

Polling on resident satisfaction with councils

October 2016



Acknowledgements

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

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Introduction

This report outlines the fifteenth 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

With the publication of *Are You Being Served?*² – a set of resident satisfaction questions that councils can choose to use in their local surveys and benchmark themselves against other authorities – the LGA has responded to demand from the sector for more intelligence in this area.

Our national polling complements councils' local work by regularly looking at the national picture. Tracking national changes in satisfaction with councils alongside questions on other 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. It is important, therefore, that polling results are seen 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 13 and 16 October 2016, a representative random sample of 1,002 British adults (aged 18 or over) was polled by telephone.³

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."

¹ Note that until October 2014, the polling was conducted quarterly, and this has now changed to once every four months.

² <http://lginform.local.gov.uk/about-lg-inform/resident-satisfaction>

³ 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 3 years, tenure, number of cars in the household, working status, and mobile only households. The polling was conducted by Populus Data Solutions.

The full interview script is included in Annex B for information. Where the questions cover the same topics as the *Are You Being Served*² question set, the same question ordering, wording, definitions and preamble have been used to allow comparability.⁴

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 fifteenth round of polling in this series, and the paper examines trends since the first round in September 2012.⁵ Differences between results are only highlighted within the report where this is statistically significant.⁶

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.

⁴ The mode of data collection can have a marked impact on results, therefore, results are only truly comparable with surveys conducted via telephone.

⁵ The full papers outlining the results of previous polls can be found here:

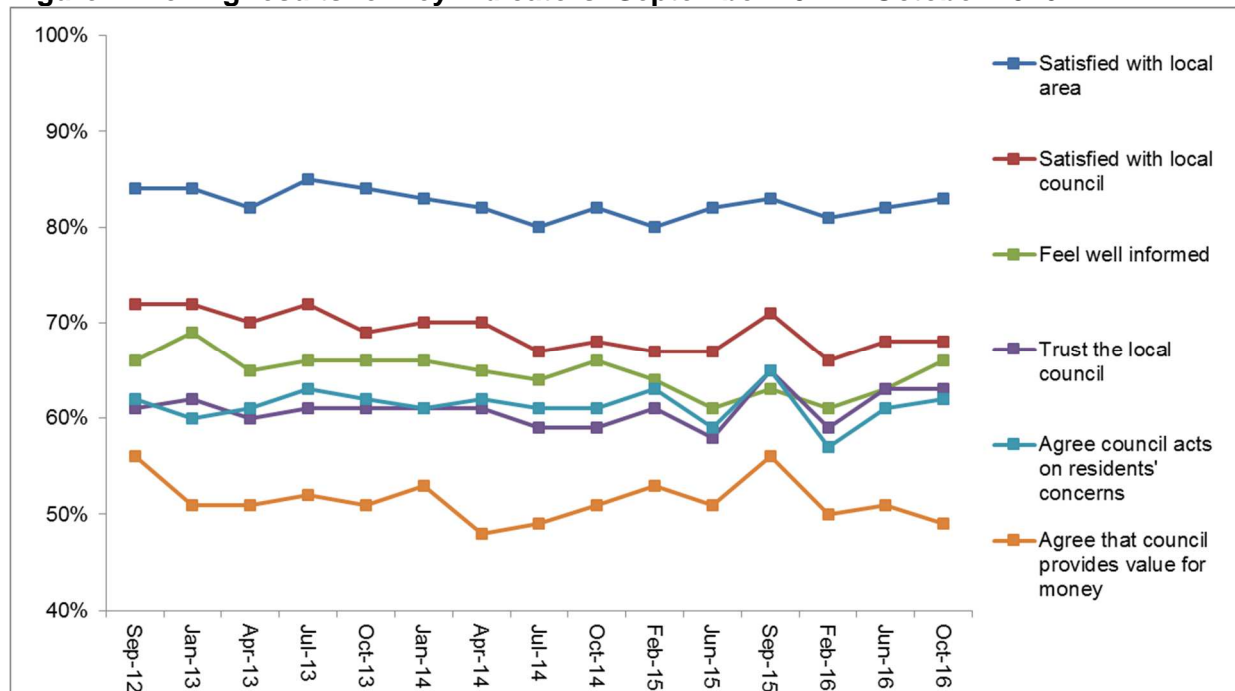
<http://www.local.gov.uk/research-performance-and-improvement>

⁶ Statistical significance is tested at the 95% level.

Key findings

The LGA's October 2016 poll did not find any significant changes concerning its six key indicators of resident satisfaction since its last poll in June. Figure 1 shows the October results compared to all others since 2012.

Figure 1: Polling results for key indicators: September 2012 – October 2016



Base (all respondents): 1,002 British adults in October 2016⁷

There have been a number of significant changes in the polling results since September 2012, and the notable changes in this round are highlighted below:

- Satisfaction among respondents with the way their local councils run things has stood at between 66 and 72 per cent for the last three years. In this round, 68 per cent of respondents were very or fairly satisfied. There was a significantly higher proportion who were 'neither satisfied nor dissatisfied' compared to most other polls (18 per cent in this round), corresponding with a relatively low proportion who were dissatisfied overall (13 per cent).
- The proportion of respondents who said that their local council keeps residents very or fairly well informed about the services and benefits it provides stood at 66 per cent in this round. This is a return to the levels generally seen in the polling, after a brief dip in late 2015/early 2016 – notably 61 per cent in both June 2015 and February 2016.

⁷ The full sample sizes for previous rounds are as follows: 1,006 British adults in September 2012, 1,004 in January 2013, 1,036 in April 2013, 1,002 in July 2013, 1,003 in October 2013, 1,008 in January 2014, 1,005 in April 2014, 1,001 in July 2014, 1,002 in October 2014, 1,003 in February 2015, 1,008 in June 2015, 1,009 in September 2015, 1,001 in June 2016

- The most notable findings for the eight council services asked about in this poll were:
 - As in all previous rounds, the level of satisfaction with waste collection was higher than overall satisfaction with how the council runs things; 79 per cent were fairly or very satisfied with waste collection, compared to 68 per cent for overall satisfaction with the way one's local council runs things. Satisfaction with street cleaning was also higher than overall satisfaction with the council, at 71 per cent.
 - Road maintenance and pavement maintenance continue to have the highest levels of dissatisfaction. In this round, 41 per cent were very or fairly dissatisfied with road maintenance, whilst 29 per cent were very or fairly dissatisfied with pavement maintenance.
 - At 62 per cent, satisfaction with library services is significantly lower than many previous rounds. The highest level of satisfaction with libraries that has ever been observed over the course of the polling was 71 per cent (July 2014).

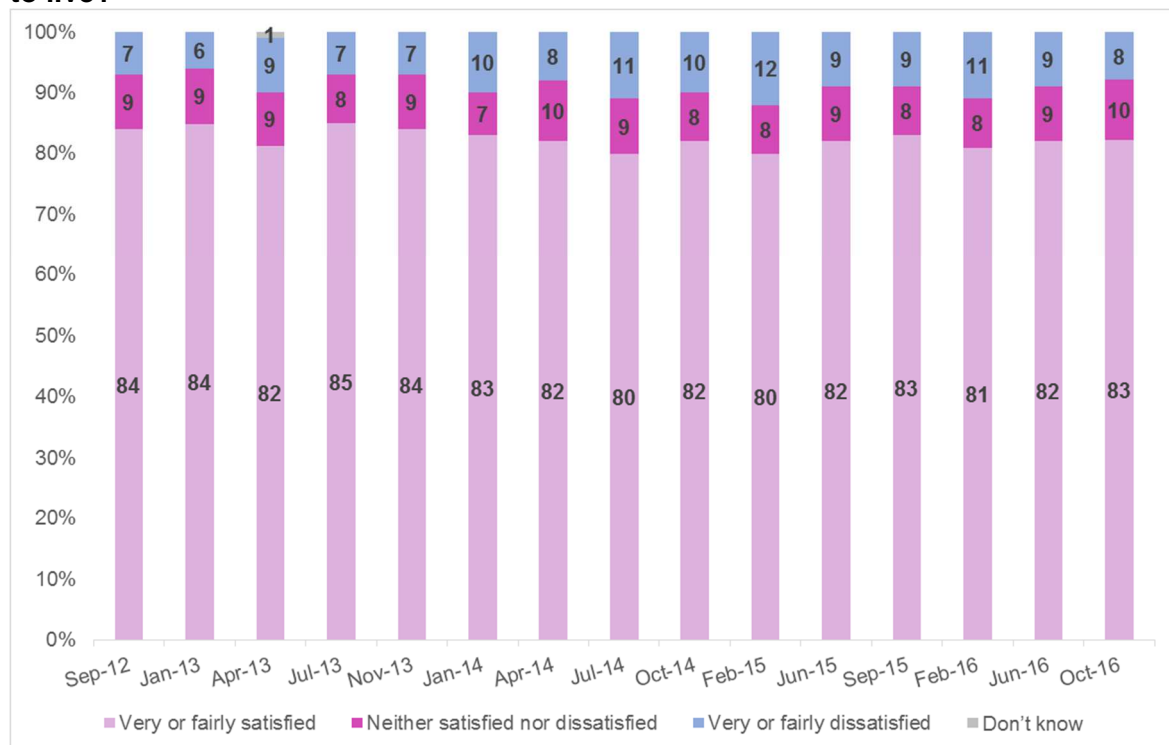
Polling on resident satisfaction with councils

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

Overall satisfaction with local area

The vast majority of respondents were positive about their local area as a place to live – with 83 per cent very or fairly satisfied in October 2016. This is a similar level to that seen in previous rounds (see Figure 2).

Figure 2: Overall, how satisfied or dissatisfied are you with your local area as a place to live?⁸



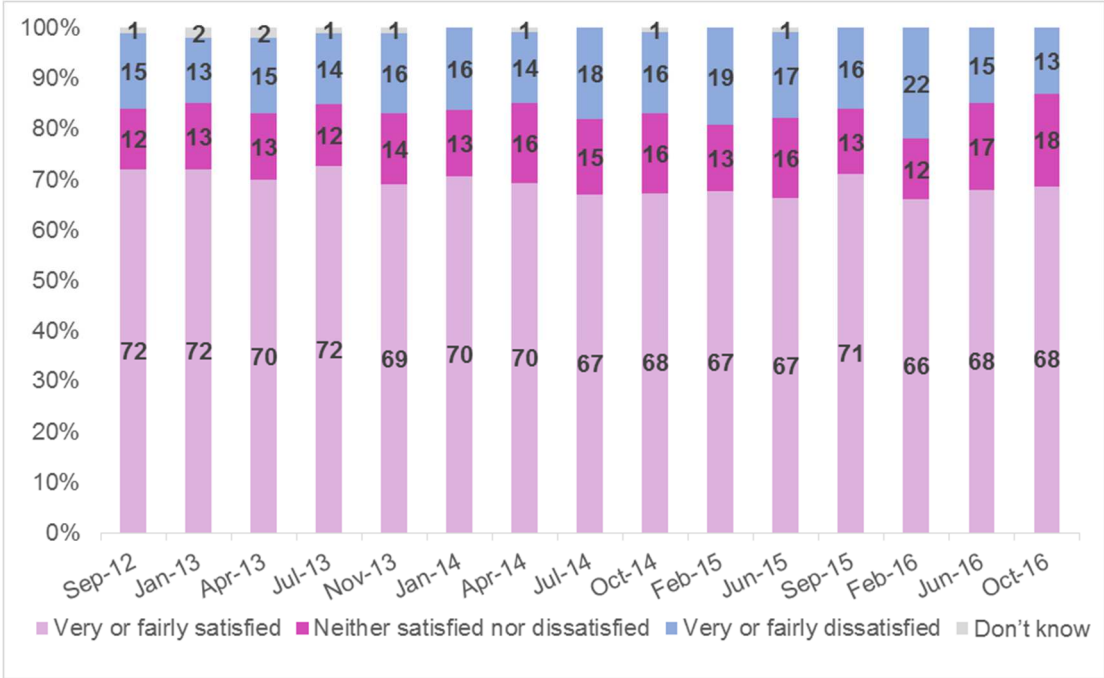
Base (all respondents): 1,002 British adults in October 2016

Overall satisfaction with local council

Satisfaction among respondents with the way their local councils run things has stood at between 66 and 72 per cent for the last three years. As Figure 3 shows, in this round, 68 per cent of respondents were very or fairly satisfied. There was a significantly higher proportion who were ‘neither satisfied nor dissatisfied’ compared to most other polls (18 per cent in this round), corresponding with a relatively low proportion who were dissatisfied overall (13 per cent).

⁸ Local area was defined as “the area within 15 – 20 minutes walking distance from your home”.

Figure 3: Overall, how satisfied or dissatisfied are you with the way your local council runs things?

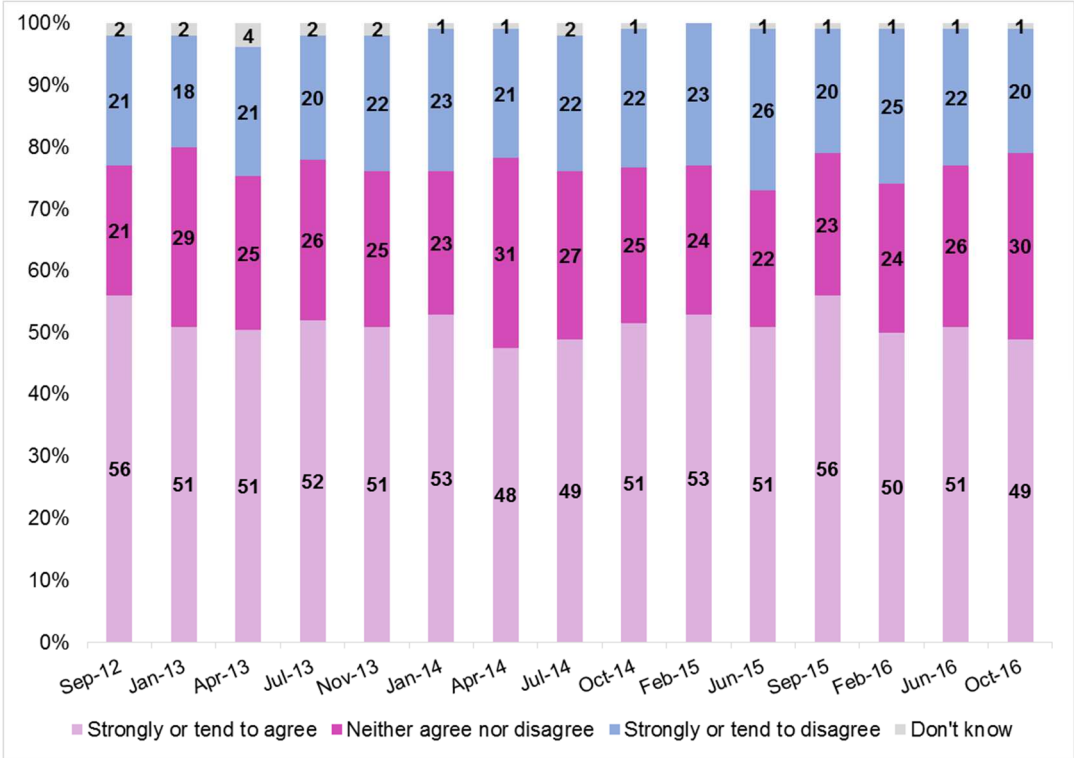


Base (all respondents): 1,002 British adults in October 2016

Value for money

In the first round of polling in September 2012, and again in September 2015, 56 per cent of respondents tended to or strongly agreed that their local council provided value for money, significantly higher than most rounds. In this round, the proportion who agreed that their council provides value for money stands at 49 per cent (see Figure 4); a similar level to most previous rounds.

Figure 4: To what extent do you agree or disagree that your local council(s) provides value for money?⁹



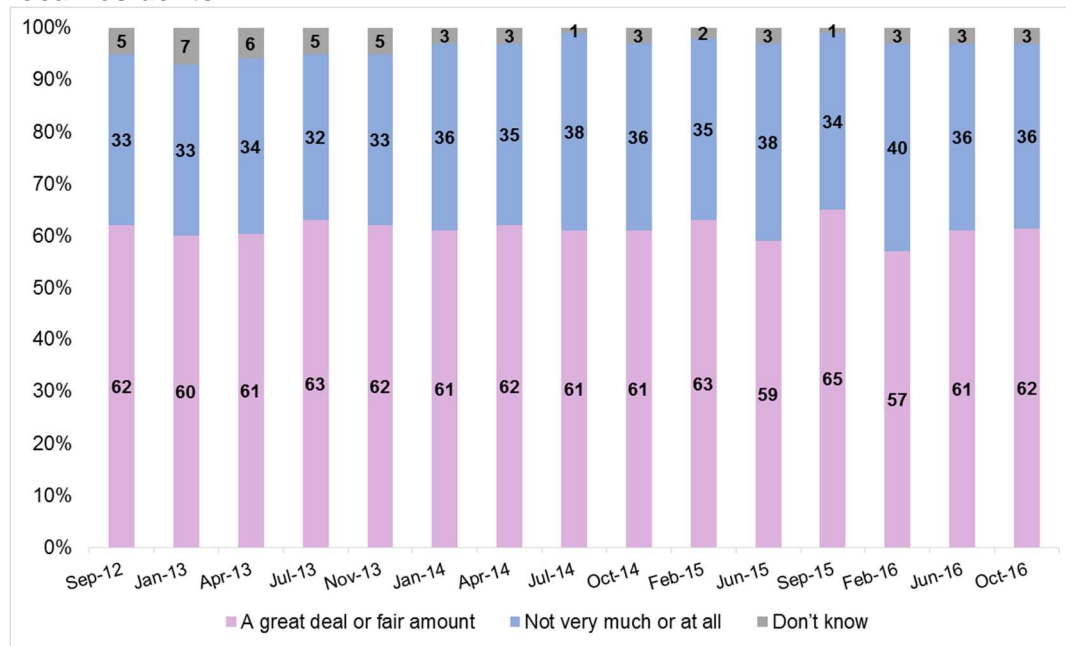
Base (all respondents): 1,002 British adults in October 2016

Council responsiveness

This is an important measure of local accountability as it looks at whether councils are perceived to be responsive to local issues and problems. As Figure 5 shows, in this round, 62 per cent of respondents said that their council acts on the concerns of local residents either a great deal or a fair amount – a similar level to that seen in previous rounds.

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

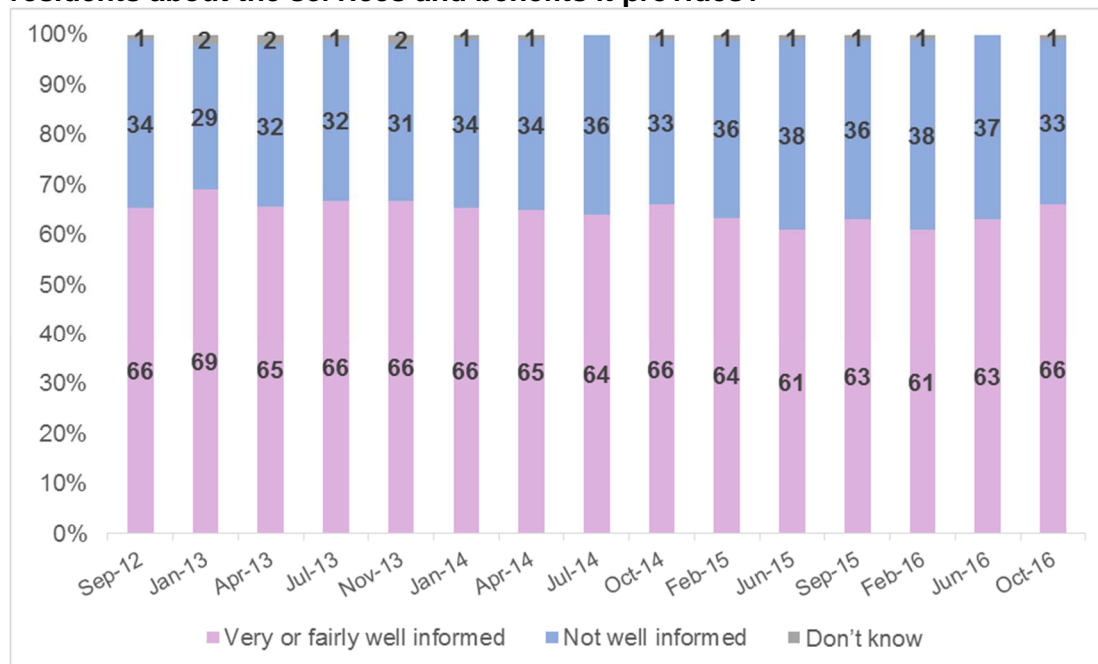


Base (all respondents): 1,002 British adults in October 2016

Informed about the council

The proportion of respondents who said that their local council keeps residents very or fairly well informed about the services and benefits it provides stood at 66 per cent in this round. This is a return to the levels generally seen in the polling, after a brief dip in late 2015/early 2016 – notably 61 per cent in both June 2015 and February 2016.

Figure 6: Overall, how well informed do you think your local council(s) keeps residents about the services and benefits it provides?

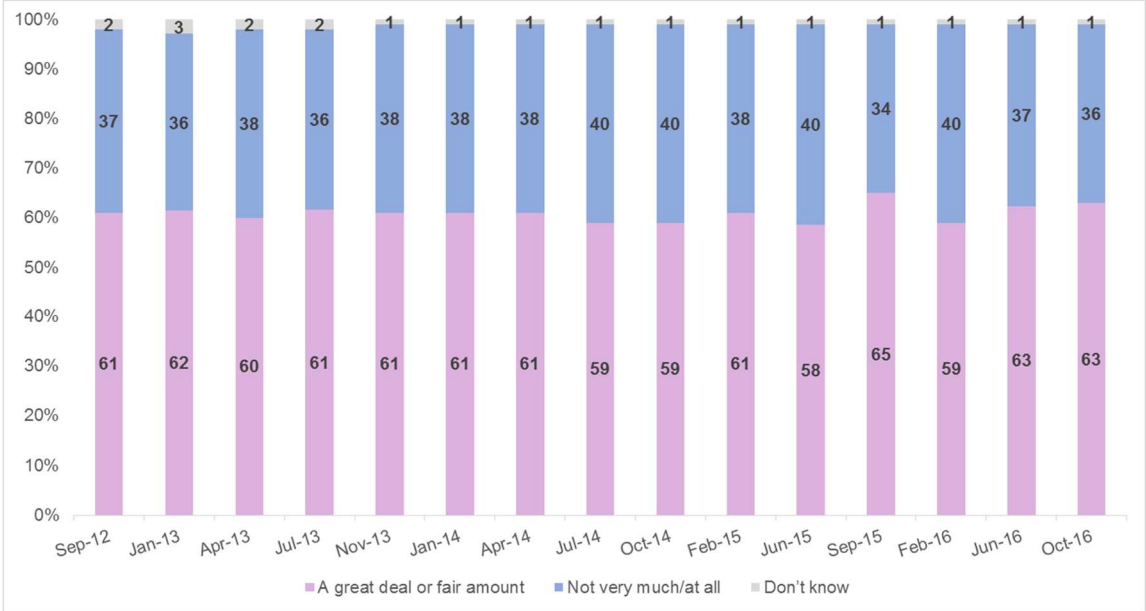


Base (all respondents): 1,002 British adults in October 2016

Trust

Levels of trust in councils have been fairly consistent since polling started in September 2012. As Figure 7 shows, in this round, the proportion of respondents who said that they trusted their council a great deal or a fair amount stands at 63 per cent, a similar level to most previous rounds.

Figure 7: How much do you trust your local council(s)?



Base (all respondents): 1,002 British adults in October 2016

A new question was introduced in July 2013, looking at public trust in local councils to make decisions about how services are provided in their local area, compared to their trust in the government.

Figure 8 shows that the vast majority of respondents said, of the two, they trusted their local council most to make decisions about how services are provided in their local area. In the most recent poll, 74 per cent said they most trusted their local council. The proportion of respondents who trusted the government most is much lower, at 15 per cent.

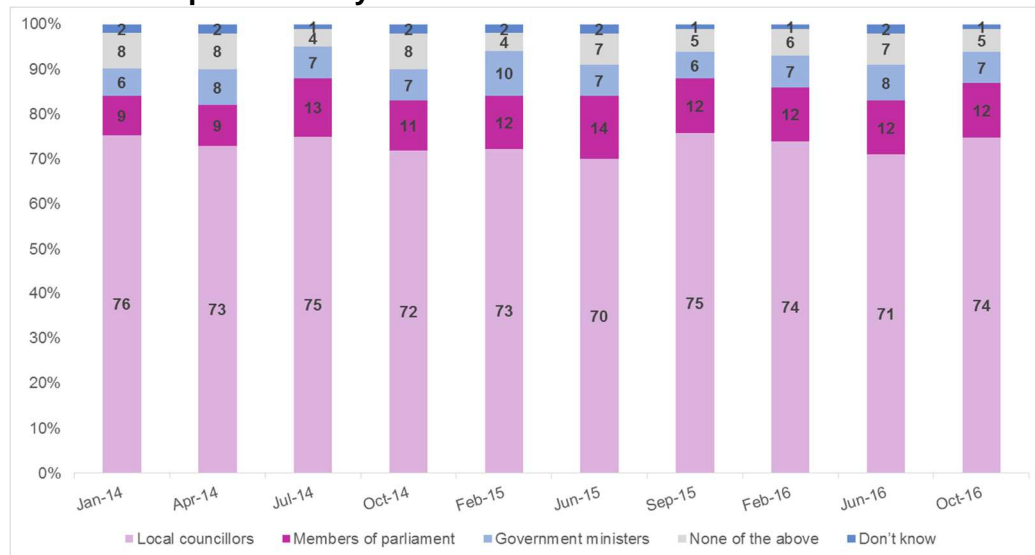
Figure 8: Who do you trust most to make decisions about how services are provided in your local area?¹⁰



Base (all respondents): 1,002 British adults in October 2016

A new question was also introduced in January 2014 asking which *individuals* were most trusted by respondents to make decisions about how services are provided in their local area. As Figure 9 shows, local councillors remain by far the most trusted group, with 74 per cent of respondents stating that they most trusted local councillors to make decisions about services compared to members of parliament and also government ministers. This is similar to previous rounds.

Figure 9: And which individuals do you trust most to make decisions about how services are provided in your local area?¹¹



Base (all respondents): 1,002 British adults in October 2016

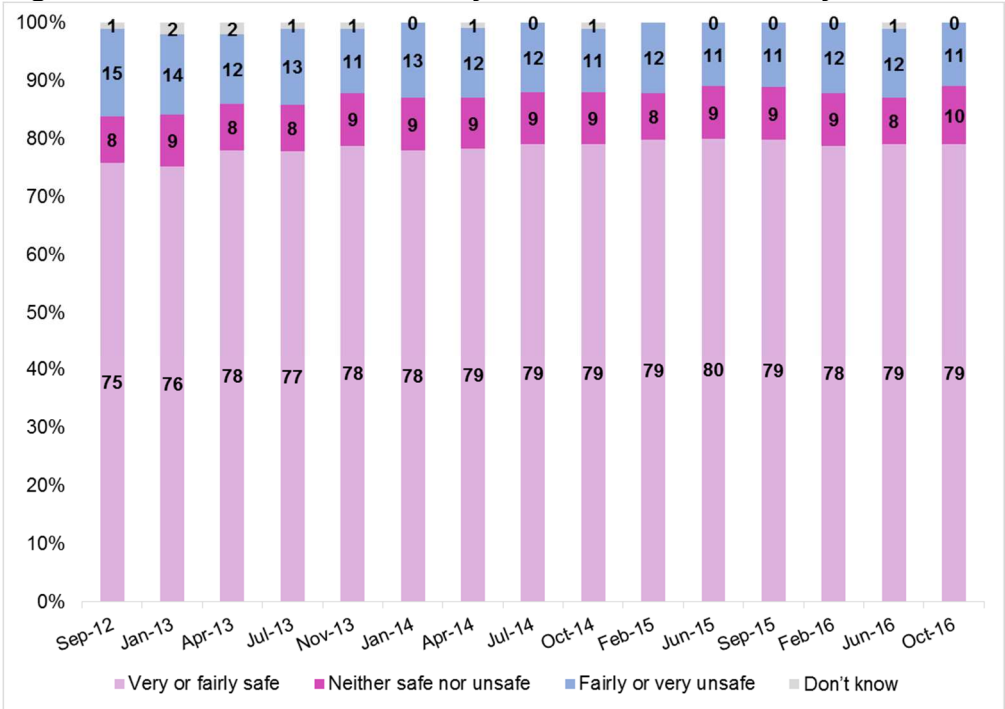
¹⁰ 'Neither' was not read out to respondents as an answer option but the interviewer could code it if it was given spontaneously.

¹¹ 'None of the above' was not read out to respondents as an answer option but the interviewer could code it if it was given spontaneously

Community safety

Most respondents said they felt safe in their local area. Seventy nine per cent said they felt ‘very safe’ or ‘fairly safe’ after dark; this is similar to recent rounds (see Figure 10).

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

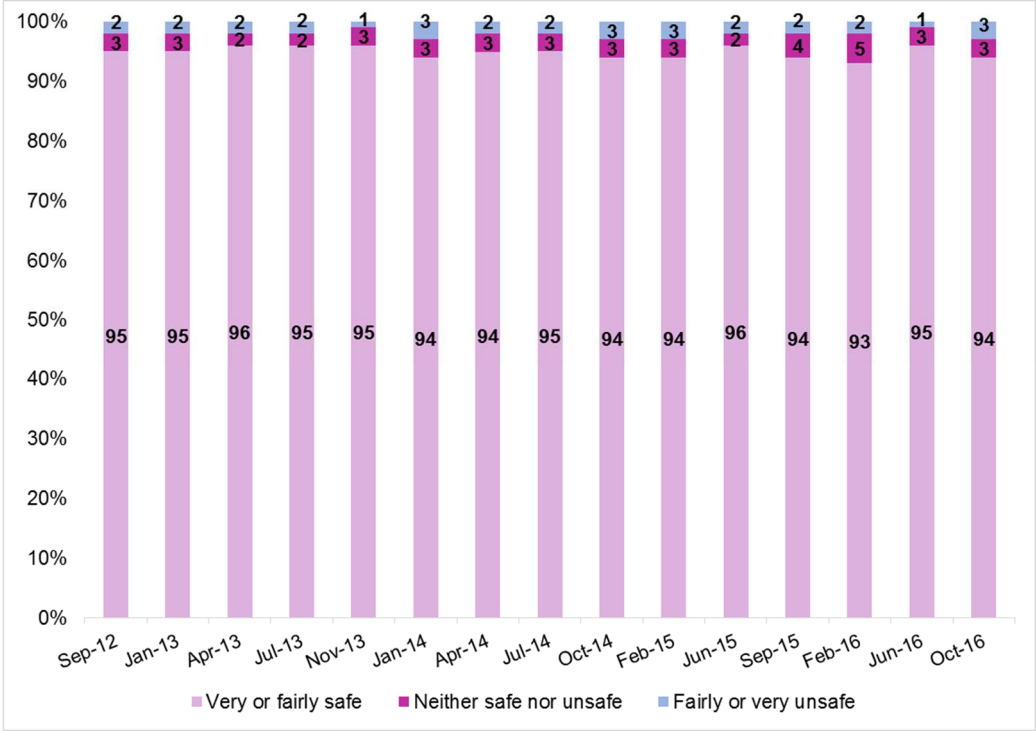


Base (all respondents): 1,002 British adults in October 2016

As Figure 11 shows, respondent feelings of safety during the day in their local area also remain high, with 94 per cent saying that they felt ‘very safe’ or ‘fairly safe’ – a similar level to previous rounds.

¹² Local area was defined as “the area within 15 – 20 minutes walking distance from your home”.

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



Base (all respondents): 1,002 British adults in October 2016

Service specific satisfaction

Respondents were invited to indicate how satisfied or dissatisfied they were with the following key services:

- 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

Respondents’ views remained positive for the majority of services in this round (see Figure 12). As in all previous rounds, the level of satisfaction with waste collection was higher than overall satisfaction with how the council runs things; 79 per cent were fairly or very satisfied with waste collection, compared to 68 per cent for overall satisfaction with the way one’s local council runs things (Figure 2). Satisfaction with

¹³ Local area was defined as “the area within 15 – 20 minutes walking distance from your home”.

street cleaning was also higher than overall satisfaction with the council, at 71 per cent.

Road maintenance and pavement maintenance continue to have the highest levels of dissatisfaction. In this round, 41 per cent were very or fairly dissatisfied with road maintenance, whilst 29 per cent were very or fairly dissatisfied with pavement maintenance.

As Figure 13 shows, levels of satisfaction with specific services have remained fairly stable since the polling began in September 2012, although several notable changes were observed in this round.

Tables showing the full set of service-specific satisfaction results can be found at Annex A.

Significant changes are:

- **Road maintenance:** Satisfaction with road maintenance is 45 per cent. Although not the highest level of satisfaction observed over the course of the polling, it is towards the higher end.
- **Library services:** At 62 per cent, satisfaction with library services is significantly lower than many previous rounds. The highest level of satisfaction with libraries that has ever been observed over the course of the polling was 71 per cent (July 2014).

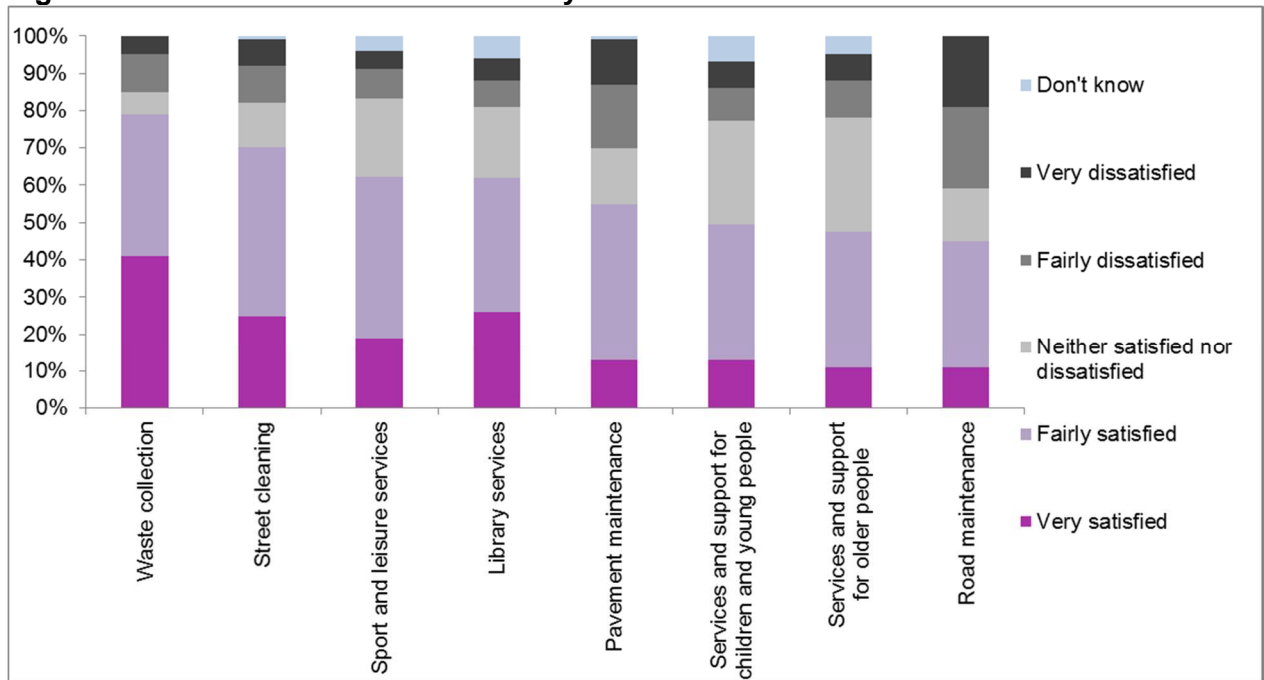
No significant change:

- **Waste collection:** Satisfaction stands at 79 per cent; a similar level to recent rounds.
- **Street cleaning:** Satisfaction with street cleaning was 71 per cent; whilst this is towards the lower end of the satisfaction levels observed over the course of the polling, the difference is not large enough to be statistically significant from recent rounds.
- **Pavement maintenance:** Satisfaction in this round was 55 per cent; a similar level to that observed in previous rounds.
- **Sport and leisure services**¹⁴: Satisfaction in this round was 63 per cent – similar to all previous rounds.
- **Services and support for older people:** Satisfaction was at 47 per cent in this round; a similar level to most previous rounds. The majority of remaining respondents answered 'neither satisfied nor dissatisfied' (31 per cent) rather than being actively dissatisfied – this relatively high proportion answering neutrally could reflect that many respondents will not have direct experience of this service.
- **Services and support for children and young people:** A similar picture can be observed here as for services for older people. Satisfaction was at 50 per

¹⁴ Note that as this question was asked of all respondents, the base includes those that may not have used particular services.

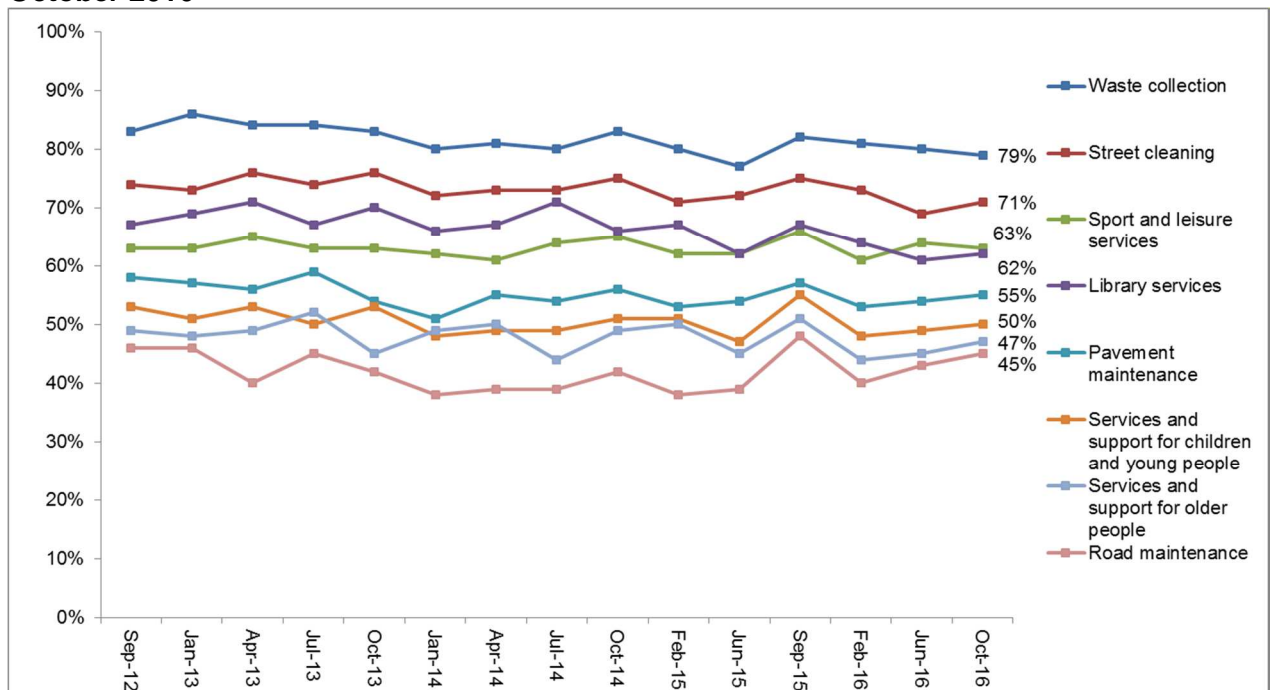
cent in this round; a similar level to most previous rounds. The majority of remaining respondents answered 'neither satisfied nor dissatisfied' (28 per cent) rather than being actively dissatisfied.

Figure 12: Levels of satisfaction with key council services – October 2016



Base (all respondents): 1,002 British adults in October 2016

Figure 13: Proportion very or fairly satisfied with each service: September 2012 – October 2016



Base (all respondents): 1,002 British adults in October 2016

The media

Respondents were asked whether, overall, they thought that the media had viewed the following organisations positively or negatively in the last few months:

- the government
- local councils across the country
- their own local council.

As with the previous rounds of polling, on balance, respondents said the media had relayed positive or neutral, rather than negative, messages about local government. National government fared less well on this measure.

Regarding the government, the proportion of respondents observing positive coverage was 19 per cent, an increase from a low of 15 per cent in the previous round. Observed negative coverage of the government was also higher than most previous rounds (55 per cent). These increases were offset by a relatively low level of respondents answering 'neither positively nor negatively' compared to previous rounds (24 per cent).

When asked about one's own council, 33 per cent of respondents observed generally positive coverage – a return to previous levels, following a dip in the previous two polls (which stood at 28 per cent in June 2016 and 22 per cent in February 2016).

A similar pattern can be seen when looking at observed coverage of local councils across the country - 24 per cent of respondents observed overall positive coverage – a return to the levels generally observed, following a dip in the previous two polls (which stood at 19 per cent in June 2016 and 15 per cent in February 2016).

Figure 14 shows the proportion of respondents who said that media coverage had been positive, since September 2012. Table 1 shows the results for all answer options since October 2013; 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): 1,002 British adults in October 2016

Table 1: Overall, do you think that the media has viewed the following positively or negatively in the last few months?

		Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
		2014			2015			2016		
		%								
The Government	Positively	16	19	17	22	29	27	23	15	19
	Neither positively/negatively	29	26	30	29	29	27	34	26	24
	Negatively	51	54	49	47	40	43	40	56	55
	Don't know	4	2	4	2	2	3	3	3	2
Local councils across the country	Positively	22	21	19	22	23	24	15	19	24
	Neither positively/negatively	39	36	42	34	43	41	50	41	37
	Negatively	30	36	32	40	30	29	29	33	33
	Don't know	9	7	7	5	5	6	6	7	7
Your local council	Positively	32	35	31	33	32	35	22	28	33
	Neither positively/negatively	40	36	43	39	44	41	53	46	39
	Negatively	21	23	19	23	19	18	20	20	21
	Don't know	7	6	7	5	4	5	6	7	7

Base (all respondents): 1,002 British adults in October 2016

Annex A: Time series data

Overall satisfaction with local area

Table A1: Overall, how satisfied or dissatisfied are you with your local area as a place to live? ¹⁵															
	Sep 2012	Jan ¹⁶	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2013				2014				2015			2016			
	%														
Very or fairly satisfied	84	84	82	85	84	83	82	80	82	80	82	83	81	82	83
Very satisfied	34	28	34	34	34	30	28	31	29	28	31	37	31	33	33
Fairly satisfied	50	57	48	51	50	53	54	50	53	52	51	46	50	49	50
Neither satisfied nor dissatisfied	9	9	9	8	9	7	10	9	8	8	9	8	8	9	10
Fairly dissatisfied	5	4	5	4	4	5	6	6	5	7	6	6	8	6	5
Very dissatisfied	2	2	3	3	3	5	2	5	4	5	3	3	3	3	3
Don't know	0	*	1	*	*	0	*	0	*	*	0	*	0	*	0

Base (all respondents): 1,002 British adults in October 2016

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

¹⁶ Whilst the individual ‘very’ or ‘fairly’ answer options displayed in Table A1 for January 2013 appear to sum to 85 per cent, this is due to the fact the figures in the table have been rounded to the nearest whole number. Please note that this may also occur in other parts of the report where answer categories are combined.

Overall satisfaction with local council

Table A2: Overall, how satisfied or dissatisfied are you with the way your local council(s) runs things?																
	Sep	Jan ¹⁷	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct	
	2012	2013					2014				2015			2016		
	%															
Very or fairly satisfied	72	72	70	72	69	70	70	67	68	67	67	71	66	68	68	
Very satisfied	19	16	20	18	19	15	16	14	16	16	16	21	15	18	15	
Fairly satisfied	53	57	50	54	50	55	54	54	52	51	50	50	50	50	53	
Neither satisfied nor dissatisfied	12	13	13	12	14	13	16	15	16	13	16	13	12	17	18	
Fairly dissatisfied	10	9	9	8	10	10	8	11	9	11	10	9	14	10	8	
Very dissatisfied	4	4	7	6	6	6	6	7	6	8	6	7	8	5	5	
Don't know	1	2	2	1	1	*	1	*	1	*	1	*	*	*	*	

Base (all respondents): 1,002 British adults in October 2016

Value for money

Table A3: To what extent do you agree or disagree that your local council(s) provides value for money? ¹⁸																
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct	
	2012	2013					2014				2015			2016		
	%															
Strongly or tend to agree	56	51	51	52	51	53	48	49	51	53	51	56	50	51	49	
Strongly agree	10	9	11	11	12	9	11	12	11	11	9	13	11	12	11	
Tend to agree	46	42	40	42	39	44	37	37	41	41	42	42	39	39	39	
Neither agree nor disagree	21	29	25	26	25	23	31	27	25	24	22	23	24	26	30	
Tend to disagree	15	11	13	13	13	14	15	13	12	14	18	12	17	15	13	
Strongly disagree	6	7	7	8	8	9	7	9	10	9	8	8	8	7	7	

¹⁷ Whilst the individual 'very' or 'fairly' answer options displayed in Table A1 for January 2013 appear to sum to 73 per cent, this is due to the fact the figures in the table have been rounded to the nearest whole number.

¹⁸ 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."

Don't know	2	2	4	2	2	1	1	2	1	*	1	1	1	1	1
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Base (all respondents): 1,002 British adults in October 2016

Council responsiveness

Table A4: To what extent do you think your local council(s) acts on the concerns of local residents?															
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013				2014				2015			2016		
	%														
A great deal or fair amount	62	60	61	63	62	61	62	61	61	63	59	65	57	61	62
A great deal	8	9	10	8	10	8	9	9	9	10	8	10	9	9	10
A fair amount	54	52	51	54	52	53	53	52	52	53	51	54	48	52	52
Not very much	28	27	26	25	27	28	27	29	28	27	31	27	31	29	28
Not at all	5	6	7	7	7	7	8	9	7	7	7	7	9	6	7
Don't know	5	7	6	5	5	3	3	1	3	2	3	1	3	3	3

Base (all respondents): 1,002 British adults in October 2016

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?															
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013				2014				2015			2016		
	%														
Very or fairly well informed	66	69	65	66	66	66	65	64	66	64	61	63	61	63	66
Very well informed	17	17	17	15	17	14	14	15	15	14	12	16	13	16	13
Fairly well informed	49	52	48	51	49	51	51	49	51	49	49	47	48	47	53
Not very well informed	25	23	23	22	22	23	25	25	24	25	28	26	27	28	24
Not well informed at all	8	6	9	10	9	11	9	11	9	11	11	10	10	8	9
Don't know	1	2	2	1	2	1	1	*	1	1	1	1	1	*	1

Base (all respondents): 1,002 British adults in October 2016

Trust

Table A6: How much do you trust your local council(s)?															
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	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013				2014				2015			2016		
	%														
A great deal or fair amount	61	62	60	61	61	61	61	59	59	61	58	65	59	63	63
A great deal	10	7	9	9	10	8	8	8	9	8	8	9	9	10	10
A fair amount	51	55	51	53	51	52	53	51	50	53	50	55	50	53	52
Not very much	26	27	28	25	26	26	28	29	29	25	28	25	29	25	25
Not at all	10	8	10	11	12	12	10	11	11	13	13	9	11	12	11
Don't know	2	3	2	2	1	1	1	1	1	1	1	1	1	1	1

Base (all respondents): 1,002 British adults in October 2016

Table A7: Who do you trust most to make decisions about how services are provided in your local area?¹⁹													
	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct	
	2013		2014				2015			2016			
	%												
Your local council(s)	70	71	77	72	80	73	75	72	76	77	72	74	
The government	14	11	13	16	14	15	19	17	15	14	16	15	
Neither	13	16	8	11	5	10	6	11	7	8	11	10	
Don't know	3	2	2	2	1	1	1	1	1	1	1	1	

Base (all respondents): 1,002 British adults in October 2016

Table A8: And which individuals do you trust most to make decisions about how services are provided in your local area?²⁰											
	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct	
	2014				2015			2016			
	%										
Local councillors	76	73	75	72	73	70	75	74	71	74	
Members of parliament	9	9	13	11	12	14	12	12	12	12	
Government ministers	6	8	7	7	10	7	6	7	8	7	
None of the above	8	8	4	8	4	7	5	6	7	5	
Don't know	2	2	1	2	2	2	1	1	2	1	

Base (all respondents): 1,002 British adults in October 2016

¹⁹ 'Neither' was not read out to respondents as an answer option but the interviewer could code it if it was given spontaneously.

²⁰ 'None of the above' was not read out to respondents as an answer option but the interviewer could code it if it was given spontaneously.

Community safety

Table A9: How safe or unsafe do you feel when outside in your local area²¹.....after dark

	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013				2014				2015			2016		
	%														
Very or fairly safe	75	76	78	77	78	78	79	79	79	79	80	79	78	79	79
Very safe	27	30	32	33	34	32	31	33	34	35	37	37	38	34	35
Fairly safe	48	46	46	45	45	46	47	46	46	44	43	42	41	45	44
Neither safe nor unsafe	8	9	8	8	9	9	9	9	9	8	9	9	9	8	10
Fairly unsafe	12	9	8	10	7	9	7	7	7	9	7	7	8	8	8
Very unsafe	3	4	4	4	4	4	5	5	4	4	3	4	4	3	3
Don't know	1	2	2	1	1	*	1	*	1	*	*	*	*	1	*

Base (all respondents): 1,002 British adults in October 2016

Table A10: How safe or unsafe do you feel when outside in your local area²².....during the day

	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013				2014				2015			2016		
	%														
Very or fairly safe	95	95	96	95	95	94	94	95	94	94	96	94	93	95	94
Very safe	60	62	65	66	66	62	63	62	63	65	68	67	63	62	65
Fairly safe	35	33	31	29	29	32	32	33	31	29	28	27	30	33	30
Neither safe nor unsafe	3	3	2	2	3	3	3	3	3	3	2	4	5	3	3
Fairly unsafe	2	2	1	1	*	2	2	1	2	2	2	2	2	1	2
Very unsafe	*	*	1	1	1	1	1	1	1	1	*	*	1	*	1
Don't know	0	*	*	*	*	*	*	*	*	*	*	0	*	*	*

Base (all respondents): 1,002 British adults in October 2016

Service specific satisfaction

¹² Local area was defined as “the area within 15 – 20 minutes walking distance from your home”.

²² Local area was defined as “the area within 15 – 20 minutes walking distance from your home”.

Table A11: 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...

	... waste collection ²³														
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013				2014				2015			2016		
	%														
Very or fairly satisfied	83	86	84	84	83	80	81	80	83	80	77	82	81	80	79
Very satisfied	45	45	48	43	44	41	41	39	41	42	39	44	41	39	41
Fairly satisfied	37	41	36	41	39	39	39	41	42	38	38	38	40	41	38
Neither satisfied nor dissatisfied	5	4	4	4	4	5	6	4	4	4	5	6	5	6	6
Fairly dissatisfied	7	5	7	8	7	10	8	8	6	9	9	7	9	10	10
Very dissatisfied	5	5	5	5	5	5	6	7	7	7	8	5	5	4	5
Don't know	1	*	*	*	1	0	*	0	*	*	*	0	0	*	*

Base (all respondents): 1,002 British adults in October 2016

Table A11 continued...

	... street cleaning														
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013				2014				2015			2016		
	%														
Very or fairly satisfied	74	73	76	74	76	72	73	73	75	71	72	75	73	69	71
Very satisfied	27	26	30	27	26	24	24	25	25	27	24	29	26	24	25
Fairly satisfied	47	47	46	48	49	48	50	48	50	44	48	45	47	45	46
Neither satisfied nor dissatisfied	6	10	8	8	7	10	9	8	9	10	10	9	8	11	12
Fairly dissatisfied	12	10	9	10	10	10	11	12	9	10	11	9	11	12	10
Very dissatisfied	7	6	7	7	7	7	6	7	7	8	7	7	7	8	7
Don't know	1	2	1	1	1	1	1	*	1	*	*	1	*	*	1

Base (all respondents): 1,002 British adults in October 2016

²³ Note that in September 2012 respondents were asked about 'refuse collection'.

Table A11 continued...

... road maintenance															
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013				2014				2015			2016		
	%														
Very or fairly satisfied	46	46	40	45	42	38	39	39	42	38	39	48	40	43	45
Very satisfied	12	11	10	10	9	9	10	8	11	8	9	11	8	8	11
Fairly satisfied	35	35	30	35	32	29	30	31	31	30	30	37	32	35	34
Neither satisfied nor dissatisfied	10	12	8	11	9	11	12	14	14	11	12	13	12	13	14
Fairly dissatisfied	24	22	22	23	26	25	22	24	24	25	25	20	25	21	22
Very dissatisfied	19	20	28	20	22	26	26	22	20	27	23	19	23	23	19
Don't know	*	1	1	1	1	1	1	1	1	*	*	*	*	*	*

Base (all respondents): 1,002 British adults in October 2016

Table A11 continued...

... pavement maintenance															
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013				2014				2015			2016		
	%														
Very or fairly satisfied	58	57	56	59	54	51	55	54	56	53	54	57	53	54	55
Very satisfied	15	13	15	12	14	11	14	13	14	13	13	16	12	13	13
Fairly satisfied	43	44	41	47	41	39	42	41	42	41	41	41	41	41	42
Neither satisfied nor dissatisfied	9	12	11	9	11	15	14	15	12	13	12	14	15	15	15
Fairly dissatisfied	19	19	18	16	20	19	19	19	17	18	19	16	18	18	17
Very dissatisfied	13	10	15	14	14	14	11	11	14	15	14	12	13	13	12
Don't know	1	2	1	1	1	1	1	*	1	1	1	1	1	1	1

Base (all respondents): 1,002 British adults in October 2016

Table A11 continued...															
	... library services														
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013			2014				2015			2016			
	%														
Very or fairly satisfied	67	69	71	67	70	66	67	71	66	67	62	67	64	61	62
Very satisfied	34	29	30	32	32	30	27	30	31	30	31	29	26	26	26
Fairly satisfied	34	40	41	35	38	36	40	41	35	38	32	38	38	35	36
Neither satisfied nor dissatisfied	10	12	11	13	10	17	14	15	17	16	19	17	17	22	19
Fairly dissatisfied	7	5	6	5	6	7	7	6	5	6	9	7	8	7	7
Very dissatisfied	3	3	3	3	3	5	4	5	6	6	6	4	7	5	6
Don't know	12	11	10	11	10	5	7	3	7	5	4	5	5	5	6

Base (all respondents): 1,002 British adults in October 2016

Table A11 continued...															
... sport and leisure services															
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013			2014				2015			2016			
	%														
Very or fairly satisfied	63	63	65	63	63	62	61	64	65	62	62	66	61	64	63
Very satisfied	21	19	22	18	19	18	18	21	21	21	19	25	20	19	19
Fairly satisfied	42	43	43	45	44	44	43	42	44	41	43	42	40	45	44
Neither satisfied nor dissatisfied	13	16	14	13	14	17	18	17	16	17	19	16	19	19	21
Fairly dissatisfied	11	8	8	12	9	9	9	10	7	11	9	7	12	9	8
Very dissatisfied	5	5	5	5	5	6	6	6	7	6	5	6	5	4	5
Don't know	8	9	9	8	9	6	6	3	5	3	5	4	4	4	4

Base (all respondents): 1,002 British adults in October 2016

Table A11 continued...															
... services and support for older people															
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013			2014				2015			2016			
	%														
Very or fairly satisfied	49	48	49	52	45	49	50	44	49	50	45	51	44	45	47
Very satisfied	10	13	15	12	10	11	10	13	13	13	12	15	11	10	11
Fairly satisfied	39	35	34	40	35	38	39	31	36	38	33	36	33	34	37
Neither satisfied nor dissatisfied	19	21	21	20	23	28	27	31	25	28	28	26	28	33	31
Fairly dissatisfied	9	8	9	8	10	9	8	11	9	9	11	9	14	11	10
Very dissatisfied	4	5	5	5	7	8	5	6	6	7	9	8	8	5	7
Don't know	18	18	17	14	15	7	9	8	11	5	6	7	7	7	5

Base (all respondents): 1,002 British adults in October 2016

Table A11 continued...																
... services and support for children and young people																
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct	
	2012	2013				2014				2015			2016			
	%															
Very or fairly satisfied	53	51	53	50	53	48	49	49	51	51	47	55	48	49	50	
Very satisfied	14	14	15	15	14	14	11	16	12	13	12	16	12	13	13	
Fairly satisfied	39	38	38	35	39	34	38	33	40	38	35	38	36	36	37	
Neither satisfied nor dissatisfied	15	19	16	17	18	24	23	26	21	24	26	21	26	26	28	
Fairly dissatisfied	10	7	9	10	9	11	10	12	9	9	12	9	11	11	9	
Very dissatisfied	6	7	6	8	5	7	6	7	8	9	5	8	7	5	7	
Don't know	16	16	15	15	15	10	12	6	10	7	9	7	9	8	7	

Base (all respondents): 1,002 British adults in October 2016

Media coverage

Table A12a: Overall, do you think that the media has viewed the following positively or negatively in the last few months?																
The Government																
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct	
	2012	2013				2014				2015			2016			
	%															
Positively	19	16	18	22	20	24	16	19	17	22	29	27	23	15	19	
Neither positively nor negatively	23	28	29	20	20	23	29	26	30	29	29	27	34	26	24	
Negatively	54	50	46	52	54	49	51	54	49	47	40	43	40	56	55	
Don't know	4	6	7	6	5	4	4	2	4	2	2	3	3	3	2	

Base (all respondents): 1,002 British adults in October 2016

Table A12b: Overall, do you think that the media has viewed the following positively or negatively in the last few months?															
	Local councils across the country														
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013				2014				2015			2016		
	%														
Positively	23	19	22	25	24	26	22	21	19	22	23	24	15	19	24
Neither positively nor negatively	30	38	39	25	29	28	39	36	42	34	43	41	50	41	37
Negatively	34	31	27	34	34	37	30	36	32	40	30	29	29	33	33
Don't know	13	12	12	16	13	9	9	7	7	5	5	6	6	7	7

Base (all respondents): 1,002 British adults in October 2016

Table A12c: Overall, do you think that the media has viewed the following positively or negatively in the last few months?															
	Your local council														
	Sep	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Feb	Jun	Sep	Feb	Jun	Oct
	2012	2013				2014				2015			2016		
	%														
Positively	33	28	33	37	36	37	32	35	31	33	32	35	22	28	33
Neither positively nor negatively	34	43	41	27	30	32	40	36	43	39	44	41	53	46	39
Negatively	21	18	17	24	25	24	21	23	19	23	19	18	20	20	21
Don't know	12	11	9	13	9	7	7	6	7	5	4	5	6	7	7

Base (all respondents): 1,002 British adults in October 2016

Annex B: Polling questions

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

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Don't know

2. Overall, how satisfied or dissatisfied are you with the way your local council(s) runs things?

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
Don't know

3. 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.

To what extent do you agree or disagree that your local council(s) provides value for money?

Strongly agree
Tend to agree
Neither agree nor disagree
Tend to disagree
Strongly disagree
Don't know

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

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know

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

- Very well informed
- Fairly well informed
- Not very well informed
- Not well informed at all
- Don't know

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

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know

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

SELECT ONE ANSWER OPTION ONLY
RANDOMISE ORDER

- Your local council(s)
- The government
- Neither (not read out but the interviewer can code if given spontaneously)
- Don't know

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

SELECT ONE ANSWER OPTION 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)
- Don't know

9a. 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

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know

9b. 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

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe
- Don't know

10. 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...

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

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

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

- Positively
- Neither positively nor negatively
- Negatively
- Don't know

RANDOMISE ORDER

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



Local Government Association

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