

Polling on resident satisfaction with councils: Round 26

June 2020



Acknowledgements

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Summary

The Local Government Association (LGA) measures resident satisfaction with councils every three to four months. This report presents the results of the twenty sixth round of polling conducted in June 2020. Six key indicators are used to measure residents' views of their local council. Respondents are also asked to indicate their level of satisfaction with nine council services. Other questions focus on perceptions of safety, trust in politicians/government and media coverage of councils. Additional questions are occasionally asked.

Methodology

Between 11 and 14 June 2020, a representative random sample of 1,000 British adults (aged 18 or over) was polled by telephone by Populus Data Solutions. The same set of questions is asked in the same order each round to allow for the reporting of any changes in the overall views of the general public about the reputation of local government. A full set of interview questions is included in Annex B for information.

Key messages

Satisfaction with local councils reached its highest level in this series of public polling. Each of the six key indicators used to measure resident satisfaction jumped significantly since the previous poll in February, and five measures achieved the greatest amount of positive feedback from respondents so far (the sixth was joint highest with a previous result). The biggest rises from the previous round are the proportion of respondents who are satisfied with the way their local council operates and the number who trust their local council, both increasing by 12 percentage points. For the first time, all six of the key measures of satisfaction were rated positively by at least 57 per cent of respondents – the 'value for money' measure typically averages at 50 per cent.

Results

- 87 per cent of respondents are 'very satisfied' or 'fairly satisfied' with their local area as a place to live.
- 75 per cent of respondents are 'very satisfied' or 'fairly satisfied' with the way their local council runs things.
- 69 per cent of respondents think their local council keep residents 'very well informed' or 'fairly well informed' about the services and benefits it provides.
- 68 per cent of respondents think their local council acts on the concerns of residents 'a great deal' or 'a fair amount'.
- 57 per cent of respondents 'strongly agree' or 'tend to agree' that their council provides value for money.

- 85 per cent of respondents are 'very satisfied' or 'fairly satisfied' with their council's parks and green spaces and 84 per cent feel the same way about waste collection.
- 73 per cent of respondents said they trust their local council to make decisions about how services are provided in their local area compared to 18 per cent who said they trusted the government and seven per cent said neither of the two options.
- 71 per cent of respondents singled out local councillors, as opposed to members of parliament (14 per cent) and government ministers (eight per cent), as the individuals they most trust to make decisions about how services are provided.

Introduction

This report outlines the twenty sixth 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 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 viewed as complementary to a wider approach aimed at understanding and responding to communities at a local level.

Comparison against national polls provides context and trends, and helps to identify possible relationships with other variables, but councils could include additional questions in their local surveys and conduct other engagement activities. Analysis of this information might help diagnose what other factors are driving satisfaction levels locally.

Methodology

Between 11 and 14 June 2020, a representative random sample of 1,000 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.

¹ Note that until October 2014, the polling was conducted quarterly. It was later 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 three 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*² question set, the same question ordering, wording, definitions and preamble have been used to allow comparability.⁴

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 sixth round of polling in this series, and the paper examines trends since the first round in September 2012.⁵ Differences between results are 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:

<https://www.local.gov.uk/our-support/research/research-publications/residents-satisfaction-surveys>

⁶ Statistical significance is tested at the 95 per cent level.

Polling on resident satisfaction with councils

This section outlines the polling results for June 2020. Tables showing the full response breakdowns for every answer option can be found in Annex A.

Summary of key indicators

Table 1 shows the results for the six key indicators of resident satisfaction alongside the previous round and the rolling average of polls. This round has recorded the highest level of satisfaction with local councils across this series of public polling. The biggest rises since the previous round are the proportion of respondents who are satisfied with the way their local council operates and the number who trust their local council – both increased significantly by 12 percentage points.

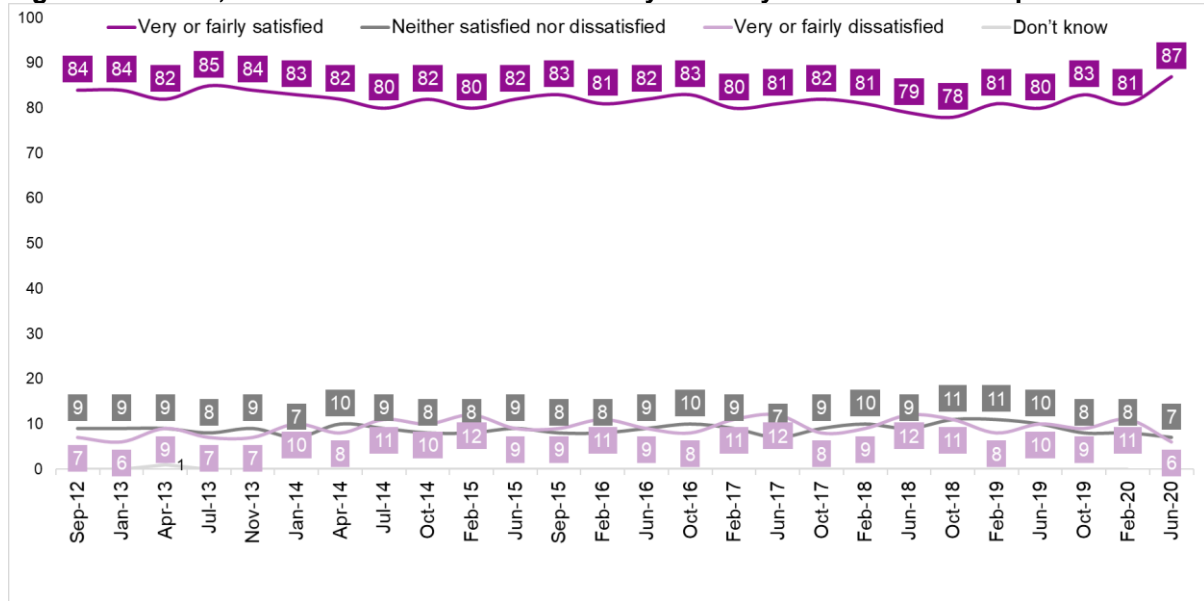
Table 1: Summary of positive responses for key measures				
	Average	Feb-20	Jun-20	Percentage point change from Feb-20
Round	1 to 26	25	26	
	%	%	%	p.p. ±
Satisfied with local area as a place to live	82	81	87	+6*
Satisfied with way local council runs things	67	63	75	+12*
Trusts the council	61	59	71	+12*
Feel well informed about council's services and benefits	63	60	69	+9*
Agree council acts on residents' concerns	60	57	68	+11*
Agree council provides value for money	50	48	57	+9*

Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-20. A statistically significant change from February 2020 is denoted with an '*'.

Overall satisfaction with local area

Satisfaction with one's area as a place to live reached the highest level so far in this series of public polling. A total of 87 per cent of respondents reported being 'very satisfied' or 'fairly satisfied'. Satisfaction has increased by six percentage points compared to February's result – the highest rise since polling started in 2012. This result is significantly higher than 21 of the previous 25 rounds of polling (see Figure 1).

Figure 1: Overall, how satisfied or dissatisfied are you with your local area as a place to live?⁷

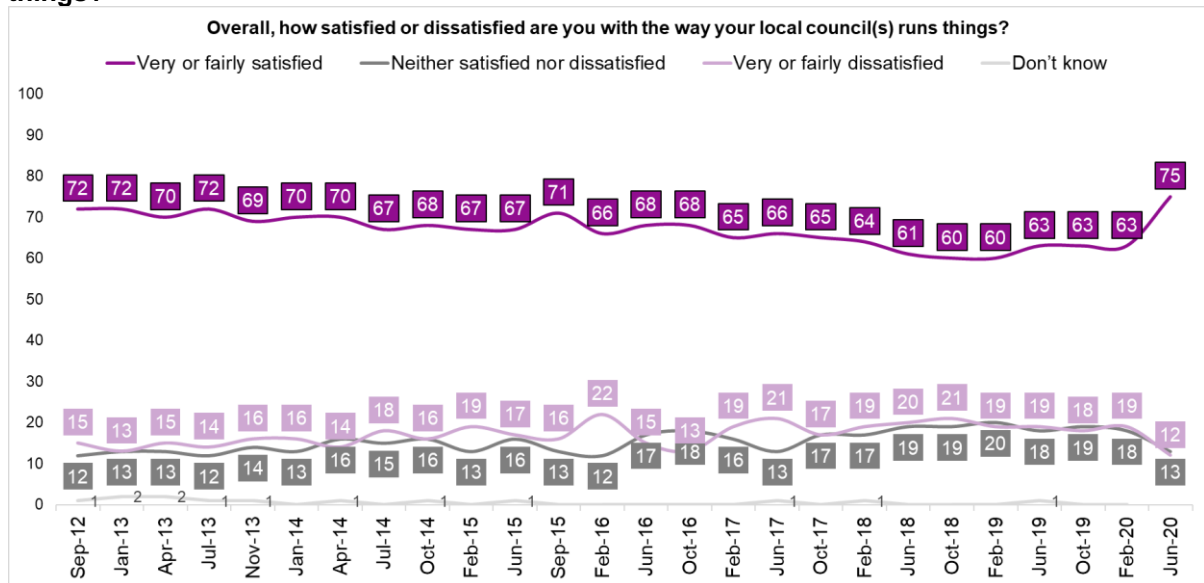


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-20

Overall satisfaction with local council

Satisfaction with the way one’s local council runs things reached its highest level so far in this series of public polling. Three quarters of respondents (75 per cent) were ‘very satisfied’ or ‘fairly satisfied’ with how their council is operating. This is a rise of 12 percentage points compared to February’s result – and is a significantly higher result than 21 of the 25 previous rounds. Satisfaction with one’s local council last passed the 70 per cent mark in September 2015 (see Figure 2).

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



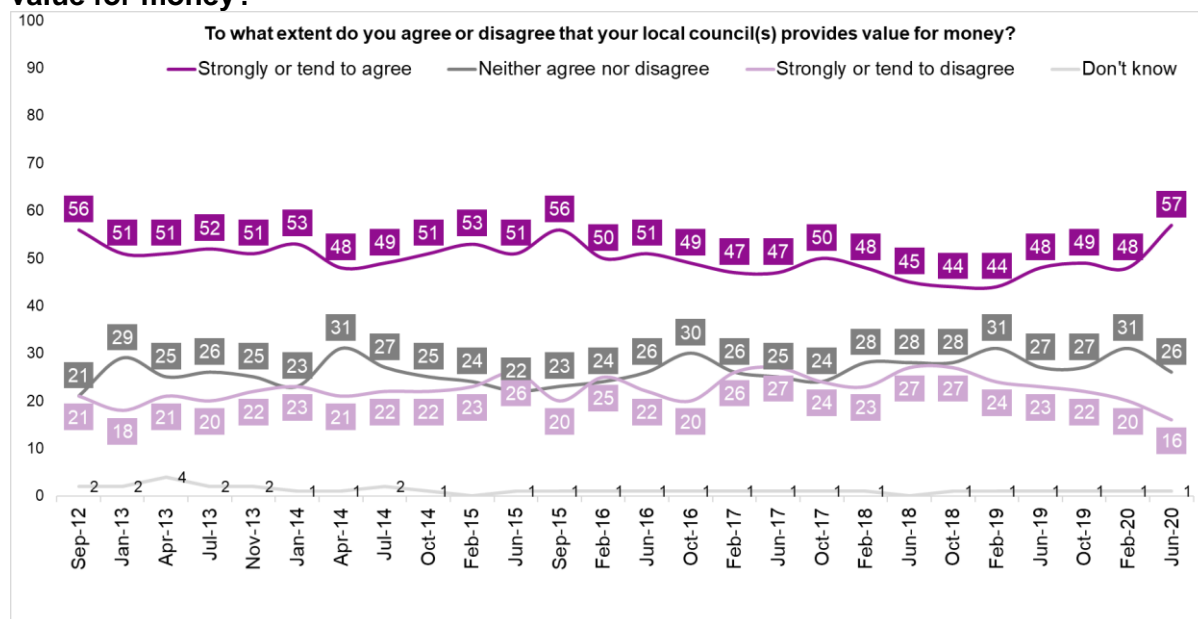
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-20

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

Value for money

Fifty seven percent of respondents agreed that their council provides value for money (see Figure 3) – the highest level so far in this series of public polling. The result is significantly higher result than 20 previous rounds and an increase of nine percentage points compared to February’s result. A further 26 per cent of respondents gave a neutral reply. Of the six indicators of resident satisfaction, perceptions about value for money have always received much lower positive ratings than the other measures.

Figure 3: To what extent do you agree or disagree that your local council(s) provides value for money?⁸



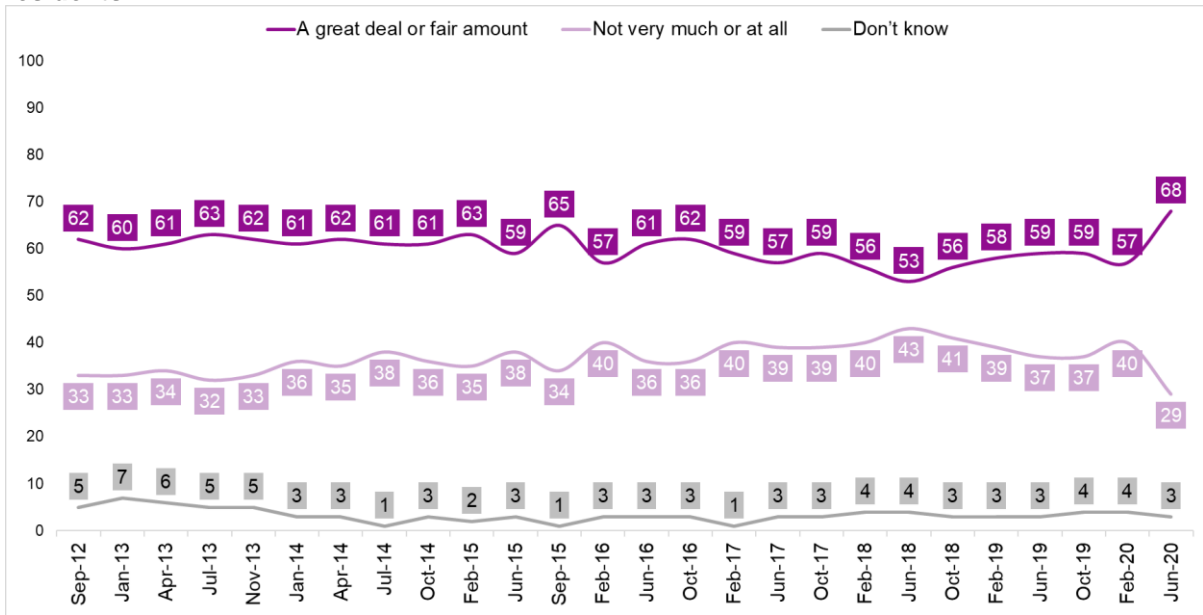
Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-20

Council responsiveness

Satisfaction with councils’ responsiveness reached its highest level so far in this series of public polling. Sixty eight per cent of respondents said their council acts on the concerns of local residents either ‘a great deal’ or ‘a fair amount’ – this is an increase of 11 percentage points compared to February’s result. Satisfaction with a council’s ability to act on residents’ concerns last passed the 60 percent mark in October 2016. Acting on the concerns of local people is an important measure of local accountability as it looks at whether councils are perceived to be responsive to local issues and problems (see Figure 4).

⁸ The following preamble was used: “In considering the next question, please think about the range of services your local council(s) provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services your local council(s) provides to the community. We would like your general opinion.”

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

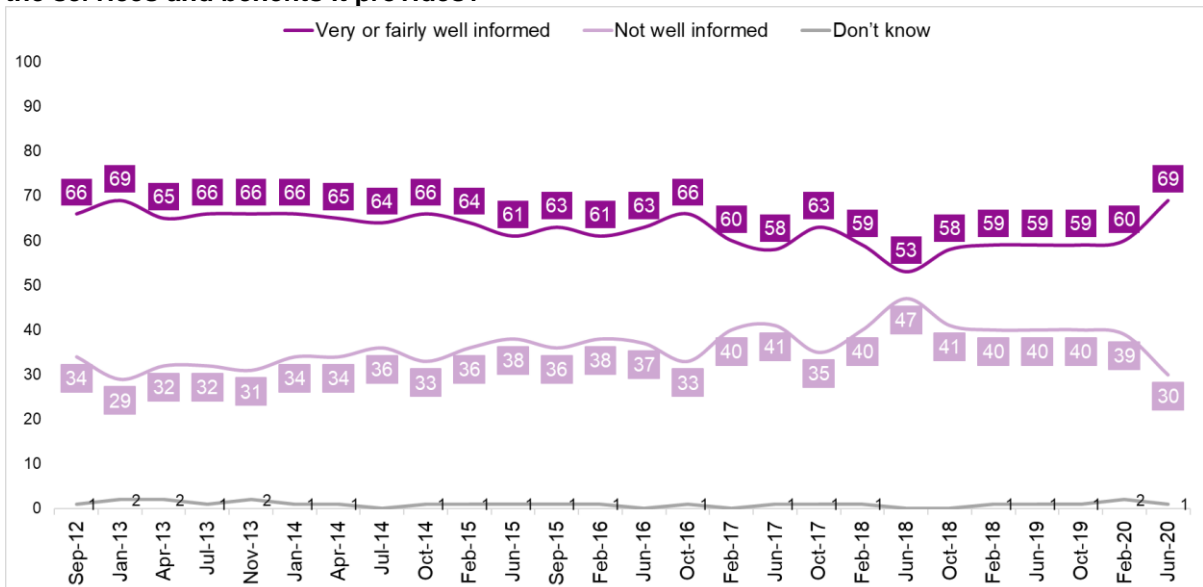


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-20

Informed about the council

Satisfaction with information received from one’s local council about the services and benefits it provides reached its joint highest level so far in this series of public polling. A total of 69 percent of respondents said their local council keeps residents ‘very well informed’ or ‘fairly well informed’ – the same proportion was last recorded in January 2013. The result reflects an increase of nine per cent compared to February’s result and is a significantly higher result than 16 previous rounds of polling (see Figure 5).

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

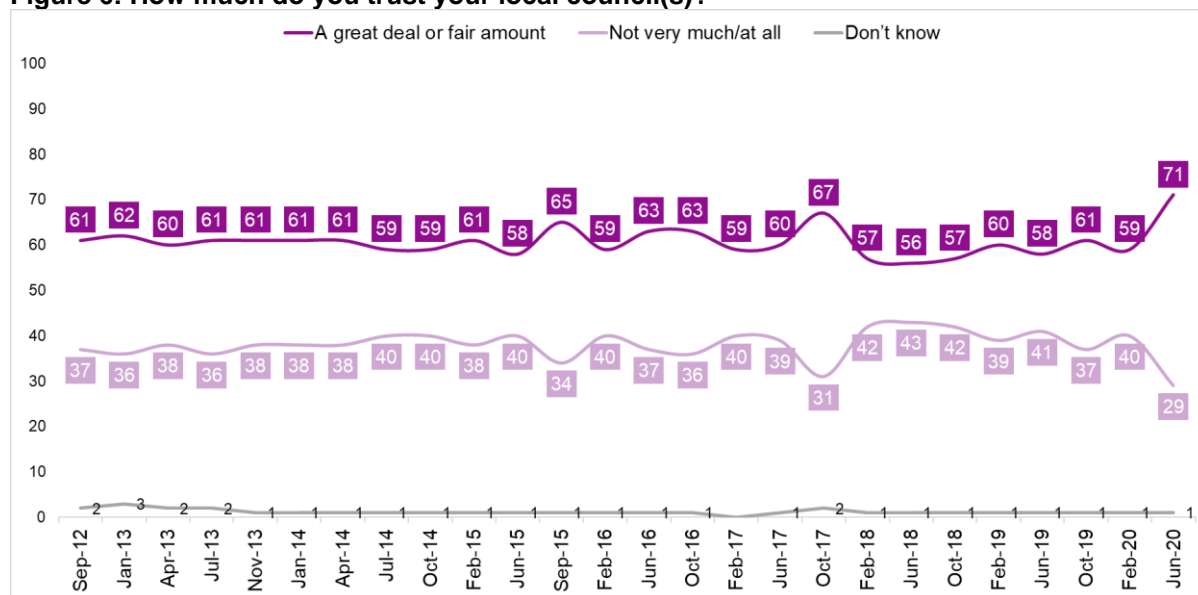


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-20

Trust in forms of government

Trust in one’s local council reached its highest level so far in this series of public polling – 71 per cent of respondents said they trusted their council ‘a great deal’ or ‘a fair amount’. This result is significantly higher than all but one previous round⁹ – and is 12 percentage points higher than February’s result. Trust in one’s council has not previously reached the 70 per cent mark in this series of polling. The average figure for ‘trust’ across all 26 rounds of polling is 61 per cent. See Figure 6.

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

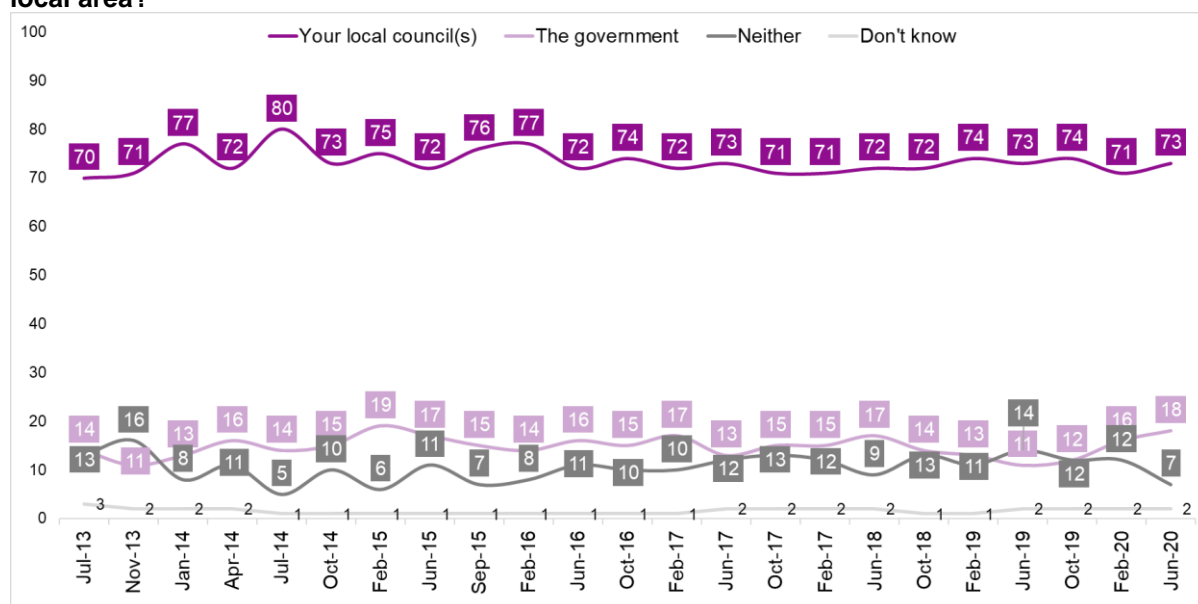


Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-20

Comparable with all previous rounds, respondents were much more likely to indicate that they trusted their local council, as opposed to the government, to make decisions about how services are provided in their local area (see Figure 7). Asked who they most trusted when it came to local decision making, their ‘local council’ or ‘the government’ or ‘neither’ – 73 per cent said their ‘local council’, 18 per cent said ‘the government’, seven per cent said ‘neither’ and two per cent were unsure.

⁹ This point refers to round 18 (October 2017). It is worth noting that 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.

Figure 7: Who do you trust most to make decisions about how services are provided in your local area?¹⁰

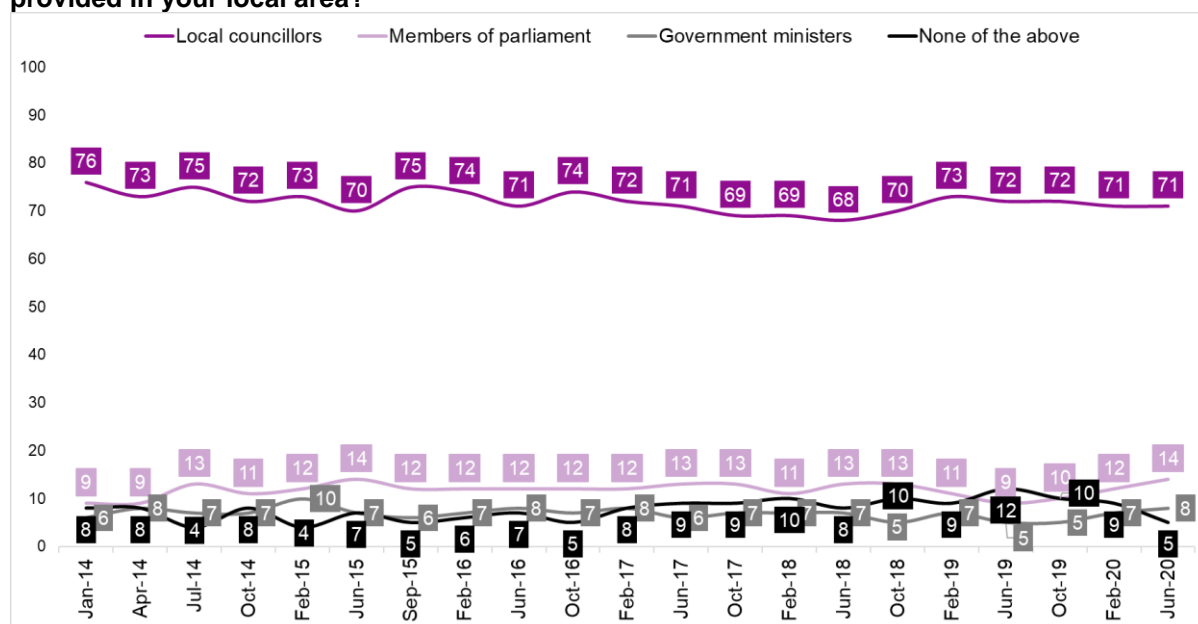


Base (all respondents): Between 1000 and 1009 British adults per round from Jun-13 to Jun-20

Comparable with all previous rounds, respondents were far more likely to single out local councillors, as opposed to members of parliament and government ministers, as the individuals they most trusted to make decisions about how services were provided in their local area (see Figure 8). Seventy one per cent of respondents selected ‘local councillors’ when asked who they most trust to make local service decisions, whereas 14 per cent selected ‘members of parliament’, eight per cent selected ‘government ministers’, five per cent chose ‘none of these’ and two per cent were unsure.

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

Figure 8: And which individuals do you trust most to make decisions about how services are provided in your local area?¹¹



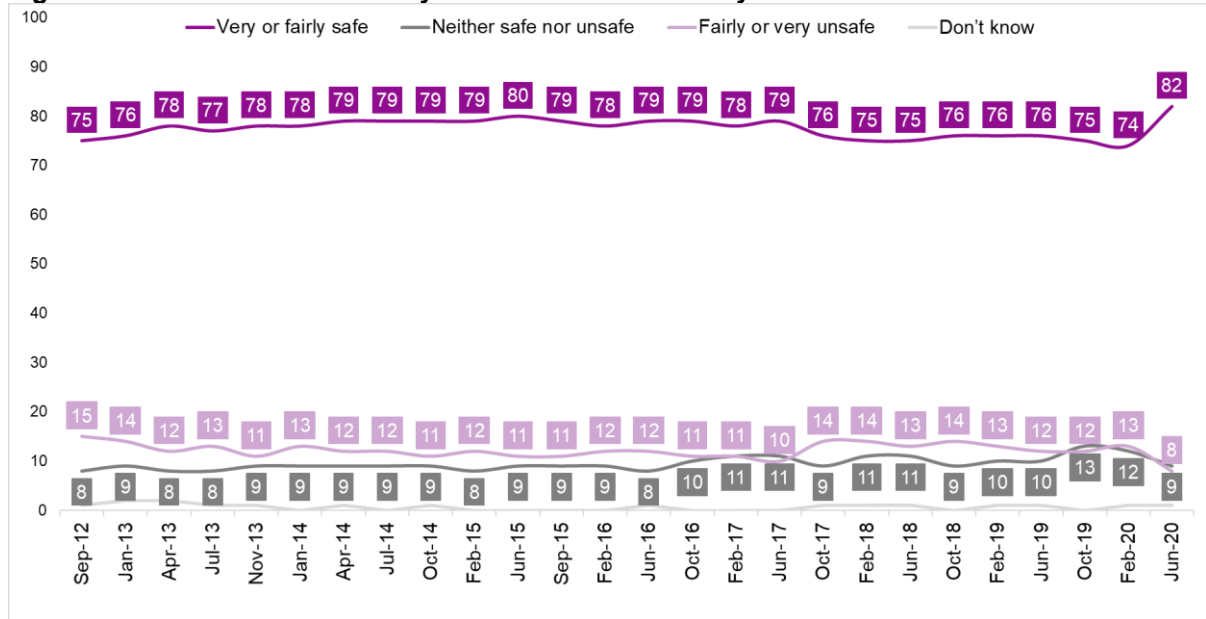
Base (all respondents): Between 1000 and 1009 British adults per round from Jan-14 to Jun-20. This question was introduced in January 2014.

Community safety

Perceptions of feeling safe after dark reached their highest level so far in this series of public polling. A total of 82 per cent of respondents said they felt ‘very safe’ or ‘fairly safe’ when outside in their local area after dark – a significant increase of eight percentage points compared to the last round. Perceptions of feeling safe after dark have only once before reached the 80 per cent mark, in June 2015 (see Figure 9).

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

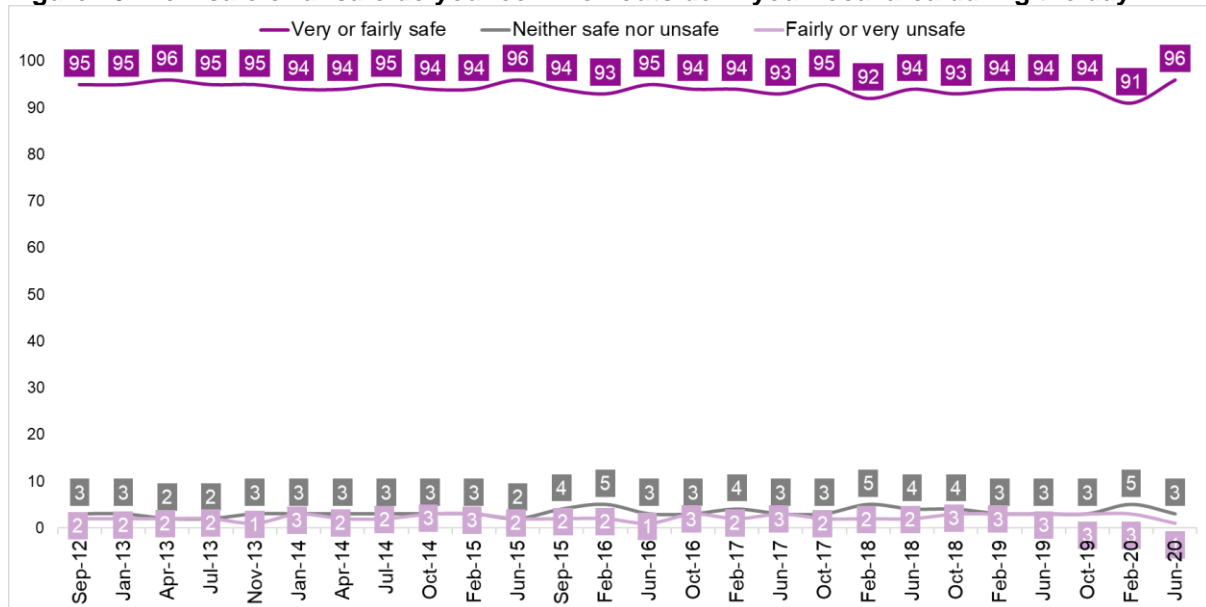
Figure 9: How safe or unsafe do you feel when outside in your local area after dark¹²



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-20

Perceptions of feeling safe during the day reached their joint highest level so far in this series of public polling. A total of 96 per cent of respondents said they feel ‘very safe’ or ‘fairly safe’ safety during the day in their local area. The same feeling safety was previously recorded in April 2013 and June 2015 (see Figure 10).

Figure 10: How safe or unsafe do you feel when outside in your local area during the day¹³



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-20

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

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

Service-specific satisfaction

Respondents were invited to indicate how satisfied or dissatisfied they were with the following council services¹⁴: waste collection; street cleaning; road maintenance; pavement maintenance; library services; sport and leisure services; services and support for older people; and services and support for children and young people. A ninth service, parks and green spaces, was introduced in October 2019. Tables showing the full set of service-specific satisfaction results can be found at Annex A.

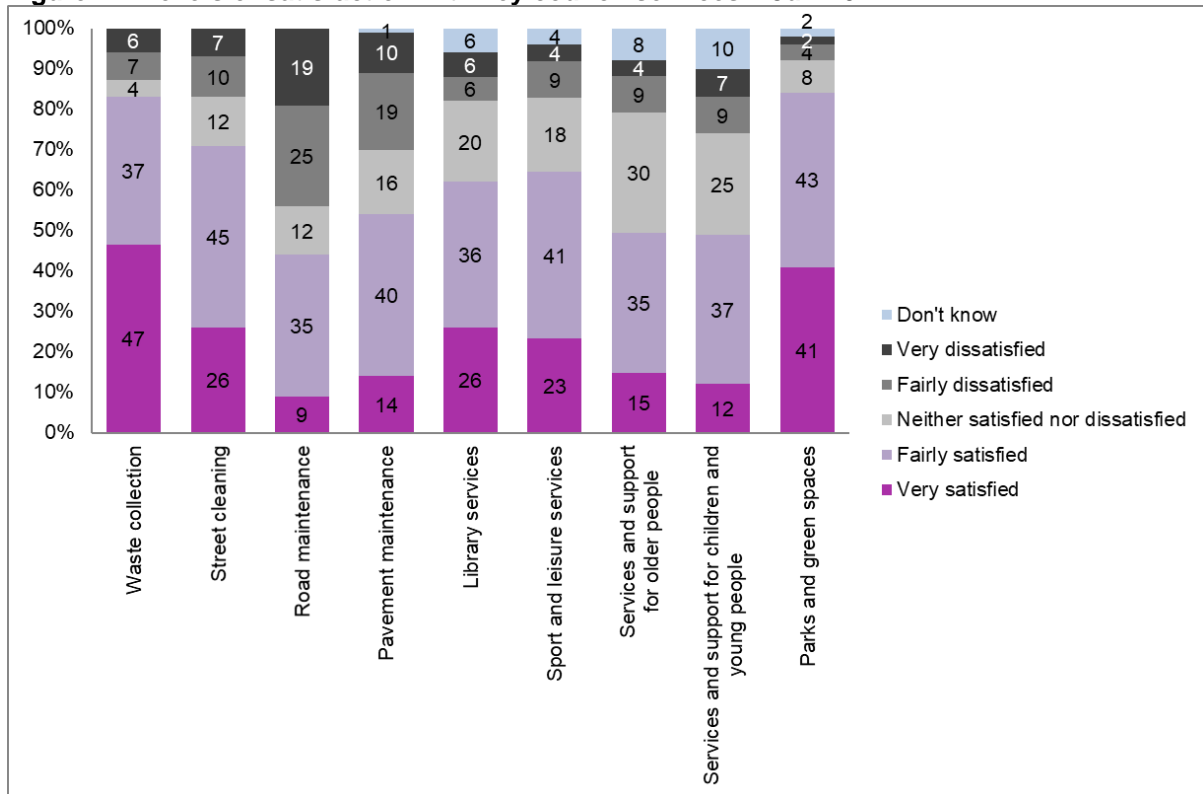
Seven of the nine services presented in this round received positive feedback from between 50 per cent and 85 per cent of respondents (see Figure 11). The highest levels of satisfactions were with parks and green spaces and waste collection (85 per cent and 84 per cent were 'very satisfied' or 'fairly satisfied', respectively). These results are higher than overall satisfaction with how one's council runs things (75 per cent, see Figure 2).

Of the nine services presented, satisfaction with four has risen significantly since the last round of polling (waste collection, road maintenance, services and support for older people and parks and green spaces). Of these, satisfaction with road maintenance has risen by 11 percentage points since February and services and support for older people has risen by 10 percentage points.

Overall, road maintenance continues to have the highest level of dissatisfaction. In this round, 43 per cent of respondents were satisfied with their council's road maintenance (either 'very satisfied' or 'fairly satisfied'), whereas the result was 32 per cent in the last round.

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

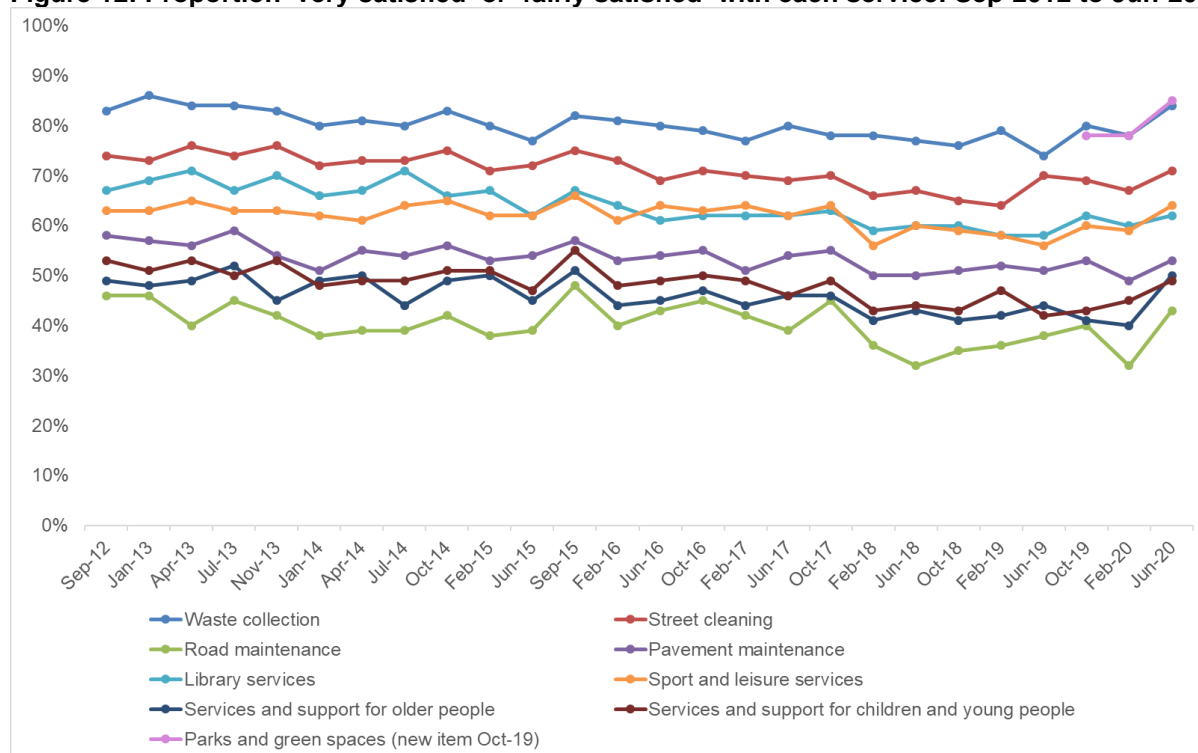
Figure 11: Levels of satisfaction with key council services – Jun-20



Base (all respondents): 1000 British adults in Jun-20

Of note, satisfaction with parks and green spaces received its highest level of positive feedback from respondents so far in this series of public polling (the question has been asked three times). The general trends for satisfaction with services across the polling time-series is shown in Figure 12.

Figure 12: Proportion 'very satisfied' or 'fairly satisfied' with each service: Sep-2012 to Jun-20



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-20

Media portrayal of government

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

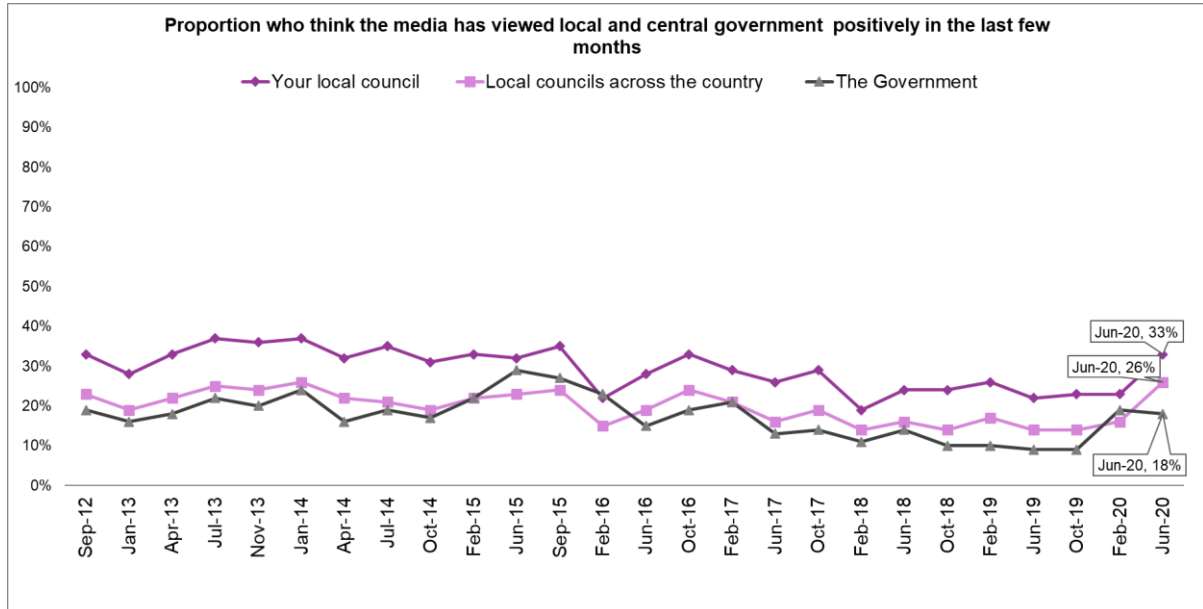
Regarding ‘the government’, the proportion of respondents observing positive coverage was 18 per cent, which is significantly higher than eight previous rounds. The proportion observing negative coverage was 60 per cent, and the proportion who responded ‘neither positively nor negatively’ was 20 per cent.

Concerning the media’s coverage of ‘local councils across the country’, 26 per cent of respondents observed positive coverage – the joint highest result across all rounds of polling (matched with January 2014). This result has increased significantly by 10 percentage points compared to February’s results. The proportion of respondents observing negative coverage was 24 per cent and those observing neither positive nor negative coverage was 42 per cent.

Asked about media coverage of their ‘own local council’, 33 per cent of respondents observed positive coverage. This result has increased significantly by 10 percentage points compared to February’s result. The proportion reporting negative coverage was 19 per cent in this round, and 41 per cent for those observing neither positive nor negative coverage.

Figure 13 shows the proportion of respondents who said that media coverage had been positive, since September 2012. The full set of figures can be found at Annex A.

Figure 13: Overall, do you think that the media has viewed the following positively in the last few months?



Base (all respondents): Between 1000 and 1036 British adults per round from Sep-12 to Jun-20

Annex A: Full tables

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-12	Jan-13 ¹⁶	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Very or fairly satisfied	84	84	82	85	84	83	82	80	82	80	82	83	81
Very satisfied	34	28	34	34	34	30	28	31	29	28	31	37	31
Fairly satisfied	50	57	48	51	50	53	54	50	53	52	51	46	50
Neither satisfied nor dissatisfied	9	9	9	8	9	7	10	9	8	8	9	8	8
Fairly dissatisfied	5	4	5	4	4	5	6	6	5	7	6	6	8
Very dissatisfied	2	2	3	3	3	5	2	5	4	5	3	3	3
Don't know	0	*	1	*	*	0	*	0	*	*	0	*	0

Base (all respondents): 1000 to 1036

Table A1 continued...													
	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Very or fairly satisfied	82	83	80	81	82	81	79	78	81	80	83	81	87
Very satisfied	33	33	37	35	37	31	30	31	28	32	33	31	35
Fairly satisfied	49	50	43	46	46	50	49	47	53	49	50	50	52
Neither satisfied nor dissatisfied	9	10	9	7	9	10	9	11	11	10	8	8	7
Fairly dissatisfied	6	5	7	8	5	6	8	6	6	7	6	7	3
Very dissatisfied	3	3	4	4	3	3	4	5	2	3	3	4	2
Don't know	*	0	*	*	0	0	0	0	*	*	*	0	*

Base (all respondents): 1000 to 1007

¹⁵ Local area was defined as “the area within 15 to 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 -12	Jan-13 ¹⁷	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Very or fairly satisfied	72	72	70	72	69	70	70	67	68	67	67	71	66
Very satisfied	19	16	20	18	19	15	16	14	16	16	16	21	15
Fairly satisfied	53	57	50	54	50	55	54	54	52	51	50	50	50
Neither satisfied nor dissatisfied	12	13	13	12	14	13	16	15	16	13	16	13	12
Fairly dissatisfied	10	9	9	8	10	10	8	11	9	11	10	9	14
Very dissatisfied	4	4	7	6	6	6	6	7	6	8	6	7	8
Don't know	1	2	2	1	1	*	1	*	1	*	1	*	*

Base (all respondents): 1000 to 1036

Table A2 continued...

	Jun -16	Oct-16	Feb -17	Jun -17	Oct-17	Feb -18	Jun -18	Oct-18	Feb -19	Jun -19	Oct-19	Feb -20	Jun -20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Very or fairly satisfied	68	68	65	66	65	64	61	60	60	63	63	63	75
Very satisfied	18	15	17	17	20	15	14	12	13	15	15	15	19
Fairly satisfied	50	53	48	49	45	49	47	48	48	48	49	48	56
Neither satisfied nor dissatisfied	17	18	16	13	17	17	19	19	20	18	19	18	13
Fairly dissatisfied	10	8	11	13	12	12	12	13	12	12	11	11	9
Very dissatisfied	5	5	8	8	5	6	8	8	7	7	7	7	3
Don't know	*	*	*	1	*	1	*	*	*	1	*	*	*

Base (all respondents): 1000 to 1007

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.

Value for money

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

	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Strongly or tend to agree	56	51	51	52	51	53	48	49	51	53	51	56	50
Strongly agree	10	9	11	11	12	9	11	12	11	11	9	13	11
Tend to agree	46	42	40	42	39	44	37	37	41	41	42	42	39
Neither agree nor disagree	21	29	25	26	25	23	31	27	25	24	22	23	24
Tend to disagree	15	11	13	13	13	14	15	13	12	14	18	12	17
Strongly disagree	6	7	7	8	8	9	7	9	10	9	8	8	8
Don't know	2	2	4	2	2	1	1	2	1	*	1	1	1

Base (all respondents): 1000 to 1036

Table A3 continued...

	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Strongly or tend to agree	51	49	47	47	50	48	45	44	44	48	49	48	57
Strongly agree	12	11	13	10	12	10	9	8	8	11	11	9	13
Tend to agree	39	39	34	37	38	38	36	36	36	37	38	38	44
Neither agree nor disagree	26	30	26	25	24	28	28	28	31	27	27	31	26
Tend to disagree	15	13	15	16	17	16	16	17	16	15	14	14	11
Strongly disagree	7	7	11	11	7	7	11	10	8	8	9	7	5
Don't know	1	1	1	1	1	1	*	1	1	1	1	1	1

Base (all respondents): 1000 to 1007

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."

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
A great deal or fair amount	62	60	61	63	62	61	62	61	61	63	59	65	57
A great deal	8	9	10	8	10	8	9	9	9	10	8	10	9
A fair amount	54	52	51	54	52	53	53	52	52	53	51	54	48
Not very much	28	27	26	25	27	28	27	29	28	27	31	27	31
Not at all	5	6	7	7	7	7	8	9	7	7	7	7	9
Don't know	5	7	6	5	5	3	3	1	3	2	3	1	3

Base (all respondents): 1000 to 1036

Table A4 continued...

	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
A great deal or fair amount	61	62	59	57	59	56	53	56	58	59	59	57	68
A great deal	9	10	12	8	11	9	6	8	8	7	8	8	11
A fair amount	52	52	48	49	48	48	47	48	50	52	51	49	56
Not very much	29	28	31	31	33	32	34	32	30	30	30	31	24
Not at all	6	7	8	8	6	8	9	9	9	7	7	8	5
Don't know	3	3	1	3	3	4	4	3	3	3	4	4	3

Base (all respondents): 1000 to 1007

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Very or fairly well informed	66	69	65	66	66	66	65	64	66	64	61	63	61
Very well informed	17	17	17	15	17	14	14	15	15	14	12	16	13
Fairly well informed	49	52	48	51	49	51	51	49	51	49	49	47	48
Not very well informed	25	23	23	22	22	23	25	25	24	25	28	26	27
Not well informed at all	8	6	9	10	9	11	9	11	9	11	11	10	10
Don't know	1	2	2	1	2	1	1	*	1	1	1	1	1

Base (all respondents): 1000 to 1036

Table A5 continued...

	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Very or fairly well informed	63	66	60	58	63	59	53	58	59	59	59	60	69
Very well informed	16	13	14	11	13	13	10	9	10	12	12	12	18
Fairly well informed	47	53	46	47	50	47	42	49	49	47	47	48	51
Not very well informed	28	24	30	30	27	30	34	29	28	29	27	25	25
Not well informed at all	8	9	10	11	8	10	13	12	12	12	12	14	5
Don't know	*	1	*	1	1	1	*	*	1	1	1	2	1

Base (all respondents): 1000 to 1007

Trust in local council

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

	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
A great deal or fair amount	61	62	60	61	61	61	61	59	59	61	58	65	59
A great deal	10	7	9	9	10	8	8	8	9	8	8	9	9
A fair amount	51	55	51	53	51	52	53	51	50	53	50	55	50
Not very much	26	27	28	25	26	26	28	29	29	25	28	25	29
Not at all	10	8	10	11	12	12	10	11	11	13	13	9	11
Don't know	2	3	2	2	1	1	1	1	1	1	1	1	1

Base (all respondents): 1000 to 1036

Table A6 continued...

	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Sep-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
A great deal or fair amount	63	63	59	60	67	57	56	57	60	58	61	59	71
A great deal	10	10	10	8	11	8	6	7	9	9	9	8	12
A fair amount	53	52	49	52	56	49	50	50	50	49	52	50	59
Not very much	25	25	28	28	24	30	31	30	28	30	27	29	22
Not at all	12	11	13	11	8	12	12	12	11	10	10	11	6
Don't know	1	1	*	1	2	1	1	1	1	1	1	1	1

Base (all respondents): 1000 to 1007

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

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

Base (all respondents): 1001 to 1009

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

Table A7 continued...

	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	15	16	17	18	19	20	21	22	23	24	25	26
	%											
Your local council(s)	74	72	73	71	71	72	72	74	73	74	71	73
The government	15	17	13	15	15	17	14	13	11	12	16	18
Neither	10	10	12	13	12	9	13	11	14	12	12	7
Don't know	1	1	2	2	2	2	1	1	2	2	2	2

Base (all respondents): 1000 to 1007

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

	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16	Jun-16	Oct-16
Round	6	7	8	9	10	11	12	13	14	15
	%									
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): 1000 to 1009

Table A8 continued...

	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	16	17	18	19	20	21	22	23	24	25	26
	%										
Local councillors	72	71	69	69	68	70	73	72	72	71	71
Members of parliament	12	13	13	11	13	13	11	9	10	12	14
Government ministers	8	6	7	7	7	5	7	5	5	7	8
None of the above	8	9	9	10	8	10	9	12	10	9	5
Don't know	1	2	1	3	3	2	1	2	2	2	2

Base (all respondents): 1000 to 1007

²⁰ '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 ²¹after dark													
	Sep -12	Jan -13	Apr -13	Jul- 13	Nov -13	Jan -14	Apr -14	Jul- 14	Oct- 14	Feb -15	Jun -15	Sep -15	Feb -16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Very or fairly safe	75	76	78	77	78	78	79	79	79	79	80	79	78
Very safe	27	30	32	33	34	32	31	33	34	35	37	37	38
Fairly safe	48	46	46	45	45	46	47	46	46	44	43	42	41
Neither safe nor unsafe	8	9	8	8	9	9	9	9	9	8	9	9	9
Fairly unsafe	12	9	8	10	7	9	7	7	7	9	7	7	8
Very unsafe	3	4	4	4	4	4	5	5	4	4	3	4	4
Don't know	1	2	2	1	1	*	1	*	1	*	*	*	*

Base (all respondents): 1000 to 1036

Table A9 continued...													
	Jun -16	Oct- 16	Feb -17	Jun -17	Oct- 17	Feb -18	Jun -18	Oct- 18	Feb -19	Jun -19	Oct- 19	Feb -20	Jun -20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Very or fairly safe	79	79	78	79	76	75	75	76	76	76	75	74	82
Very safe	34	35	34	34	34	33	33	35	30	35	35	35	42
Fairly safe	45	44	44	45	42	42	41	41	46	42	41	39	40
Neither safe nor unsafe	8	10	11	11	9	11	11	9	10	10	13	12	9
Fairly unsafe	8	8	7	7	10	9	9	9	9	8	7	9	6
Very unsafe	3	3	4	3	4	5	5	5	5	5	5	5	2
Don't know	1	*	*	*	1	1	1	*	1	1	*	1	1

Base (all respondents): 1000 to 1007

²¹ 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 ²²during the day													
	Sep-12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Very or fairly safe	95	95	96	95	95	94	94	95	94	94	96	94	93
Very safe	60	62	65	66	66	62	63	62	63	65	68	67	63
Fairly safe	35	33	31	29	29	32	32	33	31	29	28	27	30
Neither safe nor unsafe	3	3	2	2	3	3	3	3	3	3	2	4	5
Fairly unsafe	2	2	1	1	*	2	2	1	2	2	2	2	2
Very unsafe	*	*	1	1	1	1	1	1	1	1	*	*	1
Don't know	0	*	*	*	*	*	*	*	*	*	*	0	*

Base (all respondents): 1000 to 1036

Table A10 continued...													
	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Very or fairly safe	95	94	94	93	95	92	94	93	94	94	94	91	96
Very safe	62	65	63	62	66	60	62	62	59	62	62	61	68
Fairly safe	33	30	31	31	29	32	32	31	35	32	33	30	28
Neither safe nor unsafe	3	3	4	3	3	5	4	4	3	3	3	5	3
Fairly unsafe	1	2	2	2	2	1	1	2	2	2	2	2	1
Very unsafe	*	1	*	1	1	1	1	1	1	1	1	2	*
Don't know	*	*	*	*	*	*	*	0	0	*	0	*	0

Base (all respondents): 1000 to 1007

²² 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 ²³												
	Sep -12	Jan-13	Apr-13	Jul-13	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Very or fairly satisfied	83	86	84	84	83	80	81	80	83	80	77	82	81
Very satisfied	45	45	48	43	44	41	41	39	41	42	39	44	41
Fairly satisfied	37	41	36	41	39	39	39	41	42	38	38	38	40
Neither satisfied nor dissatisfied	5	4	4	4	4	5	6	4	4	4	5	6	5
Fairly dissatisfied	7	5	7	8	7	10	8	8	6	9	9	7	9
Very dissatisfied	5	5	5	5	5	5	6	7	7	7	8	5	5
Don't know	1	*	*	*	1	0	*	0	*	*	*	0	0

Base (all respondents): 1000 to 1036

Table A11 continued...

	waste collection ²⁴												
	Jun -16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Very or fairly satisfied	80	79	77	80	78	78	77	76	79	74	80	78	84
Very satisfied	39	41	39	35	42	37	36	34	37	37	41	40	47
Fairly satisfied	41	38	38	44	36	41	41	42	42	37	39	38	37
Neither satisfied nor dissatisfied	6	6	6	4	6	7	6	5	7	8	6	8	4
Fairly dissatisfied	10	10	10	9	9	10	9	10	7	10	8	7	7
Very dissatisfied	4	5	7	7	6	6	8	9	7	8	7	6	6
Don't know	*	*	*	0	*	*	*	0	*	*	0	*	0

Base (all respondents): 1000 to 1007

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

²⁴ 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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Very or fairly satisfied	74	73	76	74	76	72	73	73	75	71	72	75	73
Very satisfied	27	26	30	27	26	24	24	25	25	27	24	29	26
Fairly satisfied	47	47	46	48	49	48	50	48	50	44	48	45	47
Neither satisfied nor dissatisfied	6	10	8	8	7	10	9	8	9	10	10	9	8
Fairly dissatisfied	12	10	9	10	10	10	11	12	9	10	11	9	11
Very dissatisfied	7	6	7	7	7	7	6	7	7	8	7	7	7
Don't know	1	2	1	1	1	1	1	*	1	*	*	1	*

Base (all respondents): 1000 to 1036

Table A12 continued...

	street cleaning												
	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Very or fairly satisfied	69	71	70	69	70	66	67	65	64	70	69	67	71
Very satisfied	24	25	25	24	26	19	21	21	20	24	23	21	26
Fairly satisfied	45	46	45	45	44	46	46	44	45	47	46	46	45
Neither satisfied nor dissatisfied	11	12	10	8	10	12	9	11	14	11	11	10	12
Fairly dissatisfied	12	10	11	13	11	13	13	12	11	9	11	12	10
Very dissatisfied	8	7	9	10	9	9	10	11	10	9	8	9	7
Don't know	*	1	*	1	*	1	*	*	*	*	1	2	*

Base (all respondents): 1000 to 1007

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Very or fairly satisfied	46	46	40	45	42	38	39	39	42	38	39	48	40
Very satisfied	12	11	10	10	9	9	10	8	11	8	9	11	8
Fairly satisfied	35	35	30	35	32	29	30	31	31	30	30	37	32
Neither satisfied nor dissatisfied	10	12	8	11	9	11	12	14	14	11	12	13	12
Fairly dissatisfied	24	22	22	23	26	25	22	24	24	25	25	20	25
Very dissatisfied	19	20	28	20	22	26	26	22	20	27	23	19	23
Don't know	*	1	1	1	1	1	1	1	1	*	*	*	*

Base (all respondents): 1000 to 1036

Table A13 continued...

	road maintenance												
	Jun -16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Very or fairly satisfied	43	45	42	39	45	36	32	35	36	38	40	32	43
Very satisfied	8	11	11	8	11	8	6	9	9	10	10	9	9
Fairly satisfied	35	34	31	31	34	28	26	26	27	28	31	23	35
Neither satisfied nor dissatisfied	13	14	11	11	13	13	10	13	15	12	14	15	12
Fairly dissatisfied	21	22	24	24	21	25	28	24	25	25	24	22	25
Very dissatisfied	23	19	22	26	21	25	29	27	24	24	21	31	19
Don't know	*	*	1	*	*	*	*	1	1	1	*	1	*

Base (all respondents): 1000 to 1007

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

Base (all respondents): 1000 to 1036

Table A14 continued...

	pavement maintenance												
	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Very or fairly satisfied	54	55	51	54	55	50	50	51	52	51	53	49	53
Very satisfied	13	13	13	14	16	12	11	11	11	12	12	13	14
Fairly satisfied	41	42	38	40	38	38	39	40	41	39	41	36	40
Neither satisfied nor dissatisfied	15	15	16	12	11	15	15	14	16	18	15	16	16
Fairly dissatisfied	18	17	18	19	19	19	18	18	20	18	19	17	19
Very dissatisfied	13	12	15	15	14	15	16	17	12	13	13	16	10
Don't know	1	1	*	1	1	1	*	1	1	1	1	2	1

Base (all respondents): 1000 to 1007

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Very or fairly satisfied	67	69	71	67	70	66	67	71	66	67	62	67	64
Very satisfied	34	29	30	32	32	30	27	30	31	30	31	29	26
Fairly satisfied	34	40	41	35	38	36	40	41	35	38	32	38	38
Neither satisfied nor dissatisfied	10	12	11	13	10	17	14	15	17	16	19	17	17
Fairly dissatisfied	7	5	6	5	6	7	7	6	5	6	9	7	8
Very dissatisfied	3	3	3	3	3	5	4	5	6	6	6	4	7
Don't know	12	11	10	11	10	5	7	3	7	5	4	5	5

Base (all respondents): 1000 to 1036

Table A15 continued...

	... library services												
	Jun -16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Very or fairly satisfied	61	62	62	62	63	59	60	60	58	58	62	60	62
Very satisfied	26	26	29	29	29	24	24	25	21	23	27	26	26
Fairly satisfied	35	36	33	33	33	35	36	35	37	35	35	34	36
Neither satisfied nor dissatisfied	22	19	21	18	19	19	23	19	21	22	19	19	20
Fairly dissatisfied	7	7	8	8	7	9	7	8	9	7	6	7	6
Very dissatisfied	5	6	6	6	5	6	6	7	7	5	6	5	6
Don't know	5	6	3	7	6	7	4	5	4	8	8	9	6

Base (all respondents): 1000 to 1007

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Very or fairly satisfied	63	63	65	63	63	62	61	64	65	62	62	66	61
Very satisfied	21	19	22	18	19	18	18	21	21	21	19	25	20
Fairly satisfied	42	43	43	45	44	44	43	42	44	41	43	42	40
Neither satisfied nor dissatisfied	13	16	14	13	14	17	18	17	16	17	19	16	19
Fairly dissatisfied	11	8	8	12	9	9	9	10	7	11	9	7	12
Very dissatisfied	5	5	5	5	5	6	6	6	7	6	5	6	5
Don't know	8	9	9	8	9	6	6	3	5	3	5	4	4

Base (all respondents): 1000 to 1036

Table A16 continued...

	sport and leisure services												
	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Very or fairly satisfied	64	63	64	62	64	56	60	59	58	56	60	59	64
Very satisfied	19	19	21	19	24	17	20	18	16	17	19	19	23
Fairly satisfied	45	44	43	42	40	40	40	41	41	39	41	40	41
Neither satisfied nor dissatisfied	19	21	21	17	18	24	22	21	20	22	20	20	18
Fairly dissatisfied	9	8	8	10	9	9	9	9	11	9	8	10	9
Very dissatisfied	4	5	6	6	4	5	6	7	7	6	5	4	4
Don't know	4	4	2	5	5	6	4	4	5	6	7	7	4

Base (all respondents): 1000 to 1007

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Very or fairly satisfied	49	48	49	52	45	49	50	44	49	50	45	51	44
Very satisfied	10	13	15	12	10	11	10	13	13	13	12	15	11
Fairly satisfied	39	35	34	40	35	38	39	31	36	38	33	36	33
Neither satisfied nor dissatisfied	19	21	21	20	23	28	27	31	25	28	28	26	28
Fairly dissatisfied	9	8	9	8	10	9	8	11	9	9	11	9	14
Very dissatisfied	4	5	5	5	7	8	5	6	6	7	9	8	8
Don't know	18	18	17	14	15	7	9	8	11	5	6	7	7

Base (all respondents): 1000 to 1036

Table A17 continued...

	services and support for older people												
	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Very or fairly satisfied	45	47	44	46	46	41	43	41	42	44	41	40	50
Very satisfied	10	11	12	11	13	9	9	9	9	10	11	10	15
Fairly satisfied	34	37	32	35	33	32	34	32	33	34	30	31	35
Neither satisfied nor dissatisfied	33	31	33	25	28	30	35	29	31	29	27	27	30
Fairly dissatisfied	11	10	11	12	10	11	11	13	10	12	11	10	9
Very dissatisfied	5	7	7	8	6	7	6	9	8	8	10	8	4
Don't know	7	5	5	9	11	11	5	7	8	6	12	15	8

Base (all respondents): 1000 to 1007

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Very or fairly satisfied	53	51	53	50	53	48	49	49	51	51	47	55	48
Very satisfied	14	14	15	15	14	14	11	16	12	13	12	16	12
Fairly satisfied	39	38	38	35	39	34	38	33	40	38	35	38	36
Neither satisfied nor dissatisfied	15	19	16	17	18	24	23	26	21	24	26	21	26
Fairly dissatisfied	10	7	9	10	9	11	10	12	9	9	12	9	11
Very dissatisfied	6	7	6	8	5	7	6	7	8	9	5	8	7
Don't know	16	16	15	15	15	10	12	6	10	7	9	7	9

Base (all respondents): 1000 to 1036

Table A18 continued...

	services and support for children and young people												
	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Very or fairly satisfied	49	50	49	46	49	43	44	43	47	42	43	45	49
Very satisfied	13	13	14	12	14	10	10	11	10	10	9	12	12
Fairly satisfied	36	37	35	34	35	33	33	32	37	32	33	33	37
Neither satisfied nor dissatisfied	26	28	28	24	27	25	33	28	27	28	27	22	25
Fairly dissatisfied	11	9	10	11	7	12	10	12	10	13	10	12	9
Very dissatisfied	5	7	7	8	6	7	8	9	8	8	8	8	7
Don't know	8	7	6	10	10	12	6	7	8	9	12	14	10

Base (all respondents): 1000 to 1007

Service specific satisfaction – parks and green spaces

Table A19: 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...

Round	parks and green spaces		
	Oct-19 24	Feb-20 25	Jun-20 26
	%		
Very or fairly satisfied	78	78	85
Very satisfied	33	32	41
Fairly satisfied	44	46	43
Neither satisfied nor dissatisfied	9	8	8
Fairly dissatisfied	7	7	4
Very dissatisfied	5	5	2
Don't know	2	2	2

Base (all respondents): 1000 to 1007. This question was introduced in October 2019.

Media coverage

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

Round	The Government												
	Sep-12 1	Jan-13 2	Apr-13 3	Jul-13 4	Nov-13 5	Jan-14 6	Apr-14 7	Jul-14 8	Oct-14 9	Feb-15 10	Jun-15 11	Sep-15 12	Feb-16 13
	%												
Positively	19	16	18	22	20	24	16	19	17	22	29	27	23
Neither positively nor negatively	23	28	29	20	20	23	29	26	30	29	29	27	34
Negatively	54	50	46	52	54	49	51	54	49	47	40	43	40
Don't know	4	6	7	6	5	4	4	2	4	2	2	3	3

Base (all respondents): 1000 to 1036

Table A20a continued...

Round	The Government												
	Jun-16 14	Oct-16 15	Feb-17 16	Jun-17 17	Oct-17 18	Feb-18 19	Jun-18 20	Oct-18 21	Feb-19 22	Jun-19 23	Oct-19 24	Feb-20 25	Jun-20 26
	%												
Positively	15	19	21	13	14	11	14	10	10	9	9	19	18
Neither positively nor negatively	26	24	26	25	24	20	25	22	20	22	20	28	20
Negatively	56	55	51	59	60	64	57	65	68	66	69	50	60
Don't know	3	2	2	2	3	4	3	3	3	3	3	3	2

Base (all respondents): 1000 to 1007

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Positively	23	19	22	25	24	26	22	21	19	22	23	24	15
Neither positively nor negatively	30	38	39	25	29	28	39	36	42	34	43	41	50
Negatively	34	31	27	34	34	37	30	36	32	40	30	29	29
Don't know	13	12	12	16	13	9	9	7	7	5	5	6	6

Base (all respondents): 1000 to 1036

Table A20b continued...

	Local councils across the country												
	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Positively	19	24	21	16	19	14	16	14	17	14	14	16	26
Neither positively nor negatively	41	37	39	43	40	36	43	36	42	48	47	49	42
Negatively	33	33	35	33	34	43	33	44	36	32	30	27	24
Don't know	7	7	5	7	7	7	8	5	6	6	9	7	7

Base (all respondents): 1000 to 1007

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	Nov-13	Jan-14	Apr-14	Jul-14	Oct-14	Feb-15	Jun-15	Sep-15	Feb-16
Round	1	2	3	4	5	6	7	8	9	10	11	12	13
	%												
Positively	33	28	33	37	36	37	32	35	31	33	32	35	22
Neither positively nor negatively	34	43	41	27	30	32	40	36	43	39	44	41	53
Negatively	21	18	17	24	25	24	21	23	19	23	19	18	20
Don't know	12	11	9	13	9	7	7	6	7	5	4	5	6

Base (all respondents): 1000 to 1036

Table A20c continued...

	Your local council												
	Jun-16	Oct-16	Feb-17	Jun-17	Oct-17	Feb-18	Jun-18	Oct-18	Feb-19	Jun-19	Oct-19	Feb-20	Jun-20
Round	14	15	16	17	18	19	20	21	22	23	24	25	26
	%												
Positively	28	33	29	26	29	19	24	24	26	22	23	23	33
Neither positively nor negatively	46	39	43	49	44	43	46	44	44	52	49	48	41
Negatively	20	21	24	20	20	30	23	28	24	20	19	22	19
Don't know	7	7	4	6	6	8	7	5	6	6	9	8	7

Base (all respondents): 1000 to 1007

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
- Parks and green spaces

12. 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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