
Trust and Confidence in Councils

What the public think

Survation.

Key Points: Trust and Satisfaction

1. Public trust marginally higher than last year but still relatively high compared to other institutions such as national government and private companies.
2. They still trust you more to spend their taxes on them.
3. Satisfaction levels with services are similar to 2021, although some have dipped or improved slightly. Satisfaction with School Meals and Social Care, however, have had a significant decrease. **Survation.**

Key Points: Current and future challenges

- 1. Councils still the most trusted to provide and deliver services in people's local area.**
- 2. Councils also the most trusted to make decisions regarding local planning.**
- 3. Social Care, Road Maintenance and Waste and Recycling Collection are priorities to protect in the face of funding cuts.**

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Introduction and Background

Survation were asked by the Association for Public Service Excellence (APSE) to provide a public opinion survey of attitudes to local neighbourhood services in 2022, covering the range of council services that would appear in their local area. Most questions mirrored questions asked in 2016, 2017, 2018, 2019, 2020 and 2021 with additional questions relating to budget cuts and tax.

Polling was conducted via online panel between 18th – 19th October 2022.

Data were weighted by age, sex, region, household income, education, 2019 GE vote and 2016 EU Referendum vote to be representative of all UK adults aged 18+.

The overall sample size was 1,610, including booster samples in Northern Ireland & Wales to ensure sub-samples of at least 100 persons in those regions.

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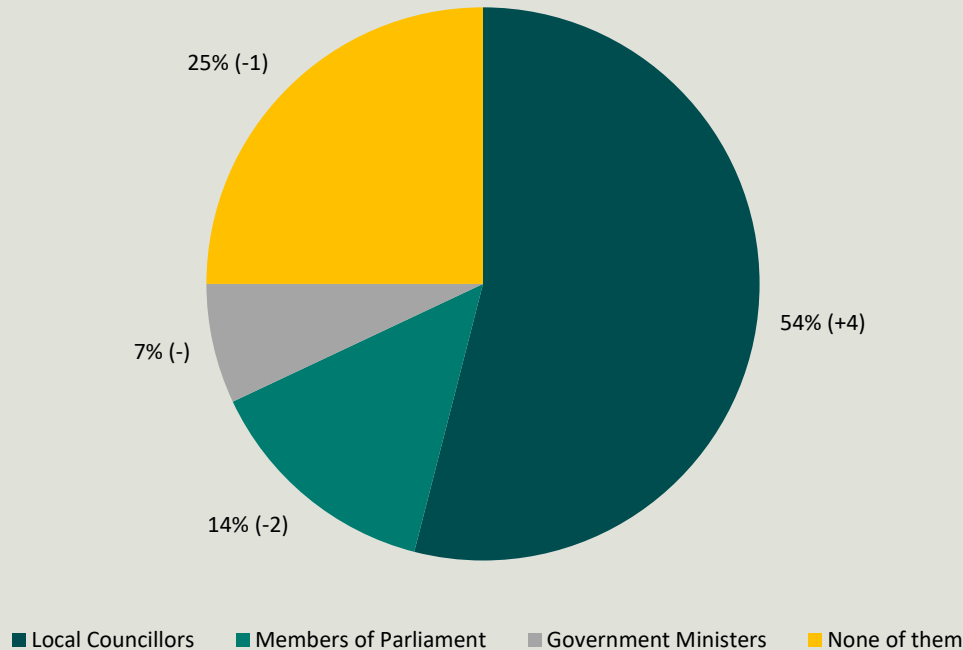
Key fact 1: Relative Trust in Councils high

Trust in Councils and Councillors has increased slightly in the past year, as trust in Government and Ministers has had some marginal losses. Trust in Councils and Councillors is still high overall compared to trust in Government and Ministers.

- Almost four times as many trust the local Council (54%) over the Government (14%) to make decisions about how services are delivered in your local area.
- Almost six times as many trust local Councillors (51%) over Government ministers (9%) to make decisions about their local area.
- Many more people trusted Councils (51%) to deliver local services over a private company (14%) or the Government (9%)

Councils trusted 3.9 times more than MPs

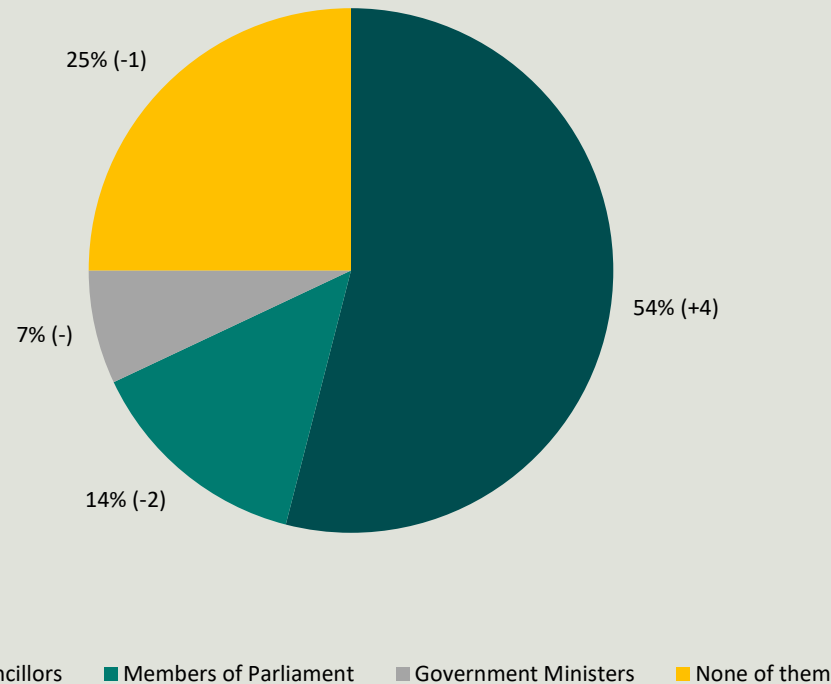
Who do you trust to make decisions about how services are provided in your local area?
[comparison with 2021]



People in SEG groups C2 and DE are less likely to trust councils at 49% and 48%, as opposed to AB and C1 at 53% and 56%.

Councillors trust 8x higher than Ministers

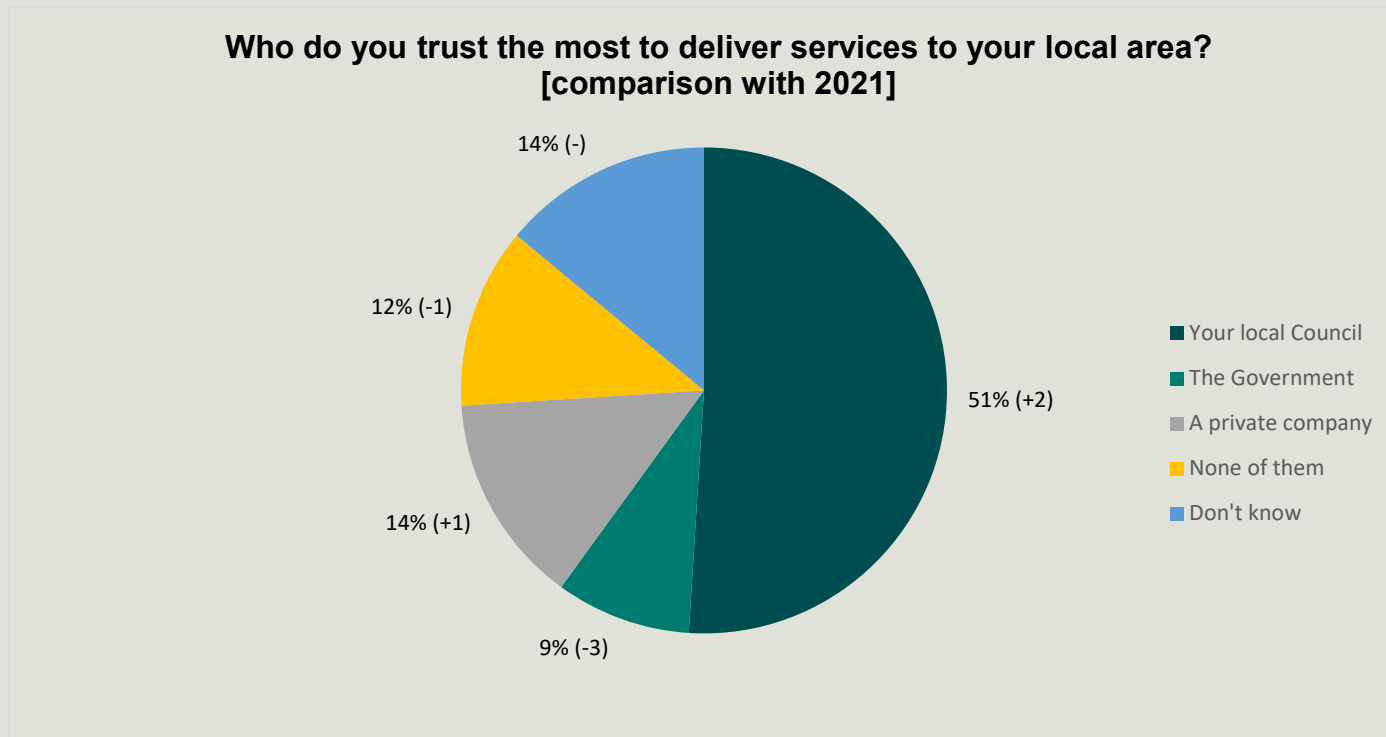
Who do you trust to make decisions about how services are provided in your local area? [comparison with 2021]



Young people, aged 18-34, are less likely to trust the councillors at 49%, than the older demographic, aged 55+, at 55%.

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Councils trusted to deliver services 4x more than the Government or a private company

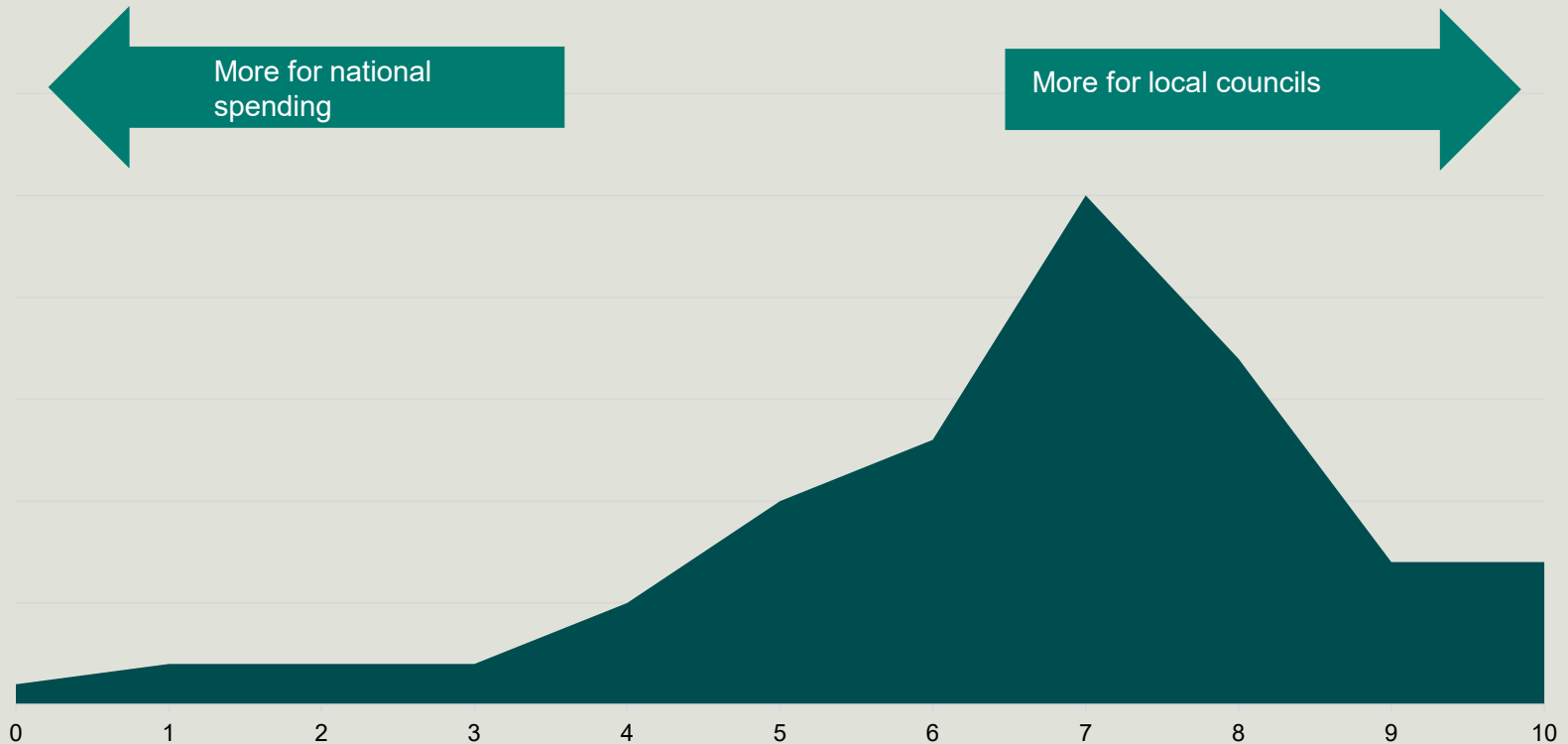


Young people, aged 18-34, are less likely to trust the councillors at 44%, than the older demographic, aged 55+, at 58%.

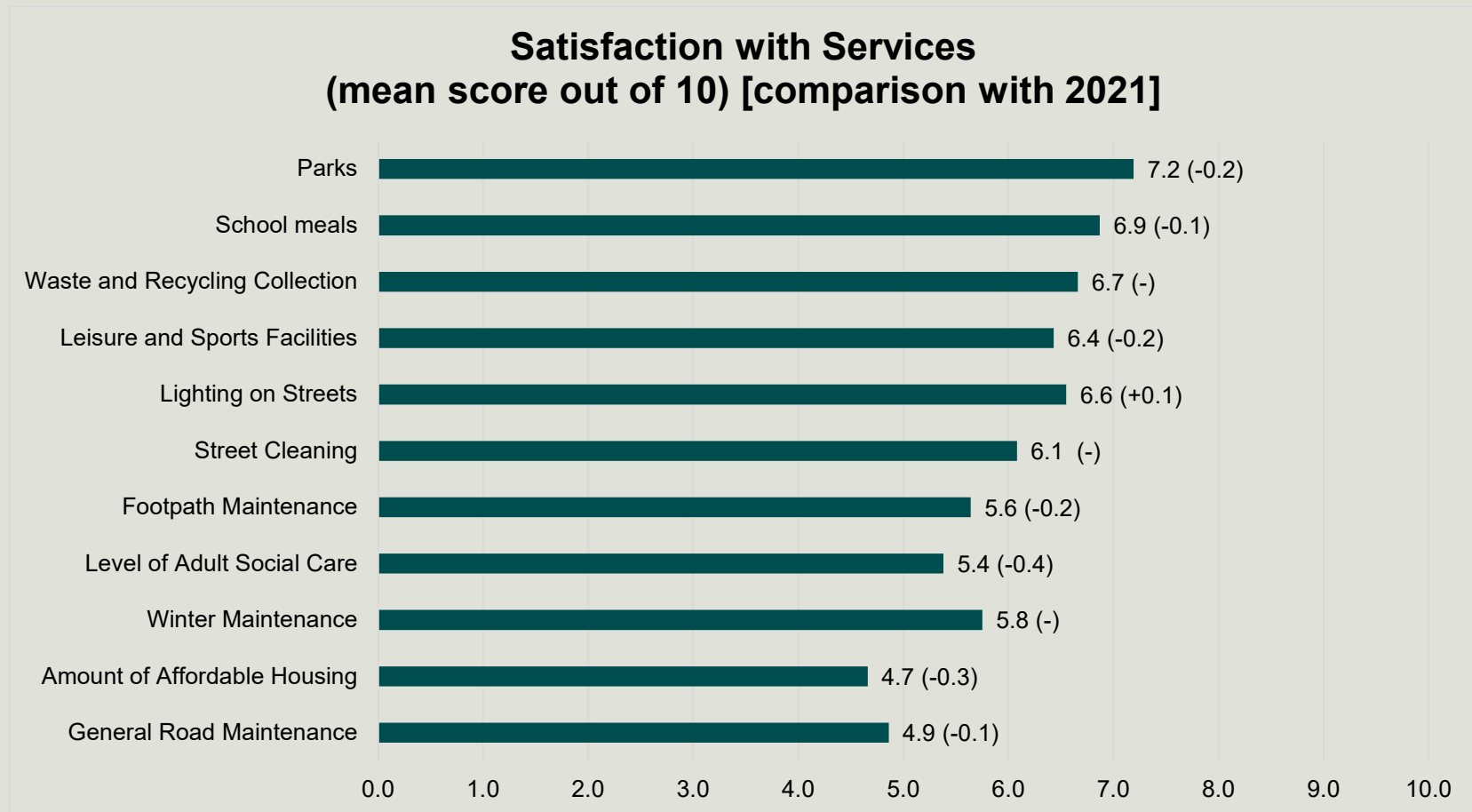
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Key fact 2 : People trust Councils with their tax

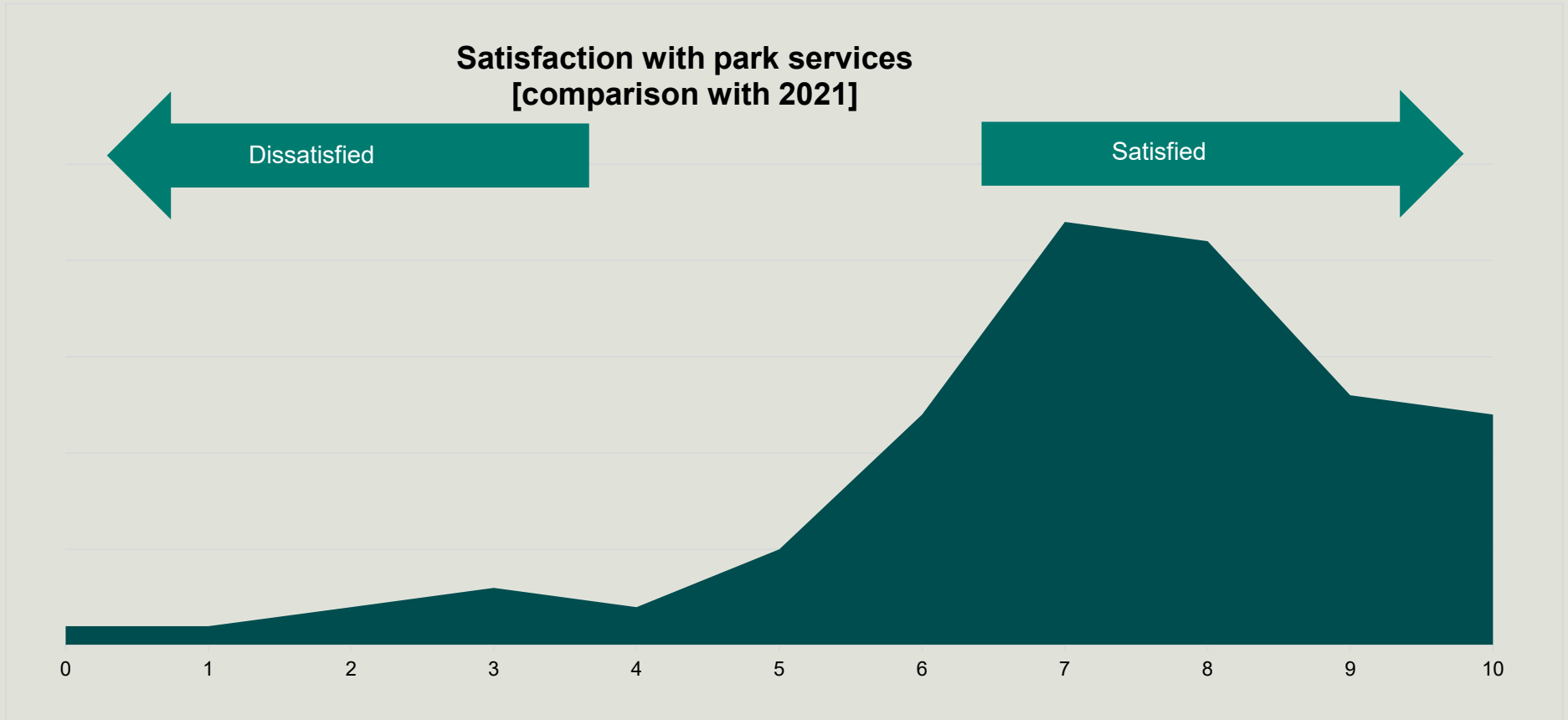
Should the government keep more money to spend at national level or give more money to local councils? [comparison with 2021]



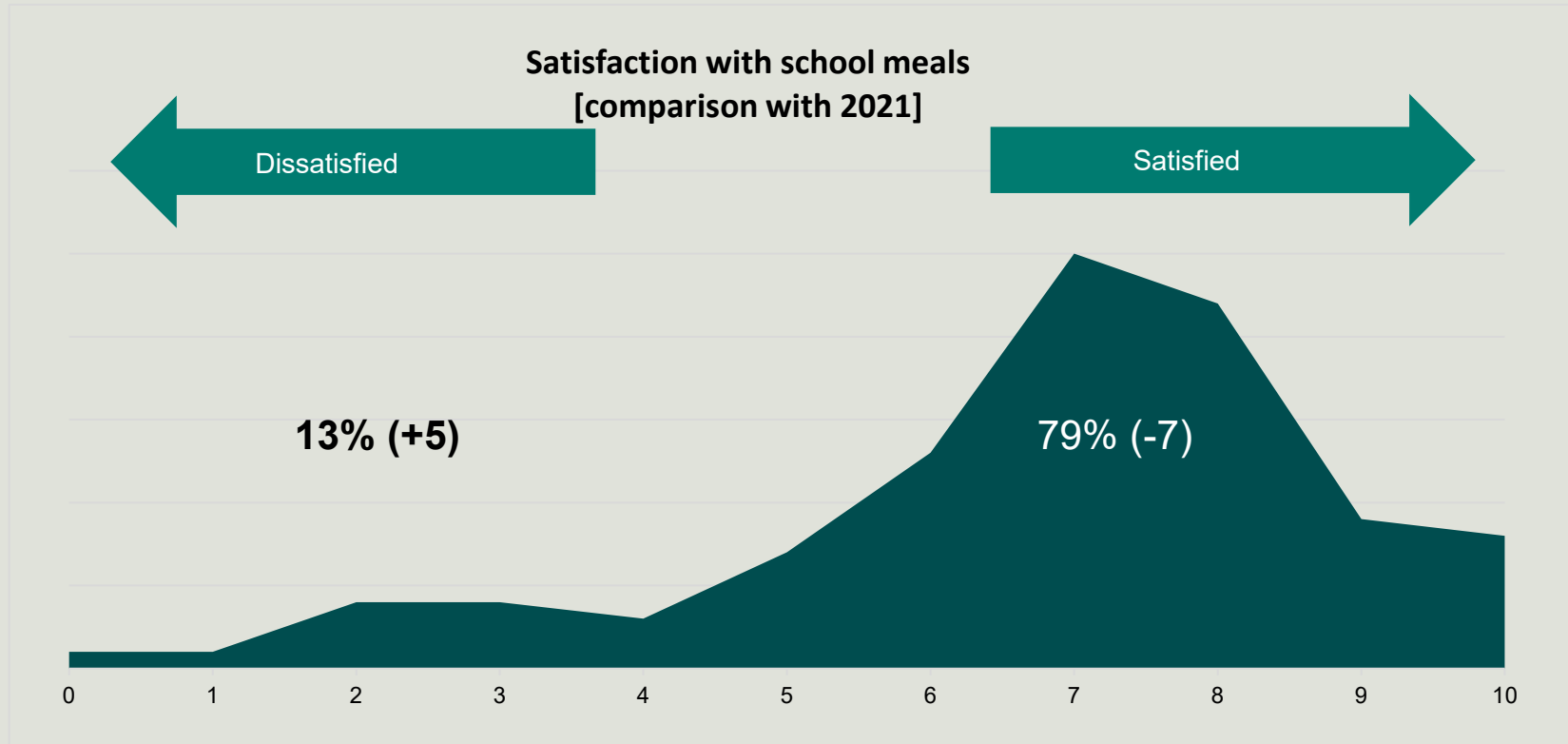
Satisfaction levels vary between services



7.3 Parks



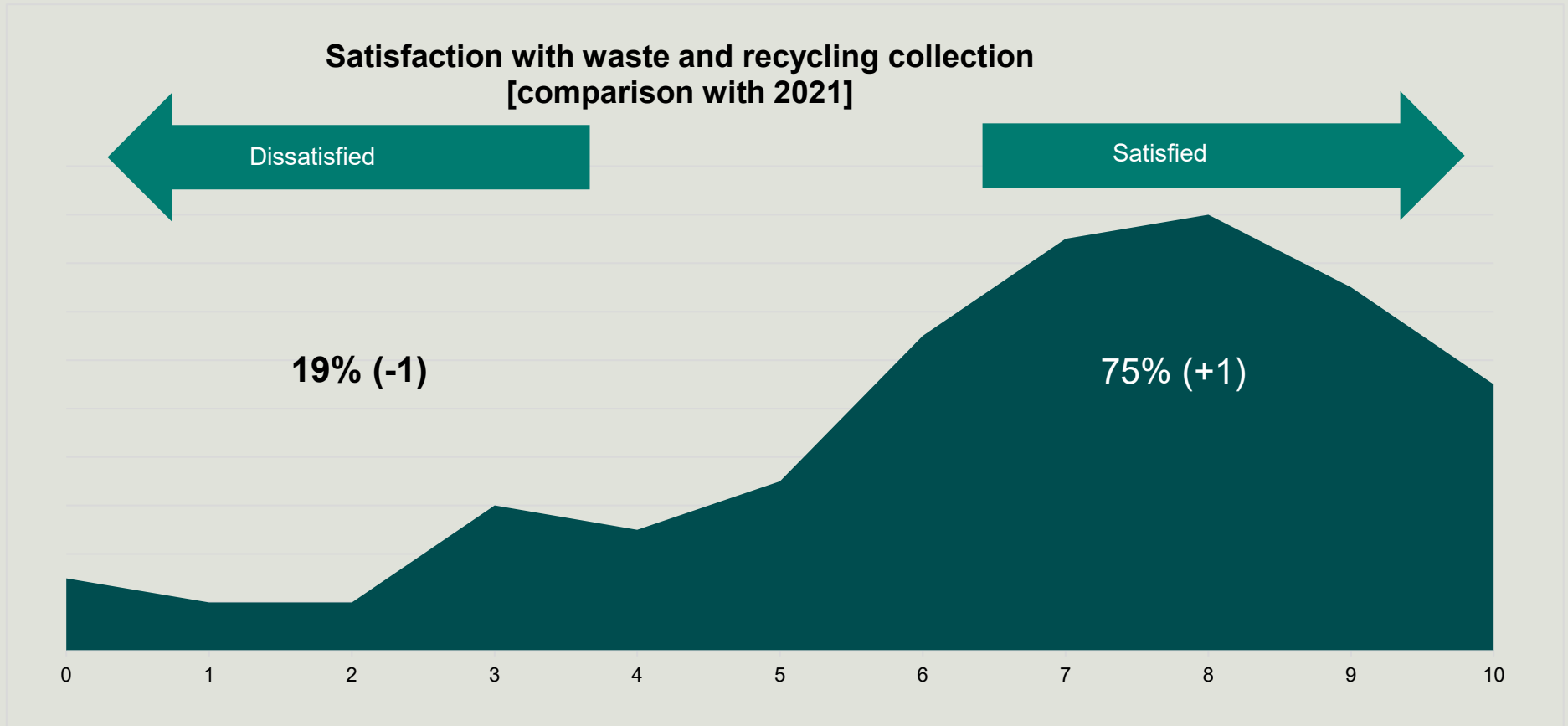
6.9 School Meals



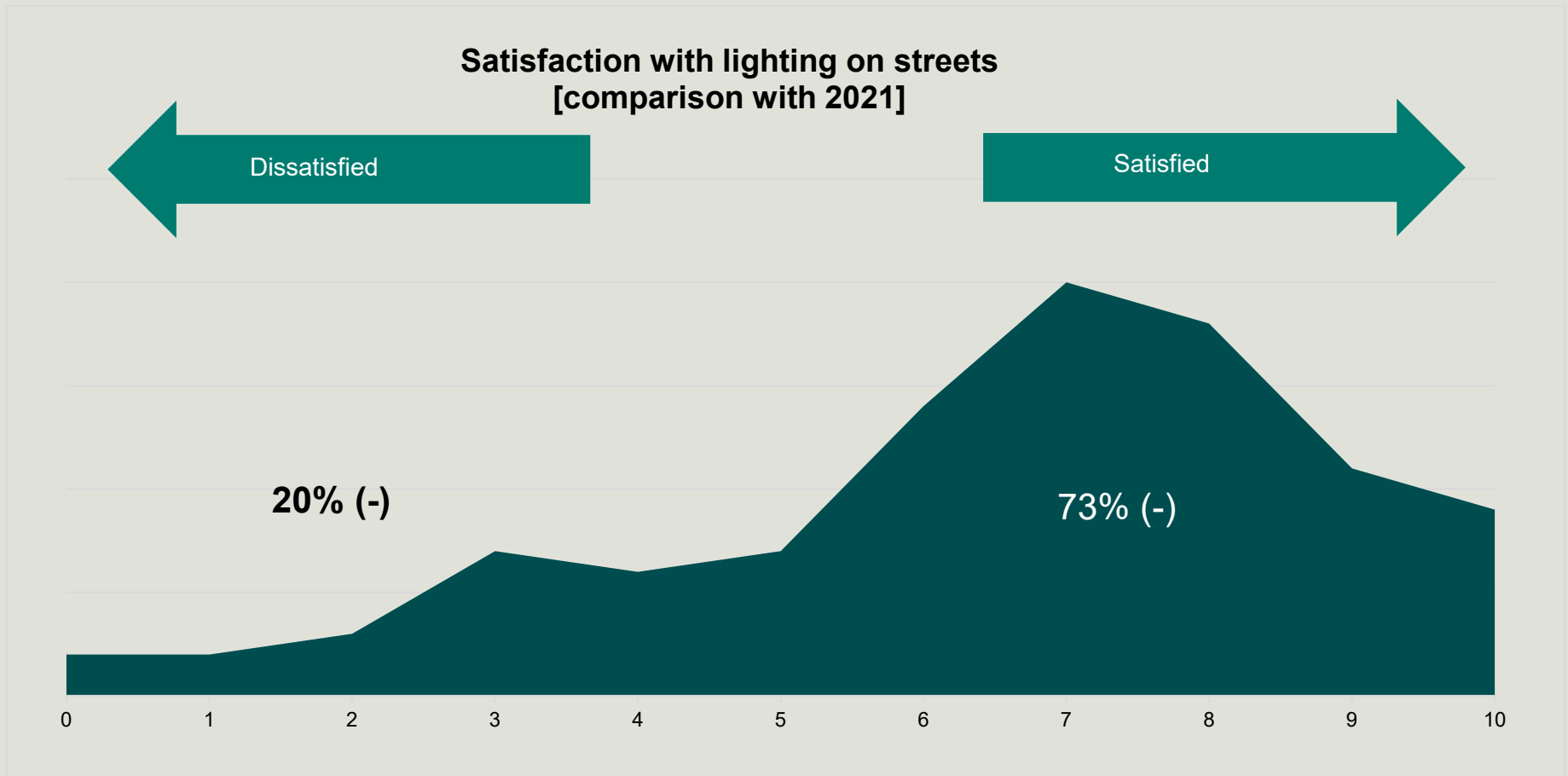
Northern Ireland (23%) has the lowest % of high satisfaction scores out of the nations, with the North of England having the highest (46%).

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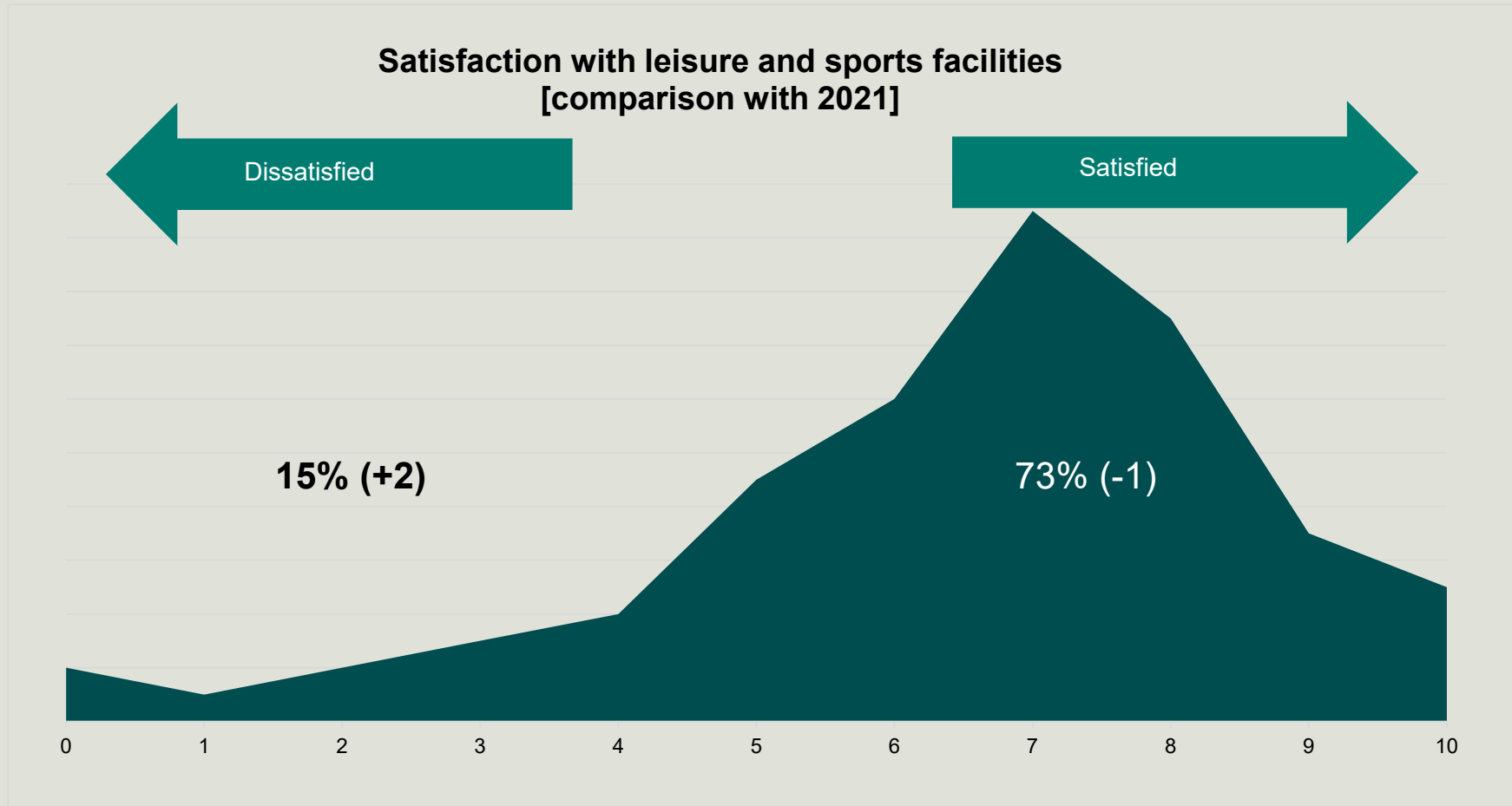
6.9 Waste and Recycling



6.8 Street Lighting

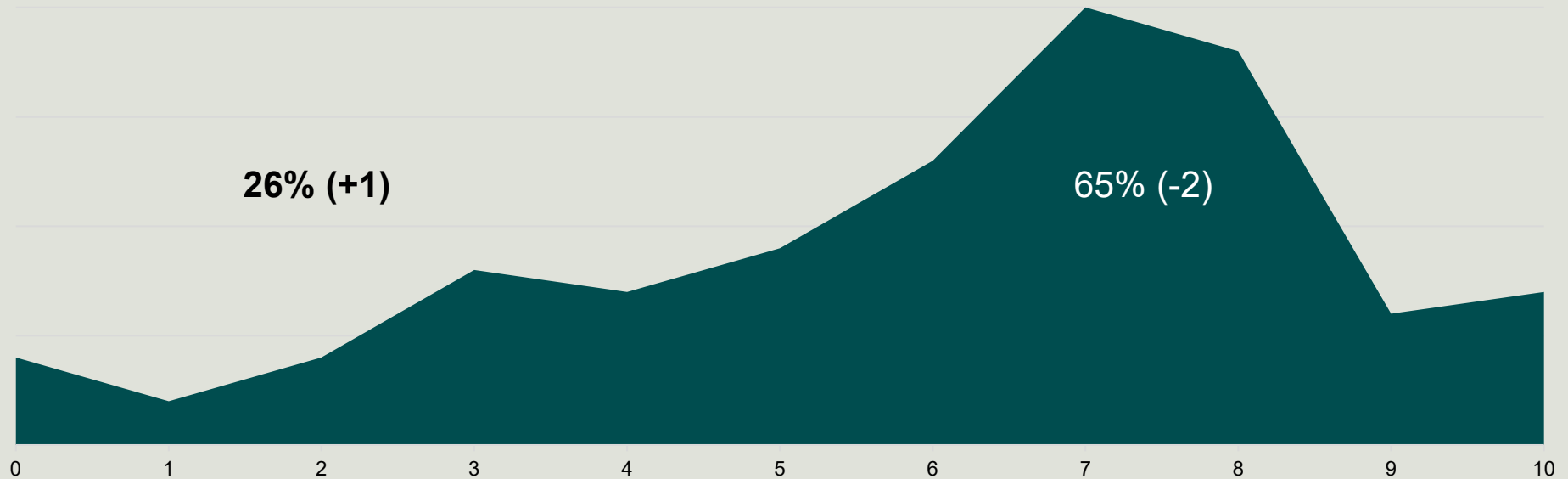
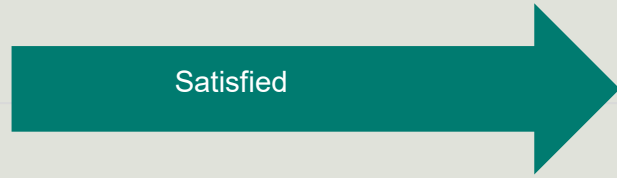
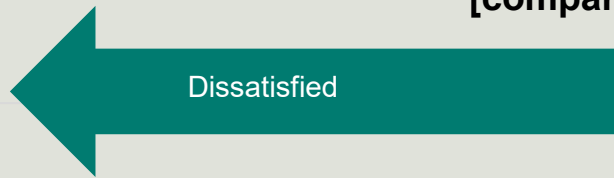


6.5 Leisure and Sports

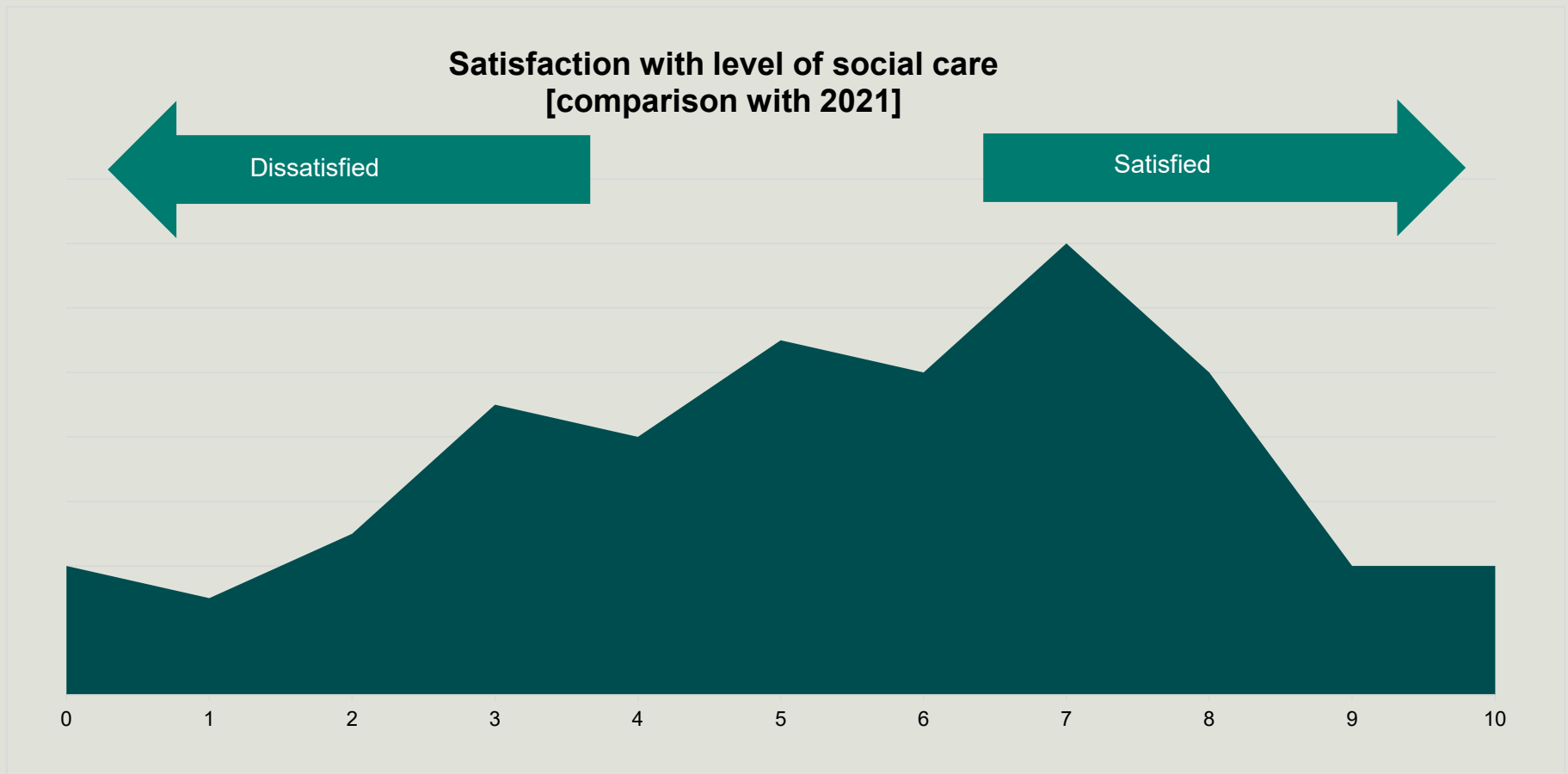


6.3 Street Cleaning

Satisfaction with street cleaning services
[comparison with 2021]



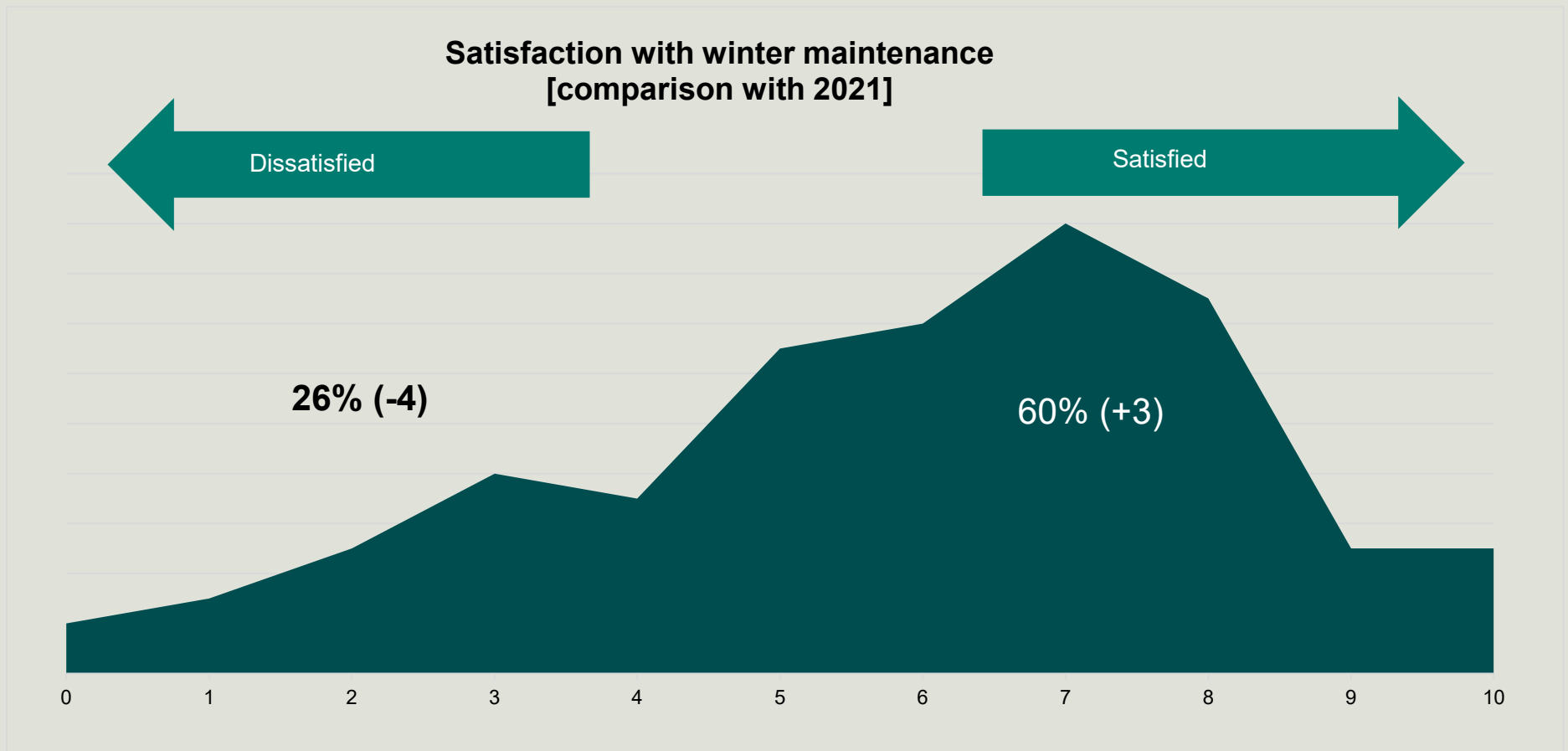
5.9 Level of Social Care



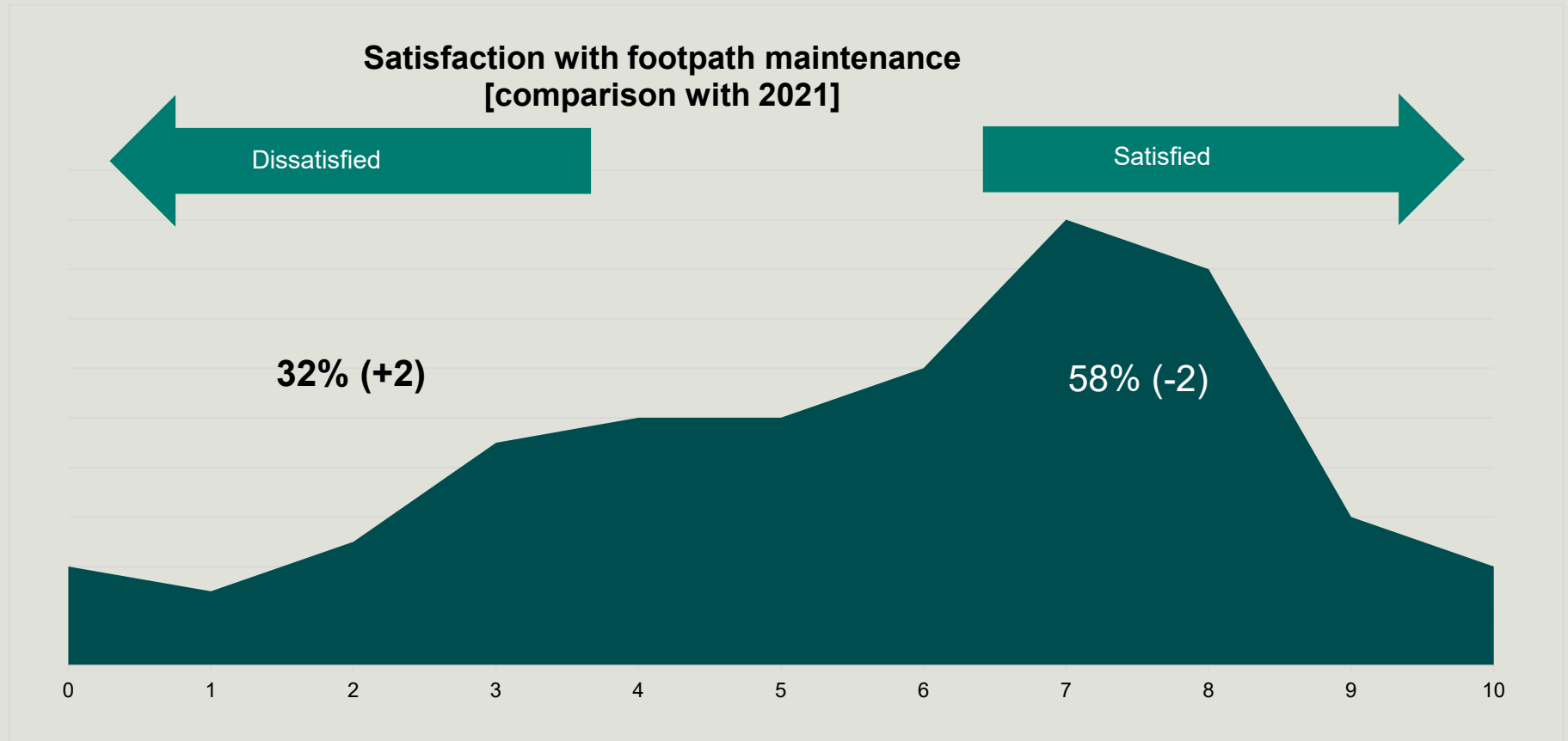
People aged 55+ have the lowest high satisfaction (8-10) scores at 14%.
People in households with higher incomes (£40,000+) seem to have the least satisfaction with social care with 16% giving high scores, compared to households on less than £20,000 per year (21%).

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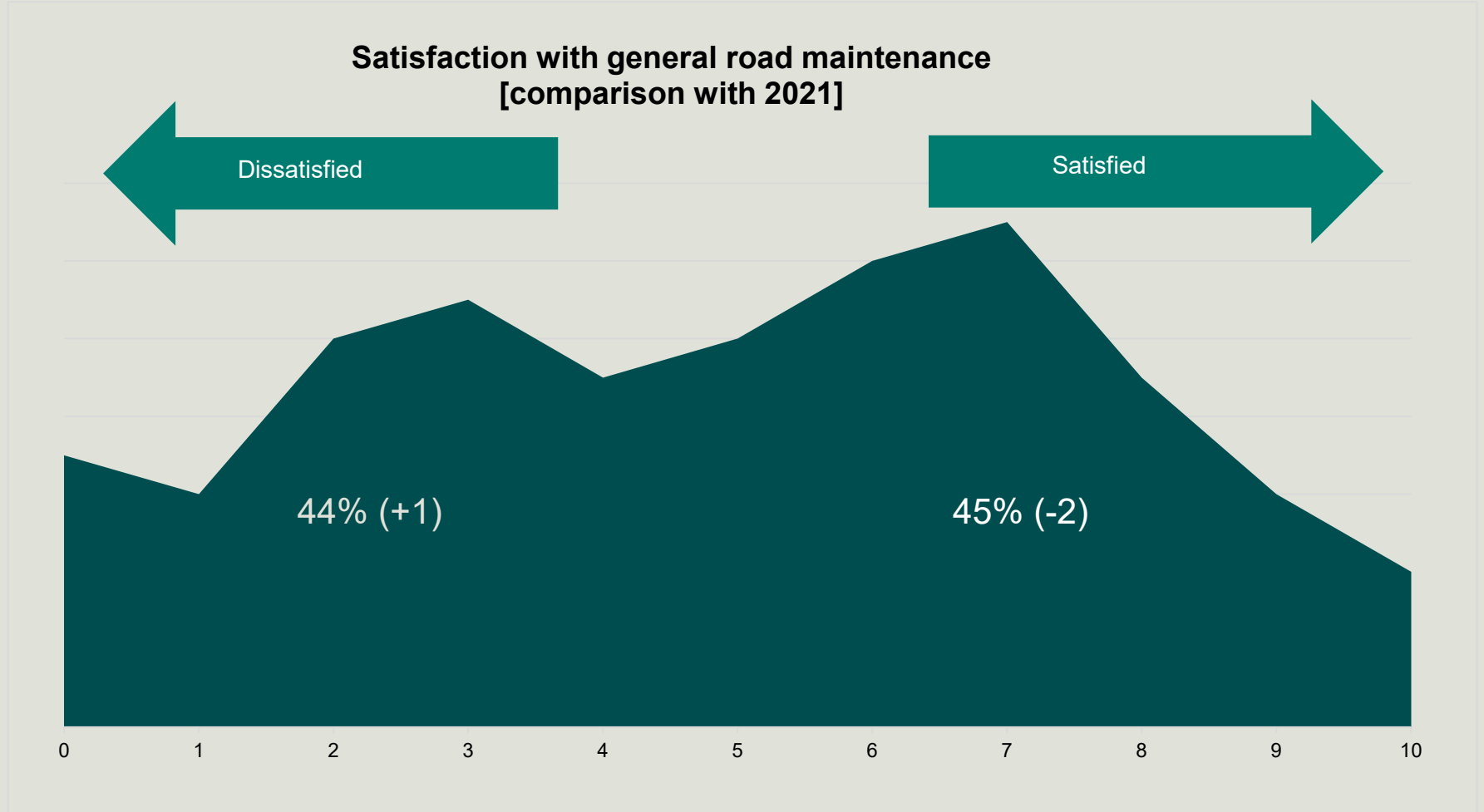
5.9 Winter Maintenance



5.8 Footpath maintenance

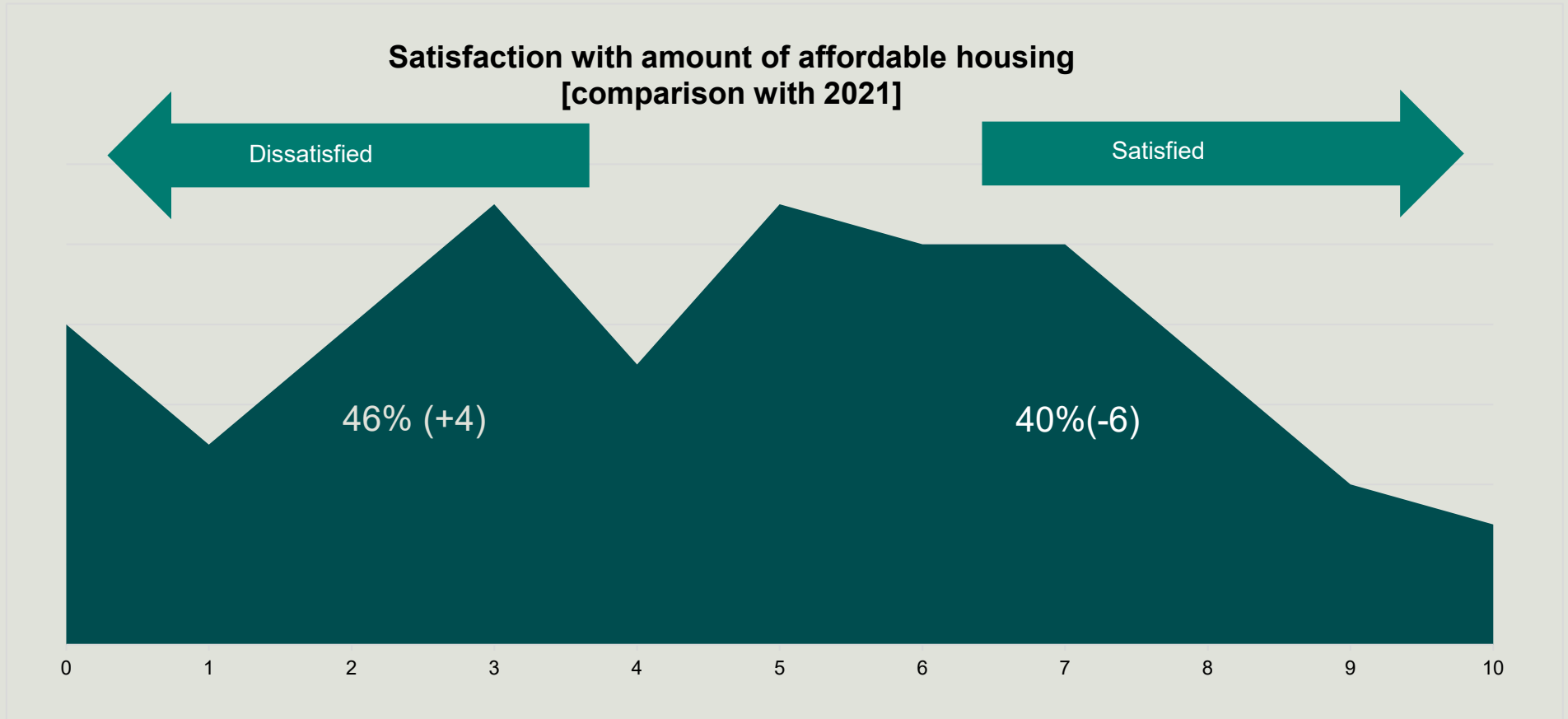


5.2 Road maintenance



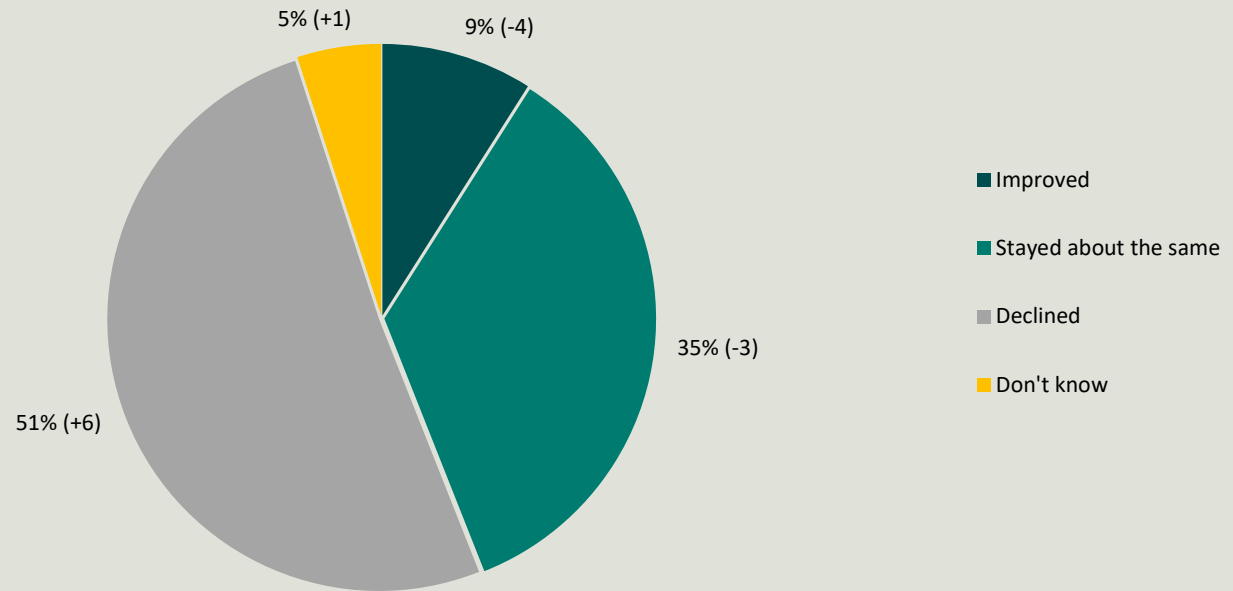
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5.0 Affordable Housing



Public finds that services are still declining

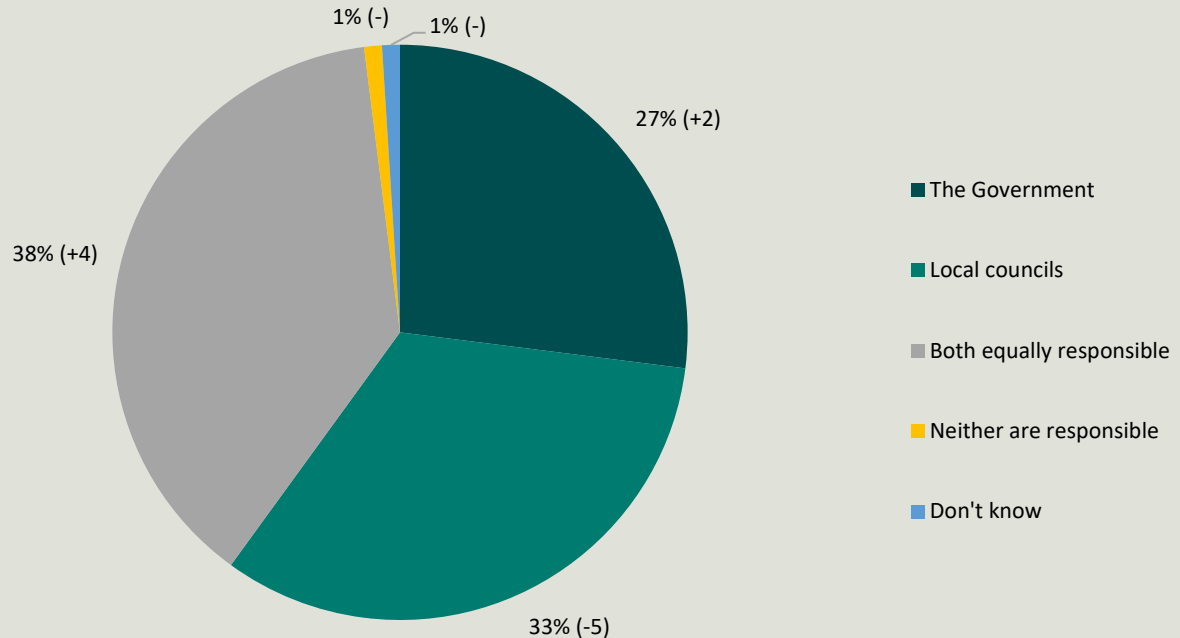
Do you think that local services have declined or improved in your local area in recent years?
[comparison with 2021]



Those aged 55+ are the most disappointed with 61% of them finding that services are declining. However, 39% of those aged 18-34 find that services are declining.

Uncertainty around where blame for decline lies

You said that local services have declined in your local area in recent years. Who do you think is the most responsible for this?
[comparison with 2021]



Out of the nations, those living in Northern England are the most likely to blame local councils with 35% of them doing so.

Out of the parties, Conservative and Lib Dem voters are the most likely to blame local councils at 40% and 43%. Only 24% of Labour voters are likely to place blame solely on councils.

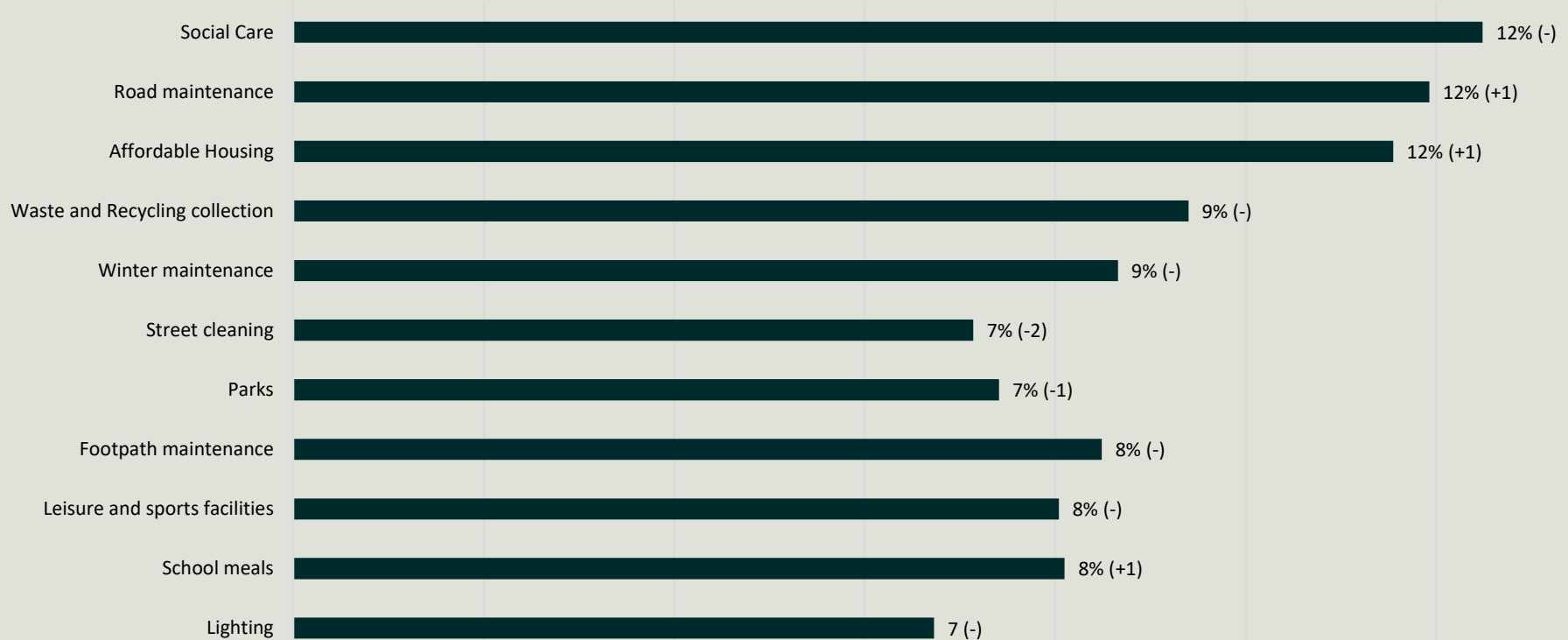
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Social care attracts public vote for most funds

If you had the choice, what percentage of the extra money would be spent on each of the 11 services below?

(mean %)

[comparison with 2021]



Climate Change still a priority for Councils

This year we undertook the same questions about Councils and climate change as last year which show that it a priority for the public and they expect Councils to take a leading role in responding to climate change.

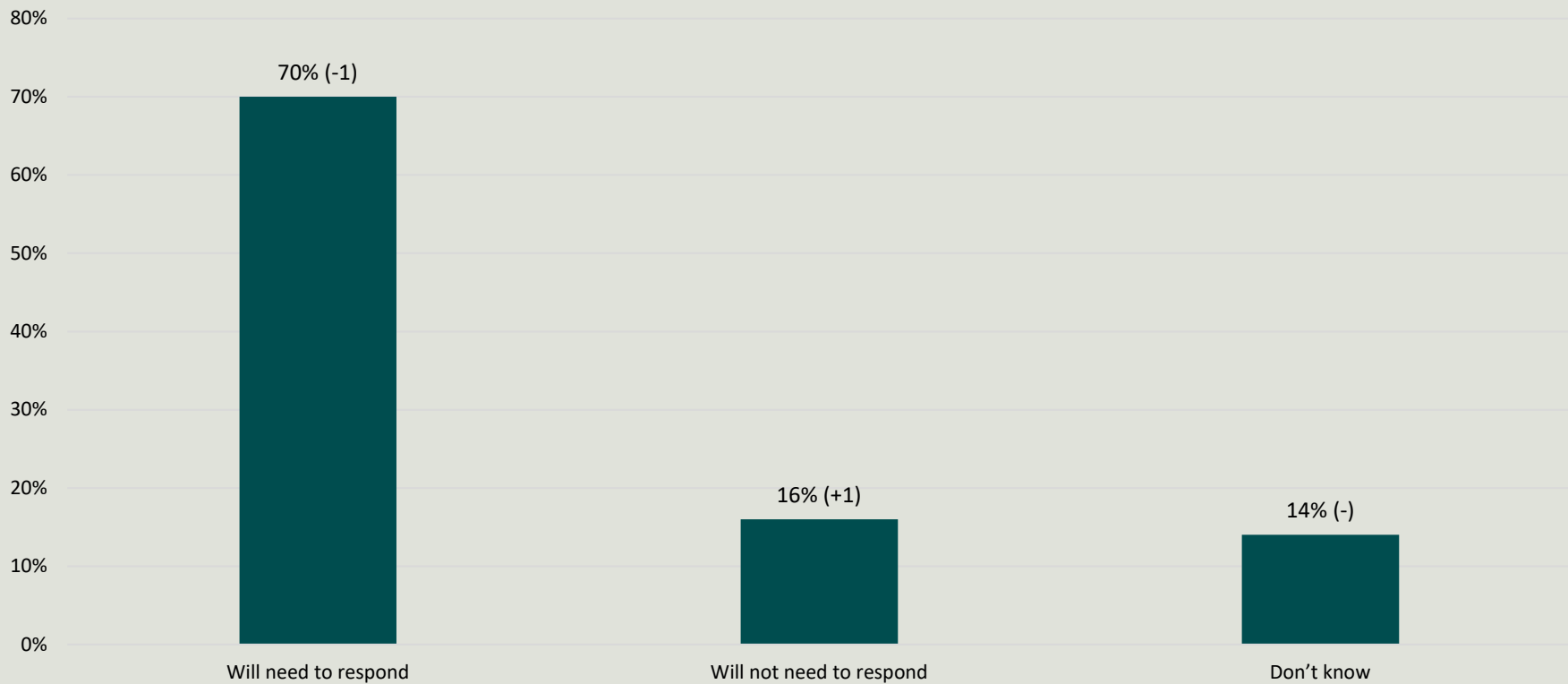
Five Key findings

1. 70% (down 1%) expect that local communities will have to respond to the effects of climate change in their area.
2. 54% support additional money for Councils to respond to climate change locally, which is the same as last year
3. 38% (up 1%) see Councils as best placed to take combat the effects of climate change compared to 29% (down 1%) for the Government.
4. Top priorities for local climate change action are making homes more energy efficient at 59%.
5. Climate change is the equal second highest new spending priority after Social Care, on par with Road Maintenance and Affordable Housing.

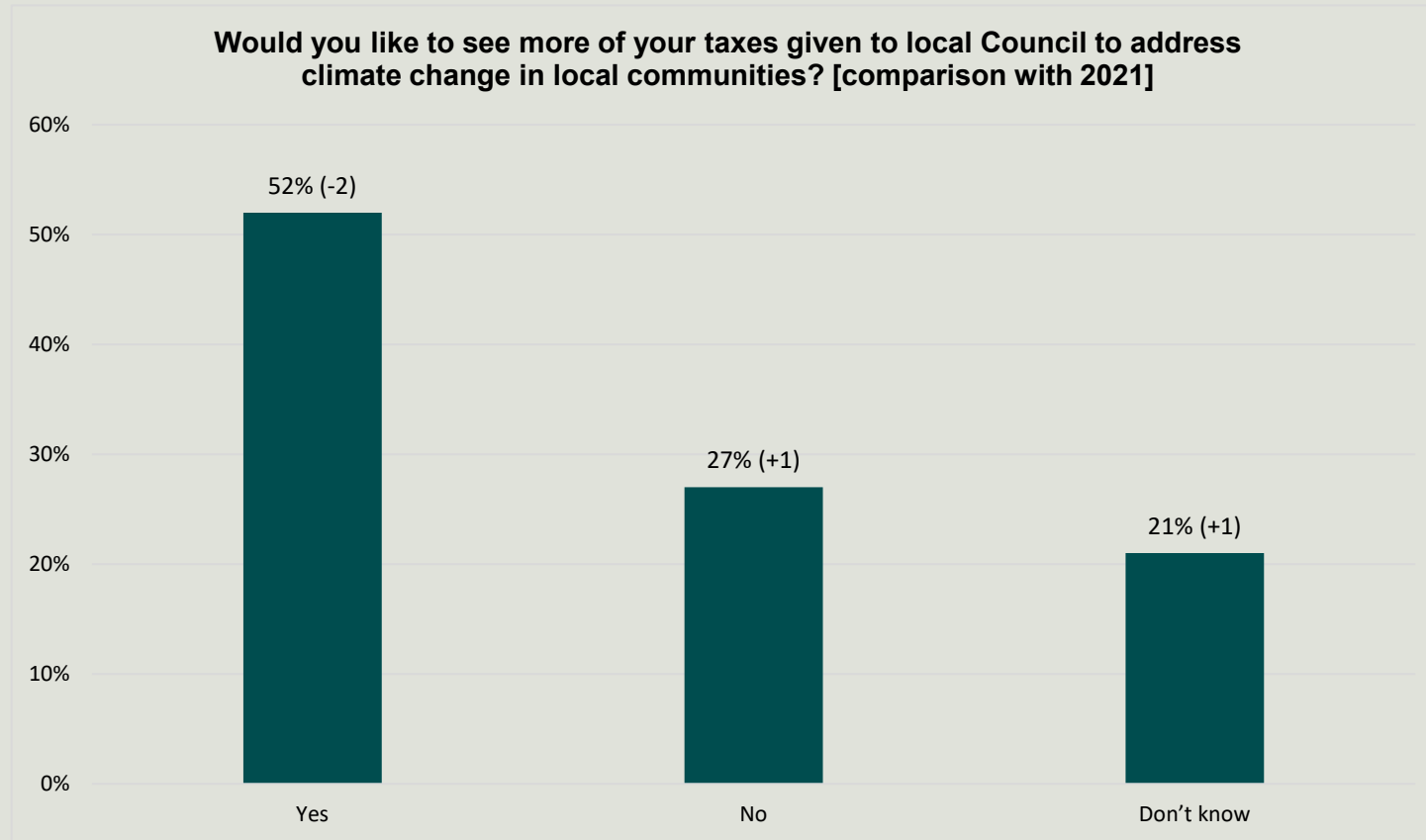
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70% of people think their local community will need to respond the climate change

Do you expect that local communities in the UK will need respond to the effects of climate change on the local environment in the next 10 years? [comparison with 2021]



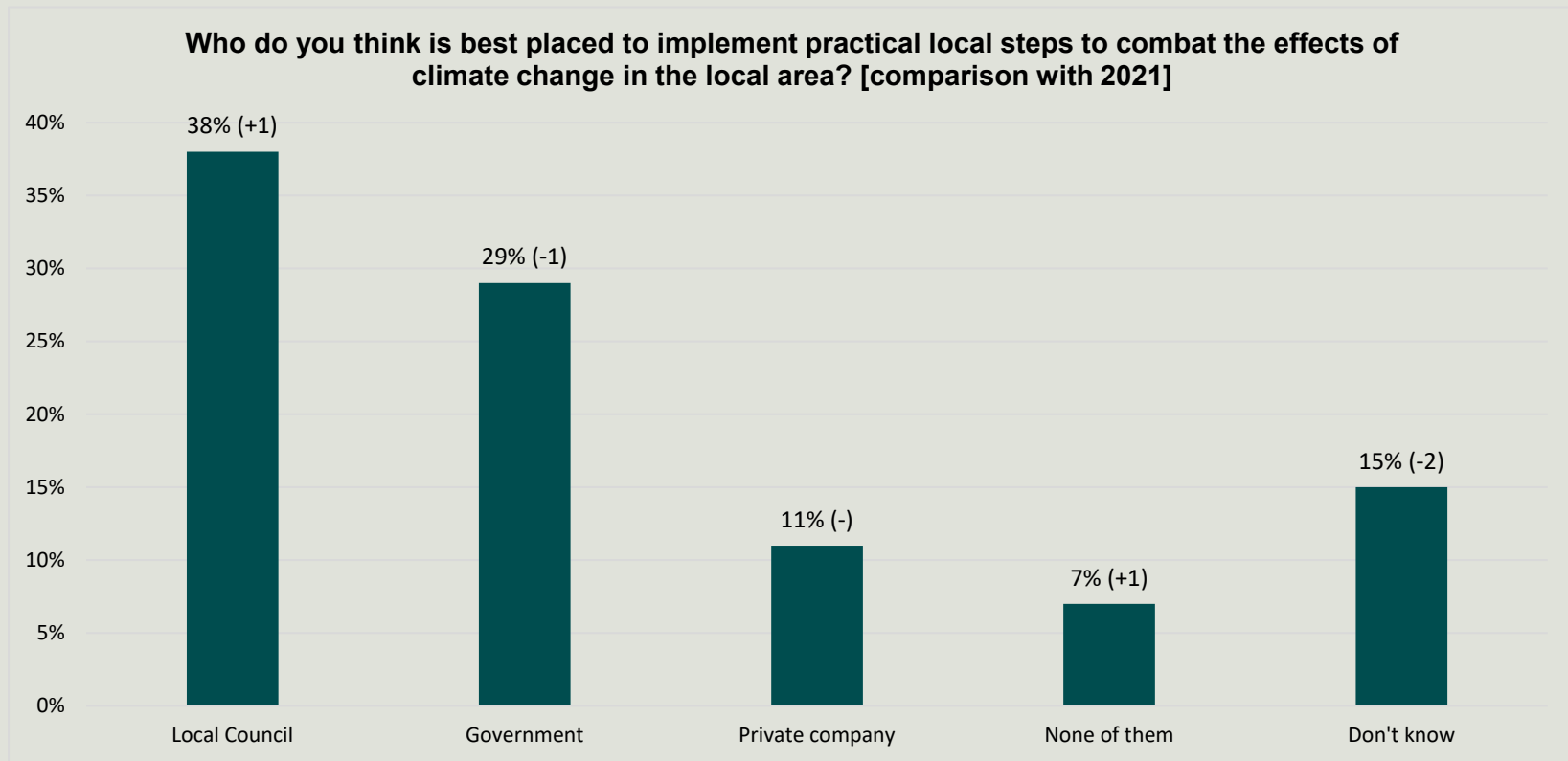
52% support more funds for Councils to combat climate change locally



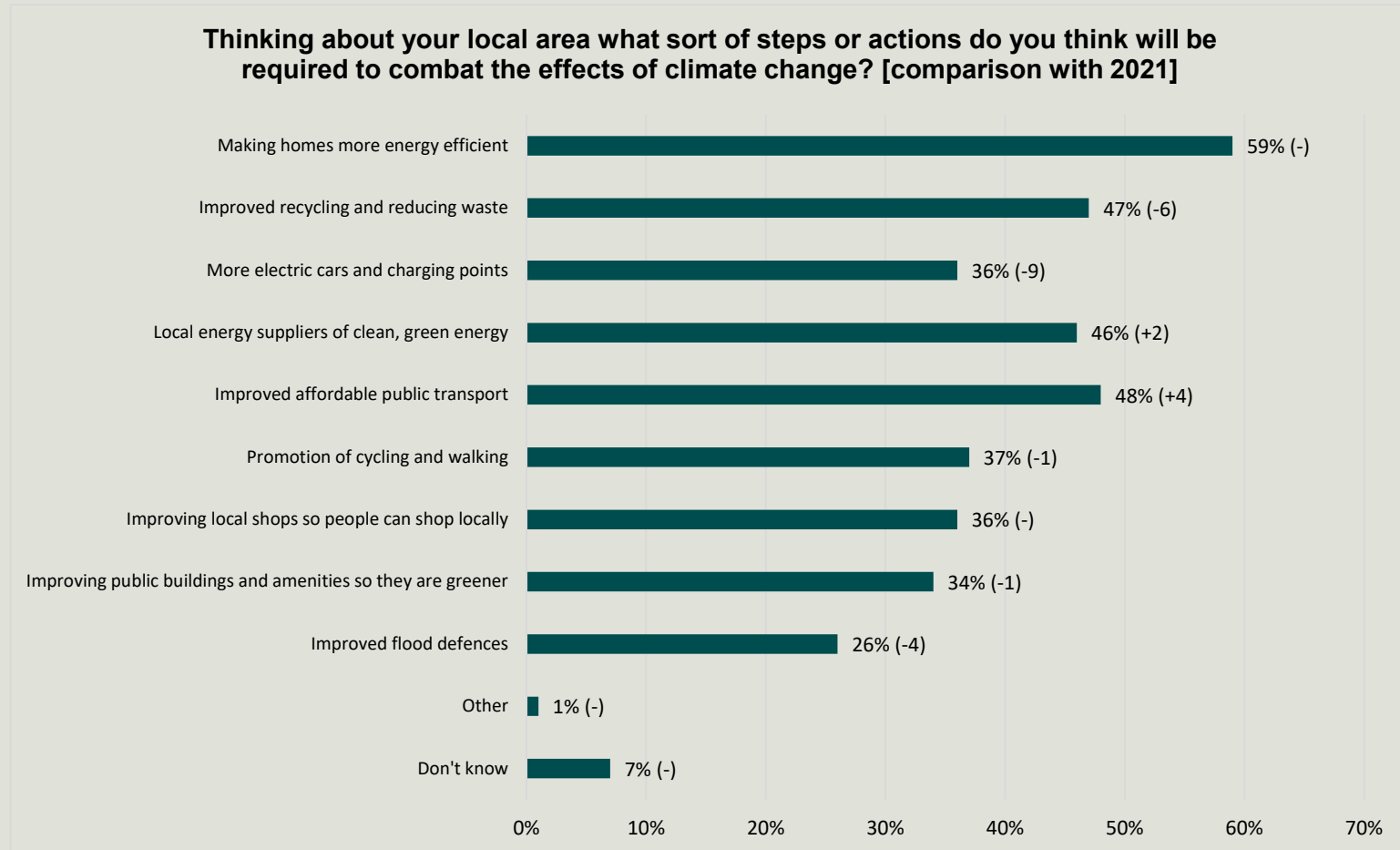
Conservative voters are less likely to want more of their taxes being used to address climate change at 47%, whereas 59% of Labour voters would like this to happen.

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Councils and government considered to be best placed to combat effects of Climate change



Top priorities for local climate change action



Support for protection of public services

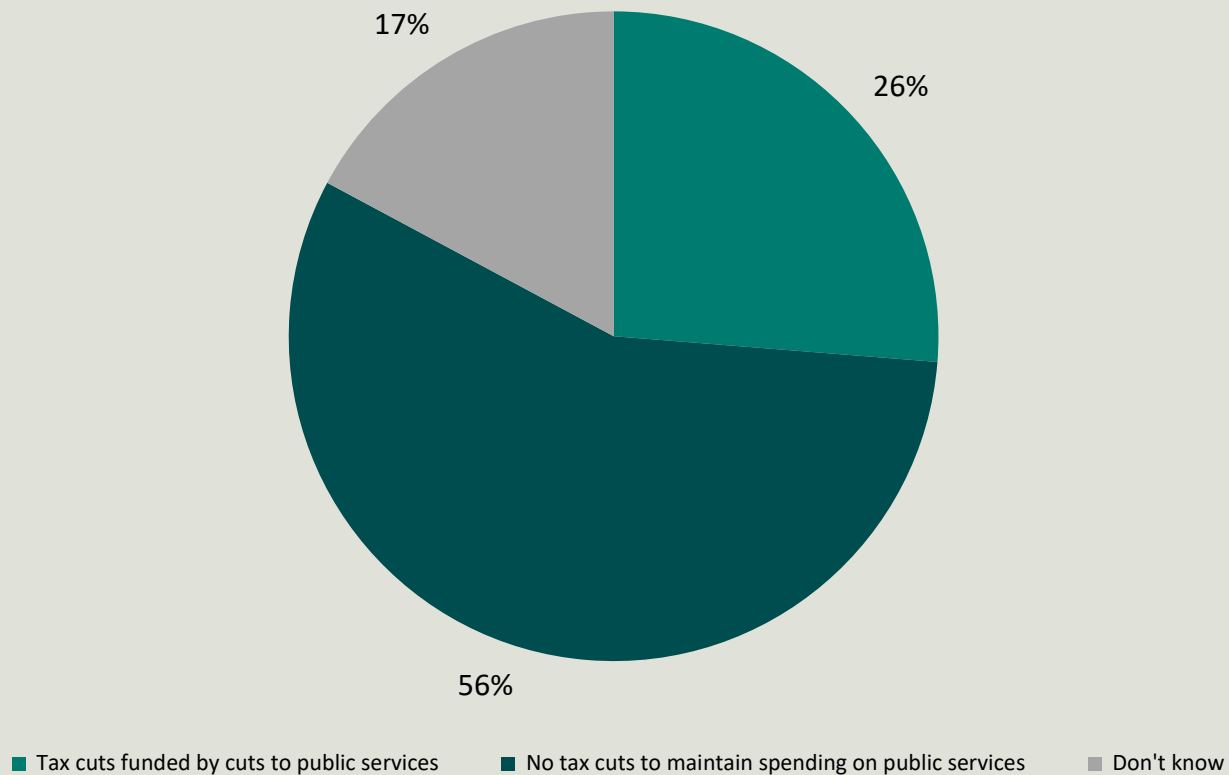
This year we added questions about potential cuts to public services.

Three Key findings

1. When faced with a choice, 56% would rather see no tax cuts in order to maintain spending on public services, over tax cuts which are funded by cuts to public services.
2. Social Care (76%), Road Maintenance (75%) and Waste and Recycling collection (72%) are most important local services for councils to prioritise.
3. Housing (66%), Street Cleaning (64%) and School Meals (61%) followed in terms of which services to prioritise.

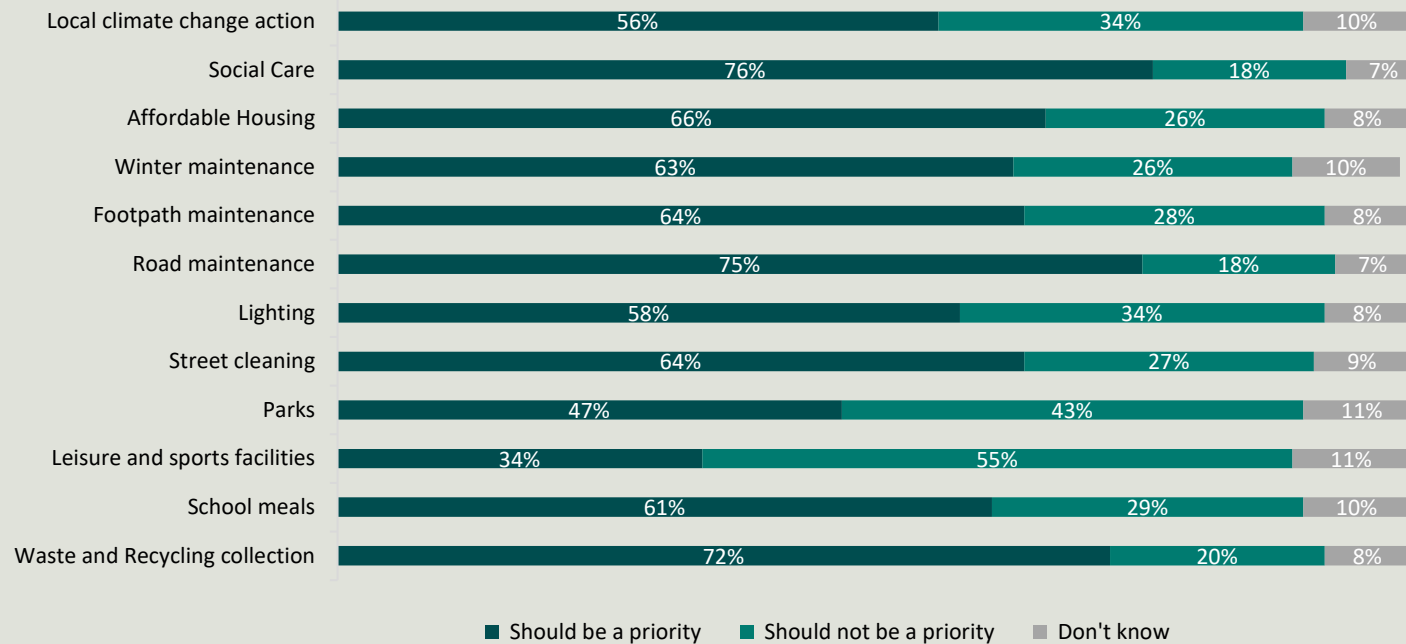
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Public would rather see spending on public services maintained with no tax cuts



Local public services are important to protect, with Social Care the biggest concern

If the local government was making cuts to public services, should the following be a priority to protect?



For more information

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