

# Polling on resident satisfaction with councils: Round 21

October 2018



## 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>

## Contents

Methodology.....	4
Notes.....	6
Key findings.....	7
Key indicators.....	7
Satisfaction with council-provided services .....	8
Perceptions of safety.....	9
Trust in government and politicians.....	9
Media portrayal of government.....	10
Polling on resident satisfaction with councils.....	11
Overall satisfaction with local area .....	11
Overall satisfaction with local council .....	11
Value for money .....	12
Council responsiveness .....	13
Informed about the council.....	13
Trust in local council.....	14
Community safety .....	16
Service-specific satisfaction .....	18
Annex A: Full tables .....	23
Overall satisfaction with local area .....	23
Overall satisfaction with local council .....	24
Value for money .....	25
Council responsiveness .....	26
Informed about the council.....	27
Trust in local council.....	28
Community safety – after dark .....	30
Community safety – during the day.....	31
Service specific satisfaction – waste collection .....	32
Service specific satisfaction – street cleaning .....	33
Service specific satisfaction – road maintenance.....	34
Service specific satisfaction – pavement maintenance .....	35
Service specific satisfaction – library services .....	36
Service specific satisfaction – sport and leisure services.....	37
Service specific satisfaction – services and support for older people.....	38
Service specific satisfaction – services and support for children and young people .....	39
Service performance .....	40
Media coverage.....	41
Annex B: Polling questions.....	43

## Introduction

This report outlines the twenty first 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>

With the publication of *Are You Being Served*<sup>2</sup> in 2012 – 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, economic factors and social circumstances. 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 11 and 14 October 2018, a representative random sample of 1,001 British adults (aged 18 or over) was polled by telephone.<sup>3</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.*

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

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

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

*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 *Are You Being Served*<sup>2</sup> question set, the same question ordering, wording, definitions and preamble have been used to allow comparability.<sup>4</sup>

Two questions were added to this round of polling, which were previously asked in February 2018. One of these asked respondents if they thought their council’s services had improved, worsened or stayed the same over the last 12 months, and the other asked the same but for the following 12 months. The list of services included, waste collection, street cleaning, road maintenance, pavement maintenance, library services, sport and leisure services, services and support for older people, and services and support for children and young people.

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

## 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 twenty first round of polling in this series, and the paper examines trends since the first round in September 2012.<sup>5</sup> Differences between results are highlighted within the report where this is statistically significant.<sup>6</sup> Other movements in the data series not reaching statistical significance are viewed as notable changes.

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>5</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>6</sup> Statistical significance is tested at the 95 per cent level.

## Key findings

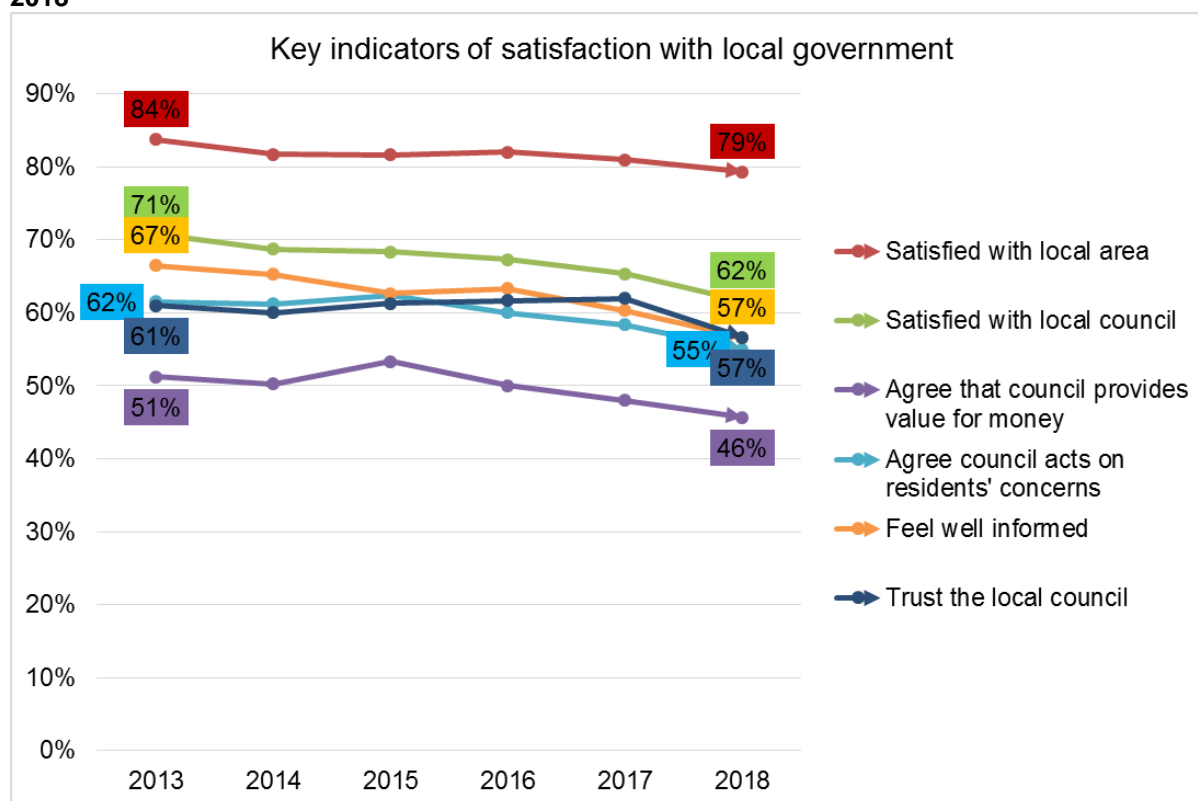
### Key indicators

The LGA's polling with residents used six indicators to measure how satisfied they are with their local area and council. The majority of respondents gave positive satisfaction ratings, with the exception of value for money. Furthermore, in this round, three of the six indicators returned the smallest proportion of positive replies across all 21 rounds. The following results were observed:

- **Satisfaction with local area:** 78 per cent of respondents were satisfied overall with their local area as a place to live – a strong level of satisfaction but the lowest across the time periods.
- **Satisfaction with way council runs things:** 60 per cent of respondents were satisfied overall with the way their local council runs things. This represents the majority of respondents but is the lowest across all rounds.
- **Feeling informed:** 58 per cent of respondents said their council keeps residents informed about the services and benefits it provides – a significantly higher proportion than the previous round (53 per cent).
- **Trust in council:** 57 per cent of respondents said they trusted their council either 'a great deal' or 'a fair amount' – the polling average is 60 per cent.
- **Responsiveness of council:** 56 per cent of respondents replied positively when asked if their council acts on the concerns of local residents – the polling average is 60 per cent.
- **Perceived value for money:** The proportion of respondents who 'strongly agreed' or 'tended to agree' that their council provides value for money stands at 44 per cent in this round, with a further 28 per cent giving a neutral response. This is lowest level of satisfaction for this indicator across the time periods.

Figure 1 shows the yearly average results for the key indicators of local government satisfaction for the last six years (2013 to 2018). The results show an average annual decline in satisfaction over the last six years – the drop between 2013 and 2018 is statistically significant across all six key indicators. The indicators with the largest percentage point drops in satisfaction across the time periods are 'feeling informed' and 'satisfaction with local council' (reductions of 10 and nine percentage points respectively from 2013 and 2018).

**Figure 1: Yearly averages for key indicators of satisfaction with local government: 2013 to 2018**



Base (all respondents): 4045 British adults in 2013; 4016 in 2014; 3020 in 2015; 3003 in 2016; 3012 in 2017; 3006 in 2018

### Satisfaction with council-provided services

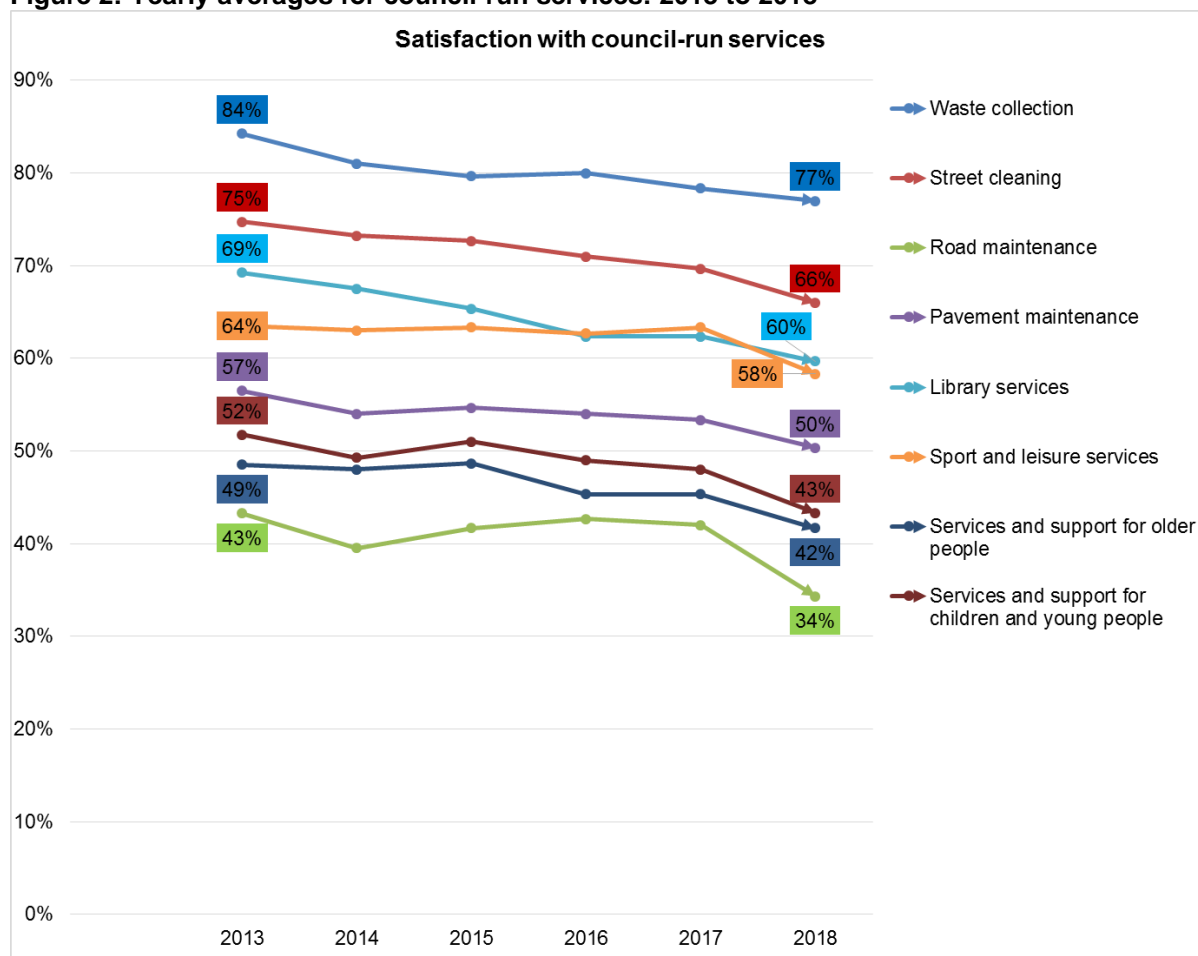
In February 2018, satisfaction with seven of the eight services included in the survey fell to their lowest levels (five being statistically significant drops). This time around there were no significant downward changes in the proportion of respondents who were satisfied overall with the services provided by their local council compared to the previous round in June 2018.

Four services did, however, drop to the lowest levels of satisfaction (or joint lowest) across all 21 rounds. First, waste collection (76 per cent) and street cleaning (65 per cent) – although both results are higher than overall satisfaction with one’s council. Second, services and support for both older people (41 per cent, also observed in February 2018) and younger people (43 per cent, also observed in February 2018).

Figure 2 shows the yearly average results for the seven council services included in the survey (from 2013 to 2018). Yearly averages generally show annual declines in satisfaction over the last six years – the drop between 2013 and 2018 is statistically significant for all service. Satisfaction with library services has seen the largest percentage point drops across the time periods (a reduction of 10 percentage points from 2013 and 2018).



**Figure 2: Yearly averages for council-run services: 2013 to 2018**



Base (all respondents): 4045 British adults in 2013; 4016 in 2014; 3020 in 2015; 3003 in 2016; 3012 in 2017; 3006 in 2018

## Perceptions of safety

The LGA's polling shows perceptions of safety when outside in one's local area during the day and after dark to be stable across all rounds of polling:

- **Feeling safe after dark:** 76 per cent of respondents indicated feeling safe when outside in their local area after dark (the polling average is 78 per cent).
- **Feeling safe during the day:** 93 per cent of respondents indicated feeling safe when outside in their local area during the day (the polling average is 94 per cent).

## Trust in government and politicians

Questions about trust in different forms of government, and also trust in politicians yielded results broadly consistent with previous rounds.

- **Form of government most trusted to make local decisions:** Consistent with previous rounds, a large gap was observed in the proportion of respondents selecting 'local council' (72 per cent) compared to 'the government' (14 per cent) and 'neither' (13 per cent) when asked who was

most trusted to make decisions about how services are provided in one's local area.

- **Politicians most trusted to make local decisions:** There was again a large gap in the proportion of respondents selecting 'local councillors' (70 per cent – figures for the past three rounds fell below this level) compared to 'members of parliament' (13 per cent) and 'government ministers' (five per cent) when asked which individuals were most trusted to make decisions about how services are provided in one's local area.

### **Media portrayal of government**

Across all time periods, this round observed the highest proportion of respondents who thought the media has viewed 'the government' and 'local councils across the country' negatively in the last few months. The findings were:

- **The government:** 65 per cent of respondents said the media had viewed 'the government' negatively in the last few months – a significantly higher proportion than 19 of the 20 previous rounds (the average is 52 per cent).
- **Local councils across the country:** The proportion of respondents selecting 'negatively' for 'all local councils across the country' was 44 per cent – a significantly higher proportion than 19 of the 20 previous rounds (the average is 34 per cent).
- **My local council:** 28 per cent of respondents reported that the media had portrayed 'my local council' negatively in the last few months – a significantly higher proportion than 18 of the 20 previous rounds (the average is 22 per cent).

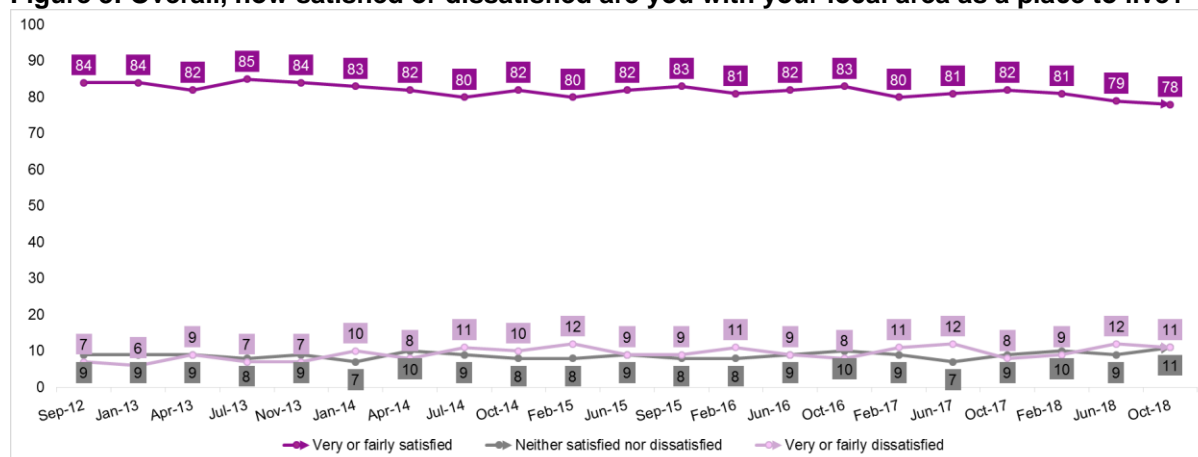
## Polling on resident satisfaction with councils

This section outlines the polling results for October 2018. Tables showing the full response breakdowns for every answer option can be found in Annex A.

### Overall satisfaction with local area

There continues to be high level of respondent agreement with the measure ‘satisfaction with one’s local area as a place to live’. In this round, 78 per cent of respondents were ‘very satisfied’ or ‘fairly satisfied’ with their local area as a place to live – the polling average is 82 per cent. This is the lowest satisfaction rating across the 21 rounds (a significantly lower proportion than 13 previous rounds) and contributes to a decrease in annual averages. See Figure 3.

**Figure 3: Overall, how satisfied or dissatisfied are you with your local area as a place to live?<sup>7</sup>**



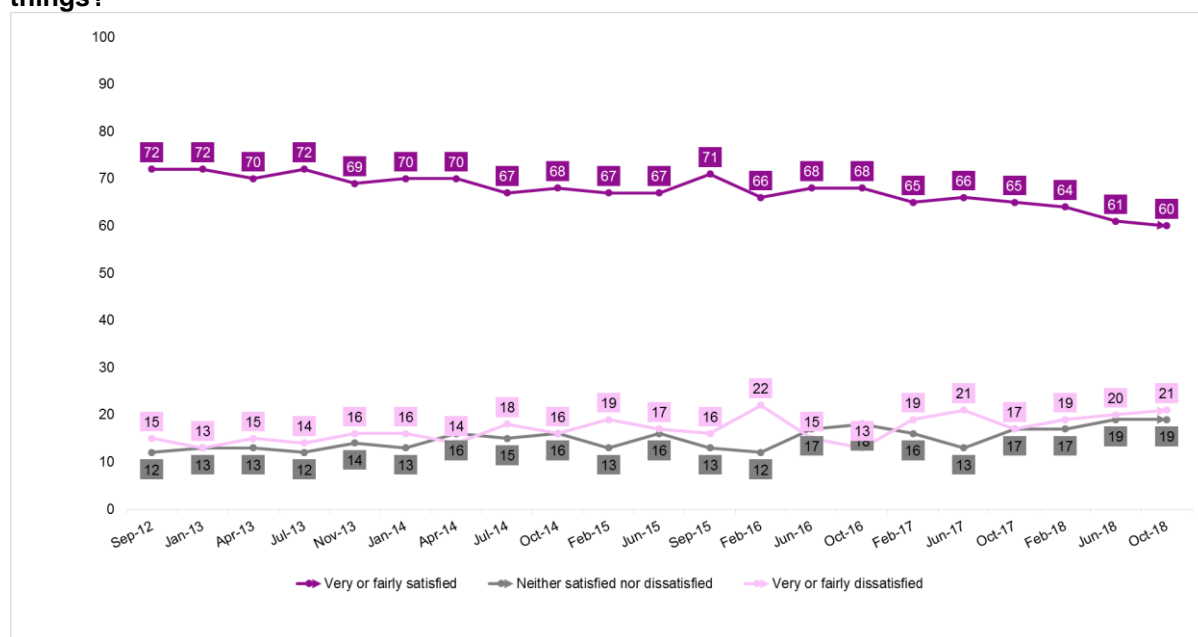
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-18

### Overall satisfaction with local council

In this round, 60 per cent of respondents were ‘very satisfied’ or ‘fairly satisfied’ with ‘the way their local council runs things’ (see Figure 4). Whereas this represents the majority of respondents, it is the lowest level of satisfaction observed across all 21 surveys, significantly lower than 17 rounds, and contributes to a decrease in annual averages.

<sup>7</sup> Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

**Figure 4: Overall, how satisfied or dissatisfied are you with the way your local council runs things?**

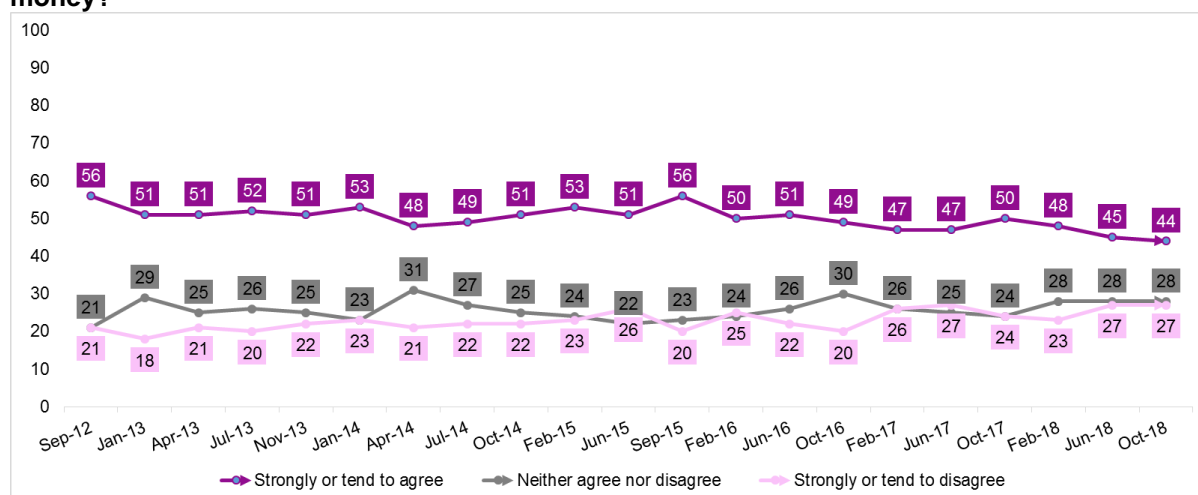


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-18

### Value for money

The proportion of respondents who, in this round, agreed that their council provides value for money is 44 per cent (see Figure 5) – this the lowest level of agreement across all 21 rounds (significantly lower than 15 rounds). Of the six indicators of resident satisfaction, perceptions about value for money have always received a much lower positive rating than the other measures (the polling average is 50 per cent).

**Figure 5: To what extent do you agree or disagree that your local council(s) provides value for money?<sup>8</sup>**



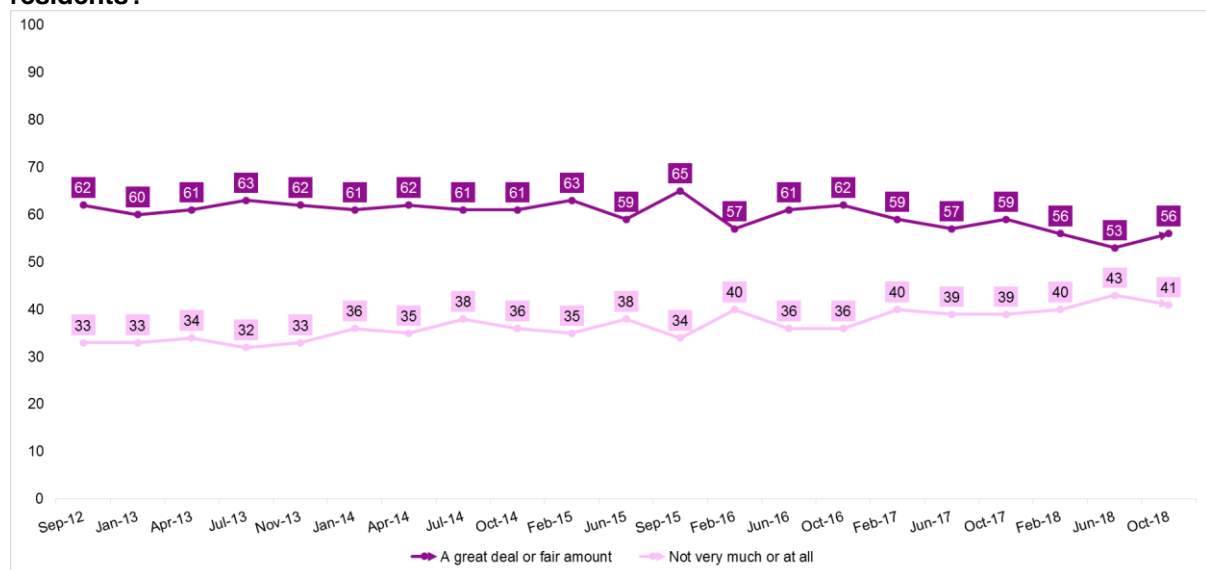
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-18

<sup>8</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

## Council responsiveness

Acting on residents' concerns is an important measure of local accountability as it looks at whether councils are perceived to be responsive to local issues and problems. Fifty six per cent of respondents in this round said that their council acts on the concerns of local residents either 'a great deal' or 'a fair amount' (see Figure 6). While the majority of respondents were pleased with their council's level of responsiveness, the current figure represents a significantly lower proportion than 12 previous rounds.

**Figure 6: 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-18

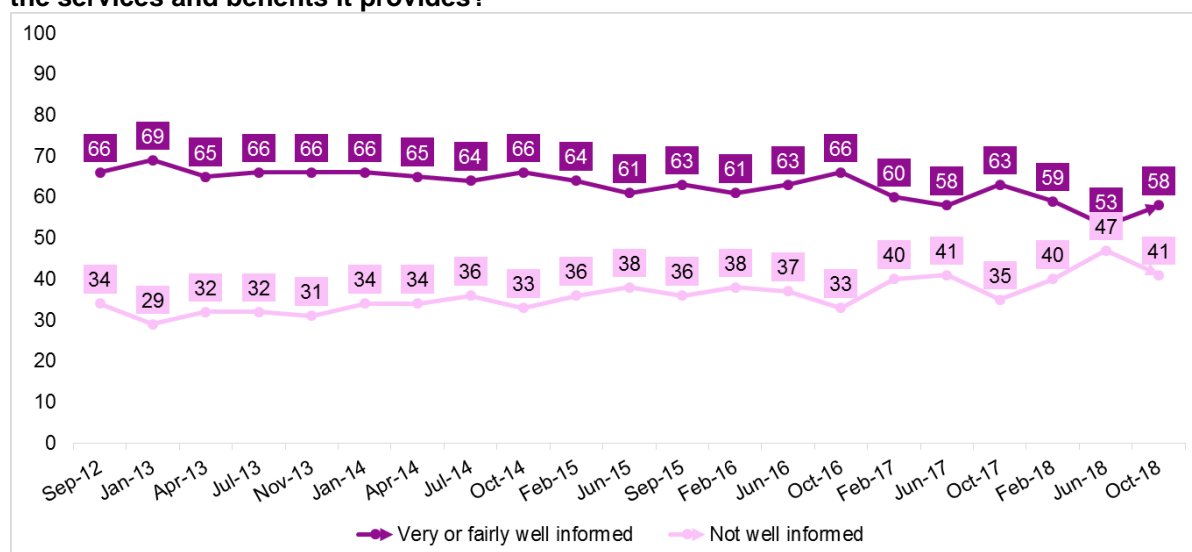
## Informed about the council

Fifty eight percent of respondents said their local council keeps residents 'very well informed' or 'fairly well informed' about the services and benefits it provides (see Figure 7). This represents a significantly higher proportion than the last round (53 per cent), but contributes to a steady decline in proportion of respondents who feel their council keeps them 'very well informed' or 'fairly well informed', based on yearly averages.

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

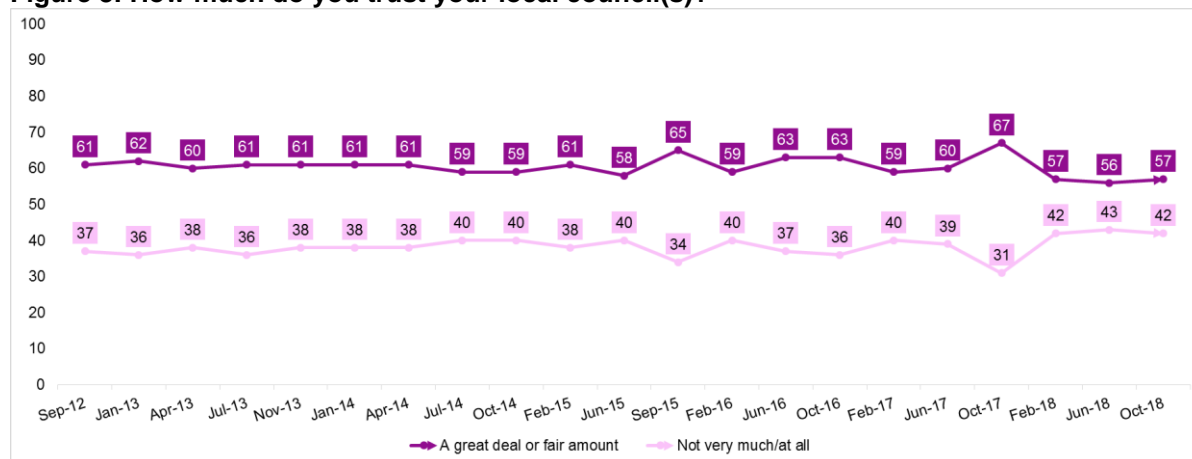


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-18

### Trust in local council

In this round, 57 per cent of respondents said they trusted their council either ‘a great deal’ or ‘a fair amount’ (see Figure 8), which is broadly similar to 14 previous rounds.<sup>9</sup>

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



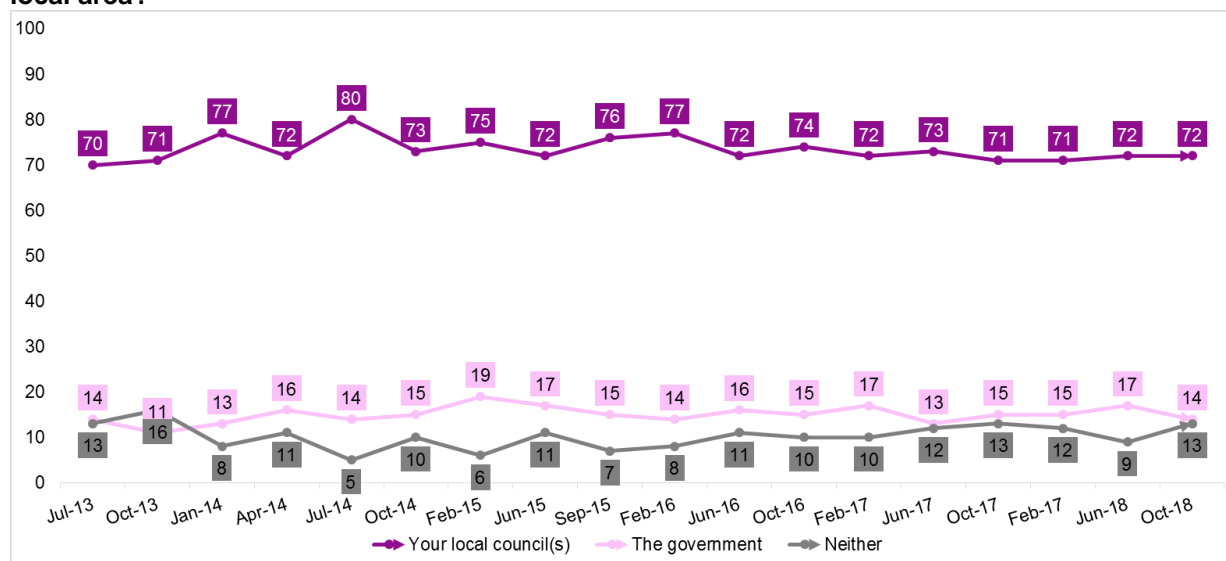
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-18

Consistent with all other rounds of polling, this survey shows public trust in local councils to be far greater than trust in Parliament when it comes to making decisions about how services are provided in local areas (see Figure 9). Asked who respondents most trusted when it came to local decision making, their ‘local council’,

<sup>9</sup> In October 2017 (round 18), the question “How much do you trust your local council(s)” was preceded by a supplementary question about council communications. This change to the question ordering could have impacted on the response gathered.

'the government' or 'neither', 72 per cent said their 'local council', 14 per cent said 'the government' and 13 per cent said 'neither'.

**Figure 9: Who do you trust most to make decisions about how services are provided in your local area?<sup>10</sup>**

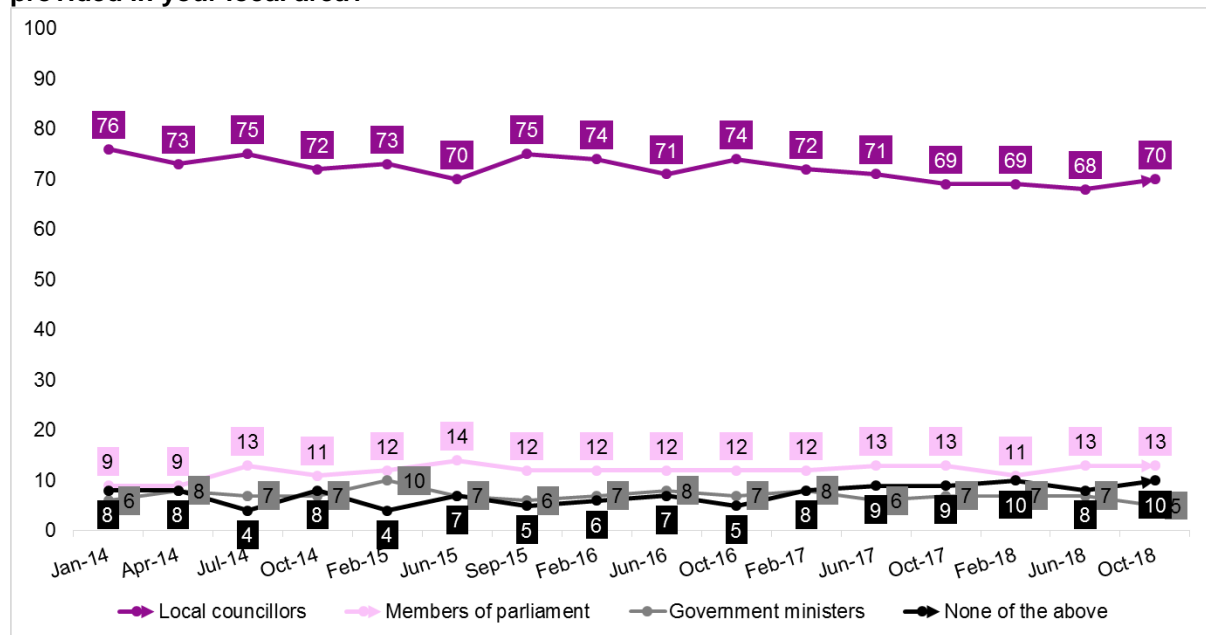


Base (all respondents): Between 1000 and 1009 British adults per round from Jun-13 to Oct-18

Respondents were asked which politicians they trusted the most to make decisions about how services are provided in their local area: 'local councillors', 'members of parliament' or 'government ministers'. The most trusted group by far was 'local councillors' with 70 per cent of respondents making this selection – a level of trust similar to the polling average of 72 per cent. Thirteen per cent of respondents said they most trusted 'members of parliament' to make decisions about services provided in their local area compared to five per cent for 'government ministers' and 10 per cent for 'none of these'. This question was introduced in January 2014. See Figure 10.

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

**Figure 10: And which individuals do you trust most to make decisions about how services are provided in your local area?<sup>11</sup>**



Base (all respondents): Between 1000 and 1009 British adults per round from Jan-14 to Oct-18

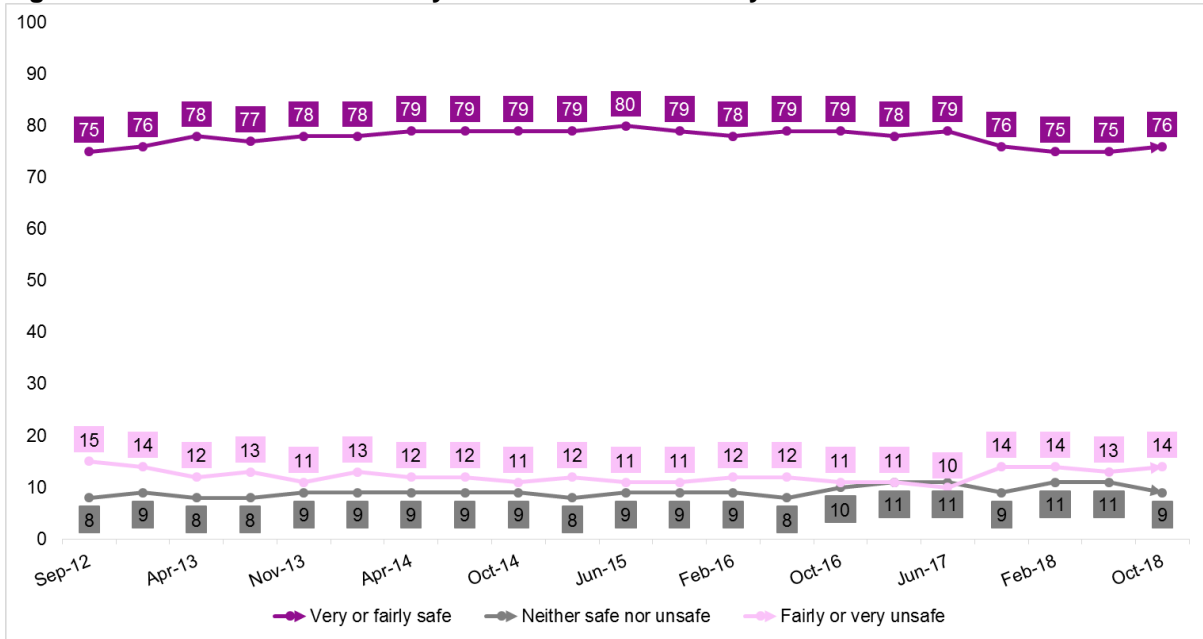
### Community safety

Perceptions of personal safety among respondents were broadly consistent with previous rounds of polling. Seventy six per cent said they felt ‘very safe’ or ‘fairly safe’ after dark; this is similar to previous rounds. The polling average is 78 per cent (see Figure 11).

<sup>11</sup> ‘None of the above’ was not read out to respondents as an answer option but the interviewer could code if it was given spontaneously



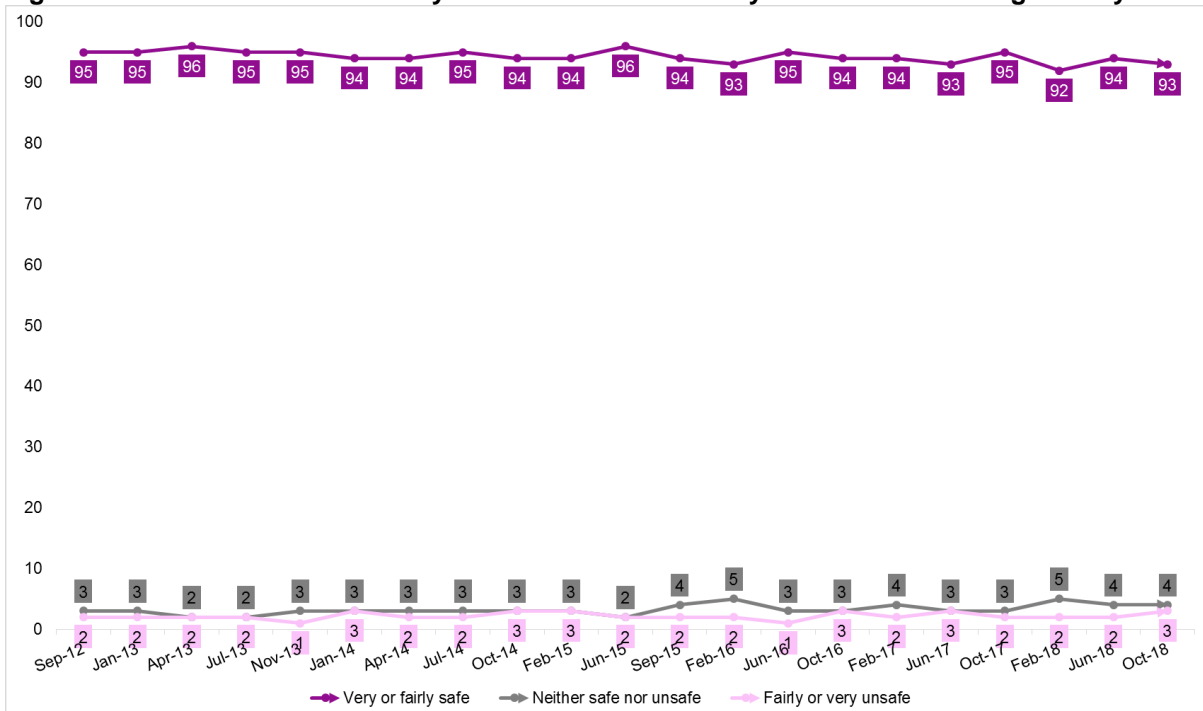
**Figure 11: How safe or unsafe do you feel when outside in your local area after dark<sup>12</sup>**



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-18

As Figure 12 shows, respondent feelings of safety during the day in their local area remains extremely high, with 93 per cent saying they felt ‘very safe’ or ‘fairly safe’ – the polling average is 94 per cent.

**Figure 12: How safe or unsafe do you feel when outside in your local area during the day<sup>13</sup>**



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-18

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

<sup>13</sup> Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

## **Service-specific satisfaction**

Respondents were invited to indicate how satisfied or dissatisfied they were with the following council services<sup>14</sup>: waste collection; street cleaning; road maintenance; pavement maintenance; library services; sport and leisure services; services and support for older people; and services and support for children and young people. Tables showing the full set of service-specific satisfaction results can be found at Annex A.

Five of the eight services presented in this round received positive feedback from most respondents (see Figure 13). The highest level of satisfaction across the eight services was with waste collection services (76 per cent were 'fairly satisfied' or 'very satisfied'). Again, as for all previous rounds, this result was higher than overall satisfaction with how one's council runs things (60 per cent, see Figure 4). The current result for waste collection, however, is the lowest level of satisfaction observed across all rounds of polling for this service.

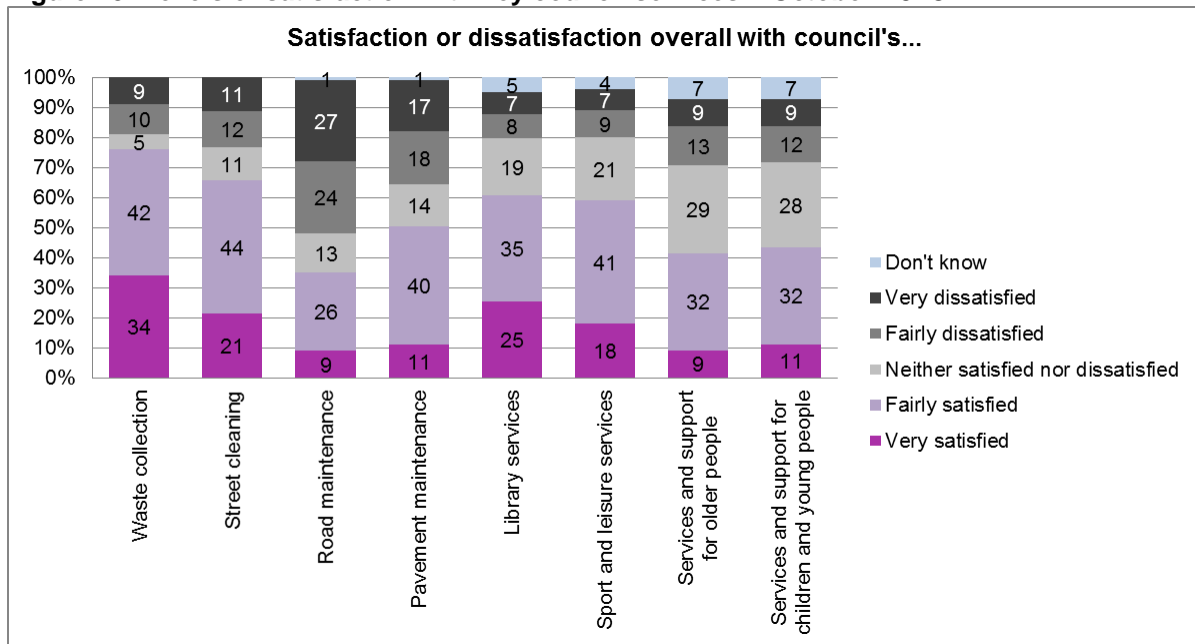
Satisfaction with street cleaning was also higher than overall satisfaction with the council, at 65 per cent – but like waste collection, is the lowest level of satisfaction observed across all rounds of polling for this service.

Of the eight services presented, road maintenance continues to have the highest level of dissatisfaction. In this round, 35 per cent of respondents were satisfied with their council's road maintenance (either 'very satisfied' or 'fairly satisfied'). A total of 51 per cent respondents were dissatisfied (either 'very dissatisfied' or 'fairly dissatisfied'), which is a significantly lower proportion than the previous round (when dissatisfaction rose to 58 per cent).

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

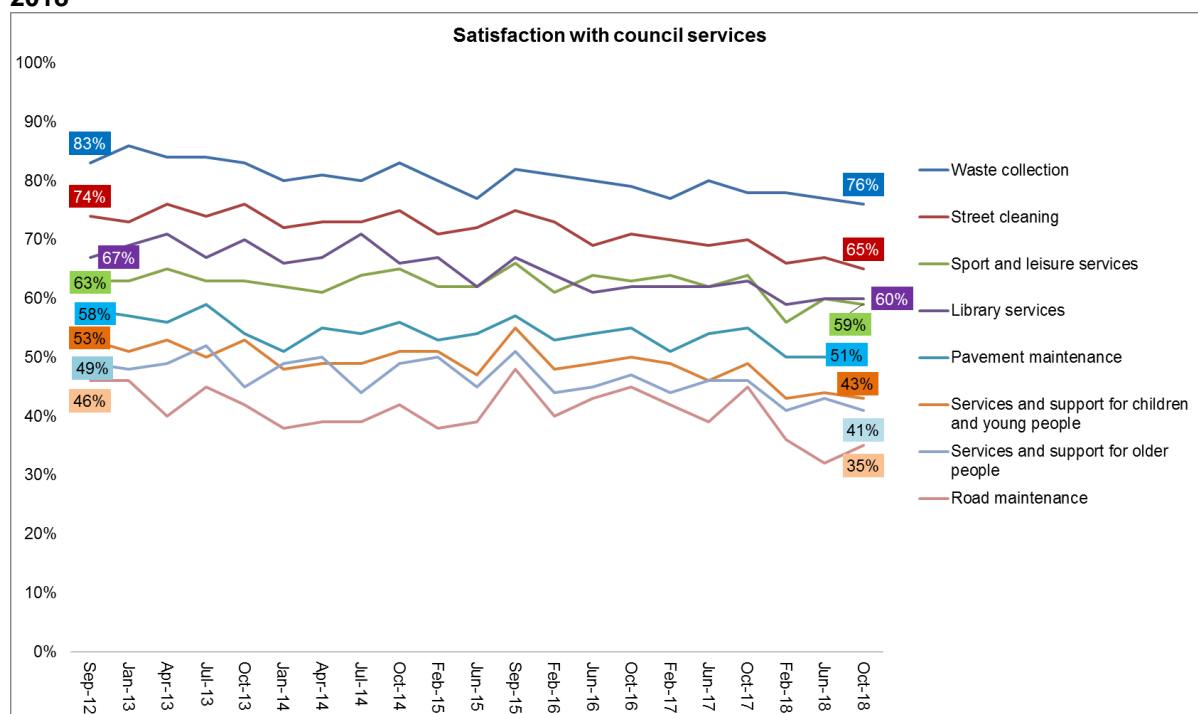
**Figure 13: Levels of satisfaction with key council services – October 2018**



Base (all respondents): 1001 British adults in Oct-2018

Levels of satisfaction with the eight council services presented in the survey have varied between nine and sixteen percentage points across the 21 rounds of polling (see Figure 14). The biggest variation can be observed for road maintenance which saw a satisfaction level of 48 per cent in September 2015 and a level of 32 per cent in the previous round (see Figure 14). Four of the eight services presented to respondents in this round received the lowest (or joint lowest) proportion of positive responses across all rounds, namely waste collection, street cleaning, services and support for older people and services and support for children and young people.

**Figure 14: Proportion ‘very satisfied’ or ‘fairly satisfied’ with each service: Sep-2012 to Oct-2018**



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Oct-18

Two questions were asked about service-specific satisfaction in this round, first introduced in February 2018: whether or not certain council services were perceived to have improved, worsened or stayed the same in the last 12 months – and respondents’ predictions for the next 12 months (see Table 1 and Table 2).

Most respondents took the view that services provided by their council had remained the same over the last 12 months, as was the case in February 2018. There were, however, some sizable variations. Consistent with the low satisfaction ratings given for road maintenance, 33 per cent of respondents said road maintenance had ‘worsened’ in the last 12 months, whereas only nine per cent said sport and leisure services had worsened. It is worth noting, as with previous questions, some respondents may not have used some of the council services presented within the survey.

**Table 1: Thinking about the last twelve months, do you think your council's...has improved, worsened or stayed the same?**

	Improved %		Worsened %		Stayed the same %		Don't know %	
	Feb-18	Oct-18	Feb-18	Oct-18	Feb-18	Oct-18	Feb-18	Oct-18
Waste collection	11	11	13	17	75	72	1	0
Street cleaning	7	9	15	14	76	76	2	1
Road maintenance	11	13	38	33	49	53	2	1
Pavement maintenance	8	7	21	20	68	71	2	1
Library Services	7	9	16	16	65	66	12	10
Sport and leisure services	13	16	8	9	66	67	13	8
Services and support for older people	6	6	16	16	59	65	18	13
Services and support for children and young people	9	10	14	14	57	64	20	13

Base (all respondents): 1001 British adults in Feb-18 and Oct-18

Thinking about the next 12 months, most respondents thought their council's services would stay the same, particularly waste collection (75 per cent) and street cleaning (75 per cent), however, more than a quarter thought road maintenance would worsen (27 per cent) and about one in five thought services and support for older people would worsen (21 per cent).

**Table 2: Thinking about the next twelve months, do you think your council's...will have improved, worsened or stayed the same?**

	Improved %		Worsened %		Stayed the same %		Don't know %	
	Feb-18	Oct-18	Feb-18	Oct-18	Feb-18	Oct-18	Feb-18	Oct-18
Waste collection	9	10	14	14	75	75	2	1
Street cleaning	10	9	15	15	72	75	4	2
Road maintenance	14	14	27	27	56	57	3	2
Pavement maintenance	13	10	19	18	65	70	4	2
Library Services	8	9	19	18	63	67	9	6
Sport and leisure services	14	16	14	11	64	68	8	6
Services and support for older people	11	12	22	21	56	61	11	7
Services and support for children and young people	14	19	17	16	56	57	13	8

Base (all respondents): 1001 British adults in Feb-18 and Oct-18

## Media portrayal of government

Respondents were asked whether, overall, they thought that the media had viewed the following forms of government positively or negatively in the last few months: ‘the government’; ‘local councils across the country’; and their own ‘local council’.

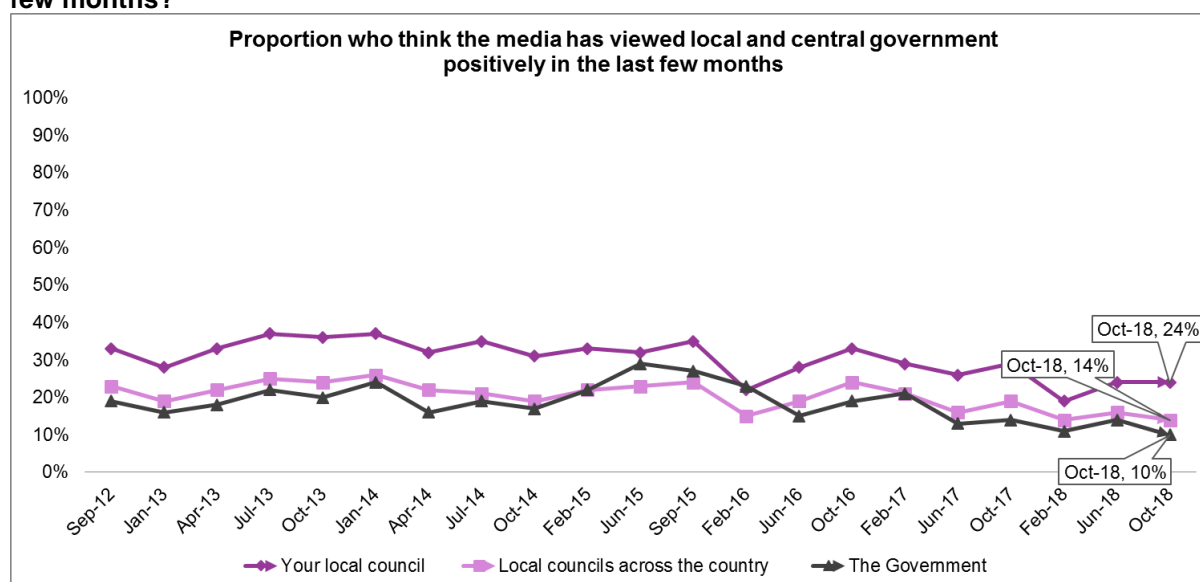
Regarding ‘the government’, the proportion of respondents observing positive coverage was 10 per cent, which is significantly lower than 19 previous rounds. The proportion observing negative coverage was 65 per cent – the highest level observed across all polls.

Concerning the media’s coverage of ‘local councils across the country’, 14 per cent of respondents observed overall positive coverage, which is significantly lower than 16 previous polls. Those observing negative coverage was 44 per cent – a significant increase from the previous round (33 per cent).

Asked about media coverage of their own ‘local council’, 24 per cent of respondents observed generally positive coverage – the polling average is 30 per cent. The proportion reporting negative coverage stands at 28 per cent in this round.

Figure 15 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 15: 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-18

## Annex A: Full tables

### Overall satisfaction with local area

<b>Table A1: Overall, how satisfied or dissatisfied are you with your local area as a place to live?<sup>15</sup></b>											
	Sep-12	Jan-13 <sup>16</sup>	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>Very or fairly satisfied</b>	<b>84</b>	<b>84</b>	<b>82</b>	<b>85</b>	<b>84</b>	<b>83</b>	<b>82</b>	<b>80</b>	<b>82</b>	<b>80</b>	<b>82</b>
Very satisfied	34	28	34	34	34	30	28	31	29	28	31
Fairly satisfied	50	57	48	51	50	53	54	50	53	52	51
Neither satisfied nor dissatisfied	9	9	9	8	9	7	10	9	8	8	9
Fairly dissatisfied	5	4	5	4	4	5	6	6	5	7	6
Very dissatisfied	2	2	3	3	3	5	2	5	4	5	3
Don't know	0	*	1	*	*	0	*	0	*	*	0

Base (all respondents): 1001 to 1036

<b>Table A1 continued...</b>											
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	
Round	12	13	14	15	16	17	18	19	20	21	
	%										
<b>Very or fairly satisfied</b>	<b>83</b>	<b>81</b>	<b>82</b>	<b>83</b>	<b>80</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>79</b>	<b>78</b>	
Very satisfied	37	31	33	33	37	35	37	31	30	31	
Fairly satisfied	46	50	49	50	43	46	46	50	49	47	
Neither satisfied nor dissatisfied	8	8	9	10	9	7	9	10	9	11	
Fairly dissatisfied	6	8	6	5	7	8	5	6	8	6	
Very dissatisfied	3	3	3	3	4	4	3	3	4	5	
Don't know	*	0	*	0	*	*	0	0	0	0	

Base (all respondents): 1000 to 1009

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

<sup>16</sup> 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-12	Jan-13 <sup>17</sup>	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>Very or fairly satisfied</b>	<b>72</b>	<b>72</b>	<b>70</b>	<b>72</b>	<b>69</b>	<b>70</b>	<b>70</b>	<b>67</b>	<b>68</b>	<b>67</b>	<b>67</b>
Very satisfied	19	16	20	18	19	15	16	14	16	16	16
Fairly satisfied	53	57	50	54	50	55	54	54	52	51	50
Neither satisfied nor dissatisfied	12	13	13	12	14	13	16	15	16	13	16
Fairly dissatisfied	10	9	9	8	10	10	8	11	9	11	10
Very dissatisfied	4	4	7	6	6	6	6	7	6	8	6
Don't know	1	2	2	1	1	*	1	*	1	*	1

Base (all respondents): 1001 to 1036

**Table A2 continued...**

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
<b>Very or fairly satisfied</b>	<b>71</b>	<b>66</b>	<b>68</b>	<b>68</b>	<b>65</b>	<b>66</b>	<b>65</b>	<b>64</b>	<b>61</b>	<b>60</b>
Very satisfied	21	15	18	15	17	17	20	15	14	12
Fairly satisfied	50	50	50	53	48	49	45	49	47	48
Neither satisfied nor dissatisfied	13	12	17	18	16	13	17	17	19	19
Fairly dissatisfied	9	14	10	8	11	13	12	12	12	13
Very dissatisfied	7	8	5	5	8	8	5	6	8	8
Don't know	*	*	*	*	*	1	*	1	*	*

Base (all respondents): 1000 to 1009

<sup>17</sup> 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.



## Value for money

**Table A3: To what extent do you agree or disagree that your local council(s) provides value for money?<sup>18</sup>**

	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>Strongly or tend to agree</b>	<b>56</b>	<b>51</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>53</b>	<b>48</b>	<b>49</b>	<b>51</b>	<b>53</b>	<b>51</b>
Strongly agree	10	9	11	11	12	9	11	12	11	11	9
Tend to agree	46	42	40	42	39	44	37	37	41	41	42
Neither agree nor disagree	21	29	25	26	25	23	31	27	25	24	22
Tend to disagree	15	11	13	13	13	14	15	13	12	14	18
Strongly disagree	6	7	7	8	8	9	7	9	10	9	8
Don't know	2	2	4	2	2	1	1	2	1	*	1

Base (all respondents): 1001 to 1036

**Table A3 continued...**

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
<b>Strongly or tend to agree</b>	<b>56</b>	<b>50</b>	<b>51</b>	<b>49</b>	<b>47</b>	<b>47</b>	<b>50</b>	<b>48</b>	<b>45</b>	<b>44</b>
Strongly agree	13	11	12	11	13	10	12	10	9	8
Tend to agree	42	39	39	39	34	37	38	38	36	36
Neither agree nor disagree	23	24	26	30	26	25	24	28	28	28
Tend to disagree	12	17	15	13	15	16	17	16	16	17
Strongly disagree	8	8	7	7	11	11	7	7	11	10
Don't know	1	1	1	1	1	1	1	1	*	1

Base (all respondents): 1000 to 1009

<sup>18</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."

## Council responsiveness

**Table A4: To what extent do you think your local council(s) acts on the concerns of local residents?**

	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>A great deal or fair amount</b>	<b>62</b>	<b>60</b>	<b>61</b>	<b>63</b>	<b>62</b>	<b>61</b>	<b>62</b>	<b>61</b>	<b>61</b>	<b>63</b>	<b>59</b>
A great deal	8	9	10	8	10	8	9	9	9	10	8
A fair amount	54	52	51	54	52	53	53	52	52	53	51
Not very much	28	27	26	25	27	28	27	29	28	27	31
Not at all	5	6	7	7	7	7	8	9	7	7	7
Don't know	5	7	6	5	5	3	3	1	3	2	3

Base (all respondents): 1001 to 1036

**Table A4 continued...**

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
<b>A great deal or fair amount</b>	<b>65</b>	<b>57</b>	<b>61</b>	<b>62</b>	<b>59</b>	<b>57</b>	<b>59</b>	<b>56</b>	<b>53</b>	<b>56</b>
A great deal	10	9	9	10	12	8	11	9	6	8
A fair amount	54	48	52	52	48	49	48	48	47	48
Not very much	27	31	29	28	31	31	33	32	34	32
Not at all	7	9	6	7	8	8	6	8	9	9
Don't know	1	3	3	3	1	3	3	4	4	3

Base (all respondents): 1000 to 1009

## 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-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>Very or fairly well informed</b>	<b>66</b>	<b>69</b>	<b>65</b>	<b>66</b>	<b>66</b>	<b>66</b>	<b>65</b>	<b>64</b>	<b>66</b>	<b>64</b>	<b>61</b>
Very well informed	17	17	17	15	17	14	14	15	15	14	12
Fairly well informed	49	52	48	51	49	51	51	49	51	49	49
Not very well informed	25	23	23	22	22	23	25	25	24	25	28
Not well informed at all	8	6	9	10	9	11	9	11	9	11	11
Don't know	1	2	2	1	2	1	1	*	1	1	1

Base (all respondents): 1001 to 1036

**Table A5 continued...**

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
<b>Very or fairly well informed</b>	<b>63</b>	<b>61</b>	<b>63</b>	<b>66</b>	<b>60</b>	<b>58</b>	<b>63</b>	<b>59</b>	<b>53</b>	<b>58</b>
Very well informed	16	13	16	13	14	11	13	13	10	9
Fairly well informed	47	48	47	53	46	47	50	47	42	49
Not very well informed	26	27	28	24	30	30	27	30	34	29
Not well informed at all	10	10	8	9	10	11	8	10	13	12
Don't know	1	1	*	1	*	1	1	1	*	*

Base (all respondents): 1000 to 1009

## Trust in local council

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

	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>A great deal or fair amount</b>	<b>61</b>	<b>62</b>	<b>60</b>	<b>61</b>	<b>61</b>	<b>61</b>	<b>61</b>	<b>59</b>	<b>59</b>	<b>61</b>	<b>58</b>
A great deal	10	7	9	9	10	8	8	8	9	8	8
A fair amount	51	55	51	53	51	52	53	51	50	53	50
Not very much	26	27	28	25	26	26	28	29	29	25	28
Not at all	10	8	10	11	12	12	10	11	11	13	13
Don't know	2	3	2	2	1	1	1	1	1	1	1

Base (all respondents): 1001 to 1036

**Table A6 continued...**

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
	12	13	14	15	16	17	18	19	20	21
	%									
<b>A great deal or fair amount</b>	<b>65</b>	<b>59</b>	<b>63</b>	<b>63</b>	<b>59</b>	<b>60</b>	<b>67</b>	<b>57</b>	<b>56</b>	<b>57</b>
A great deal	9	9	10	10	10	8	11	8	6	7
A fair amount	55	50	53	52	49	52	56	49	50	50
Not very much	25	29	25	25	28	28	24	30	31	30
Not at all	9	11	12	11	13	11	8	12	12	12
Don't know	1	1	1	1	*	1	2	1	1	1

Base (all respondents): 1000 to 1009

**Table A7: Who do you trust most to make decisions about how services are provided in your local area?<sup>19</sup>**

	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15
Round	4	5	6	7	8	9	10	11	12
	%								
Your local council(s)	<b>70</b>	<b>71</b>	<b>77</b>	<b>72</b>	<b>80</b>	<b>73</b>	<b>75</b>	<b>72</b>	<b>76</b>
The government	14	11	13	16	14	15	19	17	15
Neither	13	16	8	11	5	10	6	11	7
Don't know	3	2	2	2	1	1	1	1	1

Base (all respondents): 1001 to 1009

**Table A7 continued...**

	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	13	14	15	16	17	18	19	20	21
	%								
Your local council(s)	<b>77</b>	<b>72</b>	<b>74</b>	<b>72</b>	<b>73</b>	<b>71</b>	<b>71</b>	<b>72</b>	<b>72</b>
The government	14	16	15	17	13	15	15	17	14
Neither	8	11	10	10	12	13	12	9	13
Don't know	1	1	1	1	2	2	2	2	1

Base (all respondents): 1000 to 1007

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

**Table A8: And which individuals do you trust most to make decisions about how services are provided in your local area?<sup>20</sup>**

	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	6	7	8	9	10	11	12	13
	%							
Local councillors	76	73	75	72	73	70	75	74
Members of parliament	9	9	13	11	12	14	12	12
Government ministers	6	8	7	7	10	7	6	7
None of the above	8	8	4	8	4	7	5	6
Don't know	2	2	1	2	2	2	1	1

Base (all respondents): 1000 to 1009

**Table A8 continued...**

	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	14	15	16	17	18	19	20	21
	%							
Local councillors	71	74	72	71	69	69	68	70
Members of parliament	12	12	12	13	13	11	13	13
Government ministers	8	7	8	6	7	7	7	5
None of the above	7	5	8	9	9	10	8	10
Don't know	2	1	1	2	1	3	3	2

Base (all respondents): 1001 to 1007

<sup>20</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

## Community safety – after dark

**Table A9: How safe or unsafe do you feel when outside in your local area<sup>21</sup>.....after dark**

	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
Very or fairly safe	75	76	78	77	78	78	79	79	79	79	80
Very safe	27	30	32	33	34	32	31	33	34	35	37
Fairly safe	48	46	46	45	45	46	47	46	46	44	43
Neither safe nor unsafe	8	9	8	8	9	9	9	9	9	8	9
Fairly unsafe	12	9	8	10	7	9	7	7	7	9	7
Very unsafe	3	4	4	4	4	4	5	5	4	4	3
Don't know	1	2	2	1	1	*	1	*	1	*	*

Base (all respondents): 1001 to 1036

**Table A9 continued...**

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
Very or fairly safe	79	78	79	79	78	79	76	75	75	76
Very safe	37	38	34	35	34	34	34	33	33	35
Fairly safe	42	41	45	44	44	45	42	42	41	41
Neither safe nor unsafe	9	9	8	10	11	11	9	11	11	9
Fairly unsafe	7	8	8	8	7	7	10	9	9	9
Very unsafe	4	4	3	3	4	3	4	5	5	5
Don't know	*	*	1	*	*	*	1	1	1	*

Base (all respondents): 1000 to 1009

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

## Community safety – during the day

**Table A10: How safe or unsafe do you feel when outside in your local area<sup>22</sup>.....during the day**

	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>Very or fairly safe</b>	<b>95</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>95</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>94</b>	<b>94</b>	<b>96</b>
Very safe	60	62	65	66	66	62	63	62	63	65	68
Fairly safe	35	33	31	29	29	32	32	33	31	29	28
Neither safe nor unsafe	3	3	2	2	3	3	3	3	3	3	2
Fairly unsafe	2	2	1	1	*	2	2	1	2	2	2
Very unsafe	*	*	1	1	1	1	1	1	1	1	*
Don't know	0	*	*	*	*	*	*	*	*	*	*

Base (all respondents): 1001 to 1036

**Table A10 continued...**

	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
<b>Very or fairly safe</b>	<b>94</b>	<b>93</b>	<b>95</b>	<b>94</b>	<b>94</b>	<b>93</b>	<b>95</b>	<b>92</b>	<b>94</b>	<b>93</b>
Very safe	67	63	62	65	63	62	66	60	62	62
Fairly safe	27	30	33	30	31	31	29	32	32	31
Neither safe nor unsafe	4	5	3	3	4	3	3	5	4	4
Fairly unsafe	2	2	1	2	2	2	2	1	1	2
Very unsafe	*	1	*	1	*	1	1	1	1	1
Don't know	0	*	*	*	*	*	*	*	*	0

Base (all respondents): 1000 to 1009

<sup>22</sup> Local area was defined as “the area within 15 to 20 minutes walking distance from your home”.

## Service specific satisfaction – waste collection

**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 <sup>23</sup>										
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>Very or fairly satisfied</b>	<b>83</b>	<b>86</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>83</b>	<b>80</b>	<b>77</b>
Very satisfied	45	45	48	43	44	41	41	39	41	42	39
Fairly satisfied	37	41	36	41	39	39	39	41	42	38	38
Neither satisfied nor dissatisfied	5	4	4	4	4	5	6	4	4	4	5
Fairly dissatisfied	7	5	7	8	7	10	8	8	6	9	9
Very dissatisfied	5	5	5	5	5	5	6	7	7	7	8
Don't know	1	*	*	*	1	0	*	0	*	*	*

Base (all respondents): 1001 to 1036

**Table A11 continued...**

	waste collection <sup>24</sup>										
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	
Round	12	13	14	15	16	17	18	19	20	21	
	%										
<b>Very or fairly satisfied</b>	<b>82</b>	<b>81</b>	<b>80</b>	<b>79</b>	<b>77</b>	<b>80</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>76</b>	
Very satisfied	44	41	39	41	39	35	42	37	36	34	
Fairly satisfied	38	40	41	38	38	44	36	41	41	42	
Neither satisfied nor dissatisfied	6	5	6	6	6	4	6	7	6	5	
Fairly dissatisfied	7	9	10	10	10	9	9	10	9	10	
Very dissatisfied	5	5	4	5	7	7	6	6	8	9	
Don't know	0	0	*	*	*	0	*	*	*	0	

Base (all respondents): 1000 to 1009

<sup>23</sup> Note that in September 2012 respondents were asked about 'refuse collection'.

<sup>24</sup> Note that in September 2012 respondents were asked about 'refuse collection'.



## Service specific satisfaction – street cleaning

**Table A12: 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...**

	street cleaning										
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>Very or fairly satisfied</b>	<b>74</b>	<b>73</b>	<b>76</b>	<b>74</b>	<b>76</b>	<b>72</b>	<b>73</b>	<b>73</b>	<b>75</b>	<b>71</b>	<b>72</b>
Very satisfied	27	26	30	27	26	24	24	25	25	27	24
Fairly satisfied	47	47	46	48	49	48	50	48	50	44	48
Neither satisfied nor dissatisfied	6	10	8	8	7	10	9	8	9	10	10
Fairly dissatisfied	12	10	9	10	10	10	11	12	9	10	11
Very dissatisfied	7	6	7	7	7	7	6	7	7	8	7
Don't know	1	2	1	1	1	1	1	*	1	*	*

Base (all respondents): 1001 to 1036

**Table A12 continued...**

	street cleaning									
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
<b>Very or fairly satisfied</b>	<b>75</b>	<b>73</b>	<b>69</b>	<b>71</b>	<b>70</b>	<b>69</b>	<b>70</b>	<b>66</b>	<b>67</b>	<b>65</b>
Very satisfied	29	26	24	25	25	24	26	19	21	21
Fairly satisfied	45	47	45	46	45	45	44	46	46	44
Neither satisfied nor dissatisfied	9	8	11	12	10	8	10	12	9	11
Fairly dissatisfied	9	11	12	10	11	13	11	13	13	12
Very dissatisfied	7	7	8	7	9	10	9	9	10	11
Don't know	1	*	*	1	*	1	*	1	*	*

Base (all respondents): 1000 to 1009

## Service specific satisfaction – road maintenance

**Table A13: 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...**

	road maintenance										
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>Very or fairly satisfied</b>	<b>46</b>	<b>46</b>	<b>40</b>	<b>45</b>	<b>42</b>	<b>38</b>	<b>39</b>	<b>39</b>	<b>42</b>	<b>38</b>	<b>39</b>
Very satisfied	12	11	10	10	9	9	10	8	11	8	9
Fairly satisfied	35	35	30	35	32	29	30	31	31	30	30
Neither satisfied nor dissatisfied	10	12	8	11	9	11	12	14	14	11	12
Fairly dissatisfied	24	22	22	23	26	25	22	24	24	25	25
Very dissatisfied	19	20	28	20	22	26	26	22	20	27	23
Don't know	*	1	1	1	1	1	1	1	1	*	*

Base (all respondents): 1001 to 1036

**Table A13 continued...**

	road maintenance									
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
<b>Very or fairly satisfied</b>	<b>48</b>	<b>40</b>	<b>43</b>	<b>45</b>	<b>42</b>	<b>39</b>	<b>45</b>	<b>36</b>	<b>32</b>	<b>35</b>
Very satisfied	11	8	8	11	11	8	11	8	6	9
Fairly satisfied	37	32	35	34	31	31	34	28	26	26
Neither satisfied nor dissatisfied	13	12	13	14	11	11	13	13	10	13
Fairly dissatisfied	20	25	21	22	24	24	21	25	28	24
Very dissatisfied	19	23	23	19	22	26	21	25	29	27
Don't know	*	*	*	*	1	*	*	*	*	1

Base (all respondents): 1000 to 1009

## Service specific satisfaction – pavement maintenance

**Table A14: 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...**

	pavement maintenance										
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>Very or fairly satisfied</b>	<b>58</b>	<b>57</b>	<b>56</b>	<b>59</b>	<b>54</b>	<b>51</b>	<b>55</b>	<b>54</b>	<b>56</b>	<b>53</b>	<b>54</b>
Very satisfied	15	13	15	12	14	11	14	13	14	13	13
Fairly satisfied	43	44	41	47	41	39	42	41	42	41	41
Neither satisfied nor dissatisfied	9	12	11	9	11	15	14	15	12	13	12
Fairly dissatisfied	19	19	18	16	20	19	19	19	17	18	19
Very dissatisfied	13	10	15	14	14	14	11	11	14	15	14
Don't know	1	2	1	1	1	1	1	*	1	1	1

Base (all respondents): 1001 to 1036

**Table A14 continued...**

	pavement maintenance									
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
<b>Very or fairly satisfied</b>	<b>57</b>	<b>53</b>	<b>54</b>	<b>55</b>	<b>51</b>	<b>54</b>	<b>55</b>	<b>50</b>	<b>50</b>	<b>51</b>
Very satisfied	16	12	13	13	13	14	16	12	11	11
Fairly satisfied	41	41	41	42	38	40	38	38	39	40
Neither satisfied nor dissatisfied	14	15	15	15	16	12	11	15	15	14
Fairly dissatisfied	16	18	18	17	18	19	19	19	18	18
Very dissatisfied	12	13	13	12	15	15	14	15	16	17
Don't know	1	1	1	1	*	1	1	1	*	1

Base (all respondents): 1000 to 1009

## Service specific satisfaction – library services

**Table A15: 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...**

	library services										
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>Very or fairly satisfied</b>	<b>67</b>	<b>69</b>	<b>71</b>	<b>67</b>	<b>70</b>	<b>66</b>	<b>67</b>	<b>71</b>	<b>66</b>	<b>67</b>	<b>62</b>
Very satisfied	34	29	30	32	32	30	27	30	31	30	31
Fairly satisfied	34	40	41	35	38	36	40	41	35	38	32
Neither satisfied nor dissatisfied	10	12	11	13	10	17	14	15	17	16	19
Fairly dissatisfied	7	5	6	5	6	7	7	6	5	6	9
Very dissatisfied	3	3	3	3	3	5	4	5	6	6	6
Don't know	12	11	10	11	10	5	7	3	7	5	4

Base (all respondents): 1001 to 1036

**Table A15 continued...**

	... library services									
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
<b>Very or fairly satisfied</b>	<b>67</b>	<b>64</b>	<b>61</b>	<b>62</b>	<b>62</b>	<b>62</b>	<b>63</b>	<b>59</b>	<b>60</b>	<b>60</b>
Very satisfied	29	26	26	26	29	29	29	24	24	25
Fairly satisfied	38	38	35	36	33	33	33	35	36	35
Neither satisfied nor dissatisfied	17	17	22	19	21	18	19	19	23	19
Fairly dissatisfied	7	8	7	7	8	8	7	9	7	8
Very dissatisfied	4	7	5	6	6	6	5	6	6	7
Don't know	5	5	5	6	3	7	6	7	4	5

Base (all respondents): 1000 to 1009

## Service specific satisfaction – sport and leisure services

**Table A16: 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...**

	sport and leisure services										
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>Very or fairly satisfied</b>	<b>63</b>	<b>63</b>	<b>65</b>	<b>63</b>	<b>63</b>	<b>62</b>	<b>61</b>	<b>64</b>	<b>65</b>	<b>62</b>	<b>62</b>
Very satisfied	21	19	22	18	19	18	18	21	21	21	19
Fairly satisfied	42	43	43	45	44	44	43	42	44	41	43
Neither satisfied nor dissatisfied	13	16	14	13	14	17	18	17	16	17	19
Fairly dissatisfied	11	8	8	12	9	9	9	10	7	11	9
Very dissatisfied	5	5	5	5	5	6	6	6	7	6	5
Don't know	8	9	9	8	9	6	6	3	5	3	5

Base (all respondents): 1001 to 1036

**Table A16 continued...**

	sport and leisure services									
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
<b>Very or fairly satisfied</b>	<b>66</b>	<b>61</b>	<b>64</b>	<b>63</b>	<b>64</b>	<b>62</b>	<b>64</b>	<b>56</b>	<b>60</b>	<b>59</b>
Very satisfied	25	20	19	19	21	19	24	17	20	18
Fairly satisfied	42	40	45	44	43	42	40	40	40	41
Neither satisfied nor dissatisfied	16	19	19	21	21	17	18	24	22	21
Fairly dissatisfied	7	12	9	8	8	10	9	9	9	9
Very dissatisfied	6	5	4	5	6	6	4	5	6	7
Don't know	4	4	4	4	2	5	5	6	4	4

Base (all respondents): 1000 to 1009

## Service specific satisfaction – services and support for older people

**Table A17: 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...**

	services and support for older people										
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>Very or fairly satisfied</b>	<b>49</b>	<b>48</b>	<b>49</b>	<b>52</b>	<b>45</b>	<b>49</b>	<b>50</b>	<b>44</b>	<b>49</b>	<b>50</b>	<b>45</b>
Very satisfied	10	13	15	12	10	11	10	13	13	13	12
Fairly satisfied	39	35	34	40	35	38	39	31	36	38	33
Neither satisfied nor dissatisfied	19	21	21	20	23	28	27	31	25	28	28
Fairly dissatisfied	9	8	9	8	10	9	8	11	9	9	11
Very dissatisfied	4	5	5	5	7	8	5	6	6	7	9
Don't know	18	18	17	14	15	7	9	8	11	5	6

Base (all respondents): 1001 to 1036

**Table A17 continued...**

	services and support for older people									
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
<b>Very or fairly satisfied</b>	<b>51</b>	<b>44</b>	<b>45</b>	<b>47</b>	<b>44</b>	<b>46</b>	<b>46</b>	<b>41</b>	<b>43</b>	<b>41</b>
Very satisfied	15	11	10	11	12	11	13	9	9	9
Fairly satisfied	36	33	34	37	32	35	33	32	34	32
Neither satisfied nor dissatisfied	26	28	33	31	33	25	28	30	35	29
Fairly dissatisfied	9	14	11	10	11	12	10	11	11	13
Very dissatisfied	8	8	5	7	7	8	6	7	6	9
Don't know	7	7	7	5	5	9	11	11	5	7

Base (all respondents): 1000 to 1009

## Service specific satisfaction – services and support for children and young people

**Table A18: 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...**

	services and support for children and young people										
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
<b>Very or fairly satisfied</b>	<b>53</b>	<b>51</b>	<b>53</b>	<b>50</b>	<b>53</b>	<b>48</b>	<b>49</b>	<b>49</b>	<b>51</b>	<b>51</b>	<b>47</b>
Very satisfied	14	14	15	15	14	14	11	16	12	13	12
Fairly satisfied	39	38	38	35	39	34	38	33	40	38	35
Neither satisfied nor dissatisfied	15	19	16	17	18	24	23	26	21	24	26
Fairly dissatisfied	10	7	9	10	9	11	10	12	9	9	12
Very dissatisfied	6	7	6	8	5	7	6	7	8	9	5
Don't know	16	16	15	15	15	10	12	6	10	7	9

Base (all respondents): 1001 to 1036

**Table A18 continued...**

	services and support for children and young people									
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
<b>Very or fairly satisfied</b>	<b>55</b>	<b>48</b>	<b>49</b>	<b>50</b>	<b>49</b>	<b>46</b>	<b>49</b>	<b>43</b>	<b>44</b>	<b>43</b>
Very satisfied	16	12	13	13	14	12	14	10	10	11
Fairly satisfied	38	36	36	37	35	34	35	33	33	32
Neither satisfied nor dissatisfied	21	26	26	28	28	24	27	25	33	28
Fairly dissatisfied	9	11	11	9	10	11	7	12	10	12
Very dissatisfied	8	7	5	7	7	8	6	7	8	9
Don't know	7	9	8	7	6	10	10	12	6	7

Base (all respondents): 1000 to 1009

## Service performance

**Table A19a: Thinking about the last twelve months, do you think your council's...has improved, worsened or stayed the same?**

	Improved %		Worsened %		Stayed the same %		Don't know %	
	Feb-18	Oct-18	Feb-18	Oct-18	Feb-18	Oct-18	Feb-18	Oct-18
Waste collection	11	11	13	17	75	72	1	*
Street cleaning	7	9	15	14	76	76	2	1
Road maintenance	11	13	38	33	49	53	2	1
Pavement maintenance	8	7	21	20	68	71	2	1
Library Services	7	9	16	16	65	66	12	10
Sport and leisure services	13	16	8	9	66	67	13	8
Services and support for older people	6	6	16	16	59	65	18	13
Services and support for children and young people	9	10	14	14	57	64	20	13

Base (all respondents): 1001 British adults in Feb-18 and Oct-18

**Table A19b: Thinking about the next twelve months, do you think your council's...will have improved, worsened or stayed the same?**

	Improved %		Worsened %		Stayed the same %		Don't know %	
	Feb-18	Oct-18	Feb-18	Oct-18	Feb-18	Oct-18	Feb-18	Oct-18
Waste collection	9	10	14	14	75	75	2	1
Street cleaning	10	9	15	15	72	75	4	2
Road maintenance	14	14	27	27	56	57	3	2
Pavement maintenance	13	10	19	18	65	70	4	2
Library Services	8	9	19	18	63	67	9	6
Sport and leisure services	14	16	14	11	64	68	8	6
Services and support for older people	11	12	22	21	56	61	11	7
Services and support for children and young people	14	19	17	16	56	57	13	8

Base (all respondents): 1001 British adults in Feb-18 and Oct-18



## Media coverage

**Table A20a: Overall, do you think that the media has viewed the following positively or negatively in the last few months?**

	The Government										
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
Positively	19	16	18	22	20	24	16	19	17	22	29
Neither positively nor negatively	23	28	29	20	20	23	29	26	30	29	29
Negatively	54	50	46	52	54	49	51	54	49	47	40
Don't know	4	6	7	6	5	4	4	2	4	2	2

Base (all respondents): 1001 to 1036

**Table A20a continued...**

	The Government									
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
Positively	27	23	15	19	21	13	14	11	14	10
Neither positively nor negatively	27	34	26	24	26	25	24	20	25	22
Negatively	43	40	56	55	51	59	60	64	57	65
Don't know	3	3	3	2	2	2	3	4	3	3

Base (all respondents): 1000 to 1009

**Table A20b: 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-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
Positively	23	19	22	25	24	26	22	21	19	22	23
Neither positively nor negatively	30	38	39	25	29	28	39	36	42	34	43
Negatively	34	31	27	34	34	37	30	36	32	40	30
Don't know	13	12	12	16	13	9	9	7	7	5	5

Base (all respondents): 1001 to 1036

**Table A20b continued...**

	Local councils across the country									
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
Positively	24	15	19	24	21	16	19	14	16	14
Neither positively nor negatively	41	50	41	37	39	43	40	36	43	36
Negatively	29	29	33	33	35	33	34	43	33	44
Don't know	6	6	7	7	5	7	7	7	8	5

Base (all respondents): 1000 to 1009

**Table A20c: Overall, do you think that the media has viewed the following positively or negatively in the last few months?**

	Your local council										
	Sep-12	Jan-13	Apr-13	Jul-13	Oct-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15
Round	1	2	3	4	5	6	7	8	9	10	11
	%										
Positively	33	28	33	37	36	37	32	35	31	33	32
Neither positively nor negatively	34	43	41	27	30	32	40	36	43	39	44
Negatively	21	18	17	24	25	24	21	23	19	23	19
Don't know	12	11	9	13	9	7	7	6	7	5	4

Base (all respondents): 1001 to 1036

**Table A20c continued...**

	Your local council									
	Sep-15	Feb-16	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18
Round	12	13	14	15	16	17	18	19	20	21
	%									
Positively	35	22	28	33	29	26	29	19	24	24
Neither positively nor negatively	41	53	46	39	43	49	44	43	46	44
Negatively	18	20	20	21	24	20	20	30	23	28
Don't know	5	6	7	7	4	6	6	8	7	5

Base (all respondents): 1000 to 1009

## Annex B: Polling questions

*NOTE TO INTERVIEWERS: On treatment of 'don't know' throughout the survey: a specific reference to 'don't know' should not be included in the answer lists. The interviewer can, however, code this answer if it is given spontaneously.*

### INTRODUCTION

I would like to ask you some questions about your local council. Local councils are responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

If you live in an area with more than one council please think about the way in which they deliver services to you overall. This would include district and county councils. We are doing this to keep the survey simple as it is part of a national study.

#### **1. Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

Please consider your local area to be the area within 15–20 minutes walking distance from your home.

SELECT ONE ANSWER ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

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

SELECT ONE ANSWER ONLY

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

In considering the next question, please think about the range of services your local council(s) provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services your local council(s) provides to the community. We would like your general opinion.

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

SELECT ONE ANSWER ONLY

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

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

SELECT ONE ANSWER ONLY

- A great deal
- A fair amount
- Not very much
- Not at all

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

SELECT ONE ANSWER ONLY

- Very well informed
- Fairly well informed
- Not very well informed
- Not well informed at all

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

SELECT ONE ANSWER ONLY

- A great deal
- A fair amount
- Not very much
- Not at all

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

SELECT ONE ANSWER ONLY  
RANDOMISE ORDER

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

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

SELECT ONE ANSWER ONLY  
RANDOMISE ORDER

- Local councillors
- Members of parliament
- Government ministers
- None of the above (not read out but the interviewer can code if given spontaneously)

**9. How safe or unsafe do you feel when outside in your local area after dark?**

Please consider your local area to be the area within 15–20 minutes walking distance from your home

SELECT ONE ANSWER ONLY

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe

**10. How safe or unsafe do you feel when outside in your local area during the day?**

Please consider your local area to be the area within 15 – 20 minutes walking distance from your home

SELECT ONE ANSWER ONLY

- Very safe
- Fairly safe
- Neither safe nor unsafe
- Fairly unsafe
- Very unsafe

**11. I am going to read out a number of different types of services that are provided by your council(s) in your area. I would like you to tell me how satisfied or dissatisfied you are overall with your council's...**

SELECT ONE ANSWER ONLY PER OPTION

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

RANDOMISE ORDER

- Waste collection
- Street cleaning
- Road maintenance

- Pavement maintenance
- Library services
- Sport and leisure services
- Services and support for older people
- Services and support for children and young people

**12. Thinking about the last twelve months, do you think your council's ^NAME OF SERVICE^ has improved, worsened or stayed the same?**

SELECT ONE ANSWER ONLY PER OPTION

- Improved
- Worsened
- Stayed the same

RANDOMISE ORDER

**And how about?**

- 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

**13. Thinking about the next twelve months, do you think your council's ^NAME OF SERVICE^ will have improved, worsened or stayed the same?**

SELECT ONE ANSWER ONLY PER OPTION

- Improved
- Worsened
- Stayed the same

RANDOMISE ORDER

**And how about?**

- 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

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

SELECT ONE ANSWER ONLY PER OPTION

- Positively
- Neither positively nor negatively
- Negatively

RANDOMISE ORDER

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

**End and thanks.**



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