

Polling on resident satisfaction with councils: Round 30

October 2021



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 thirtieth round of polling conducted in October 2021.

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/government and media coverage of councils. Additional questions are occasionally asked – in this round these focused on climate change, housing and planning and council powers.

Methodology

Between 8 and 14 October 2021, 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

Four of the six key measures of satisfaction dropped significantly this round. To put this in context, it is worth noting that the polling was conducted at a time when other surveys also showed a large fall in satisfaction with national government and the media was dominated with news about food and fuel shortages.

A particularly large decrease is seen in satisfaction with how one's council operates; only 56 per cent of respondents were very or fairly satisfied with how their local council runs things. However, trust in local councillors remains high; seventy-three per cent of respondents selected 'local councillors' when asked who they most trust to make decisions about local service provision. Respondents were also more likely to trust their local council (40 per cent) than either the government (28 per cent) or world leaders (15 per cent) to take action on climate change, such as on transport, housing and education and to make a difference in their local area.

Results

- 78 per cent of respondents are 'very satisfied' or 'fairly satisfied' with their local area as a place to live.
- 56 per cent of respondents are 'very satisfied' or 'fairly satisfied' with the way their local council runs things.
- 57 per cent of respondents think their local council keep residents 'very well informed' or 'fairly well informed' about the services and benefits it provides.

- 57 per cent of respondents trust their local council 'a great deal' or 'a fair amount'.
- 52 per cent of respondents think their local council acts on the concerns of residents 'a great deal' or 'a fair amount'.
- 43 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.
- Waste collection, and parks and green spaces, received the highest levels of satisfaction among respondents. 75 per cent of respondents were 'very satisfied' or 'fairly satisfied' with these services in both cases.
- 69 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 17 per cent who said they most trusted the government.
- 73 per cent of respondents singled out local councillors, as opposed to members of parliament (11 per cent) and government ministers (six per cent), as the individuals they most trust to make decisions about how services are provided in their local area.
- 40 per cent of respondents selected their 'local council(s)' when asked who they trusted most to take action on climate change and make a difference in their local area. This is considerably higher than the percentage who selected 'the government' (28 per cent) and 'world leaders' (15 per cent).
- 78 per cent of respondents said that they thought the country should be building more social housing post-pandemic.
- 48 per cent of respondents said that they were concerned, either to a great or moderate extent, about shops and other commercial units in their local high street being turned into housing without getting full planning permission.
- Just 36 per cent of respondents agreed that their local council currently has enough power to spread opportunity and improve standards in their area.
- 71 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.
- 25 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 16 per cent and 18 per cent of respondents reported having observed positive media coverage of the government.

Introduction

This report outlines the thirtieth 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.

Methodology

Between 8 and 14 October 2021, a representative random sample of 1,000 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

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

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.

question ordering, wording, definitions and preamble have been used to allow comparability.³

Four additional questions were asked in this round:

1. *'Thinking specifically about the environment, who do you trust most to take action on climate change, such as on transport, housing and education, and make a difference in your local area?'*
2. *'In your view, should we as a country be building more social housing post-pandemic or not?'*
3. *'To what extent, if at all, are you concerned about shops and other commercial units in your local high street being turned into housing without getting full planning permission?'*
4. *'To what extent would you agree or disagree that your local council currently has enough power to spread opportunity and improve living standards in your local area?'*

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 thirtieth 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.

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.

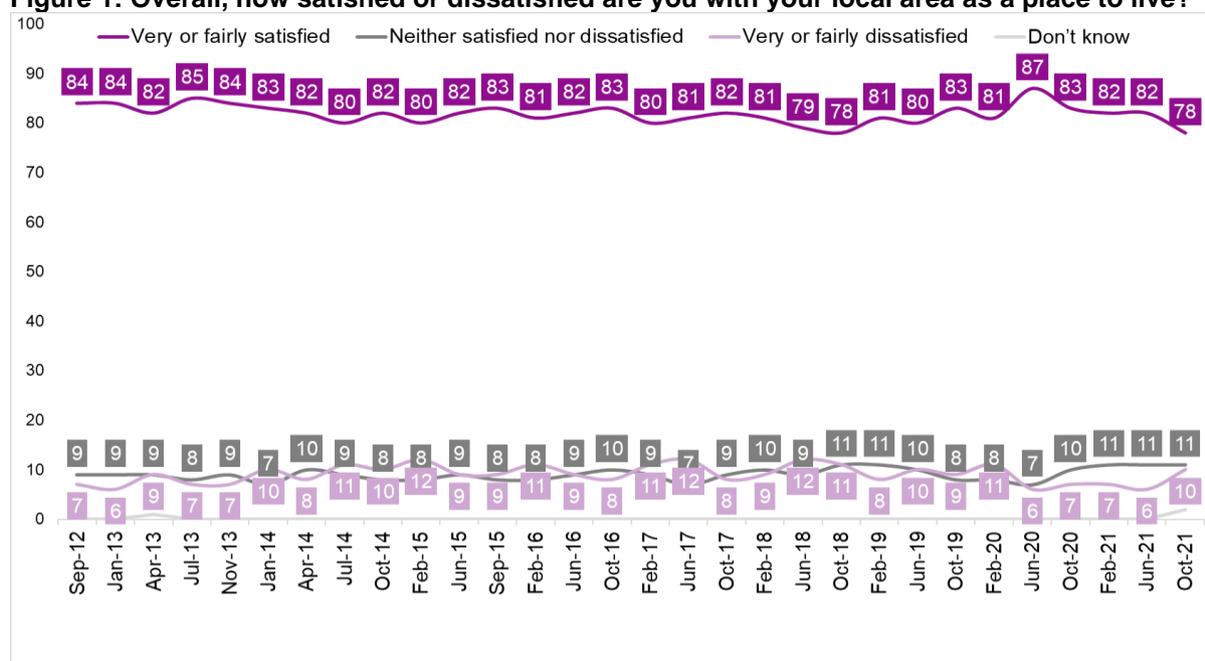
Polling on resident satisfaction with councils

This section outlines the polling results for October 2021. 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 considerably since a record high in June 2020 and this round’s result is the joint lowest to date. See Figure 1.

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



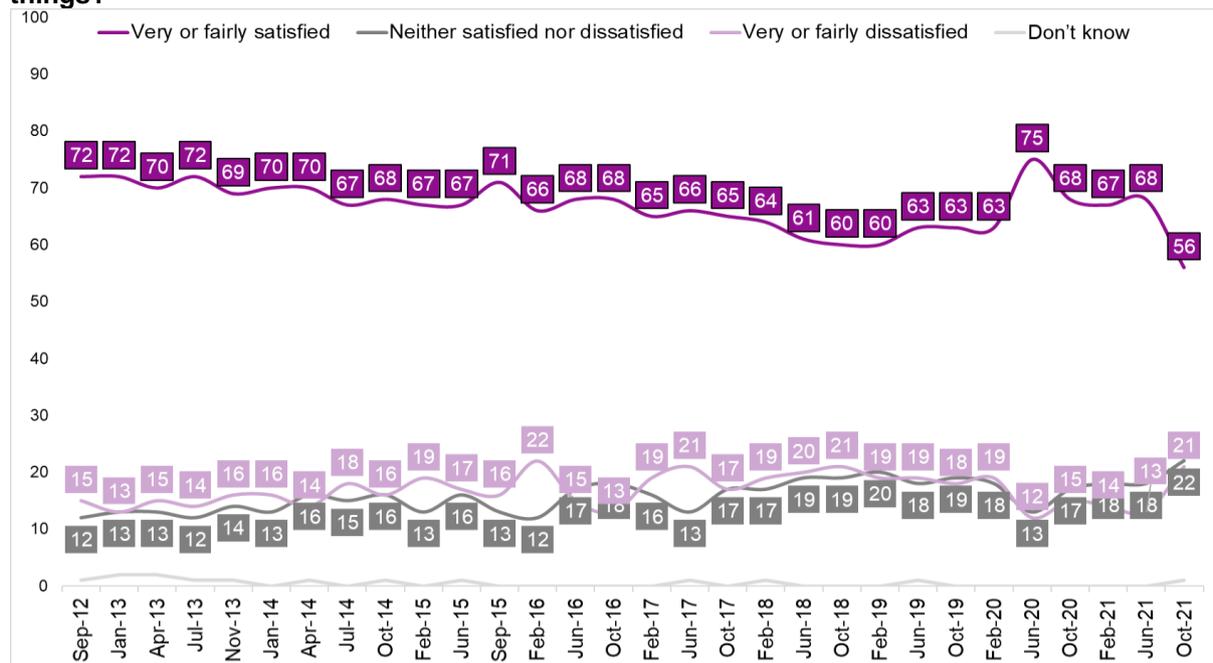
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-21

Overall satisfaction with local council

A total of 56 per cent of the sample said they were ‘very satisfied’ or ‘fairly satisfied’ with how their council runs things. This round’s result is comfortably the lowest to date and significantly lower than last round’s result. 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?

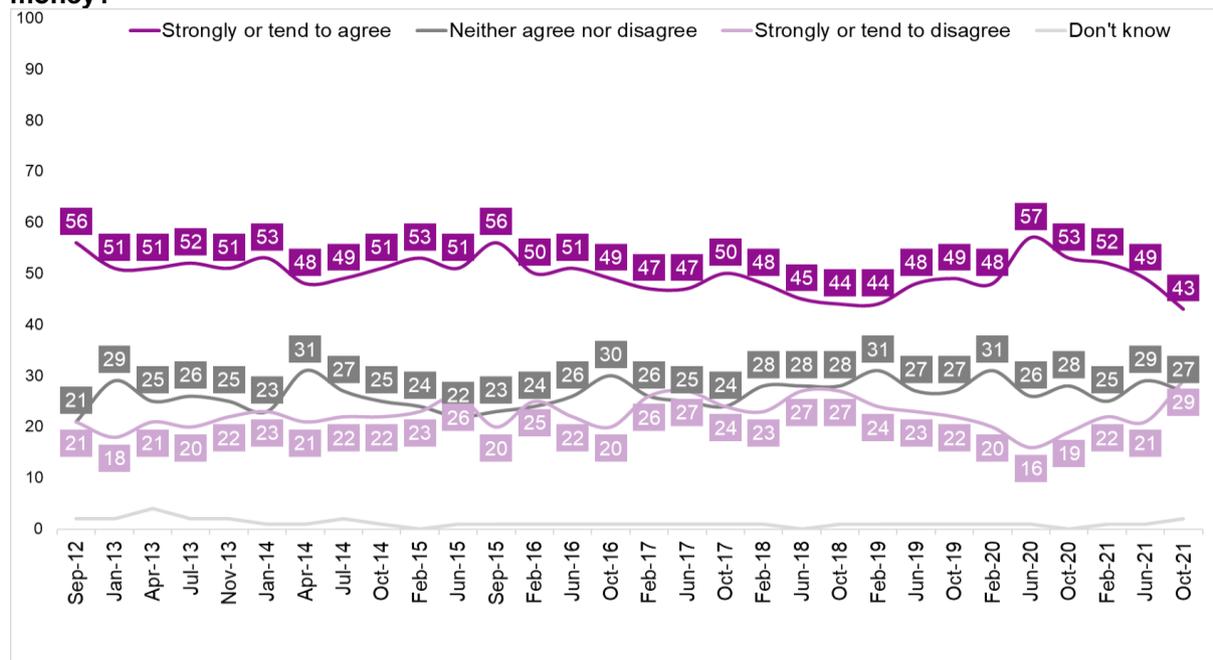


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-21

Value for money

Forty-three per cent of respondents agreed that their council provides value for money (see Figure 3). Again, this round's result is the lowest to date, and is significantly lower than the previous round. Just over a quarter (27 per cent) of respondents 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



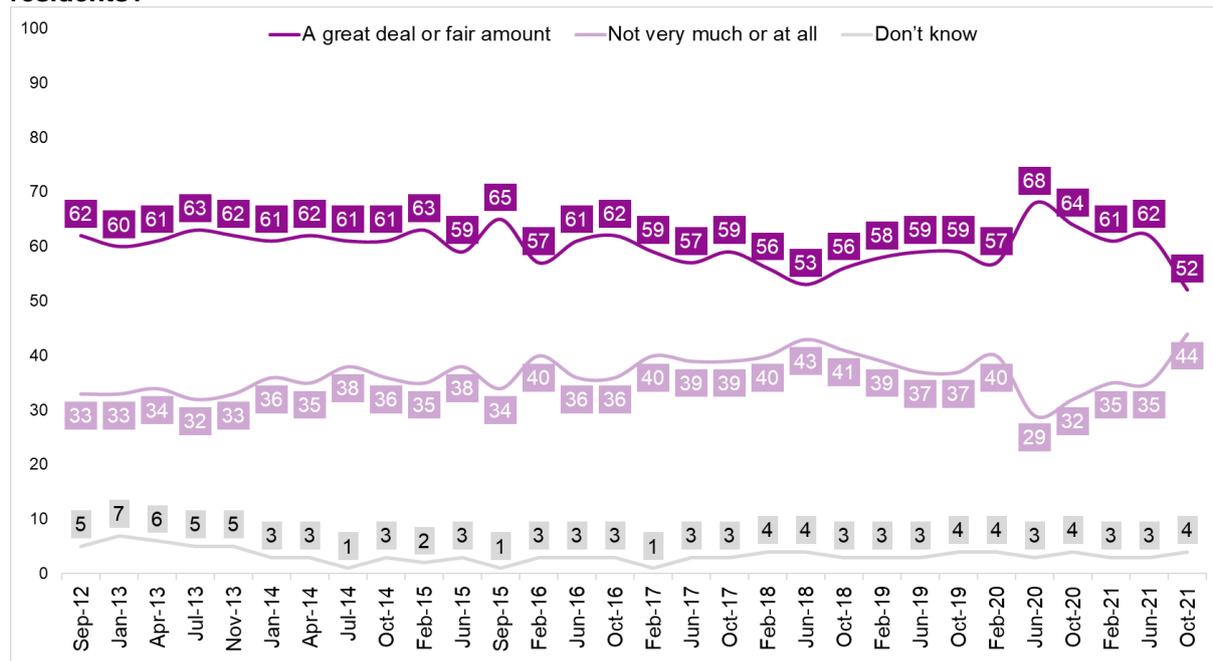
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-21

Council responsiveness

Satisfaction with councils' responsiveness decreased significantly since the last round of polling. Fifty-two per cent of respondents said their council acts on the concerns of local residents either 'a great deal' or 'a fair amount'. Whilst the results for the previous three rounds of polling have remained relatively high and broadly consistent, this round's result replaces that of June 2018 as the lowest to date. 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?

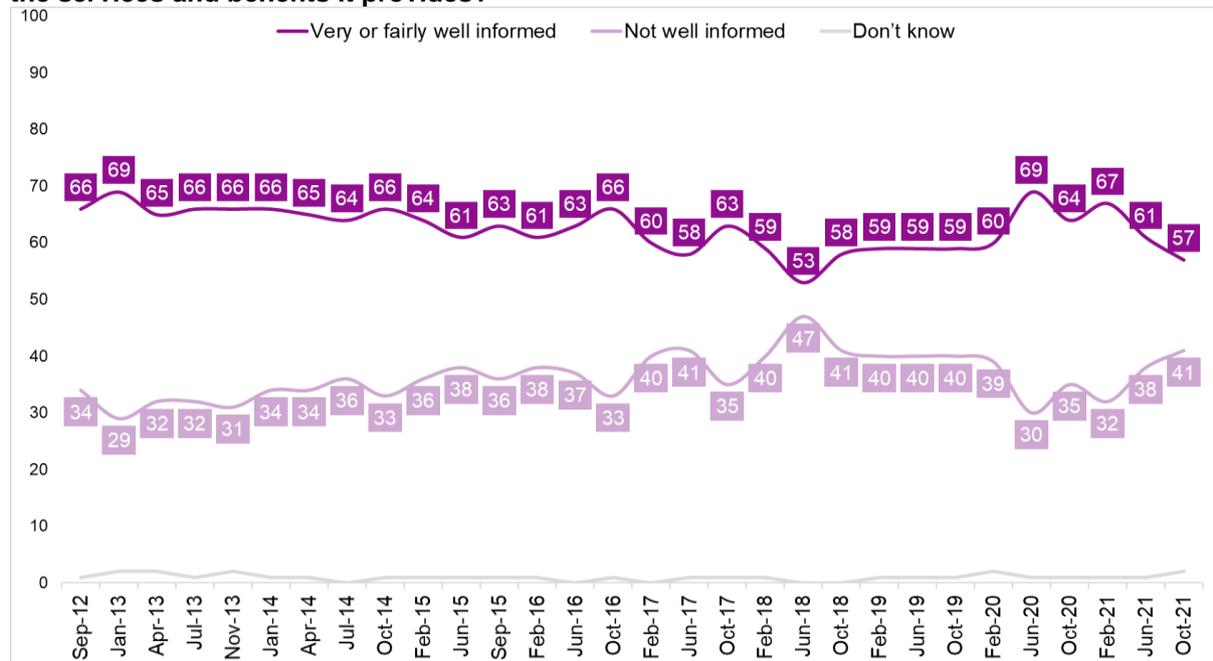


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-21

Informed about the council

Fifty-seven 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's result has reverted to the levels seen between October 2018 and February 2020. 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?

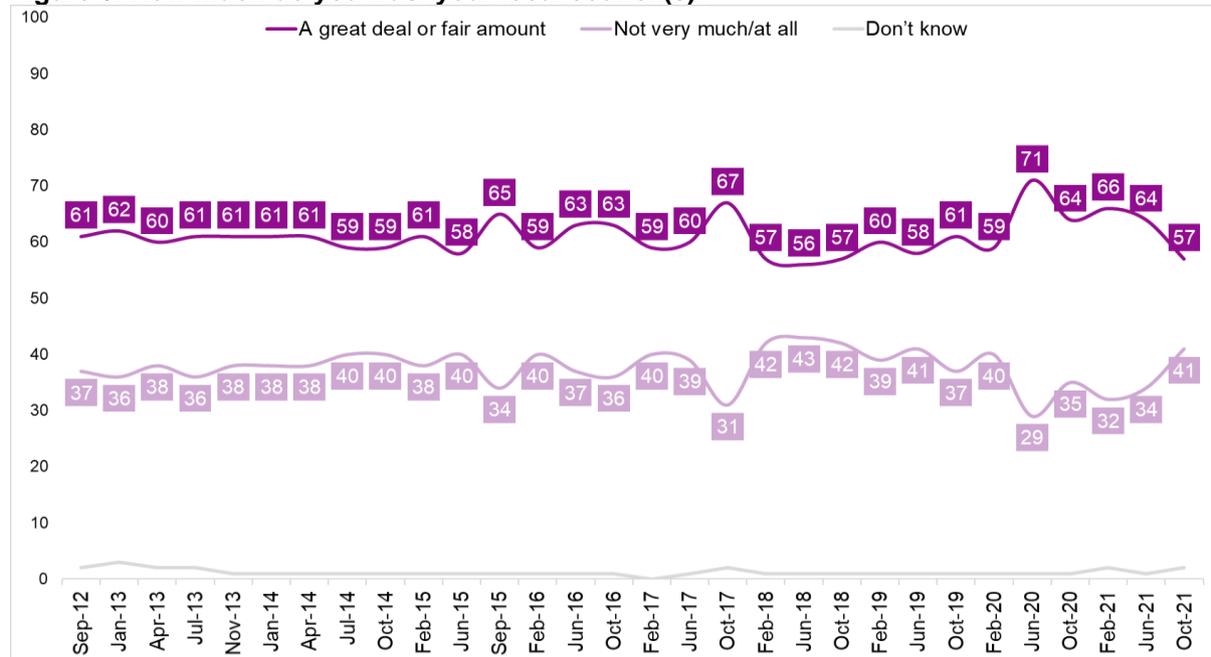


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-21

Trust in forms of government

Fifty-seven per cent of respondents reported trusting their local council either ‘a great deal’ or ‘a fair amount’. Whilst this figure is considerably and statistically significantly lower than the results of the previous four rounds of polling, it is broadly consistent with the results seen in the period between February 2018 and February 2020. See Figure 6.

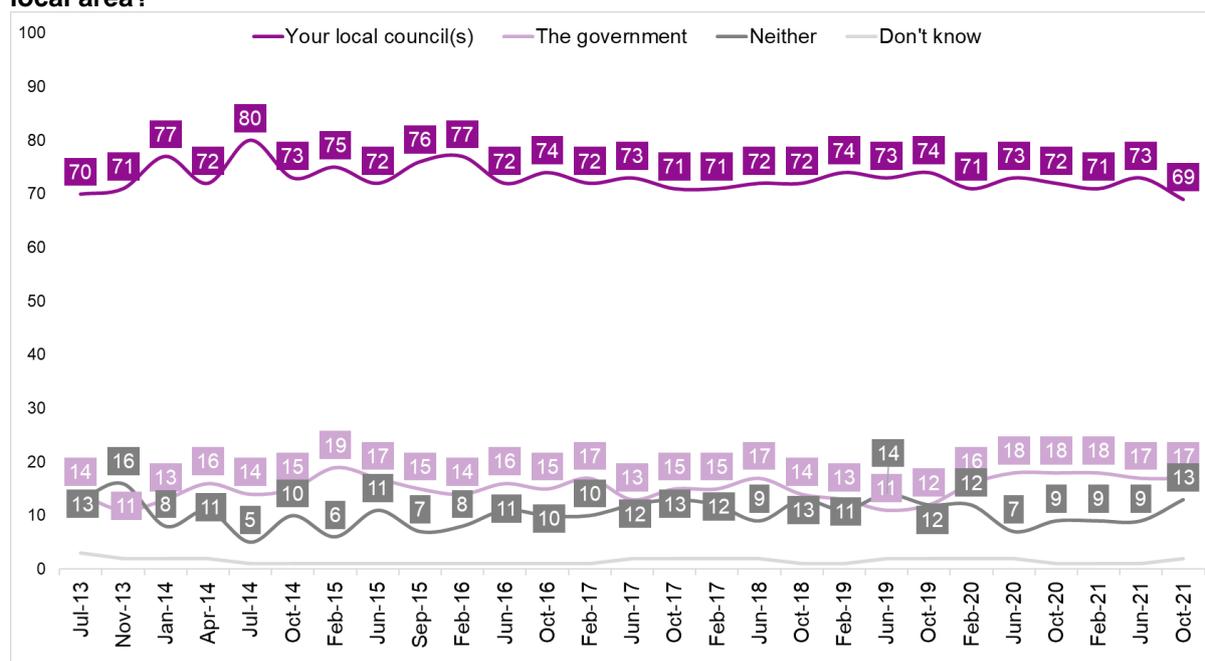
Figure 6: How much do you trust your local council(s)?



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-21

As with all previous rounds, respondents were much more likely to indicate that 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). Asked who they most trusted when it came to local decision making – their ‘local council’ or ‘the government’ – 69 per cent said their ‘local council’ and 17 per cent said ‘the government’. Thirteen per cent answered ‘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?⁸

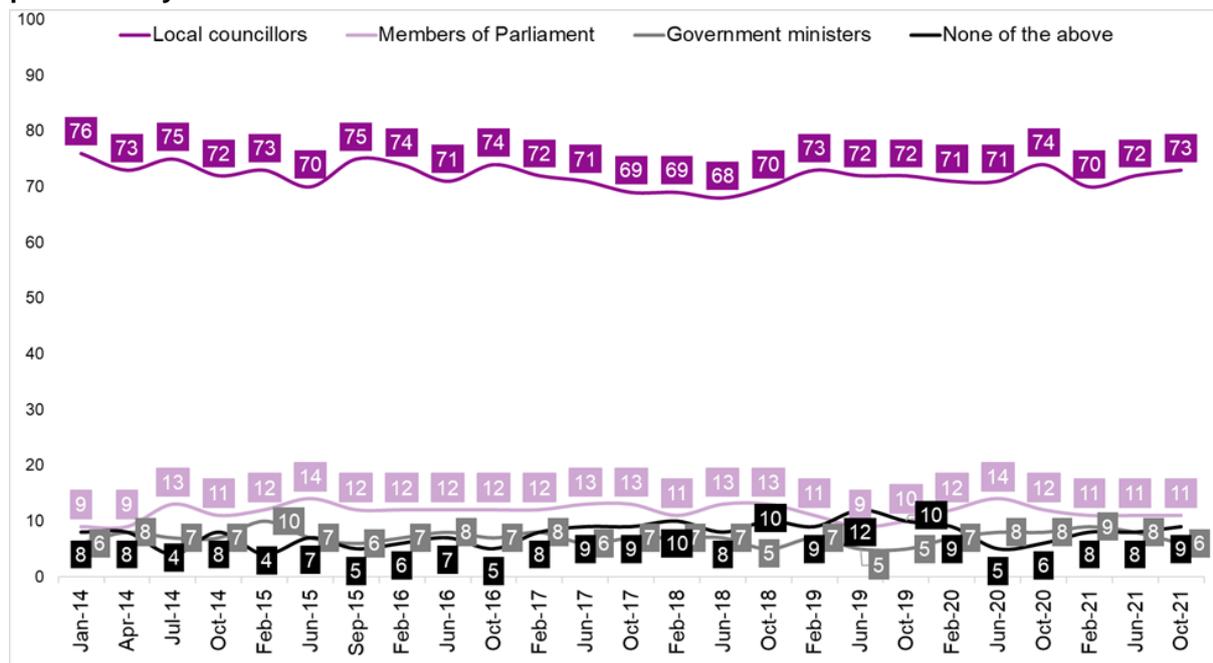


Base (all respondents): Between 1000 and 1036 British adults per round from Jun-13 to Oct-21

As with all previous rounds, respondents were far more likely to single out local councillors, as opposed to members of parliament and government ministers, as the individuals they most trusted to make decisions about how services were provided in their local area (see Figure 8). Seventy-three per cent of respondents selected 'local councillors' when asked who they most trust to make local service decisions while 11 per cent selected 'members of parliament', six per cent selected 'government ministers', nine per cent answered 'none of these' and one per cent were unsure.

⁸ '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?⁹

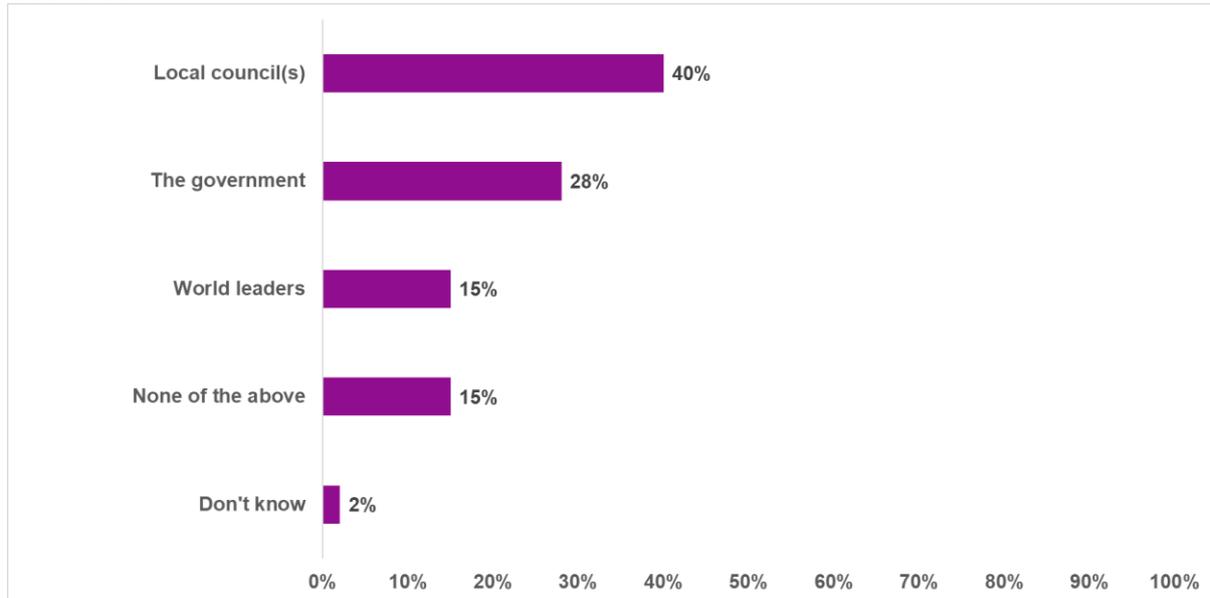


Base (all respondents): Between 1000 and 1009 British adults per round from Jan-14 to Oct-21. This question was introduced in January 2014.

Respondents were more likely to trust their local council than either the government or world leaders to take action on climate change, such as on transport, housing and education and to make a difference in their local area (see Figure 9). Forty per cent of respondents said they most trusted ‘local council(s)’ while 28 per cent selected ‘the government’ and 15 per cent selected ‘world leaders’. A further 15 per cent said they didn’t trust any of the organisations listed to take action on this issue.

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.

Figure 9: Thinking specifically about the environment, who do you trust most to take action on climate change, such as on transport, housing and education, and make a difference in your local area?^{10,11}



Base (all respondents): 1000.

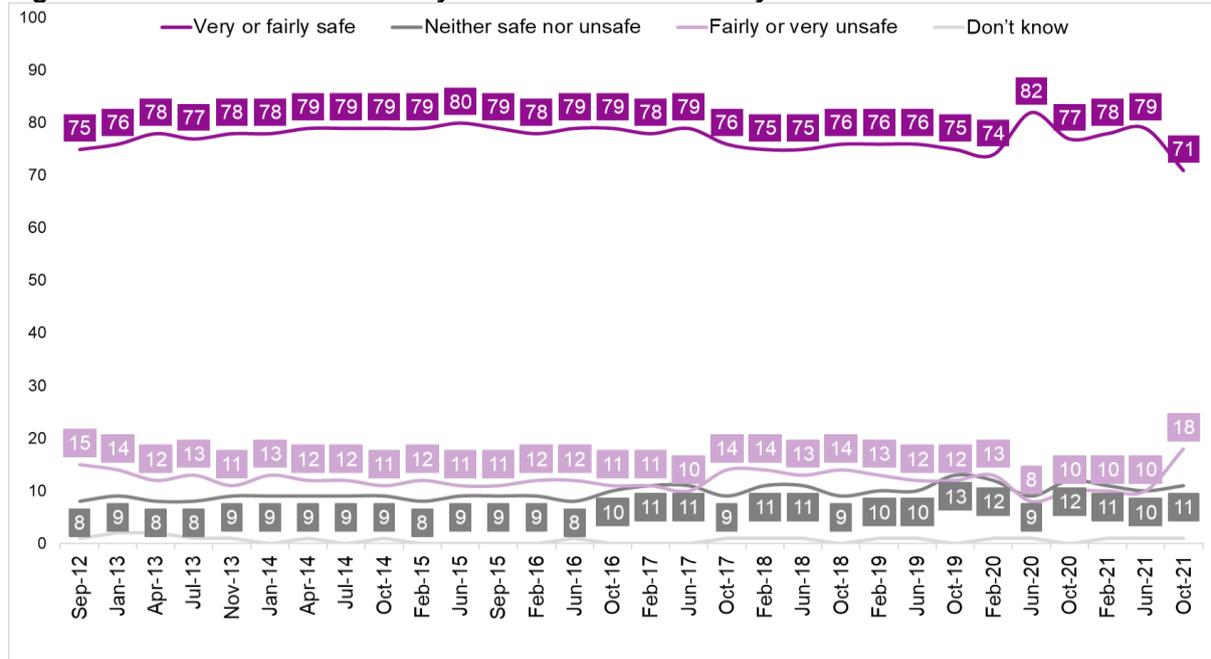
Community safety

There was a significant decrease in the proportion of respondents reporting that they feel safe when outside in their local area after dark this round. The 71 per cent of respondents that said they felt 'very safe' or 'fairly safe' when outside in their local area after dark is the lowest result to date. See Figure 10.

¹⁰ This was an additional question asked to all respondents in the October 2021 round of polling.

¹¹ 'Don't know' and 'none of the above' were not read out to respondents as answer options but the interviewer could code these if they were given spontaneously.

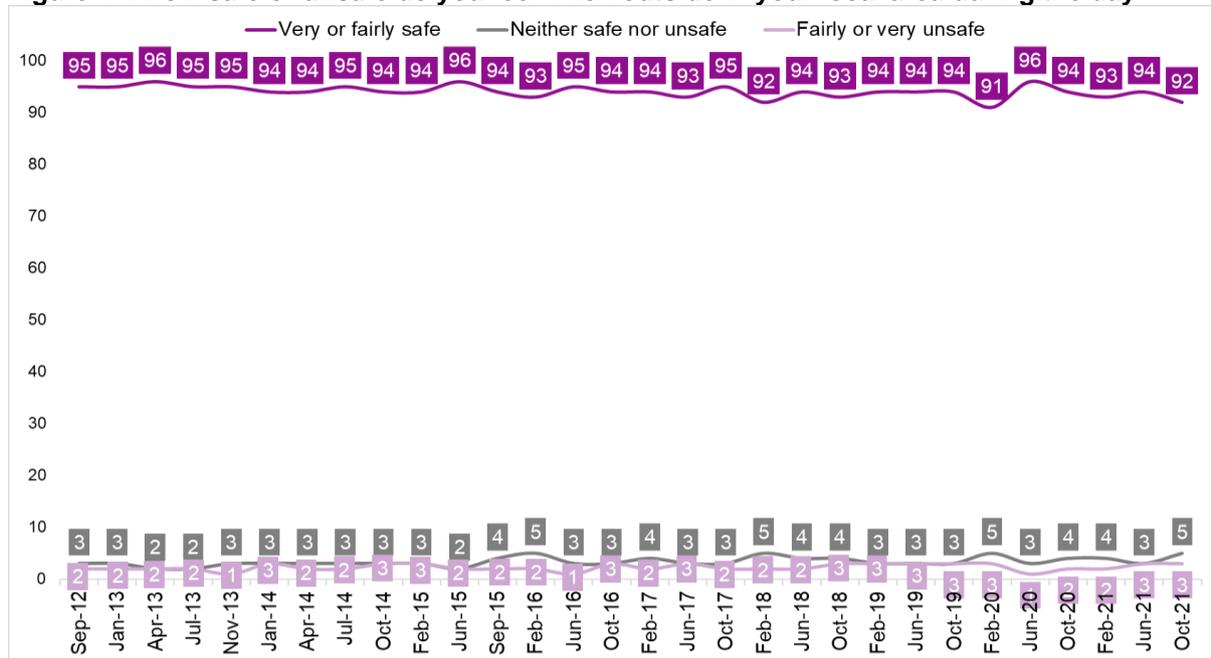
Figure 10: How safe or unsafe do you feel when outside in your local area after dark¹²



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-21

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 11.

Figure 11: How safe or unsafe do you feel when outside in your local area during the day¹³



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-21

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

¹³ 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 services¹⁴: 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.

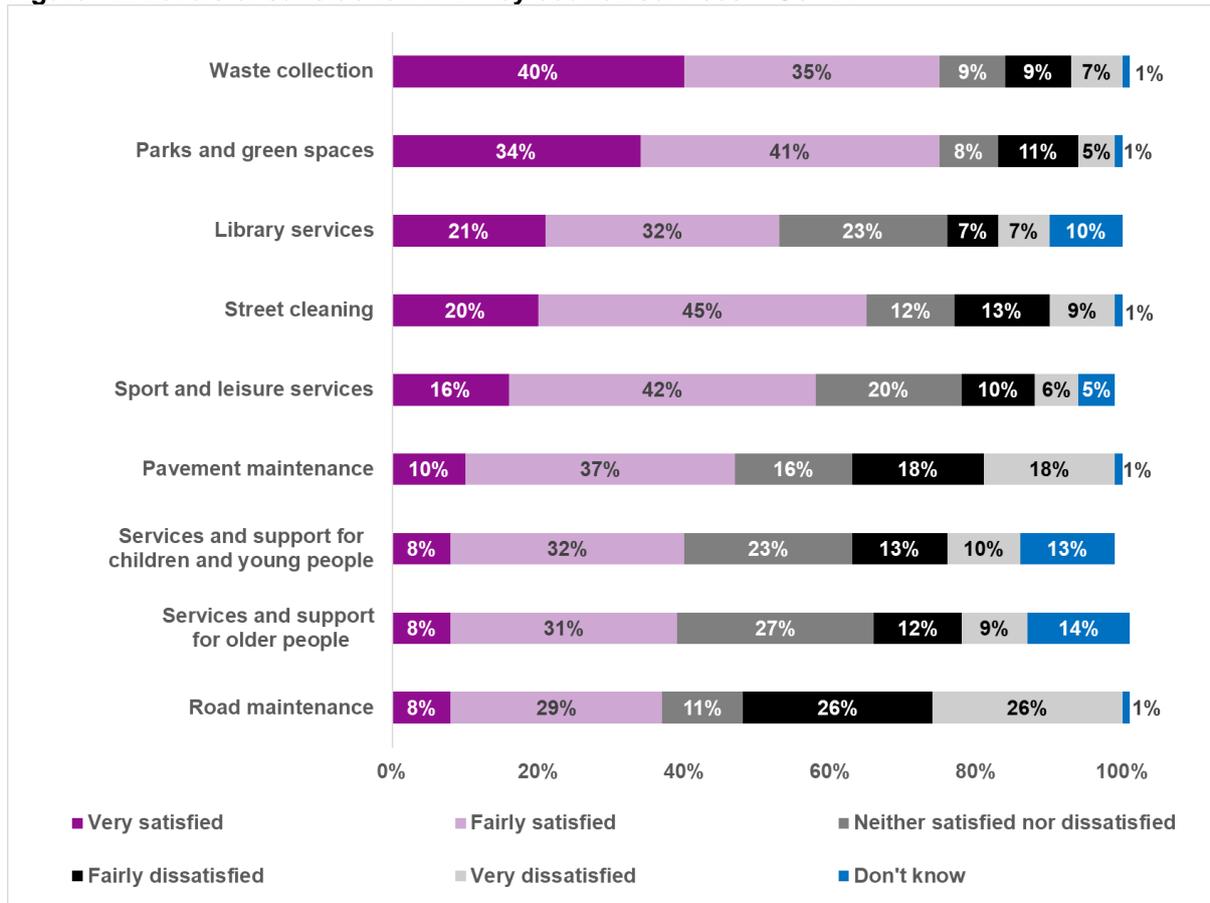
Five of the nine services presented in this round received positive feedback from over half of the respondents (see Figure 12). The highest levels of satisfaction were with waste collection and parks and green spaces; 75 per cent of respondents were 'very satisfied' or 'fairly satisfied' with these services in both cases. These results are higher than overall satisfaction with how one's council runs things (56 per cent, see Figure 2).

Overall, road maintenance continues to have the highest level of dissatisfaction of all services; 51 per cent of respondents were either 'very dissatisfied' or 'fairly dissatisfied' with the service provided by their council.¹⁵

¹⁴ Note that these questions were asked of all respondents, and the bases include those who may not have used particular services.

¹⁵ Please note that whilst the individual 'very' or 'fairly' dissatisfied answer options displayed in Figure 12 for road maintenance appear to sum to 52 per cent, this is due to the fact the figures have been rounded to the nearest whole number.

Figure 12: Levels of satisfaction with key council services – Oct-21

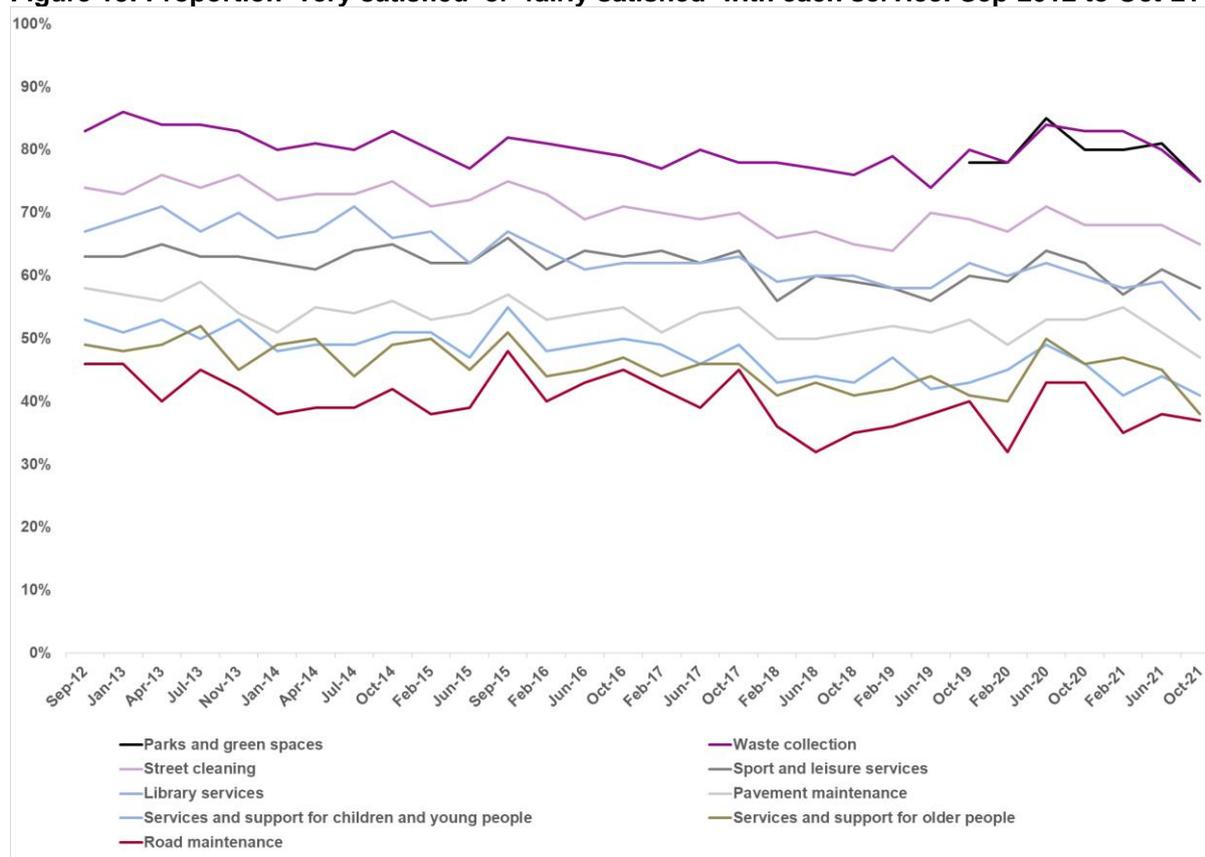


Base (all respondents): 1000 British adults in Oct-21

The general trend for satisfaction with services across the polling time-series is shown in Figure 13. Levels of satisfaction with services were generally low compared to the levels seen in previous rounds, and a number of services saw a significant drop compared to the last round in June 2021:

- Parks and green spaces – 75 per cent were satisfied, down from 81 per cent.
- Waste collection – 75 per cent were satisfied in this round, down from 80 per cent.
- Library services – 53 per cent were satisfied, down from 59 per cent.
- Services and support for older people – 38 per cent were satisfied, down from 45 per cent.

Figure 13: Proportion ‘very satisfied’ or ‘fairly satisfied’ with each service: Sep-2012 to Oct-21



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-21

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’.

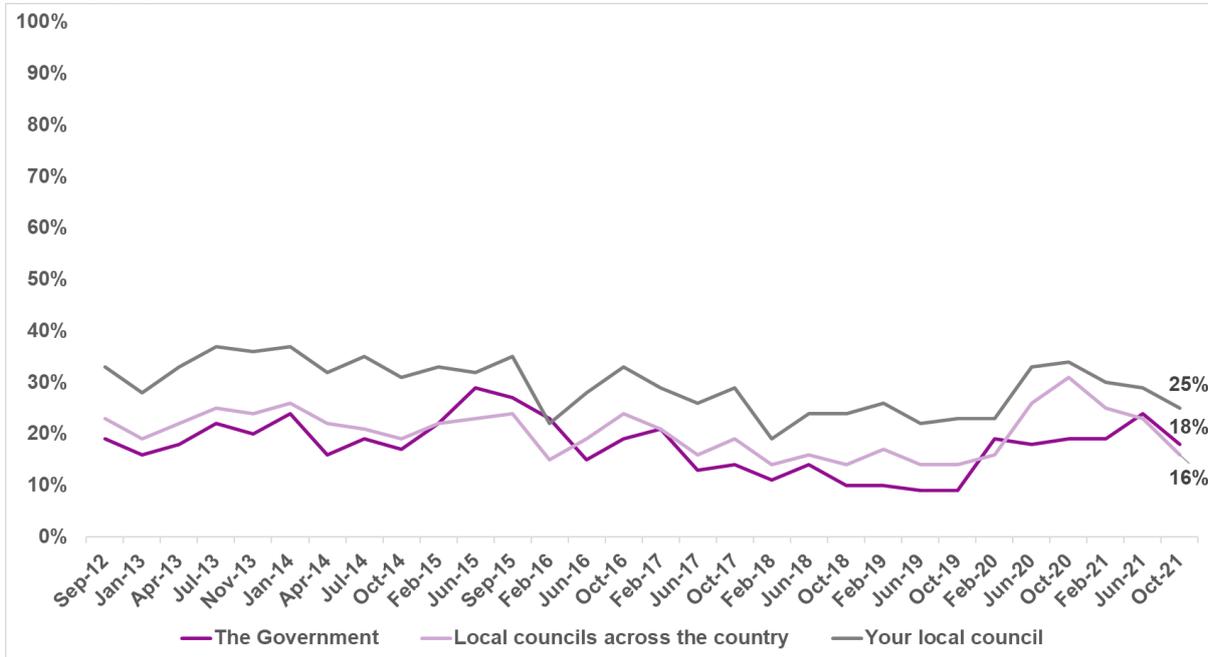
Regarding ‘the government’, the proportion of respondents observing positive coverage was 18 per cent. This is significantly lower than the proportion seen in the previous round (24 per cent). The proportion observing negative coverage was 62 per cent and the proportion who responded ‘neither positively nor negatively’ was 16 per cent.

Concerning the media’s coverage of ‘local councils across the country’, 16 per cent of respondents observed positive coverage – down from 23 per cent in the previous round. The proportion of respondents observing negative coverage was 38 per cent, a significant increase from the previous round. Thirty-seven per cent of respondents observed neither positive nor negative coverage.

Asked about media coverage of their ‘own local council’, a quarter (25 per cent) of respondents observed positive coverage. There was a significant increase in the proportion of respondents reporting negative coverage, up ten percentage points to 26 per cent. Four in ten (40 per cent) respondents observed neither positive nor negative coverage.

Figure 14 shows the proportion of respondents who said that media coverage had been positive, since September 2012. The full set of figures can be found at Annex A.

Figure 14: Overall, do you think that the media has viewed the following positively in the last few months?



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-21

Housing and planning

More than three quarters (78 per cent) of respondents said that they thought the country should be building more social housing post-pandemic. Only 17 per cent of residents did not think the country should build more social housing post-pandemic. See Table 1.

Table 1: In your view, should we as a country be building more social housing post-pandemic or not?

	Per cent
Yes	78
No	17
Don't know	4

Base (all respondents): 1000

Just under half (48 per cent) of respondents said that they were concerned, either to a great or moderate extent, about shops and other commercial units in their local high street being turned into housing without getting full planning permission. A further fifth (21 per cent) said they were concerned about this to a small extent whilst 29 per cent were not at all concerned about shops and other commercial units in their local high street being turned into housing without getting full planning permission. See Table 2.

Table 2: To what extent, if at all, are you concerned about shops and other commercial units in your local high street being turned into housing without getting full planning permission?

	Per cent
To a great or moderate extent	48
To a great extent	23
To a moderate extent	25
To a small extent	21
Not at all	29
Don't know	2

Base (all respondents): 1000

Council powers

Just 36 per cent of respondents agreed that their local council currently has enough power to spread opportunity and improve living standards in their area. Seventeen per cent of respondents said that they tended to disagree with this notion with a further eight per cent strongly disagreeing. Thirty-five per cent neither agreed nor disagreed that their local council has enough power to spread opportunity and improve living standards in their area. See Table 3.

Table 3: To what extent would you agree or disagree that your local council currently has enough power to spread opportunity and improve living standards in your area?

	Per cent
Agree	36
Strongly agree	10
Tend to agree	26
Neither agree nor disagree	35
Tend to disagree	17
Strongly disagree	8
Don't know	3

Base (all respondents): 1000

Annex A: Data Tables - Round 30

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	78
Very satisfied	28
Fairly satisfied	50
Neither satisfied nor dissatisfied	11
Fairly dissatisfied	7
Very dissatisfied	4
Don't know	*

Base (all respondents): 1000

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	56
Very satisfied	12
Fairly satisfied	44
Neither satisfied nor dissatisfied	22
Fairly dissatisfied	11
Very dissatisfied	10
Don't know	1

Base (all respondents): 1000

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	43
Strongly agree	8
Tend to agree	34
Neither agree nor disagree	27
Tend to disagree	19
Strongly disagree	10
Don't know	2

Base (all respondents): 1000

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	6
A fair amount	45
Not very much	37
Not at all	7
Don't know	4

Base (all respondents): 1000

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	57
Very well informed	13
Fairly well informed	44
Not very well informed	26
Not well informed at all	15
Don't know	2

Base (all respondents): 1000

Trust

Table A6: How much do you trust your local council(s)?

	Per cent
A great deal or a fair amount	57
A great deal	8
A fair amount	49
Not very much	30
Not at all	11
Don't know	2

Base (all respondents): 1000

Table A7: Who do you trust most to make decisions about how services are provided in your local area?

	Per cent
Your local council(s)	69
The government	17
Neither	13
Don't know	2

Base (all respondents): 1000

Table A8: And which individuals do you trust most to make decisions about how services are provided in your local area?

	Per cent
Local councillors	73
Members of parliament	11
Government ministers	6
None of the above	9
Don't know	1

Base (all respondents): 1000

Table A9: Thinking specifically about the environment, who do you trust most to take action on climate change, such as on transport, housing and education, and make a difference in your local area?

	Per cent
Your local council(s)	40
The government	28
World leaders	15
None of the above	15
Don't know	2

Base (all respondents): 1000

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	71
Very safe	31
Fairly safe	40
Neither safe nor unsafe	11
Fairly unsafe	13
Very unsafe	4
Don't know	1

Base (all respondents): 1000

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	61
Fairly safe	31
Neither safe nor unsafe	5
Fairly unsafe	2
Very unsafe	1
Don't know	*

Base (all respondents): 1000

Service specific satisfaction

Table A12: How satisfied or dissatisfied are you overall with your council's waste collection?

	Per cent
Very or fairly satisfied	75
Very satisfied	40
Fairly satisfied	35
Neither satisfied nor dissatisfied	9
Fairly dissatisfied	9
Very dissatisfied	7
Don't know	1

Base (all respondents): 1000

Table A13: How satisfied or dissatisfied are you overall with your council's street cleaning?

	Per cent
Very or fairly satisfied	65
Very satisfied	20
Fairly satisfied	45
Neither satisfied nor dissatisfied	12
Fairly dissatisfied	13
Very dissatisfied	9
Don't know	1

Base (all respondents): 1000

Table A14: How satisfied or dissatisfied are you overall with your council's road maintenance?

	Per cent
Very or fairly satisfied	37
Very satisfied	8
Fairly satisfied	29
Neither satisfied nor dissatisfied	11
Fairly dissatisfied	26
Very dissatisfied	26
Don't know	1

Base (all respondents): 1000

Table A15: How satisfied or dissatisfied are you overall with your council's pavement maintenance?

	Per cent
Very or fairly satisfied	47
Very satisfied	10
Fairly satisfied	37
Neither satisfied nor dissatisfied	16
Fairly dissatisfied	18
Very dissatisfied	18
Don't know	1

Base (all respondents): 1000

Table A16: How satisfied or dissatisfied are you overall with your council's library services?

	Per cent
Very or fairly satisfied	53
Very satisfied	21
Fairly satisfied	32
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	7
Very dissatisfied	7
Don't know	10

Base (all respondents): 1000

Table A17: How satisfied or dissatisfied are you overall with your council's sport and leisure services?

	Per cent
Very or fairly satisfied	58
Very satisfied	16
Fairly satisfied	42
Neither satisfied nor dissatisfied	20
Fairly dissatisfied	10
Very dissatisfied	6
Don't know	5

Base (all respondents): 1000

Table A18: How satisfied or dissatisfied are you overall with your council's services and support for older people?

	Per cent
Very or fairly satisfied	38
Very satisfied	8
Fairly satisfied	31
Neither satisfied nor dissatisfied	27
Fairly dissatisfied	12
Very dissatisfied	9
Don't know	14

Base (all respondents): 1000

Table A19: 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	8
Fairly satisfied	32
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	13
Very dissatisfied	10
Don't know	13

Base (all respondents): 1000

Table A20: How satisfied or dissatisfied are you overall with your council's parks and green spaces?

	Per cent
Very or fairly satisfied	75
Very satisfied	34
Fairly satisfied	41
Neither satisfied nor dissatisfied	8
Fairly dissatisfied	11
Very dissatisfied	5
Don't know	1

Base (all respondents): 1000

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	18
Negatively	62
Neither positively nor negatively	16
Don't know	4

Base (all respondents): 1000

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	16
Negatively	38
Neither positively nor negatively	37
Don't know	9

Base (all respondents): 1000

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	25
Negatively	26
Neither positively nor negatively	40
Don't know	9

Base (all respondents): 1000

Housing and planning

Table A24: In your view, should we as a country be building more social housing post-pandemic or not?

	Per cent
Yes	78
No	17
Don't know	4

Base (all respondents): 1000

Table A25: To what extent, if at all, are you concerned about shops and other commercial units in your local high street being turned into housing without getting full planning permission?

	Per cent
To a great or moderate extent	48
To a great extent	23
To a moderate extent	25
To a small extent	21
Not at all	29
Don't know	2

Base (all respondents): 1000

Council powers

Table A26: To what extent would you agree or disagree that your local council currently has enough power to spread opportunity and improve living standards in your local area?

	Per cent
Strongly agree or tend to agree	36
Strongly agree	10
Tend to agree	26
Neither agree nor disagree	35
Tend to disagree	17
Strongly disagree	8

Base (all respondents): 1000

Annex B: Polling questions

Local Government Reputation: National Tracker

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. Thinking specifically about the environment, who do you trust most to take action on climate change, such as on transport, housing and education, and make a difference in your local area?

SELECT ONE ANSWER ONLY

RANDOMISE ORDER

- The government
- Your local council(s)
- World leaders
- None of the above (not read out but the interviewer can code if given spontaneously)

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. In your view, should we as a country be building more social housing post-pandemic or not?

SELECT ONE ANSWER ONLY

- Yes
- No

14. To what extent, if at all, are you concerned about shops and other commercial units in your local high street being turned into housing without getting full planning permission?

SELECT ONE ANSWER ONLY

- To a great extent

- To a moderate extent
- To a small extent
- Not at all

15. To what extent would you agree or disagree that your local council currently has enough power to spread opportunity and improve living standards in your local area?

SELECT ONE ANSWER ONLY

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

16. 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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