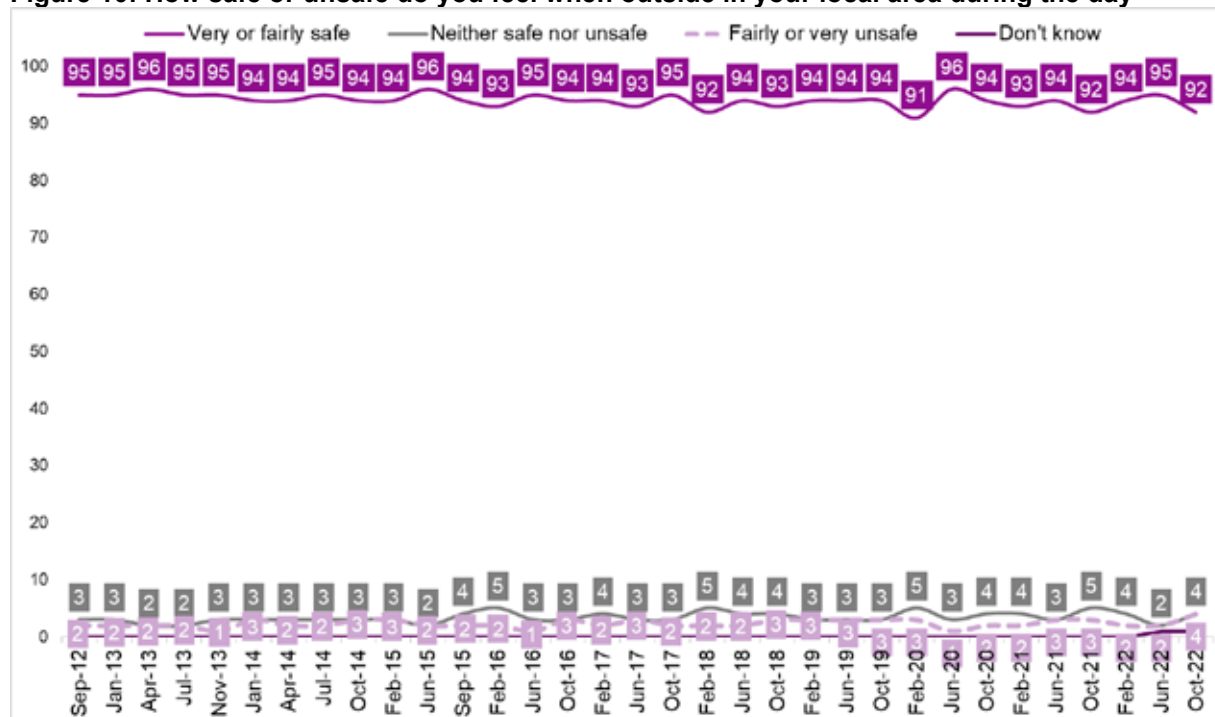


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-22

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

¹⁰ Local area was defined as "the area within 15 to 20 minutes walking distance from your home".

Figure 10: How safe or unsafe do you feel when outside in your local area during the day¹¹



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

Service-specific satisfaction

Respondents were invited to indicate how satisfied or dissatisfied they were with the following council services¹²: 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.

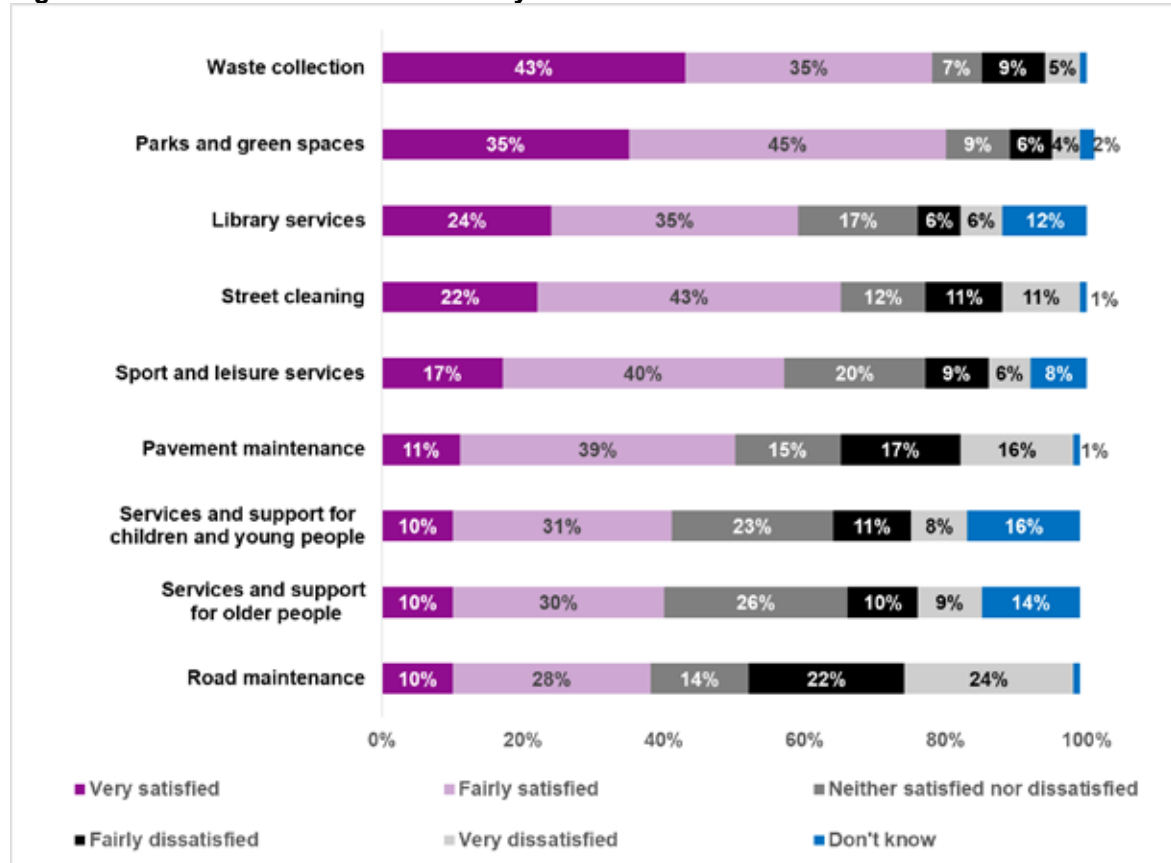
Six of the nine services presented in this round received positive feedback from at least half of the respondents (see Figure 11). The highest levels of satisfaction were with parks and green spaces and waste collection; 80 per cent of respondents were 'very satisfied' or 'fairly satisfied' with parks and green spaces whilst 78 per cent of respondents were 'very satisfied' or 'fairly satisfied' with waste collection. The third highest level of satisfaction was with street cleaning (65 per cent). These results are higher than overall satisfaction with how one's council runs things (62 per cent, see Figure 2).

Overall, road maintenance continues to have the highest level of dissatisfaction of all services; 46 per cent of respondents were either 'very dissatisfied' or 'fairly dissatisfied' with the service provided by their council.

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

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

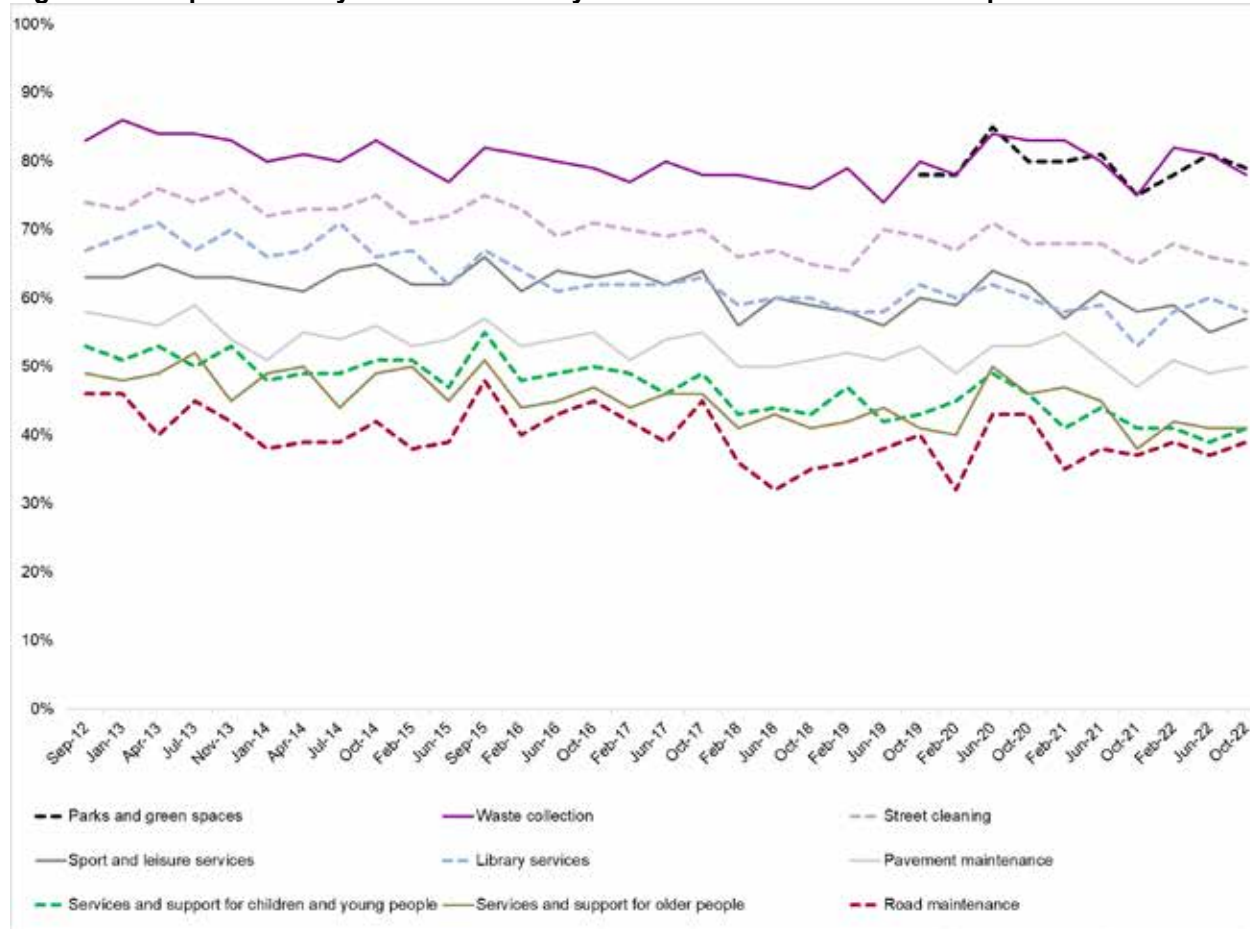
Figure 11: Levels of satisfaction with key council services – Oct-22



Base (all respondents): 1001 British adults in Oct-22

The general trend for satisfaction with services across the polling time-series is shown in Figure 12. More respondents were satisfied with sport and leisure services, pavement maintenance, services and support for children and young people and road maintenance than in the previous round, although not significantly higher numbers. Satisfaction with services and support for older people remains the same as the previous round.

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



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

Treatment of local politicians

For the first time the polling asked respondents the extent to which they agreed that it is important to treat local politicians with respect and courtesy when disagreeing or debating with them.

Sixty per cent of respondents (60 per cent) strongly agreed that it is important to treat local politicians with respect and courtesy when disagreeing or debating with them whilst 24 per cent tended to agree. Twelve per cent neither agreed nor disagreed whilst two per cent tended to disagree, and a further two per cent strongly disagreed. Whilst there is no comparable data to compare this result to currently, future rounds of polling will monitor the change in this over time.

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	Per cent
Strongly agree or tend to agree	84%
Strongly agree	60%
Tend to agree	24%
Neither agree nor disagree	12%
Tend to disagree	2%
Strongly disagree	2%
Don't know	0%

Base (all respondents): 1001 British adults

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'.

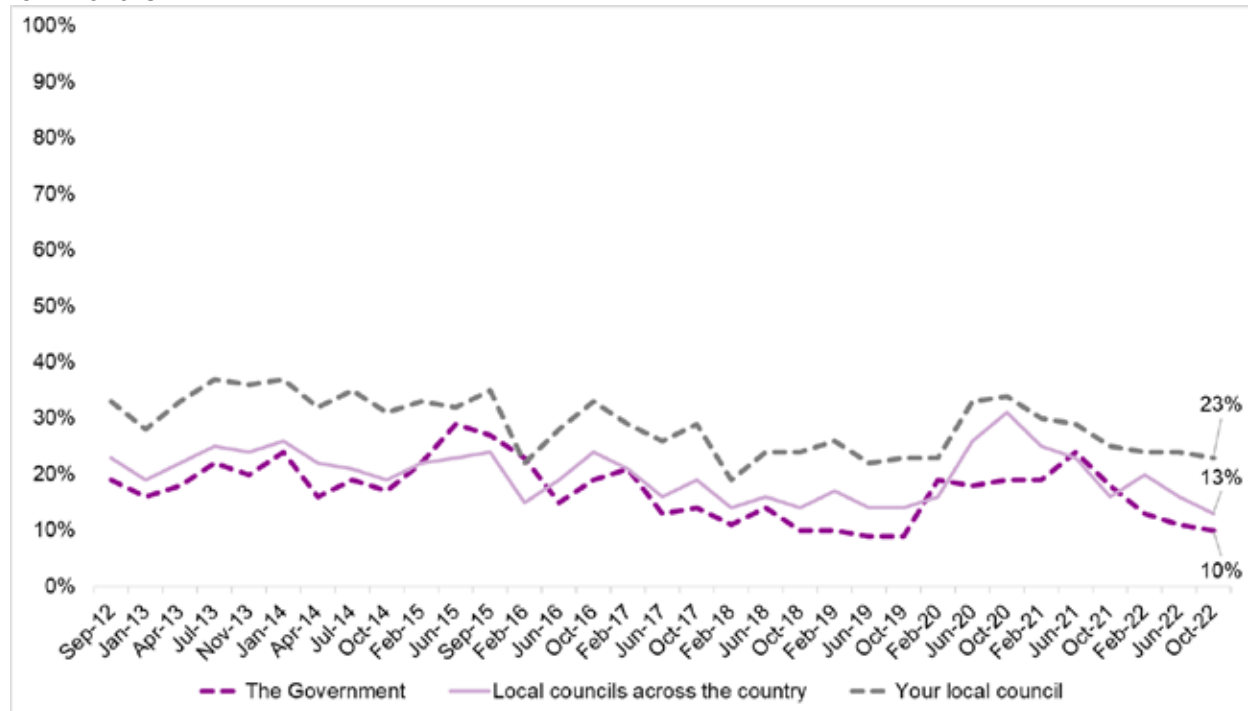
Regarding 'the government', the proportion of respondents observing positive coverage was 10 per cent. The proportion observing negative coverage was 67 per cent (equal to the previous round but significantly higher than the 23 previous rounds prior) and the proportion who responded 'neither positively nor negatively' was 18 per cent.

Concerning the media's coverage of 'local councils across the country', 13 per cent of respondents observed positive coverage. The proportion of respondents observing negative coverage was 29 per cent and 45 per cent of respondents observed neither positive nor negative coverage.

Asked about media coverage of their 'own local council', 23 per cent of respondents observed positive coverage. Seventeen per cent of respondents reported negative coverage and 49 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 Oct-22

Annex A: Data Tables – Round 33

Overall satisfaction with local area

Table A1: Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Per cent
Very or fairly satisfied	79
Very satisfied	31
Fairly satisfied	49
Neither satisfied nor dissatisfied	11
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	*

Base (all respondents): 1001

Overall satisfaction with local council

Table A2: Overall, how satisfied or dissatisfied are you with the way your local council(s) runs things?	Per cent
Very or fairly satisfied	62
Very satisfied	16
Fairly satisfied	46
Neither satisfied nor dissatisfied	18
Fairly dissatisfied	11
Very dissatisfied	7
Don't know	2

Base (all respondents): 1001

Value for Money

Table A3: To what extent do you agree or disagree that your local council(s) provides value for money?	Per cent
Strongly or tend to agree	46
Strongly agree	11
Tend to agree	35
Neither agree nor disagree	27
Tend to disagree	12
Strongly disagree	13
Don't know	2

Base (all respondents): 1001

Council responsiveness

Table A4: 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	31
Not at all	9
Don't know	7

Base (all respondents): 1001

Informed about the council

Table A5: Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides?	Per cent
Very or fairly well informed	59
Very well informed	12
Fairly well informed	47
Not very well informed	25
Not well informed at all	14
Don't know	2

Base (all respondents): 1001

Awareness of local councillors

Table A6: 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	53
A great deal	9
A fair amount	44
Not very much	33
Not at all	14
Don't know	0

Base (all respondents): 1001

Trust

Table A7: How much do you trust your local council(s)?	Per cent
A great deal or a fair amount	58
A great deal	9
A fair amount	49
Not very much	28
Not at all	10
Don't know	4

Base (all respondents): 1001

Table A8: 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		12
Neither		17
Don't know		4

Base (all respondents): 1001

Table A9: And which individuals do you trust most to make decisions about how services are provided in your local area?		Per cent
Local councillors		68
Members of parliament		8
Government ministers		6
None of the above		14
Don't know		3

Base (all respondents): 1001

Community safety – After dark

Table A10: How safe or unsafe do you feel when outside in your local area after dark?		Per cent
Very or fairly safe		74
Very safe		28
Fairly safe		46
Neither safe nor unsafe		9
Fairly unsafe		10
Very unsafe		4
Don't know		2

Base (all respondents): 1001

Community safety – During the day

Table A11: How safe or unsafe do you feel when outside in your local area during the day?		Per cent
Very or fairly safe		92
Very safe		54
Fairly safe		38
Neither safe nor unsafe		4
Fairly unsafe		2
Very unsafe		2
Don't know		1

Base (all respondents): 1001

Service specific satisfaction

Table A12: How satisfied or dissatisfied are you overall with your council's waste collection?	Per cent
Very or fairly satisfied	78
Very satisfied	43
Fairly satisfied	35
Neither satisfied nor dissatisfied	7
Fairly dissatisfied	9
Very dissatisfied	5
Don't know	1

Base (all respondents): 1001

Table A13: How satisfied or dissatisfied are you overall with your council's street cleaning?	Per cent
Very or fairly satisfied	65
Very satisfied	22
Fairly satisfied	43
Neither satisfied nor dissatisfied	12
Fairly dissatisfied	11
Very dissatisfied	11
Don't know	1

Base (all respondents): 1001

Table A14: How satisfied or dissatisfied are you overall with your council's road maintenance?	Per cent
Very or fairly satisfied	39
Very satisfied	10
Fairly satisfied	28
Neither satisfied nor dissatisfied	14
Fairly dissatisfied	22
Very dissatisfied	24
Don't know	1

Base (all respondents): 1001

Table A14: How satisfied or dissatisfied are you overall with your council's pavement maintenance?	Per cent
Very or fairly satisfied	50
Very satisfied	11
Fairly satisfied	39
Neither satisfied nor dissatisfied	15
Fairly dissatisfied	17
Very dissatisfied	16
Don't know	1

Base (all respondents): 1001

Table A15: How satisfied or dissatisfied are you overall with your council's library services?	Per cent
Very or fairly satisfied	58
Very satisfied	24
Fairly satisfied	35
Neither satisfied nor dissatisfied	17
Fairly dissatisfied	6
Very dissatisfied	6
Don't know	12

Base (all respondents): 1001

Table A16: How satisfied or dissatisfied are you overall with your council's sport and leisure services?	Per cent
Very or fairly satisfied	57
Very satisfied	17
Fairly satisfied	40
Neither satisfied nor dissatisfied	20
Fairly dissatisfied	9
Very dissatisfied	6
Don't know	8

Base (all respondents): 1001

Table A17: How satisfied or dissatisfied are you overall with your council's services and support for older people?	Per cent
Very or fairly satisfied	41
Very satisfied	10
Fairly satisfied	30
Neither satisfied nor dissatisfied	26
Fairly dissatisfied	10
Very dissatisfied	9
Don't know	14

Base (all respondents): 1001

Table A18: How satisfied or dissatisfied are you overall with your council's services for children and young people?	Per cent
Very or fairly satisfied	41
Very satisfied	10
Fairly satisfied	31
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	11
Very dissatisfied	8
Don't know	16

Base (all respondents): 1001

Table A19: How satisfied or dissatisfied are you overall with your council's parks and green spaces?	Per cent
Very or fairly satisfied	79
Very satisfied	35
Fairly satisfied	45
Neither satisfied nor dissatisfied	9
Fairly dissatisfied	6
Very dissatisfied	4
Don't know	2

Base (all respondents): 1001

Treatment of local politicians

Table A20: 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	84
Strongly agree	60
Tend to agree	24
Neither agree nor disagree	12
Tend to disagree	2
Strongly disagree	2
Don't know	0

Base (all respondents): 1001

Media coverage

Table A21: Overall, do you think that the media has viewed the government positively or negatively in the last few months	Per cent
Positively	10
Negatively	67
Neither positively nor negatively	18
Don't know	6

Base (all respondents): 1001

Table A22: 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	13
Negatively	29
Neither positively nor negatively	45
Don't know	12

Base (all respondents): 1001

Table A23: Overall, do you think that the media has viewed your local council positively or negatively in the last few months	Per cent
Positively	23
Negatively	17
Neither positively nor negatively	49
Don't know	12

Base (all respondents): 1001

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. 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

10. 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

11. 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

12. 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

13. 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

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

SELECT ONE ANSWER ONLY PER OPTION

- Positively
- Neither positively nor negatively
- Negatively

RANDOMISE ORDER

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

End and thanks.



Local Government Association

Local Government House
Smith Square
London SW1P 3HZ

Telephone 020 7664 3000
Fax 020 7664 3030
Email info@local.gov.uk
www.local.gov.uk

© Local Government Association, Date of publication (November, 2022)