

# Polling on resident satisfaction with councils: Round 34

Research Report

February 2023



## 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>

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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 34<sup>th</sup> round of polling conducted in February 2023.

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 6<sup>th</sup> and 17<sup>th</sup> February 2023, 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 October 2022. Trust in local councillors remains high; 68 per cent of respondents selected 'local councillors' rather than 'members of parliament' (10 per cent) or 'government ministers' (seven per cent) 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. Waste collection and parks and greens spaces received the highest levels of satisfaction with council services across all rounds of polling.

## Results

- 76 per cent of respondents are 'very satisfied' or 'fairly satisfied' with their local area as a place to live.
- 60 per cent of respondents are 'very satisfied' or 'fairly satisfied' with the way their local council runs things.
- 46 per cent of respondents 'strongly agree' or 'tend to agree' that their council provides value for money – and 28 per cent neither agree nor disagree.

- 52 per cent of respondents think their local council acts on the concerns of residents 'a great deal' or 'a fair amount'.
- Most respondents were satisfied with five of the nine councils services presented in this round. Waste collection and parks and green spaces received the highest levels of satisfaction. Eighty-one per cent of respondents were 'very satisfied' or 'fairly satisfied' with waste collection whilst 78 per cent of respondents were 'very satisfied' or 'fairly satisfied' with parks and green spaces.
- 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.
- 59 per cent of respondents trust their local council '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 14 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' (10 per cent) or 'government ministers' (seven per cent), as the individuals they most trust to make decisions about how services are provided in their local area.
- 85 per cent of respondents agreed that it is important to treat local politicians with respect and courtesy when disagreeing or debating with them.
- 77 per cent of respondents agreed that their local area was a place where people from different ethnic backgrounds get on well together.
- 63 per cent of respondents agreed that people in their local area pull together to improve the local 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.
- 18 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 12 per cent and nine per cent of respondents reported having observed positive media coverage of the government.

## Introduction

This report outlines the 34<sup>th</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.

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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.

## Methodology

Between 6<sup>th</sup> and 17<sup>th</sup> February 2023, a representative random sample of 1,001 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 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 34th 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>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.

<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.

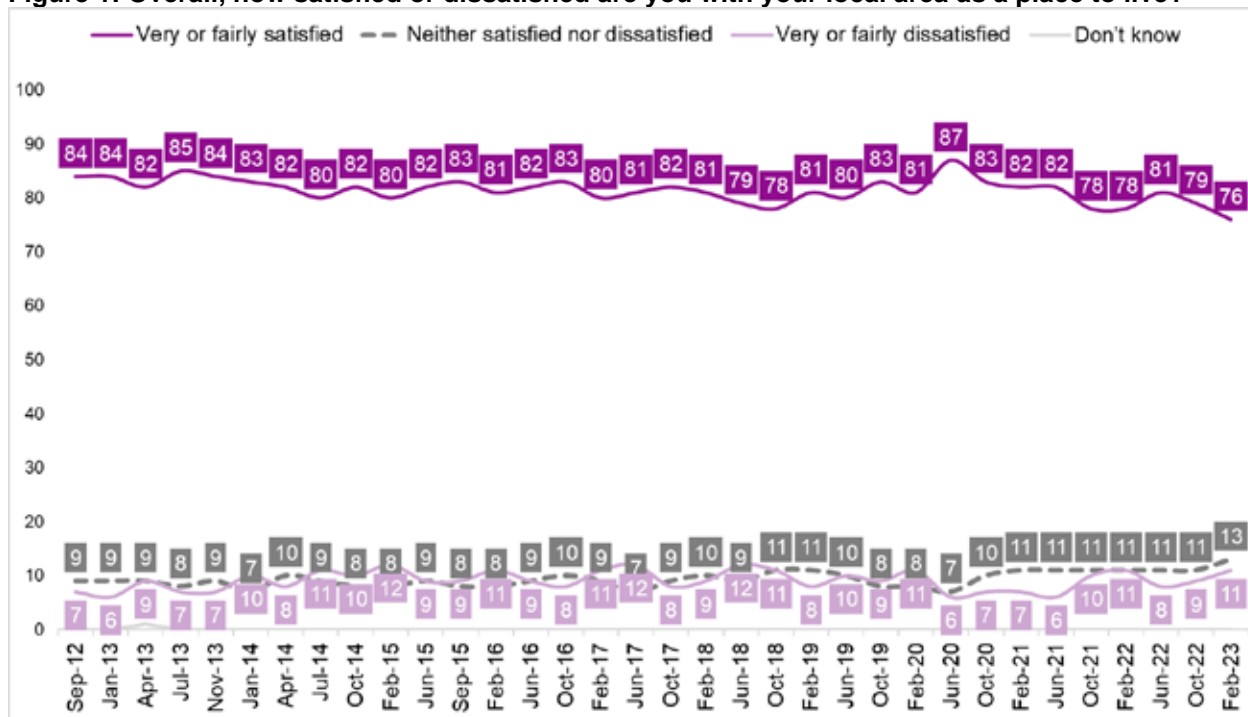
## Polling on resident satisfaction with councils

This section outlines the polling results for February 2023. 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 76 per cent of respondents reported being ‘very satisfied’ or ‘fairly satisfied’ with their local area as a place to live in this round. While this represents the majority of respondents, it is the lowest result for this indicator. 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-23

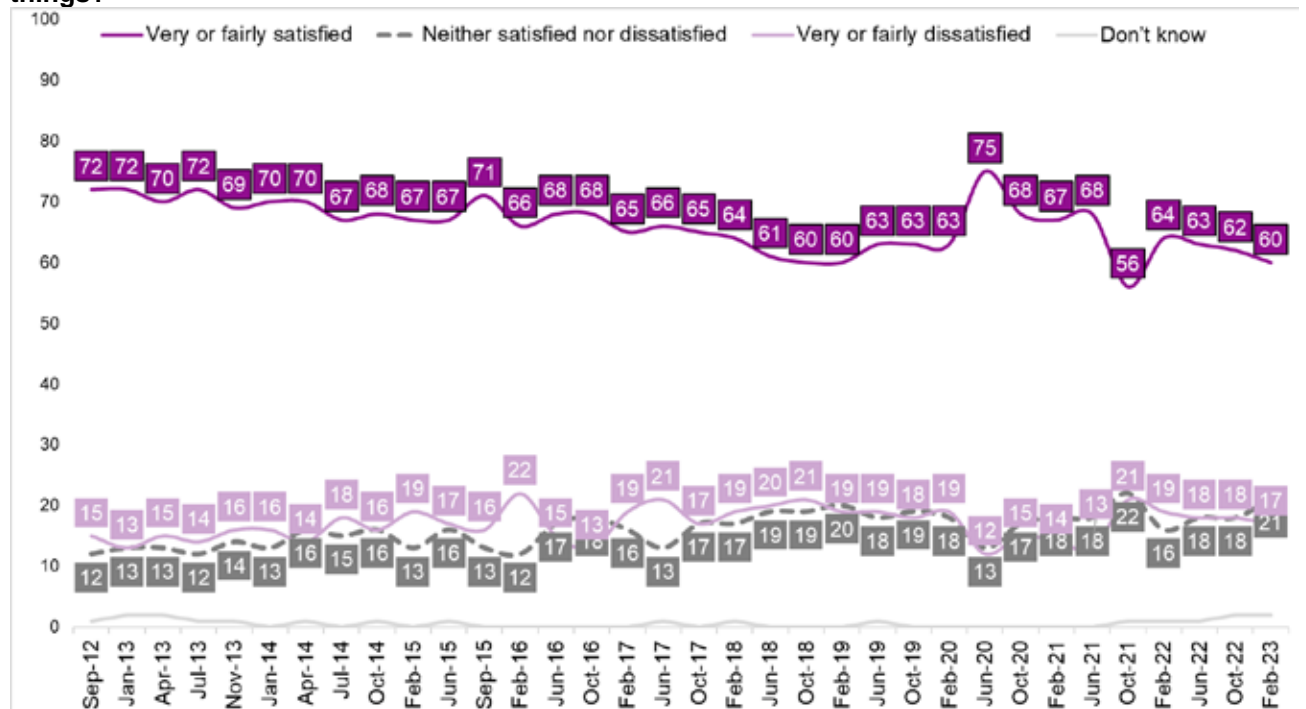
### Overall satisfaction with local council

A total of 60 per cent of respondents said they were ‘very satisfied’ or ‘fairly satisfied’ with how their council runs things. This round’s result is slightly lower than the previous round’s recorded figure of 62 per cent. 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?**

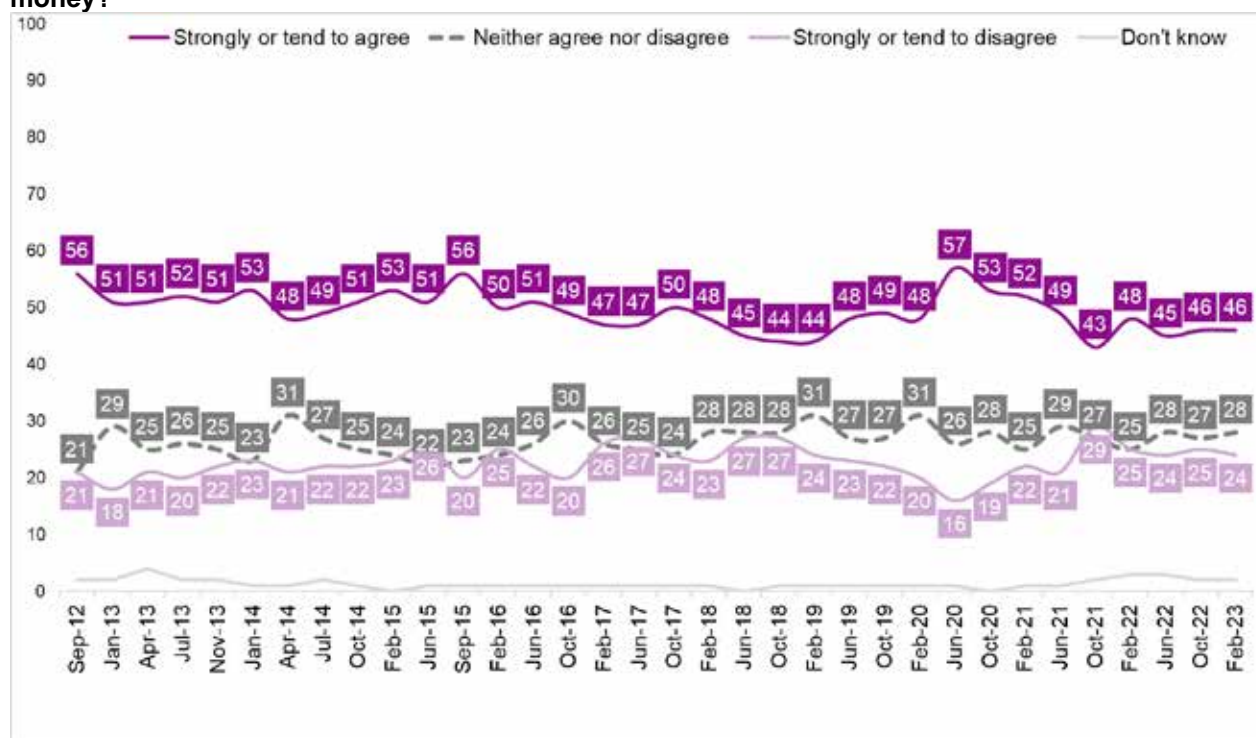


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-23

### Value for money

Forty-six per cent of respondents agreed that their council provides value for money (see Figure 3), the same figure that we saw in the previous round. More than a quarter of respondents (28 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>**



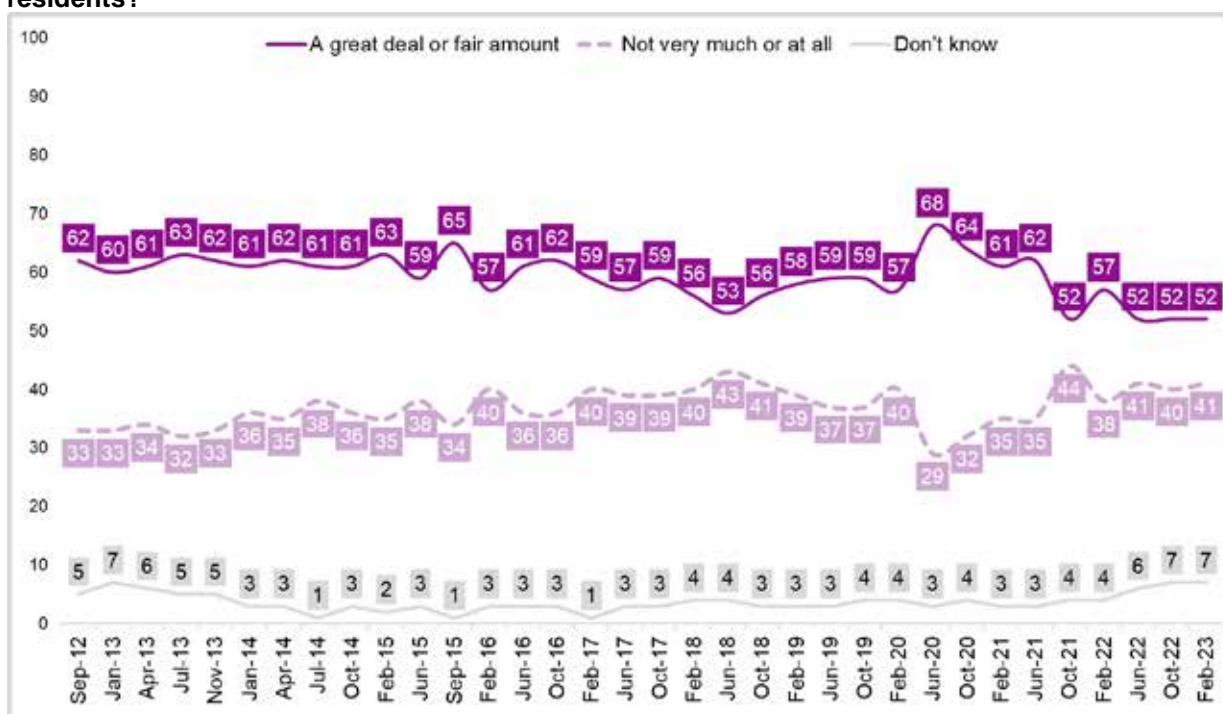
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-23

### 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, June 2022 and October 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).

<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-23

### Service-specific satisfaction

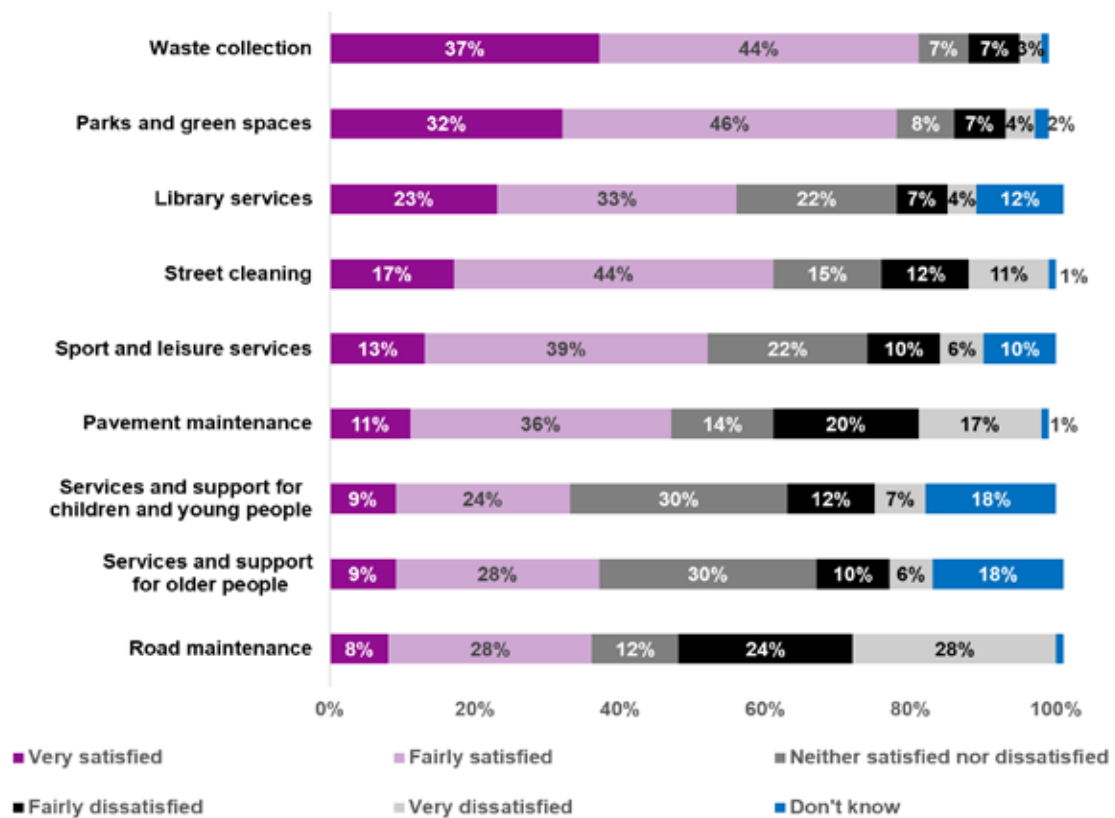
Respondents were invited to indicate how satisfied or dissatisfied they were with the following council services<sup>8</sup>: waste collection; street cleaning; road maintenance; pavement maintenance; library services; sport and leisure services; services and support for older people; services and support 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.

Five of the nine services presented in this round received positive feedback from at least half of the respondents (see Figure 5). The highest levels of satisfaction were with waste collection and parks and green spaces; 81 per cent of respondents were ‘very satisfied’ or ‘fairly satisfied’ with waste collection whilst 78 per cent of respondents were ‘very satisfied’ or ‘fairly satisfied’ with parks and green spaces. The third highest level of satisfaction was with street cleaning (61 per cent). These results are higher than overall satisfaction with how one’s council runs things (60 per cent, see Figure 2).

Overall, road maintenance continues to have the highest level of dissatisfaction of all services; 52 per cent of respondents were either ‘very dissatisfied’ or ‘fairly dissatisfied’ with the service provided by their council.

<sup>8</sup> Note that these questions were asked of all respondents, and the bases include those who may not have used particular services.

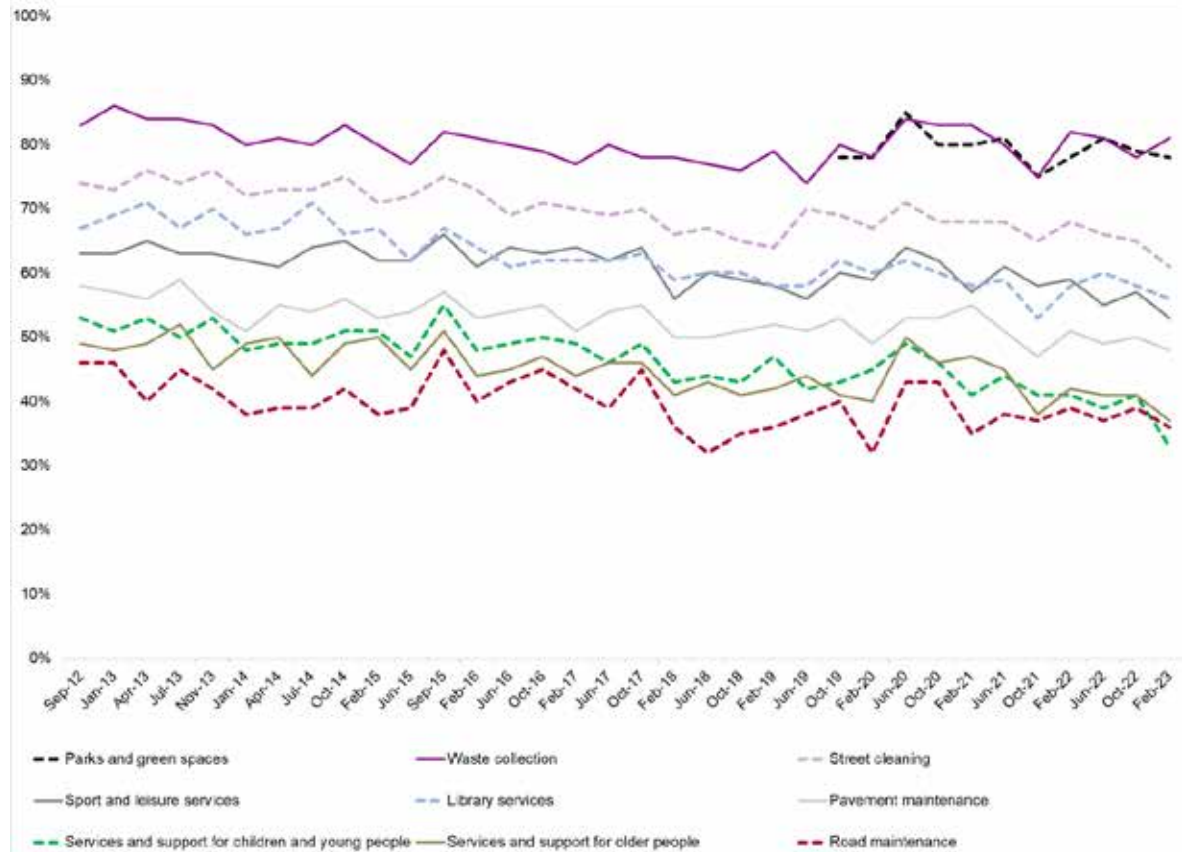
**Figure 5: Levels of satisfaction with key council services – Feb-23**



Base (all respondents): 1001 British adults in Feb-23

The general trend for satisfaction with services across the polling time-series is shown in Figure 6. More respondents were satisfied with waste collection than in the previous round.

**Figure 65: Proportion 'very satisfied' or 'fairly satisfied' with each service: Sep-2012 to Feb-23**

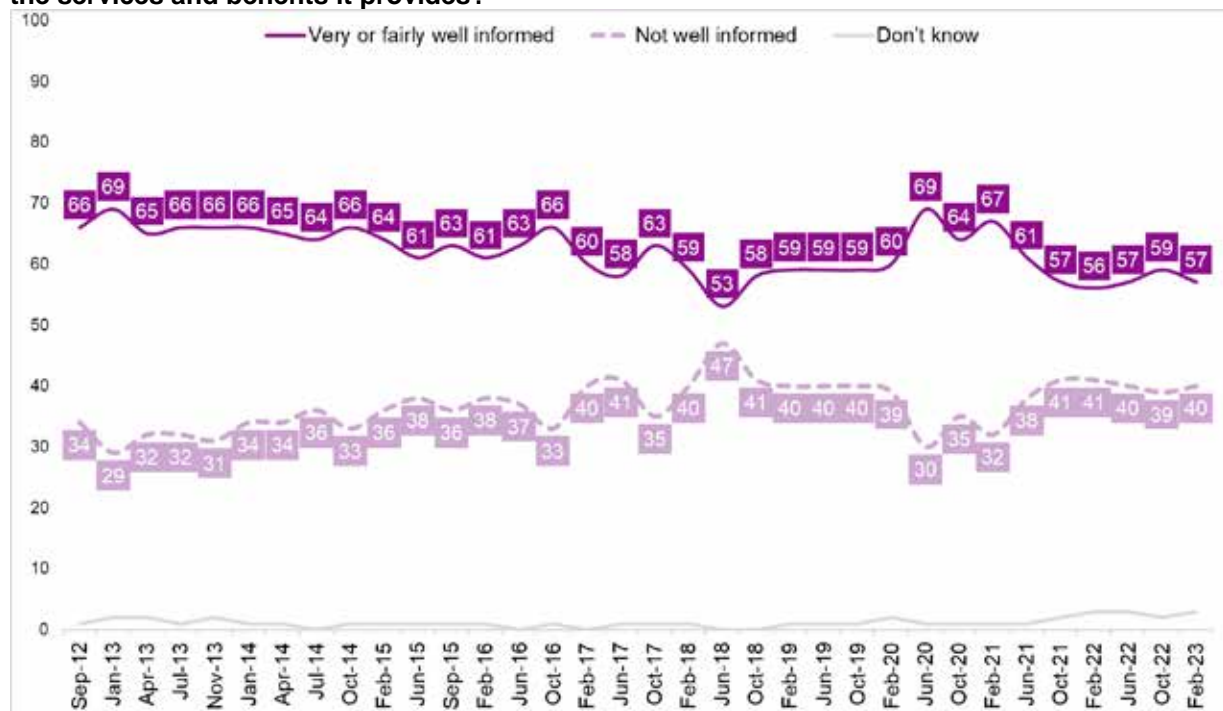


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-23

### 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. This round's figure is similar to those reported before the pandemic, in 2019. See Figure 7.

**Figure 7: 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-23

### Local council information

For the first time the polling asked respondents how they currently find out about their local council and the services it provides. Nearly two-thirds of respondents (63 per cent) said that they currently find out their local council through word of mouth (e.g. friends, neighbours, relations). Three-fifths of respondents (60 per cent) said that find out through their council website whilst a further half of respondents (50 per cent) said they find out through printed information provided by their council (e.g. leaflets, public notices). See Table 1.

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 1: How do you currently find out about your local council and the services it provides?**

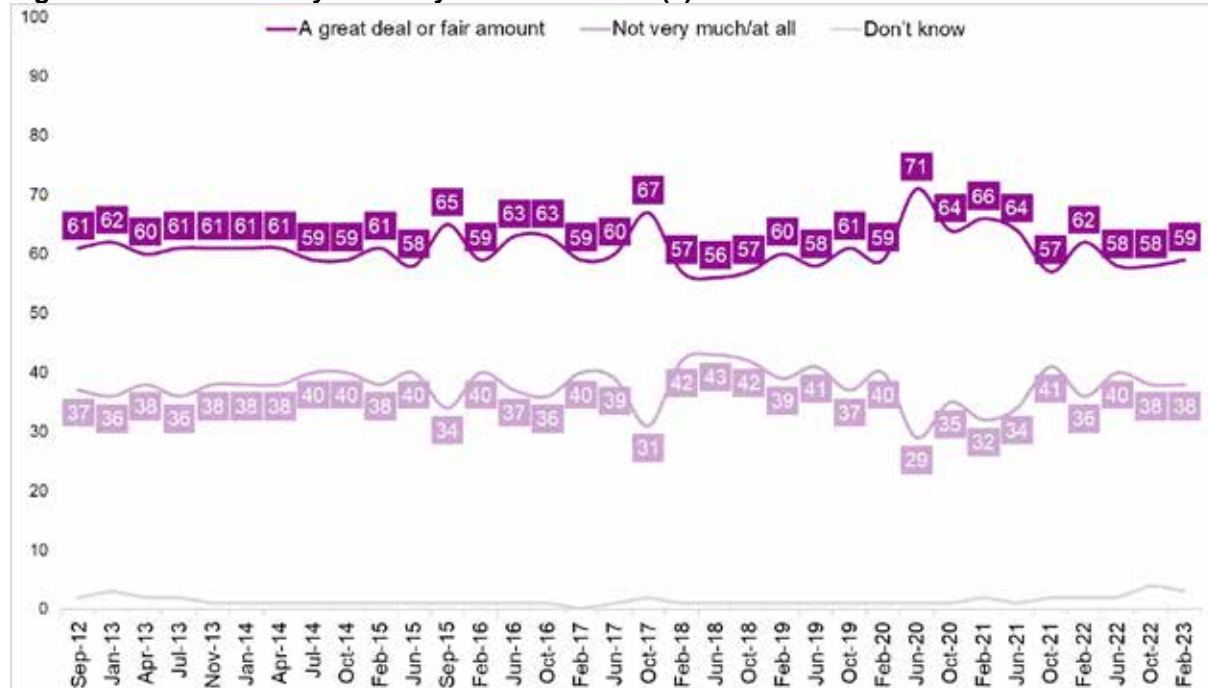
<b>Source</b>	<b>Per cent</b>
Word of mouth (e.g. friends, neighbours, relations)	63%
Council website	60%
Printed information provided by the council (e.g. leaflets, public notices)	50%
Local media (e.g. newspapers, TV, radio, news websites)	44%
Social media sites and blogs (e.g. Facebook, Twitter, YouTube)	33%
Council magazine	30%
Council texts, emails and e-newsletters	25%
From your local councillor	21%
Direct contact with the council (e.g. contact with staff, public meetings and events)	19%
Other	5%
Do not find out any information	3%
Don't know	2%

Base (all respondents): 1001 British adults

### **Trust in forms of government**

Fifty-nine 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 8.

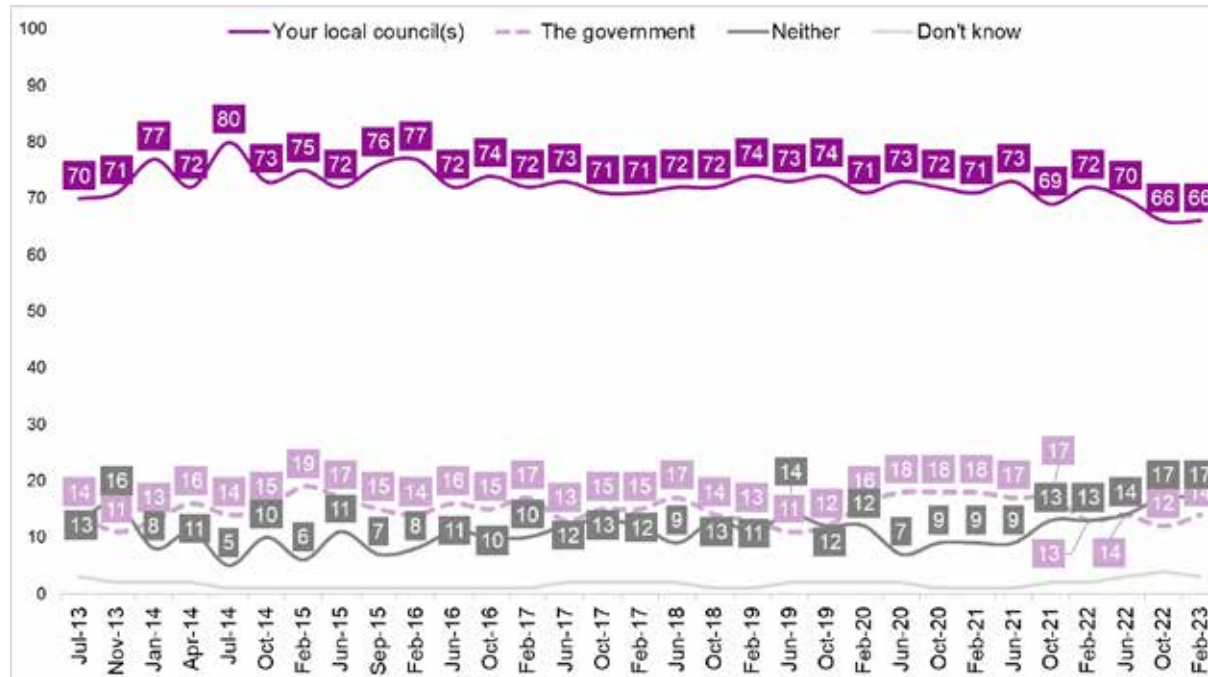
**Figure 8: How much do you trust your local council(s)?**



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-23

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 9). Fourteen per cent of respondents answered 'the government', 17 per cent said 'neither' and three per cent were unsure.

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



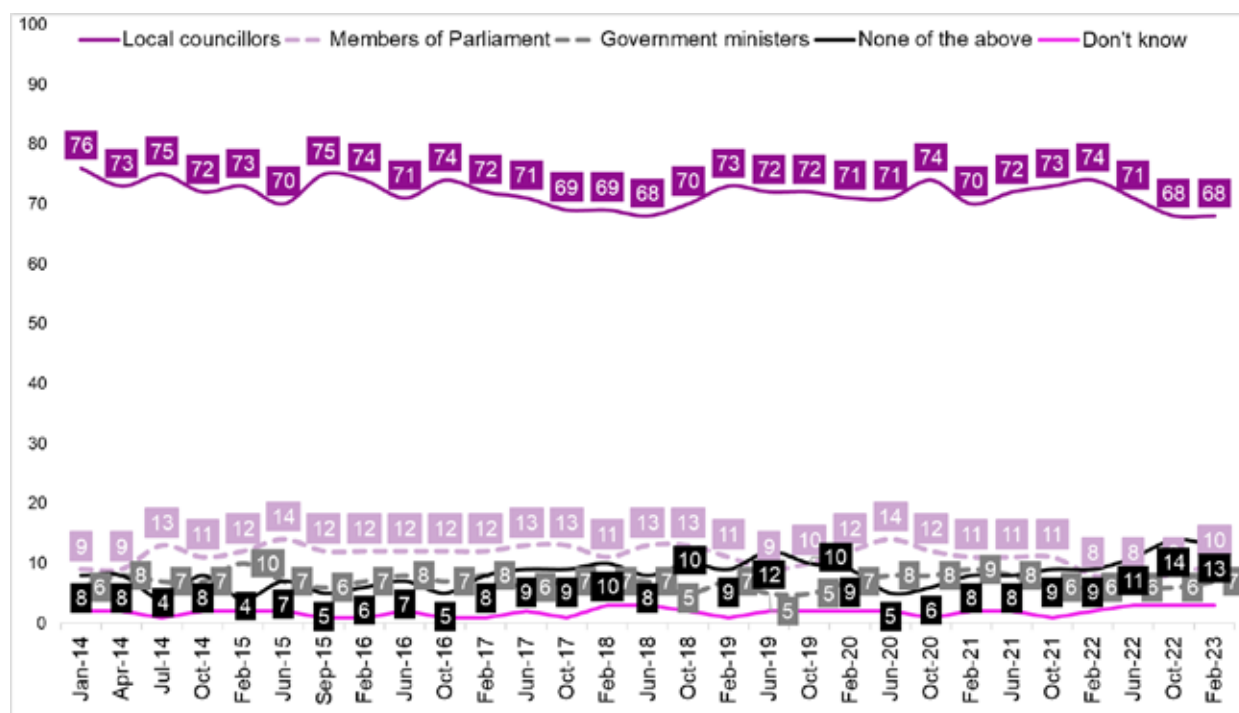
Base (all respondents): Between 1000 and 1036 British adults per round from Jul-13 to Feb-23

<sup>9</sup> 'Neither' was not read out to respondents as an answer option but the interviewer could code it if it was given spontaneously.



Sixty-eight per cent 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 10). Ten per cent of respondents selected ‘members of parliament’, seven per cent selected ‘government ministers’, 13 per cent selected ‘none of these’ and three per cent were unsure.

**Figure 10: Which individuals do you trust most to make decisions about how services are provided in your local area?<sup>10</sup>**



Base (all respondents): Between 1000 and 1009 British adults per round from Jan-14 to Feb-23. This question was introduced in January 2014.

### Treatment of local politicians

Sixty-four 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 21 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. See Table 2.

<sup>10</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.

**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	Oct-22 (per cent)	Feb-23 (per cent)
<b>Strongly agree or tend to agree</b>	<b>84%</b>	<b>85%</b>
Strongly agree	60%	64%
Tend to agree	24%	21%
Neither agree nor disagree	12%	12%
Tend to disagree	2%	2%
Strongly disagree	2%	2%

Base (all respondents): 1001 British adults per round from Oct-22 to Feb-23

### Awareness of local councillors

Forty-one per cent of respondents stated they were aware of what their local councillor does in their local area to a great deal or a fair amount, a large decrease from the previous round figure of 53 per cent. Forty-one per cent of respondents said they not very much aware of what their local councillor does in their local area whilst 17 per cent said they were not aware at all. See Table 3.

**Table 3: To what extent are you aware of what your local councillor does in your local area?**

Extent	Oct-22 (per cent)	Feb-23 (per cent)
<b>A great deal or a fair amount</b>	<b>53%</b>	<b>41%</b>
A great deal	9%	7%
A fair amount	44%	33%
Not very much	33%	41%
Not at all	14%	18%
Don't know	0%	0%

Base (all respondents): 1001 British adults per round from Oct-22 to Feb-23

### Community togetherness

For the first time the polling asked respondents whether they agree or disagree that their local area is a place where people from different ethnic backgrounds get on well together. Over three quarters of respondents (77 per cent) agreed that their local area was a place where people from different ethnic backgrounds get on well together with 35 per cent definitely agreeing and 42 per cent tending to agree.

Twelve per cent neither agreed nor disagreed, whilst four per cent tended to disagree and two per cent definitely disagreed. See Table 4.

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 4: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? By getting on well together, we mean treating each other with respect.**

<b>Agreement</b>	<b>Per cent</b>
<b>Definitely agree or tend to agree</b>	<b>77%</b>
Definitely agree	35%
Tend to agree	42%
Neither agree nor disagree	12%
Tend to disagree	4%
Definitely disagree	2%
Too few people in local area	0%
All the same ethnic background	1%
Don't know	4%

Base (all respondents): 1001 British adults

For the first time the polling asked respondents whether they agree or disagree that people in their local area pull together to improve the local area. Nearly two thirds of respondents (63 per cent) agreed that people in their local area pull together to improve the local area. Twenty-two per cent of respondents neither agree nor disagreed with a further ten per cent tending to agree and two per cent definitely disagreeing. See Table 5.

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 5: To what extent would you agree or disagree that people in your local area pull together to improve the local area?**

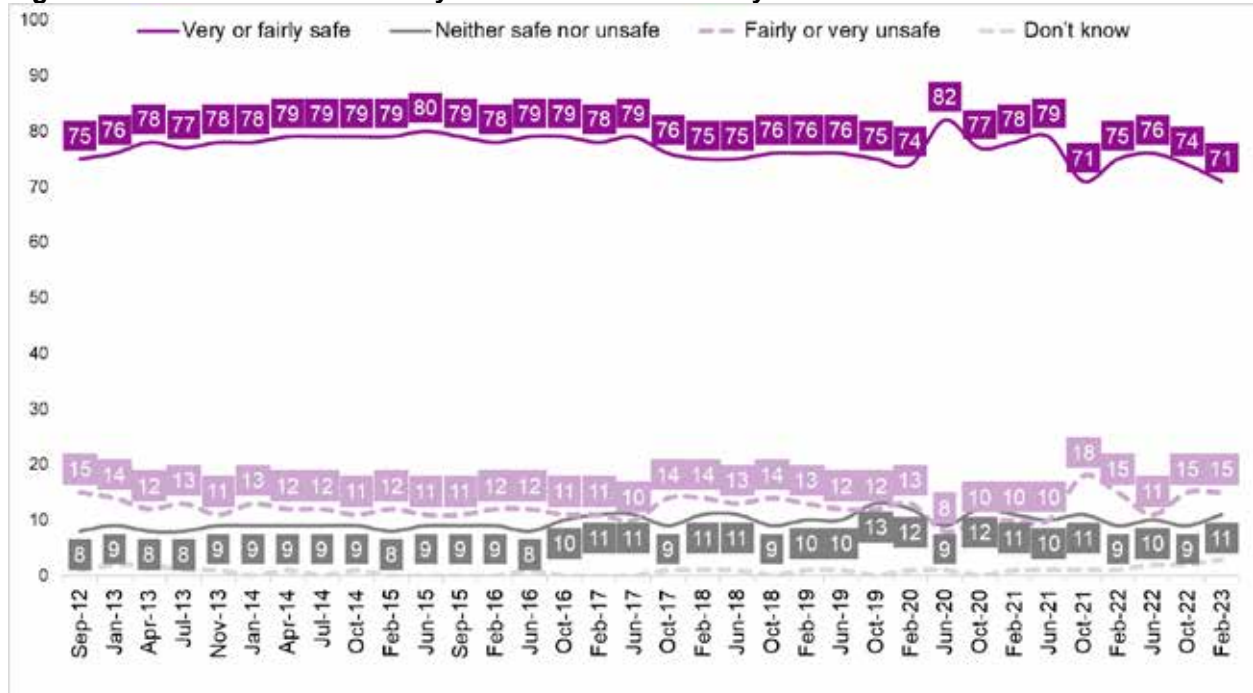
<b>Agreement</b>	<b>Per cent</b>
<b>Definitely agree or tend to agree</b>	<b>63%</b>
Definitely agree	25%
Tend to agree	38%
Neither agree nor disagree	22%
Tend to disagree	10%
Definitely disagree	2%
Nothing needs improving	0%
Don't know	3%

Base (all respondents): 1001 British adults

### **Community safety**

Seventy-one of respondents reported feeling safe after dark when outside in their local area. While this represents the majority of respondents, it is the joint lowest result for this indicator (joint with Oct-21) and significantly lower than the results recorded in Oct-20, Feb-21 and Jun-21. See Figure 11.

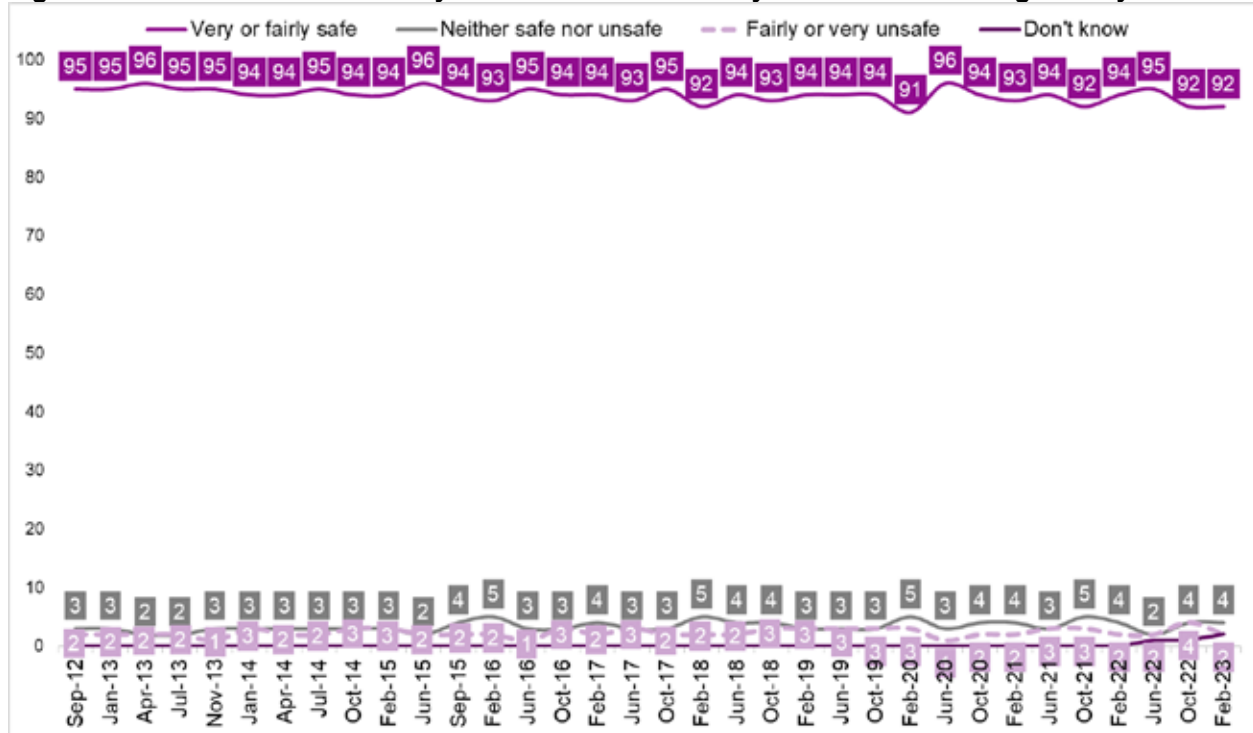
**Figure 11: How safe or unsafe do you feel when outside in your local area after dark<sup>11</sup>**



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-23

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 12.

**Figure 12: How safe or unsafe do you feel when outside in your local area during the day<sup>12</sup>**



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Feb-23

<sup>11</sup> Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.  
<sup>12</sup> Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

## **Anti-social behaviour problems**

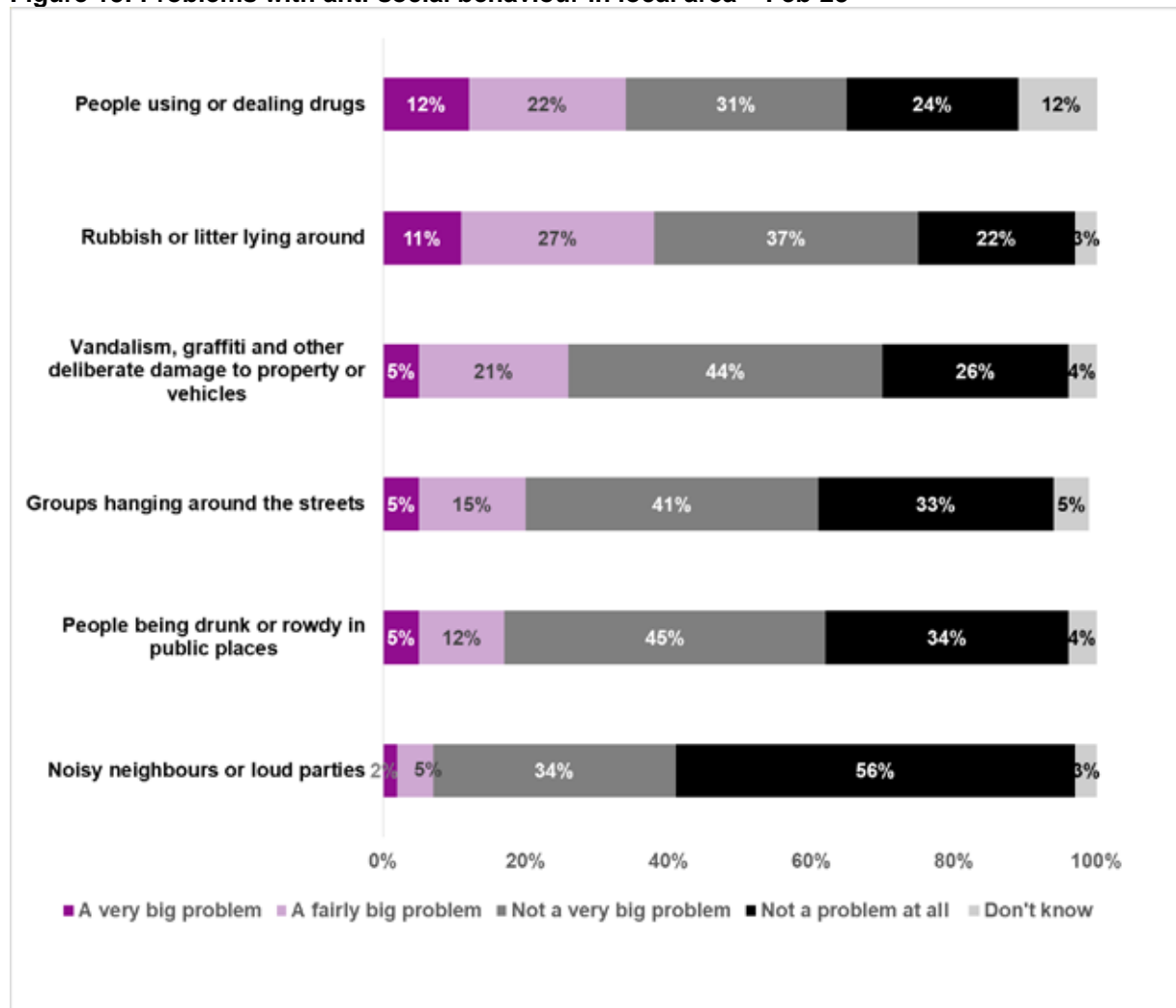
For the first time the polling asked respondents how much of a problem they thought certain anti-social behaviour was in their local area.

Respondents were invited to indicate how much of a problem they thought the following anti-social behaviour was: noisy neighbours or loud parties, rubbish or litter lying around, vandalism, graffiti and other deliberate damage to property or vehicles, people using or dealing drugs, people being drunk or rowdy in public places and groups hanging around the streets. Tables showing the full set of anti-social behaviour results can be found at Annex B.

Over a third of respondents (38 per cent) said that rubbish or litter lying around was a problem in their area, with 11 per cent saying it was a very big problem and 27 per cent saying it was a fairly big problem. A third of respondents (33 per cent) said that people using or dealing drugs was a problem in their area, with 12 per cent saying it was a very big problem and 22 per cent saying it was a fairly big problem. Over a quarter of respondents (26 per cent) said that vandalism, graffiti and other deliberate damage to property or vehicles was a problem in their area. Nosy neighbours or loud parties was selected as the issue with the least amount of problems by respondents with seven per cent saying it was a problem in their local area, compared to 90 per cent saying it was either not a very big problem or not a problem at all. See Figure 13.

Whilst there is no comparable data to compare this result to currently, future rounds of polling will monitor the change in this over time.

**Figure 13: Problems with anti-social behaviour in local area – Feb-23**



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 nine per cent. The proportion observing negative coverage was 58 per cent (much lower than the previous two rounds of 67 per cent) and the proportion who responded ‘neither positively nor negatively’ was 24 per cent.

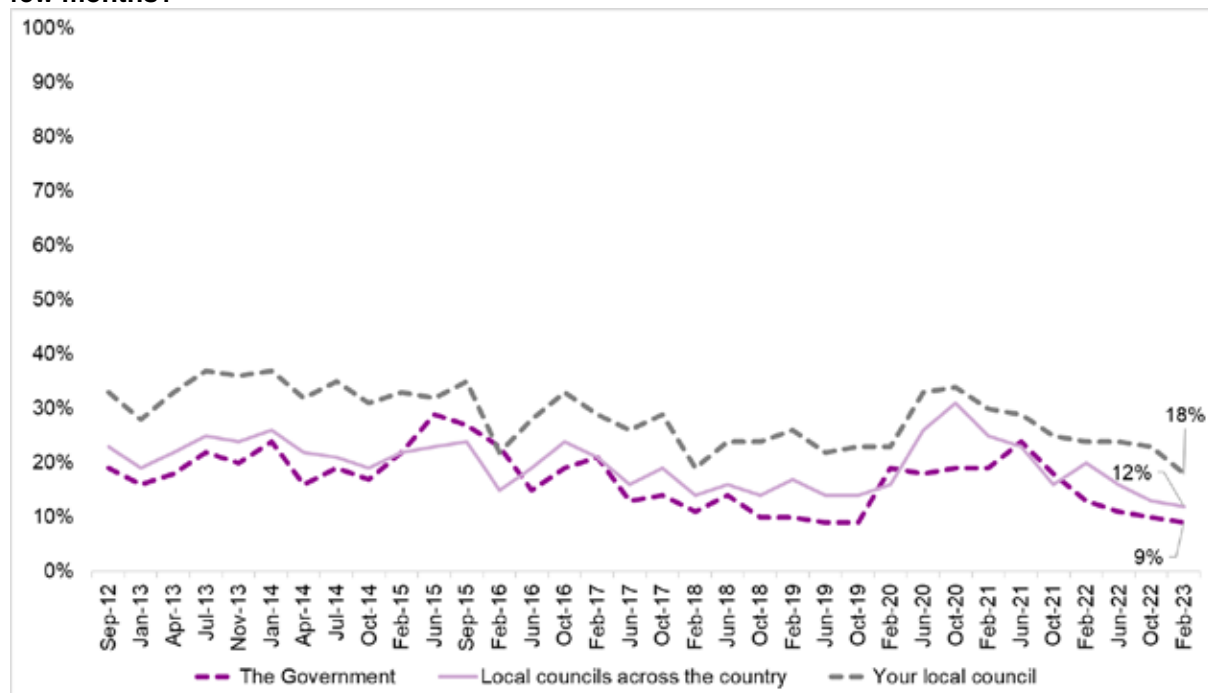
Concerning the media’s coverage of ‘local councils across the country’, 12 per cent of respondents observed positive coverage. The proportion of respondents observing negative coverage was 26 per cent and 47 per cent of respondents observed neither positive nor negative coverage.

Asked about media coverage of their ‘own local council’, 18 per cent of respondents observed positive coverage. Sixteen per cent of respondents reported negative

coverage and 50 per cent of 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 Feb-23



## Annex A: Data Tables – Round 34

### 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>76</b>
Very satisfied	30
Fairly satisfied	47
Neither satisfied nor dissatisfied	13
Fairly dissatisfied	7
Very dissatisfied	4
Don't know	*

Base (all respondents): 1001

### 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>60</b>
Very satisfied	15
Fairly satisfied	46
Neither satisfied nor dissatisfied	21
Fairly dissatisfied	10
Very dissatisfied	6
Don't know	2

Base (all respondents): 1001

### 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>46</b>
Strongly agree	9
Tend to agree	37
Neither agree nor disagree	28
Tend to disagree	14
Strongly disagree	10
Don't know	2

Base (all respondents): 1001

## 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>52</b>
A great deal	7
A fair amount	45
Not very much	33
Not at all	7
Don't know	7

Base (all respondents): 1001

## Service specific satisfaction

<b>Table A5: 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>81</b>
Very satisfied	37
Fairly satisfied	44
Neither satisfied nor dissatisfied	7
Fairly dissatisfied	7
Very dissatisfied	3
Don't know	1

Base (all respondents): 1001

<b>Table A6: 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>61</b>
Very satisfied	17
Fairly satisfied	44
Neither satisfied nor dissatisfied	15
Fairly dissatisfied	12
Very dissatisfied	11
Don't know	1

Base (all respondents): 1001

<b>Table A7: 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>36</b>
Very satisfied	8
Fairly satisfied	28
Neither satisfied nor dissatisfied	12
Fairly dissatisfied	24
Very dissatisfied	52
Don't know	1

Base (all respondents): 1001

<b>Table A8: 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>48</b>
Very satisfied	11
Fairly satisfied	36
Neither satisfied nor dissatisfied	14
Fairly dissatisfied	20
Very dissatisfied	17
Don't know	1

Base (all respondents): 1001

<b>Table A9: 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>56</b>
Very satisfied	23
Fairly satisfied	33
Neither satisfied nor dissatisfied	22
Fairly dissatisfied	7
Very dissatisfied	4
Don't know	12

Base (all respondents): 1001

<b>Table A10: 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>53</b>
Very satisfied	13
Fairly satisfied	39
Neither satisfied nor dissatisfied	22
Fairly dissatisfied	10
Very dissatisfied	6
Don't know	10

Base (all respondents): 1001

<b>Table A11: 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>37</b>
Very satisfied	9
Fairly satisfied	28
Neither satisfied nor dissatisfied	30
Fairly dissatisfied	10
Very dissatisfied	6
Don't know	18

Base (all respondents): 1001

<b>Table A12: 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>33</b>
Very satisfied	9
Fairly satisfied	24
Neither satisfied nor dissatisfied	30
Fairly dissatisfied	12
Very dissatisfied	7
Don't know	18

Base (all respondents): 1001

<b>Table A13: 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	32
Fairly satisfied	46
Neither satisfied nor dissatisfied	8
Fairly dissatisfied	7
Very dissatisfied	4
Don't know	2

Base (all respondents): 1001

## Informed about the council

<b>Table A14: 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>57</b>
Very well informed	10
Fairly well informed	47
Not very well informed	30
Not well informed at all	40
Don't know	3

Base (all respondents): 1001

## Local council information

<b>Table A15: How do you currently find out about your local council and the services it provides?</b>	<b>Per cent</b>
Word of mouth (e.g. friends, neighbours, relations etc)	63
Council website	60
Printed information provided by the council (e.g. leaflets, public notices)	50
Local media (e.g. newspapers, TV, radio, news websites)	44
Social media sites and blogs (e.g. Facebook, Twitter, YouTube)	33
Council magazine	30
Council texts, emails and e-newsletters	25
From your local councillor	21
Direct contact with the council (e.g. contact with staff, public meetings and events)	19
Do not find out any information	3
Other	5
Don't know	2

Base (all respondents): 1001

## Trust

<b>Table A16: How much do you trust your local council(s)?</b>		<b>Per cent</b>
<b>A great deal or a fair amount</b>		<b>59</b>
A great deal		9
A fair amount		50
Not very much		29
Not at all		9
Don't know		3

Base (all respondents): 1001

<b>Table A17: 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)		66
The government		14
Neither		17
Don't know		3

Base (all respondents): 1001

<b>Table A18: 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		68
Members of parliament		10
Government ministers		7
None of the above		13
Don't know		3

Base (all respondents): 1001

## Treatment of local politicians

<b>Table A19: To what extent do you agree that it is important to treat local politicians with respect and courtesy when disagreeing or debating with them?</b>		<b>Per cent</b>
<b>Strongly agree or tend to agree</b>		<b>84</b>
Strongly agree		64
Tend to agree		21
Neither agree nor disagree		12
Tend to disagree		2
Strongly disagree		2
Don't know		0

Base (all respondents): 1001

## Awareness of local councillors

<b>Table A20: To what extent are you aware of what your local councillor does in your local area?</b>	<b>Per cent</b>
<b>A great deal or a fair amount</b>	<b>41</b>
A great deal	7
A fair amount	33
Not very much	41
Not at all	18
Don't know	0

Base (all respondents): 1001

## Community togetherness

<b>Table A21: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together. By getting on well together, we mean treating each other with respect.</b>	<b>Per cent</b>
<b>Definitely agree or tend to agree</b>	<b>77</b>
Definitely agree	35
Tend to agree	42
Neither agree nor disagree	12
Tend to disagree	4
Definitely disagree	2
Too few people in local area	0
All the same ethnic background	1
Don't know	4

Base (all respondents): 1001

<b>Table A22: To what extent would you agree or disagree that people in your local area pull together to improve the local area?</b>	<b>Per cent</b>
<b>Definitely agree or tend to agree</b>	<b>63</b>
Definitely agree	25
Tend to agree	38
Neither agree nor disagree	22
Tend to disagree	10
Definitely disagree	2
Nothing needs improving	0
Don't know	3

Base (all respondents): 1001

## Community safety – After dark

<b>Table A23: 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>71</b>
Very safe	32
Fairly safe	39
Neither safe nor unsafe	11
Fairly unsafe	11
Very unsafe	4
Don't know	3

Base (all respondents): 1001

## Community safety – During the day

<b>Table A24: 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>92</b>
Very safe	60
Fairly safe	31
Neither safe nor unsafe	4
Fairly unsafe	1
Very unsafe	2
Don't know	2

Base (all respondents): 1001

## Anti-social behaviour issues

<b>Table A25: Thinking about your local area, how much of a problem do you think noisy neighbours or loud parties are?</b>	<b>Per cent</b>
<b>Very or fairly big problem</b>	<b>7</b>
A very big problem	2
A fairly big problem	5
Not a very big problem	34
Not a problem at all	56
Don't know/No opinion	3

Base (all respondents): 1001

<b>Table A26: Thinking about your local area, how much of a problem do you think rubbish or litter lying around is?</b>	<b>Per cent</b>
<b>Very or fairly big problem</b>	<b>38</b>
A very big problem	11
A fairly big problem	27
Not a very big problem	37
Not a problem at all	22
Don't know/No opinion	3

Base (all respondents): 1001

<b>Table A27: Thinking about your local area, how much of a problem do you think vandalism, graffiti and other deliberate damage to property or vehicles is?</b>		<b>Per cent</b>
<b>Very or fairly big problem</b>		<b>26</b>
A very big problem		5
A fairly big problem		21
Not a very big problem		44
Not a problem at all		26
Don't know/No opinion		4

Base (all respondents): 1001

<b>Table A28: Thinking about your local area, how much of a problem do you think people using or dealing drugs is?</b>		<b>Per cent</b>
<b>Very or fairly big problem</b>		<b>33</b>
A very big problem		12
A fairly big problem		22
Not a very big problem		31
Not a problem at all		24
Don't know/No opinion		12

Base (all respondents): 1001

<b>Table A29: Thinking about your local area, how much of a problem do you think people being drunk or rowdy in public places is?</b>		<b>Per cent</b>
<b>Very or fairly big problem</b>		<b>17</b>
A very big problem		5
A fairly big problem		12
Not a very big problem		45
Not a problem at all		34
Don't know/No opinion		4

Base (all respondents): 1001

<b>Table A30: Groups hanging around the streets</b>		<b>Per cent</b>
<b>Very or fairly big problem</b>		<b>20</b>
A very big problem		5
A fairly big problem		15
Not a very big problem		41
Not a problem at all		33
Don't know/No opinion		5

Base (all respondents): 1001

## Media coverage

<b>Table A31: 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		9
Negatively		58
Neither positively nor negatively		24
Don't know		9

Base (all respondents): 1001



<b>Table A32: 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		12
Negatively		26
Neither positively nor negatively		47
Don't know		14

Base (all respondents): 1001

<b>Table A33: 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		18
Negatively		16
Neither positively nor negatively		50
Don't know		15

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. 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

**6. 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

**7. How do you currently find out about your local council and the services it provides?**

PLEASE SELECT ALL THAT APPLY

- Council magazine
- Council website
- Council texts, emails and e-newsletters
- Printed information provided by the council (e.g. leaflets, public notices)
- Direct contact with the council (e.g. contact with staff, public meetings and events)
- Social media sites and blogs (e.g. Facebook, Twitter, YouTube)
- From your local councillor
- Local media (e.g. newspapers, TV, radio, news websites)
- Word of mouth (e.g. friends, neighbours, relations)
- Do not find out any information
- Other (please specify)
- Don't know (not read out but the interviewer can code if given spontaneously)

**8. 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

**9. 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)

**10. 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)

**11. 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

**12. 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

**13. To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? By getting on well together, we mean treating each other with respect.**

SELECT ONE ANSWER ONLY

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Don't know (not read out but the interviewer can code if given spontaneously)
- Too few people in local area
- All the same ethnic background

**14. To what extent would you agree or disagree that people in your local area pull together to improve the local area?**

SELECT ONE ANSWER ONLY

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Nothing needs improving
- Don't know (not read out but the interviewer can code if given spontaneously)

**15. 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

**16. 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

**17. Thinking about your local area, how much of a problem do you think each of the following are?**

SELECT ONE ANSWER ONLY PER OPTION

- A very big problem
- A fairly big problem
- Not a very big problem
- Not a problem at all
- Don't know/No opinion (not read out but the interviewer can code if given spontaneously)

RANDOMISE ORDER

- Noisy neighbours or loud parties
- Rubbish or litter lying around
- Vandalism, graffiti and other deliberate damage to property or vehicles
- People using or dealing drugs
- People being drunk or rowdy in public places
- Groups hanging around the streets

**18. 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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