



association for public service excellence

# **APSE Public Opinion Poll 2020 in association with Survation**

*Trust and Confidence in Councils during COVID-19:  
What the Public Think*

**Survation.**



## Key Points: Trust and Satisfaction

1. Public trust you more (than ever).
2. They trust you to spend their taxes on them.
3. Satisfaction levels with services are slightly up but broadly in the same order as 2019 with the exception of Social Care.



## **Key Points: Current and future challenges**

- 1. Councils the most trusted to provide Residential aged care.**
- 2. High degree of satisfaction with Council key workers during pandemic**
- 3. Climate change still a high priority but slightly less so a high local government priority**

## 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 2020, covering the range of council services that would appear in their local area. Most questions mirrored questions asked in 2016, 2017, 2018 and 2019 with additional questions relating to satisfaction with Council key workers during Covid 19 and on Aged Care.

Polling was conducted via online panel between 12th -16th October 2020.

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 1,693, including booster samples in Northern Ireland & Wales to ensure sub-samples of at least 100 persons in those regions.

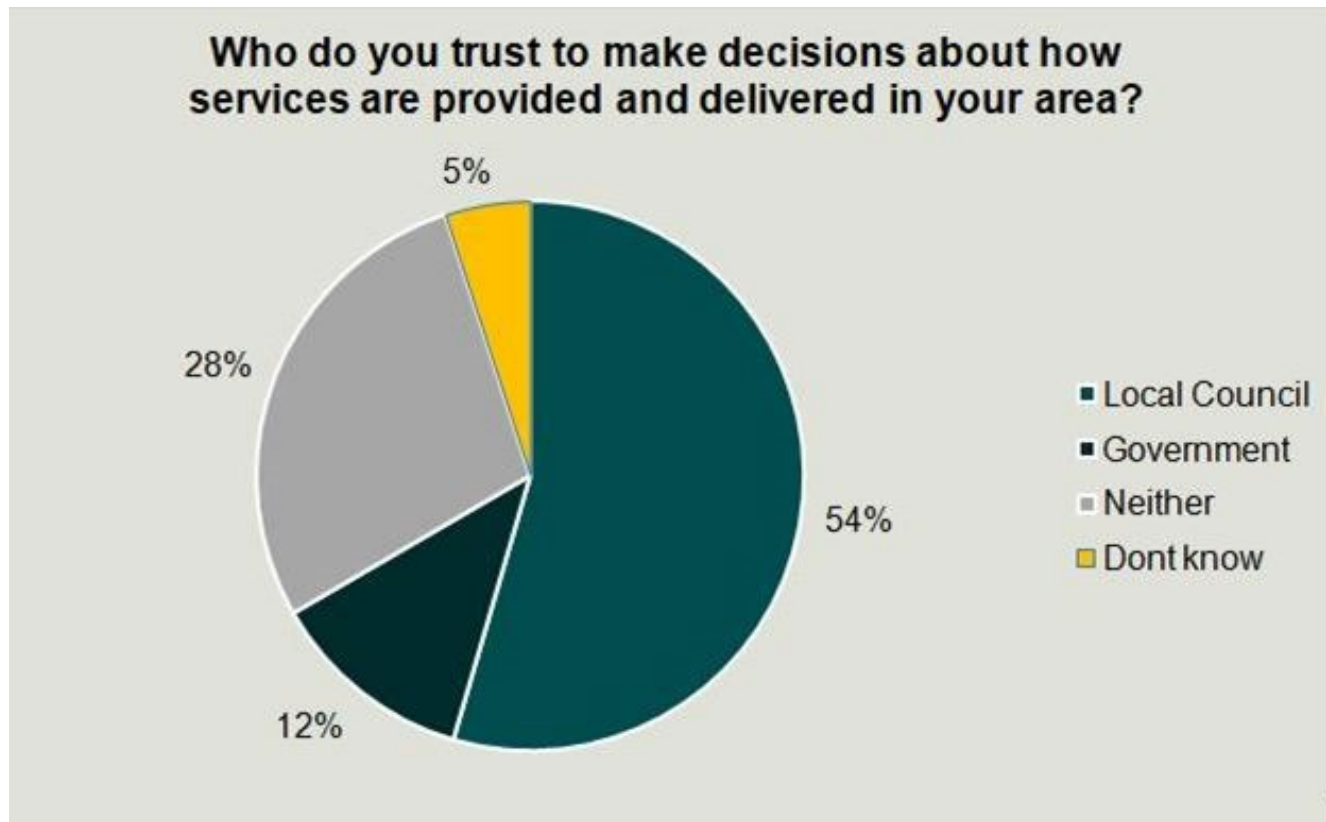


## Key fact 1: Relative Trust in Councils high

**Trust in Councils and Councillors is at its highest compared to Government and Ministers since 2016. Trust in Councils has moderately increased, trust in government and MPs continued to be low, while many distrust everyone.**

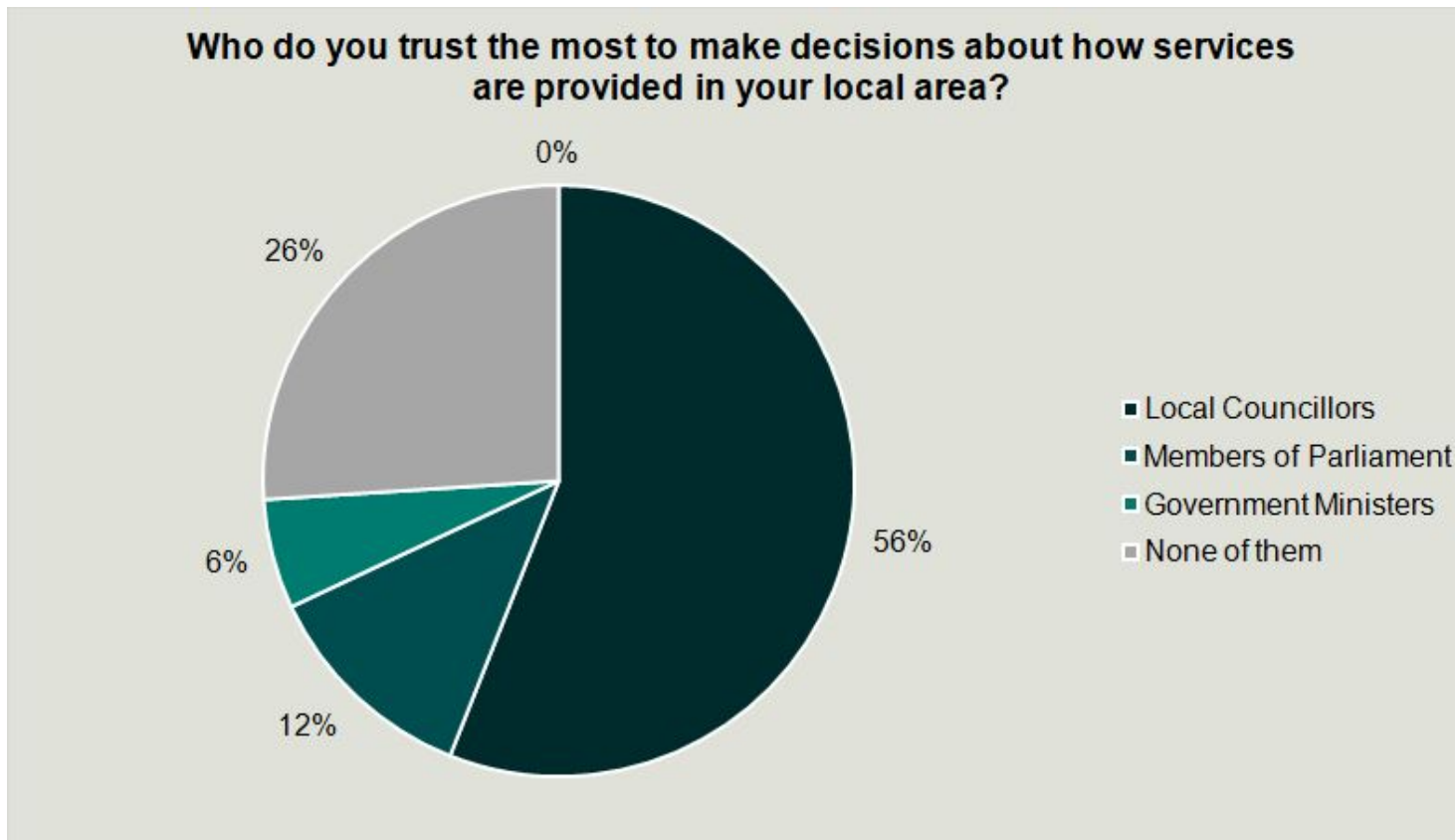
- Four and half times as many trust the local Council (54%) over the Government (12%) to make decisions about how services are provided in your local area.
- Nine times as many trust local Councillors (56%) over Government ministers (6%) to make decisions about their local area.
- Five times more people trusted Councils (55%) to provide local services over a private company (11%) or the Government (11%)

## Councils trusted 4.5 times more than Govt



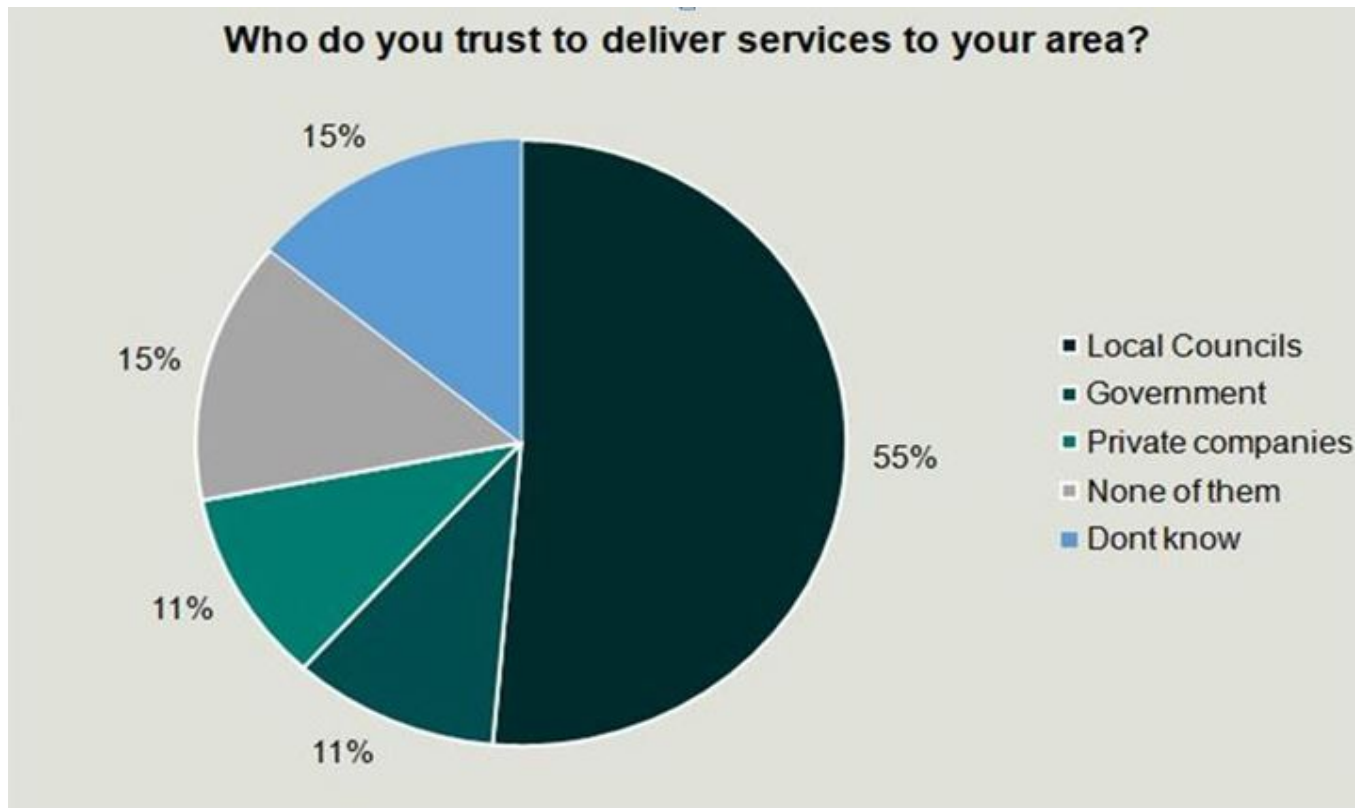
Trust in Local councils has risen 3 points from 51% from 2019. Respondents in the North of England trusted Council seven and half time more on this measure 59% to 8%

# Councillors trust 9 x higher than Ministers



Trust in Councillor is the same as 2019 but trust in Ministers is lower by 2%. The Trust gap is larger in the North where Councillors Trust levels are 59% compared to Government Ministers 3%.

## Councils trusted to deliver services 5 x more

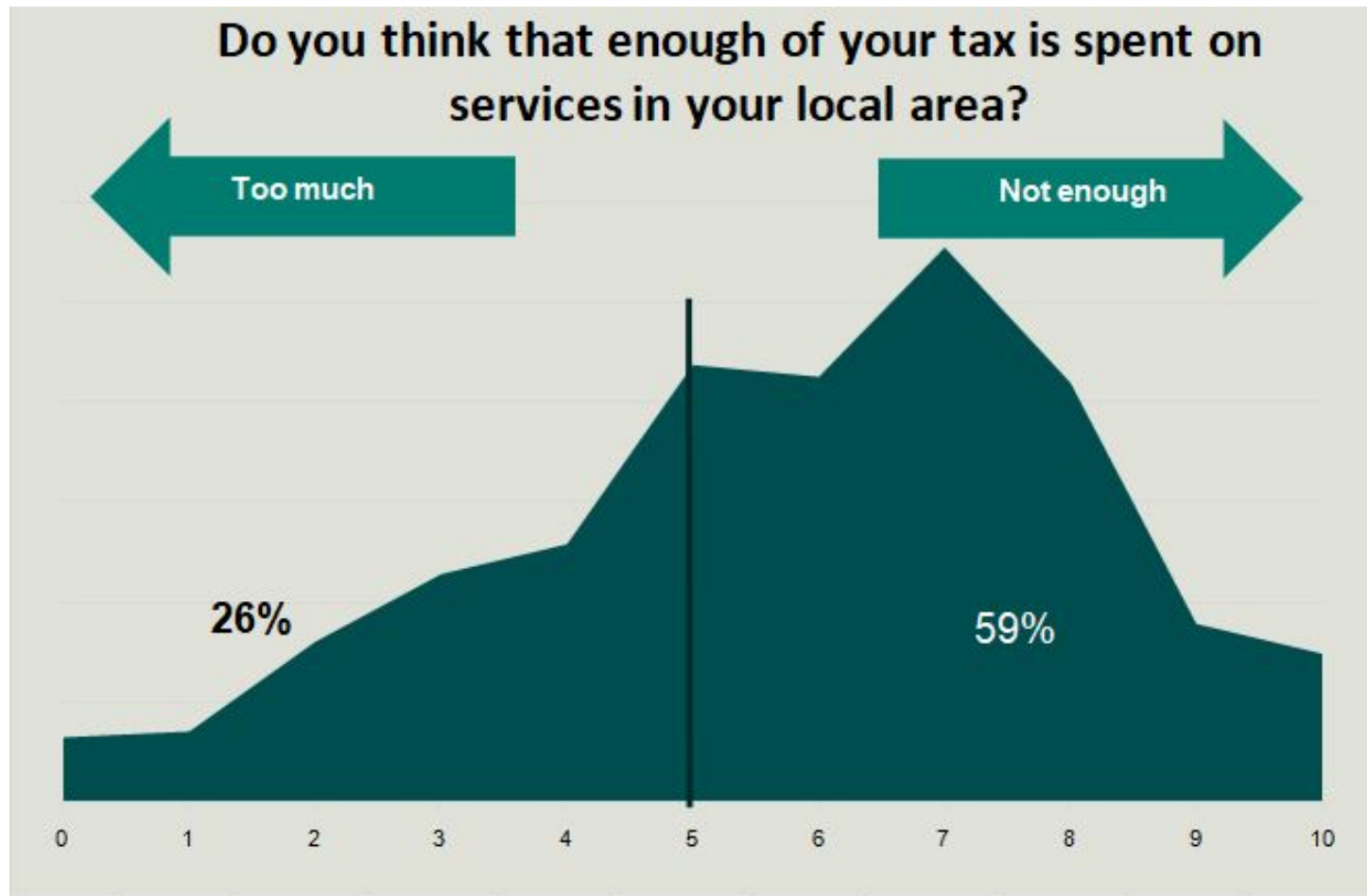


Five times as many people trust the Council (55%) to provide services in their local area over a private company (11%) with support for Council delivered services rising 2% on last year. The support for Councils was higher in the North of England at 58% over 10% for private companies.

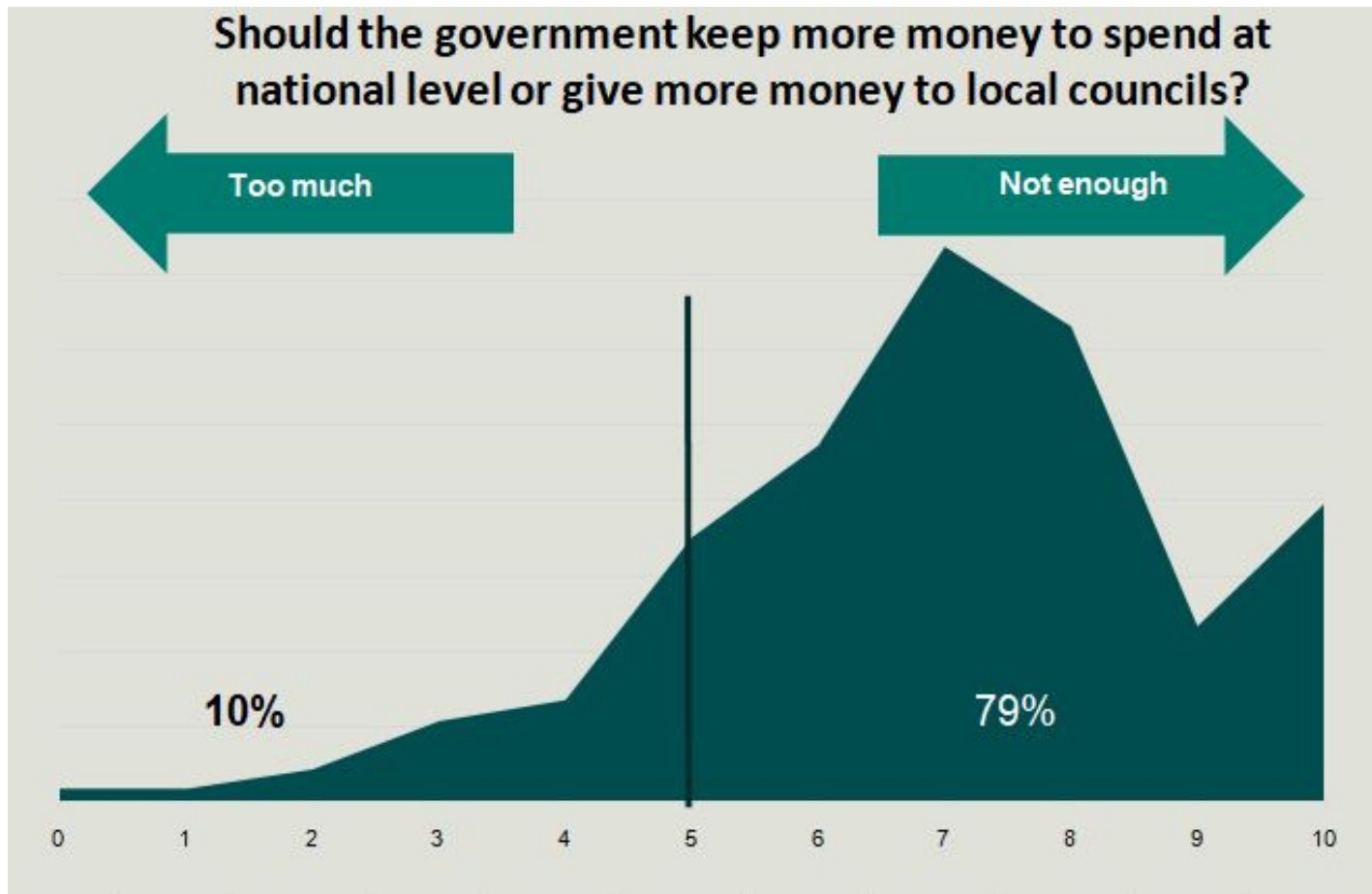




## Enough of your taxes spent in the your area?



## Key fact 2 : People trust Councils with their tax



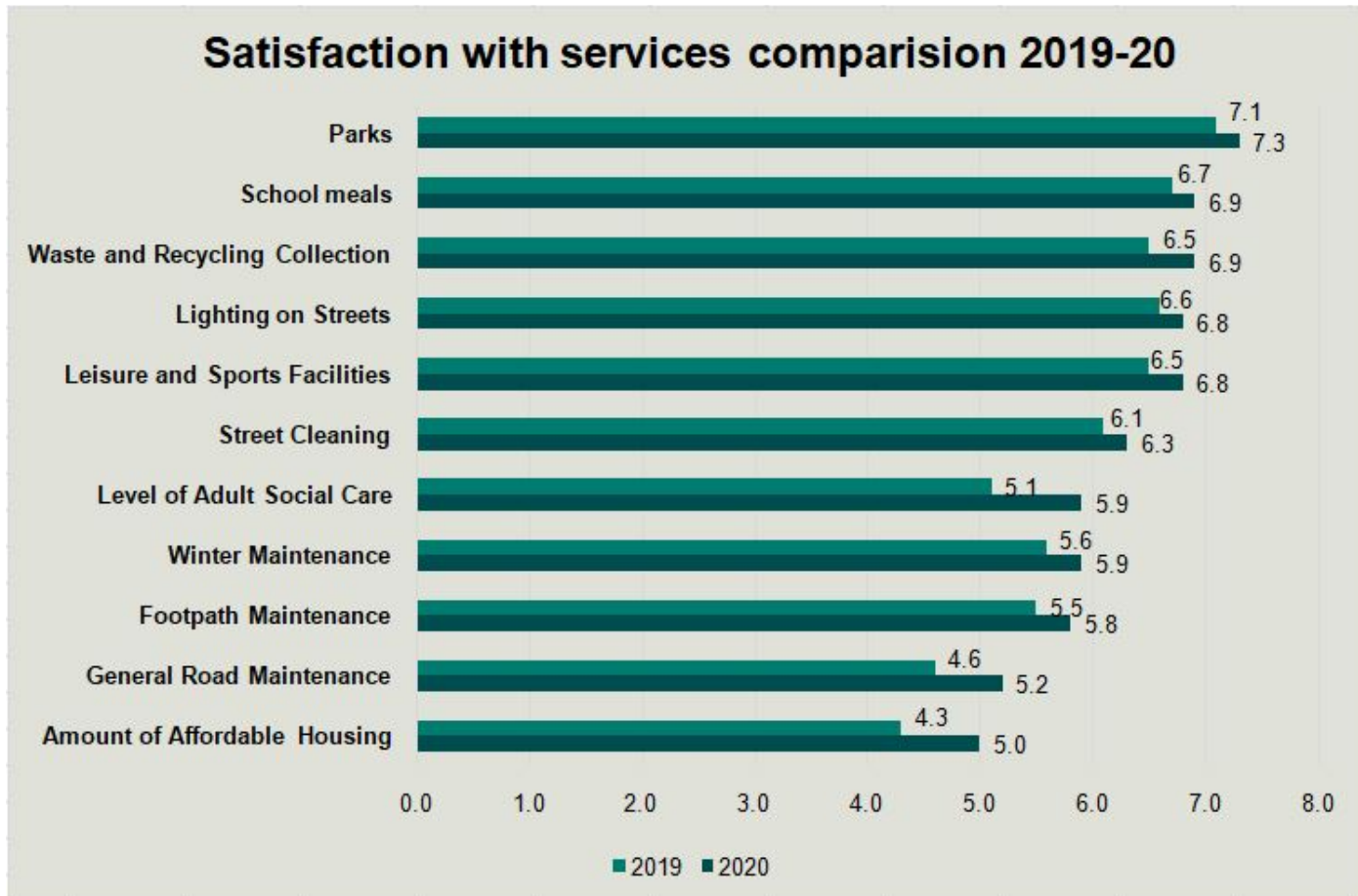


# Satisfaction levels vary between services

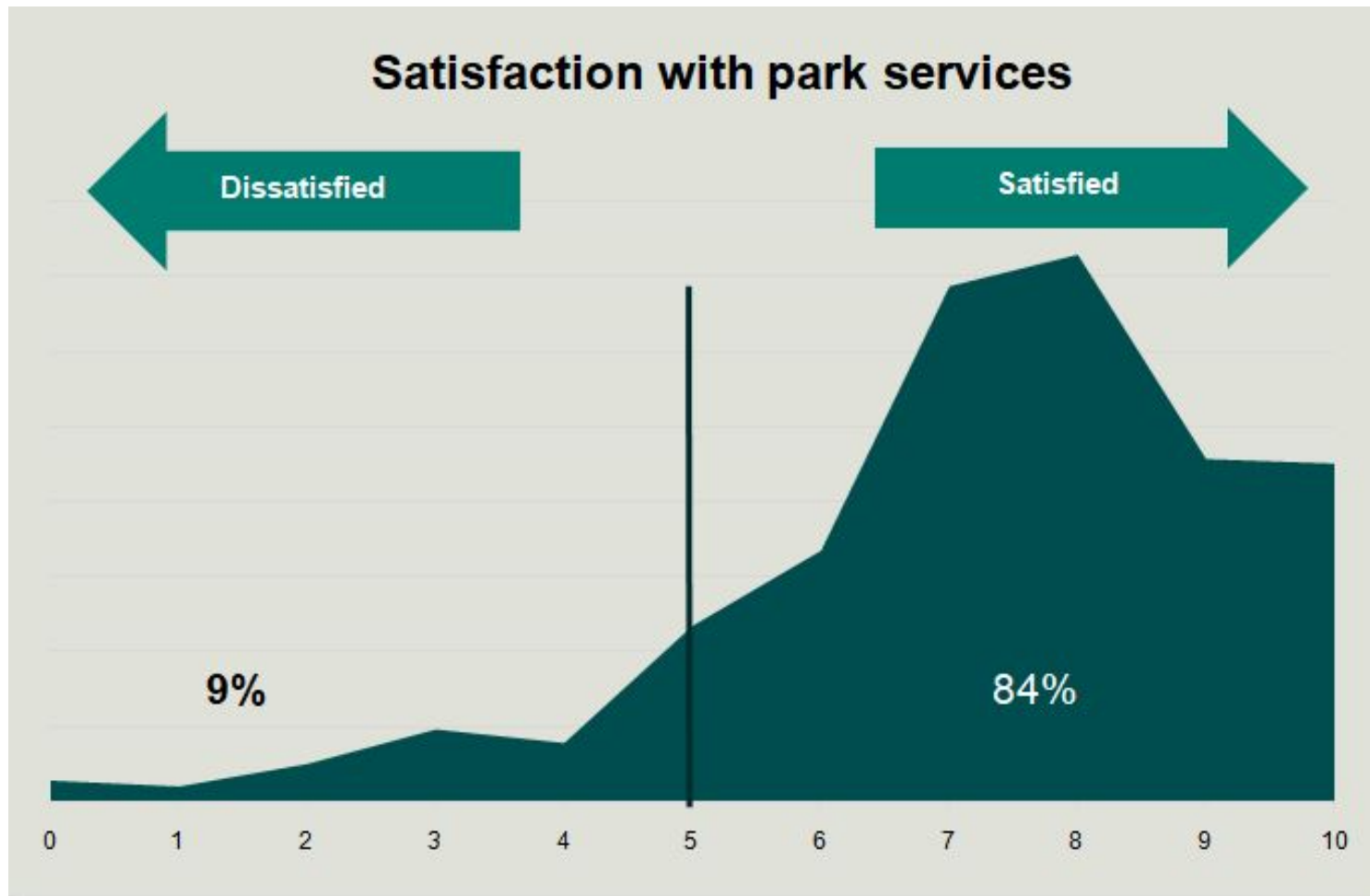




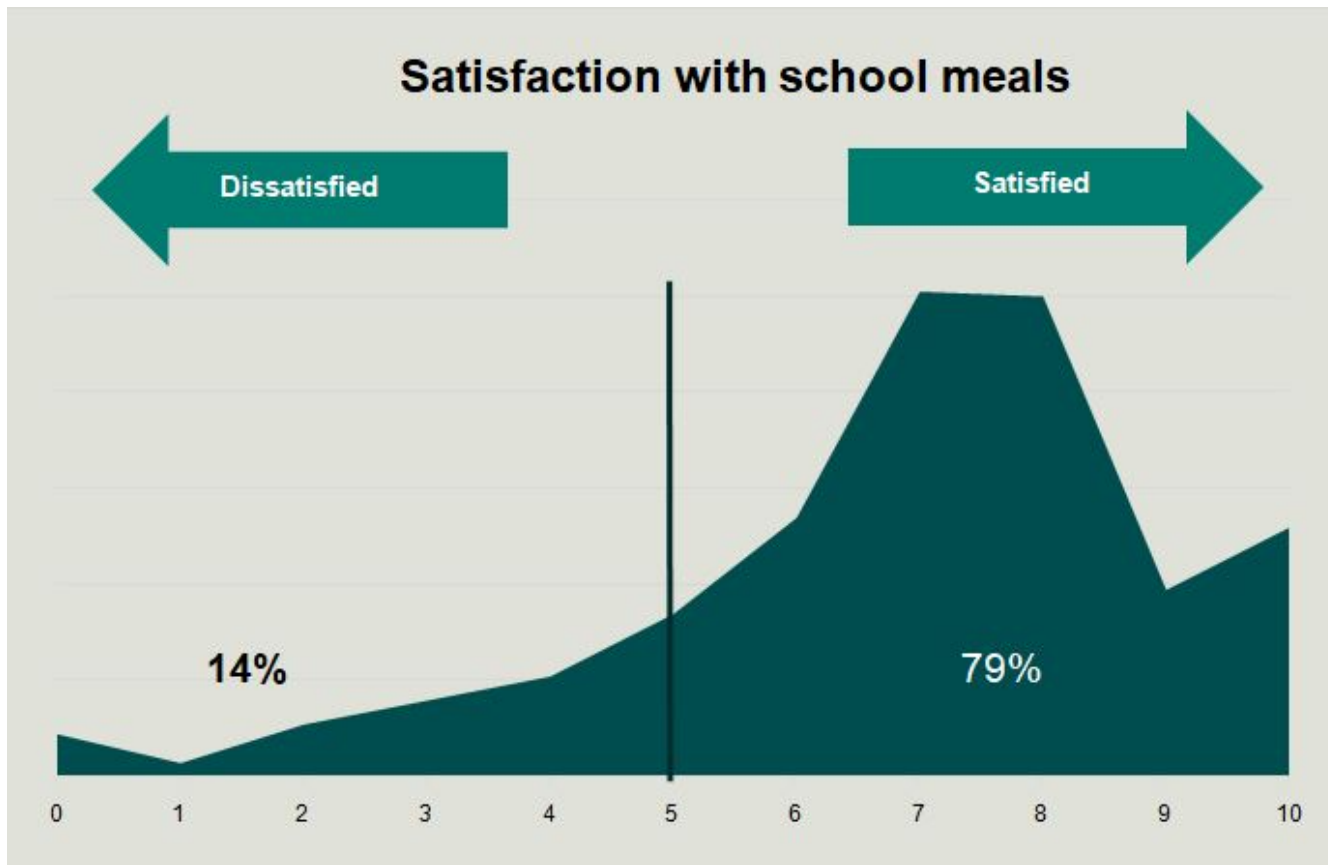
# Key fact 3: Satisfaction risen compared to 2019



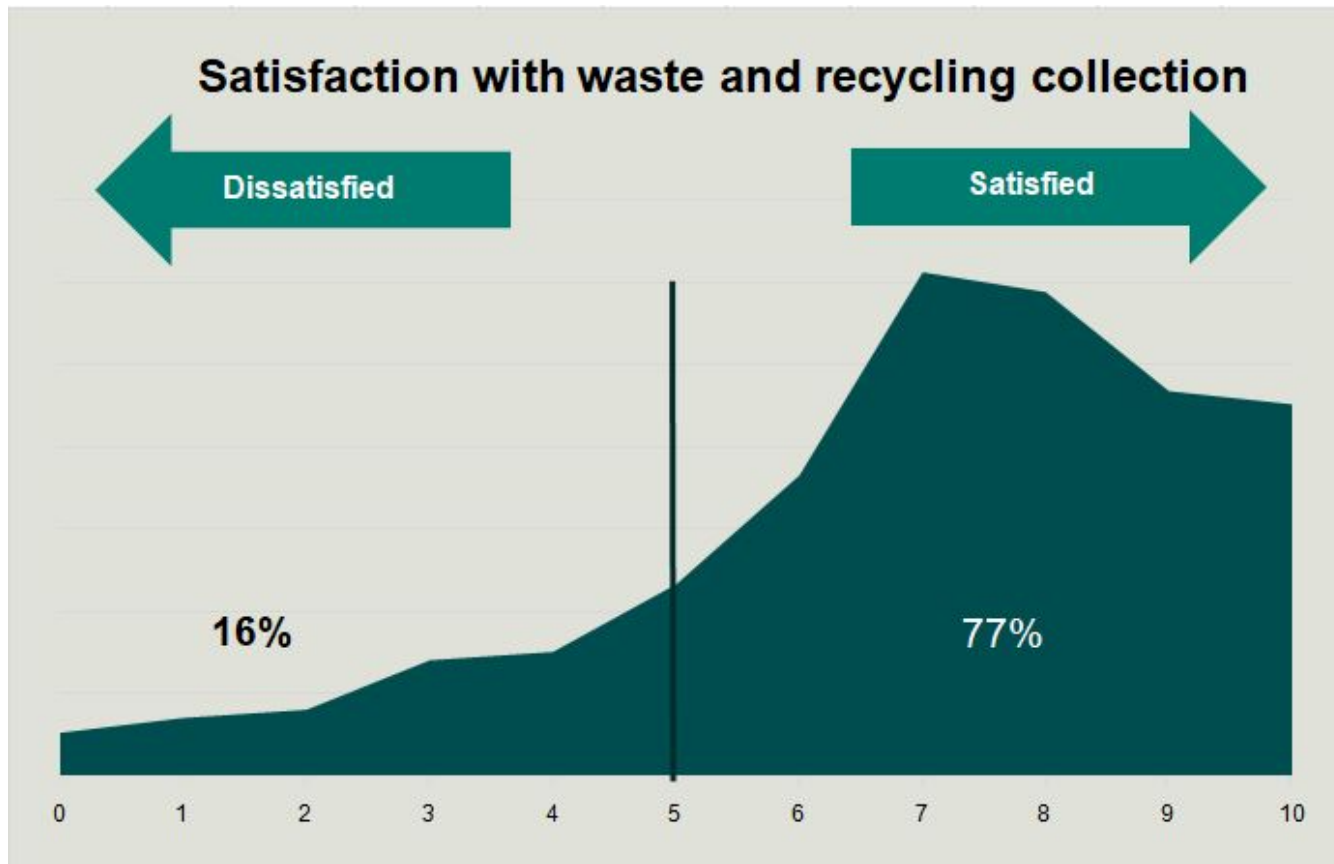
## 7.3 Parks



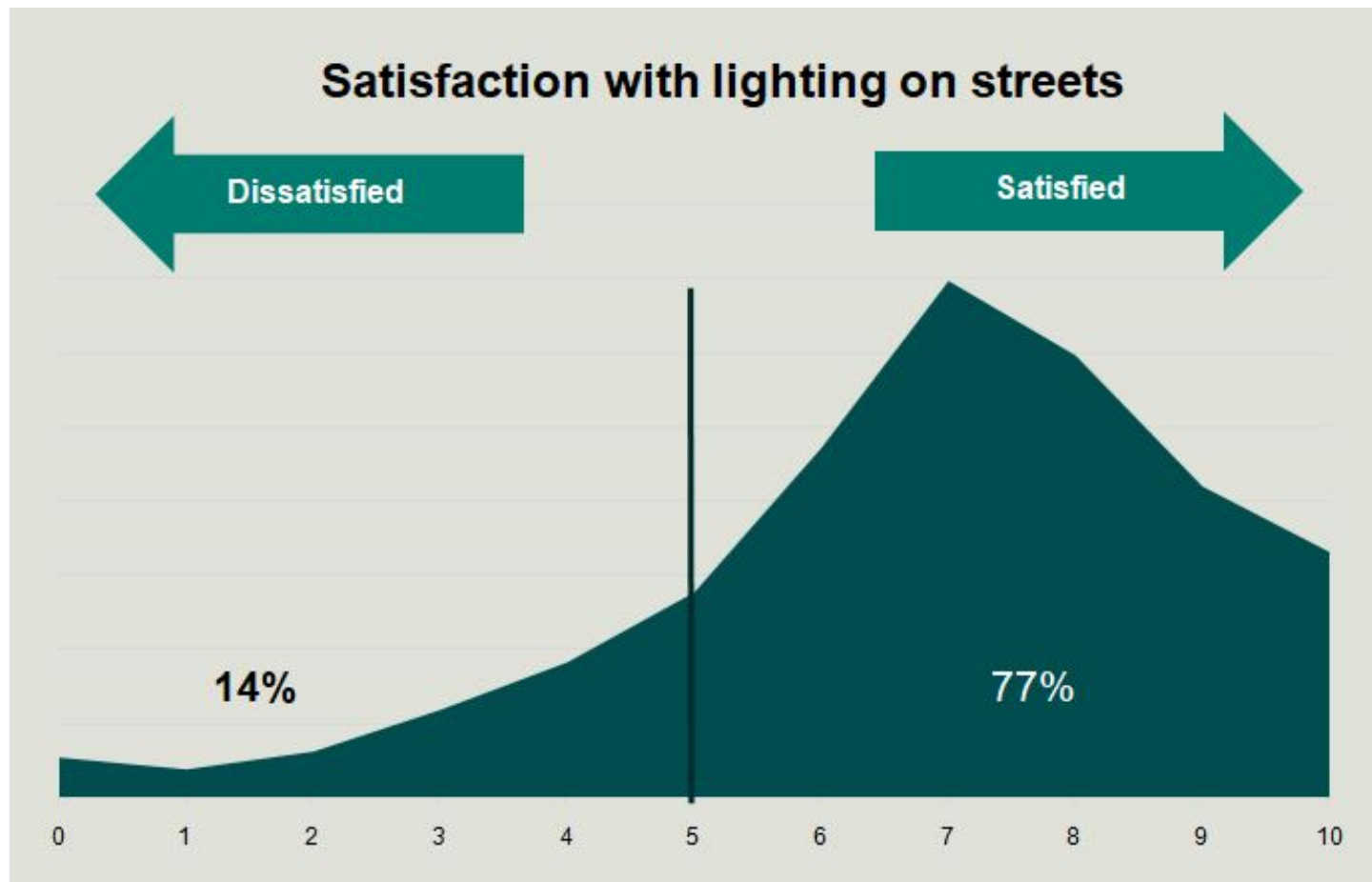
## 6.9 School Meals



## 6.9 Waste and Recycling

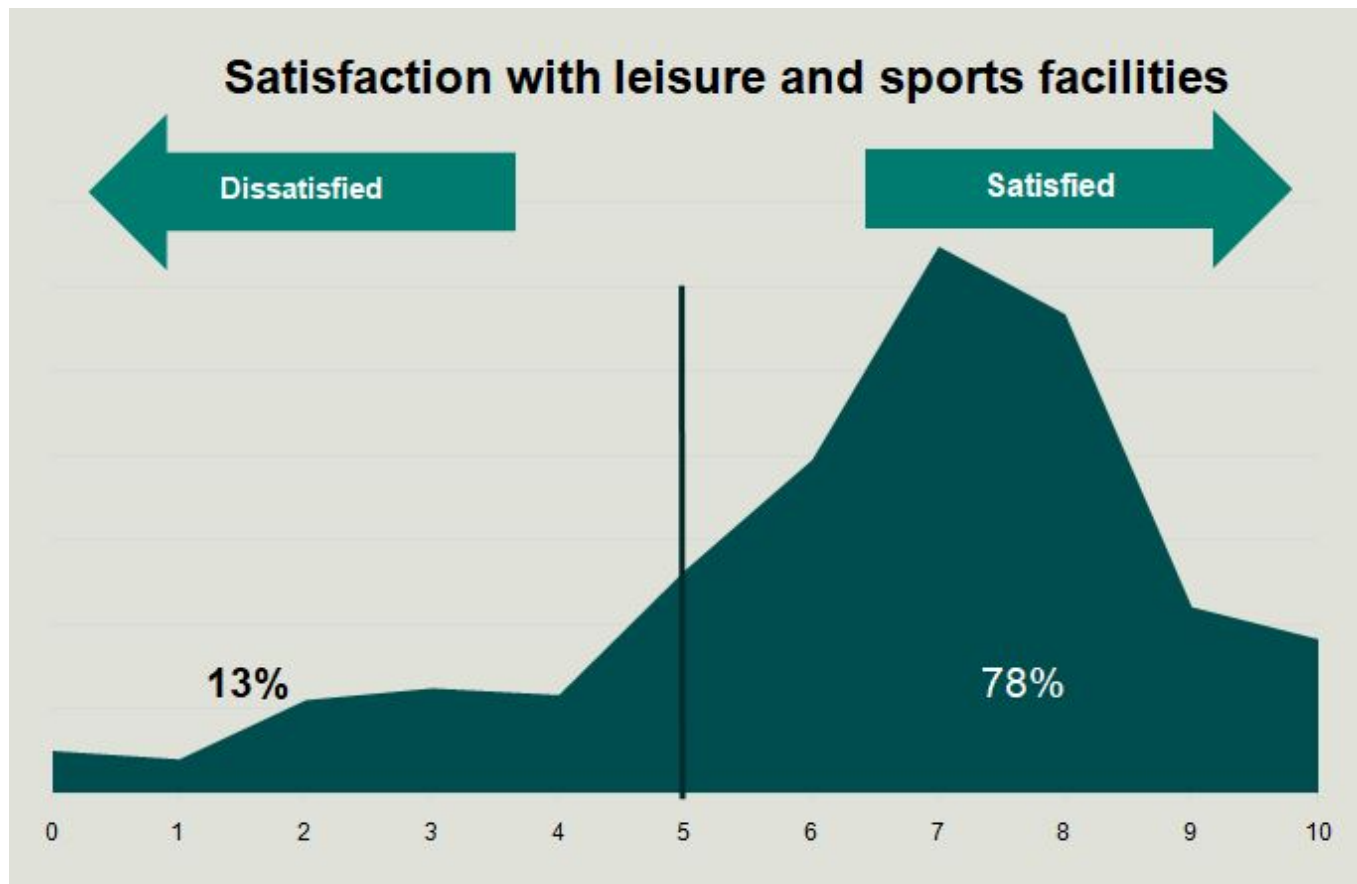


## 6.8 Street Lighting





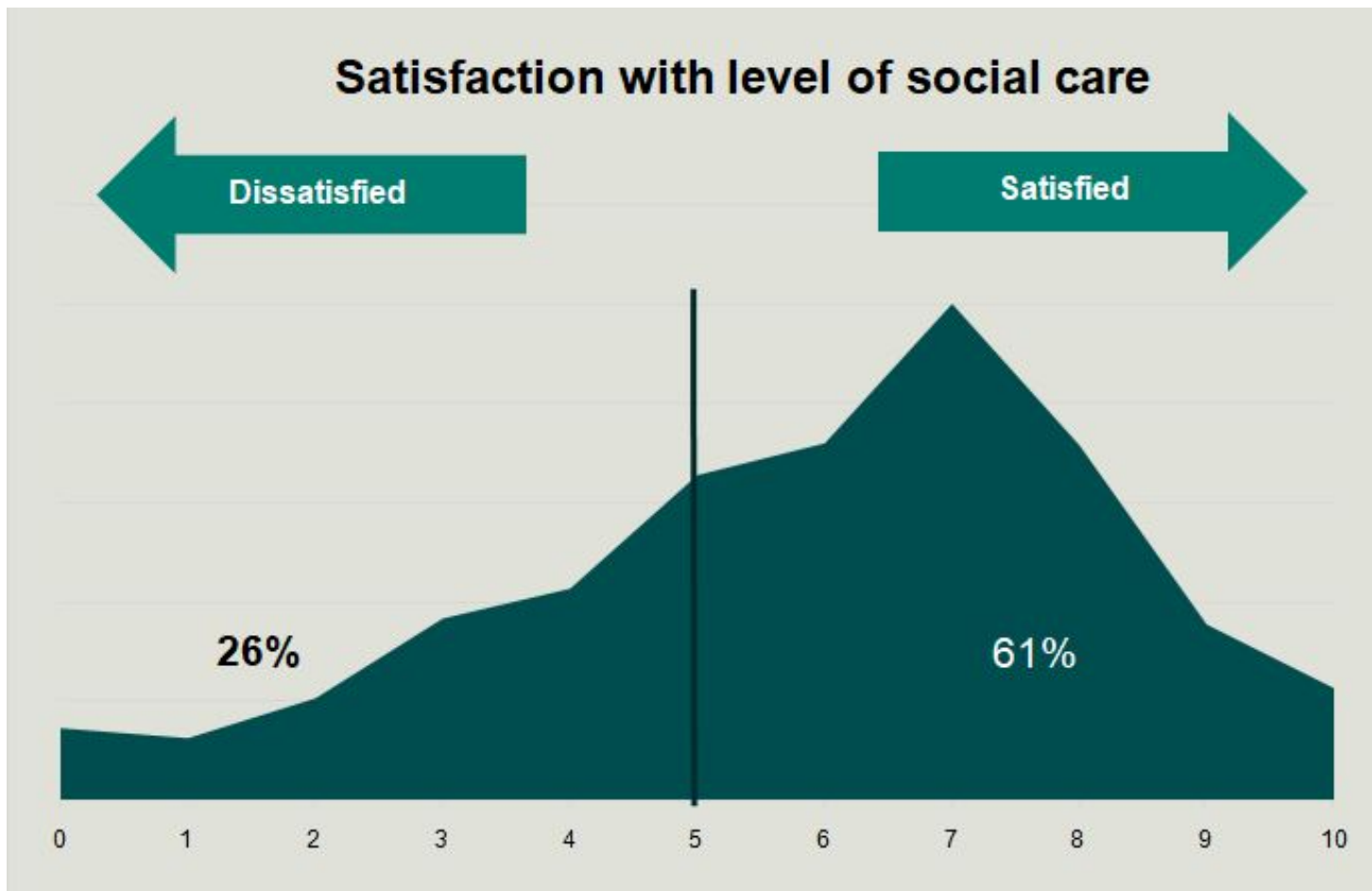
## 6.5 Leisure and Sports



## 6.3 Street Cleaning



## 5.9 Level of Social Care

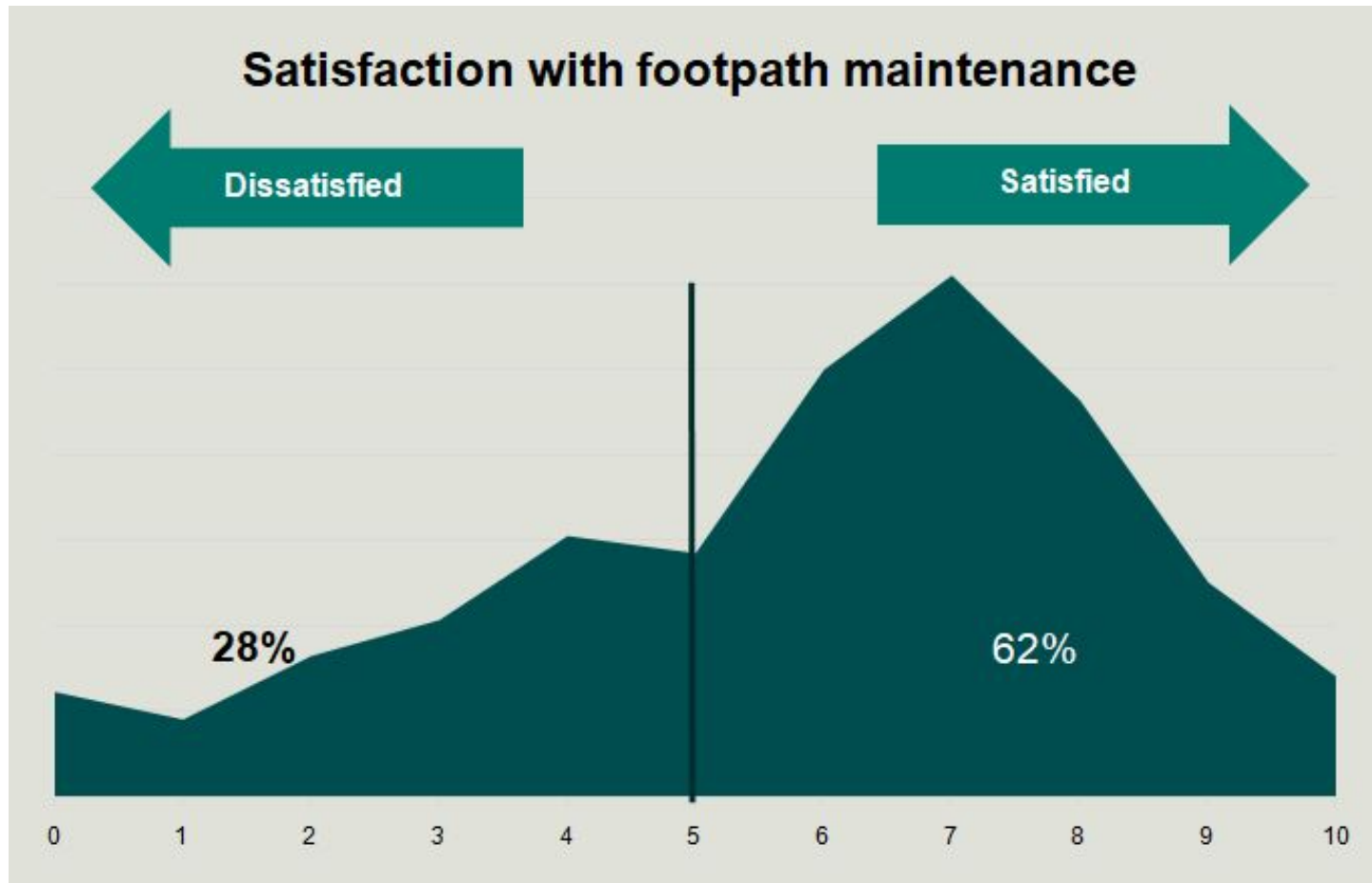


This is a 16% increase in those expressing satisfaction over 2019, the largest increase.

## 5.9 Winter Maintenance



## 5.8 Footpath maintenance

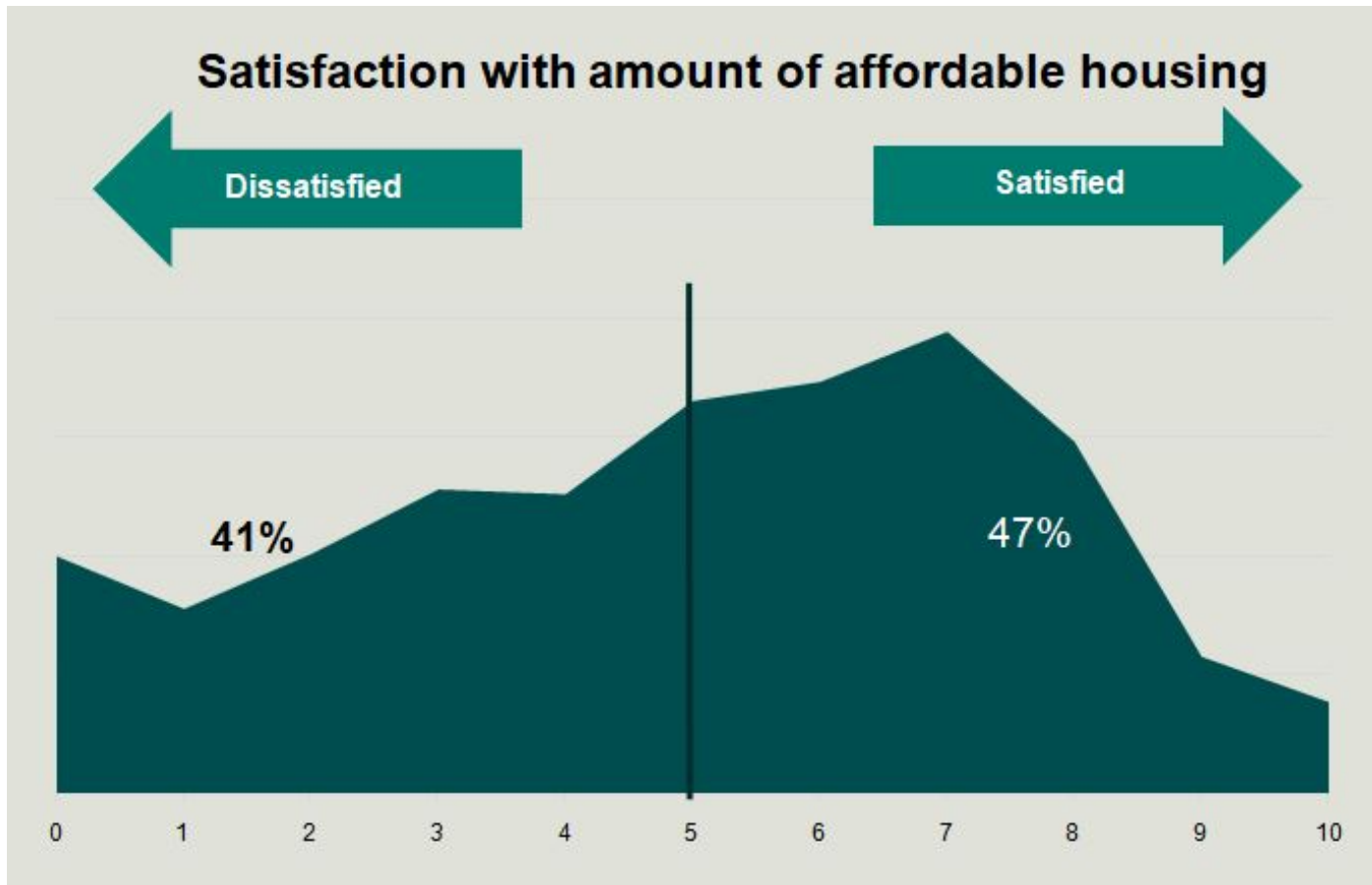


## 5.2 Road maintenance



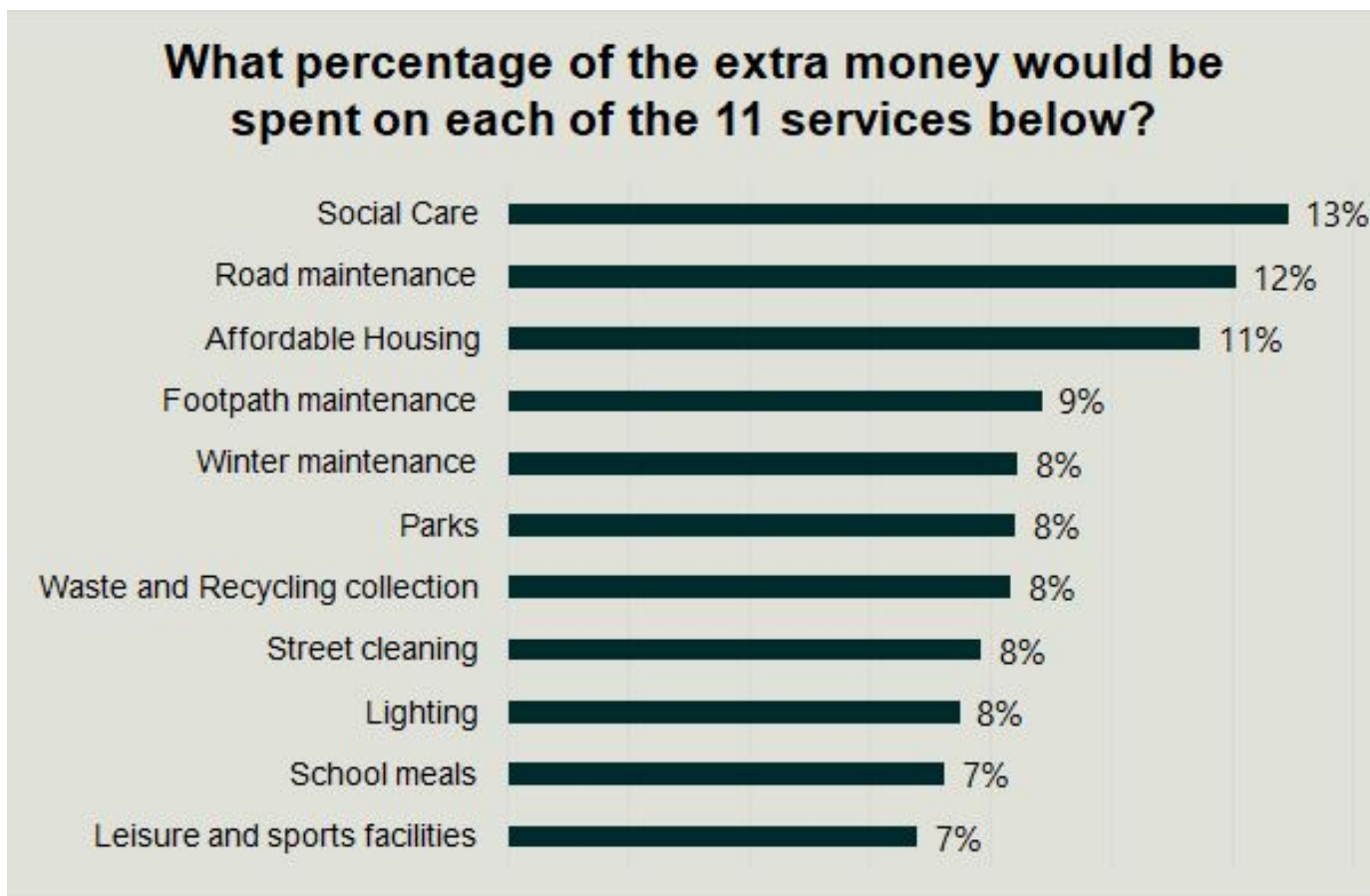
Scotland at 4.38% significantly more dissatisfied than National average.

## 5.0 Housing



Highest dissatisfaction scores are South(4.5%)and London(4.5%) regions, Singles(4.4%) and C1's (4.4%)

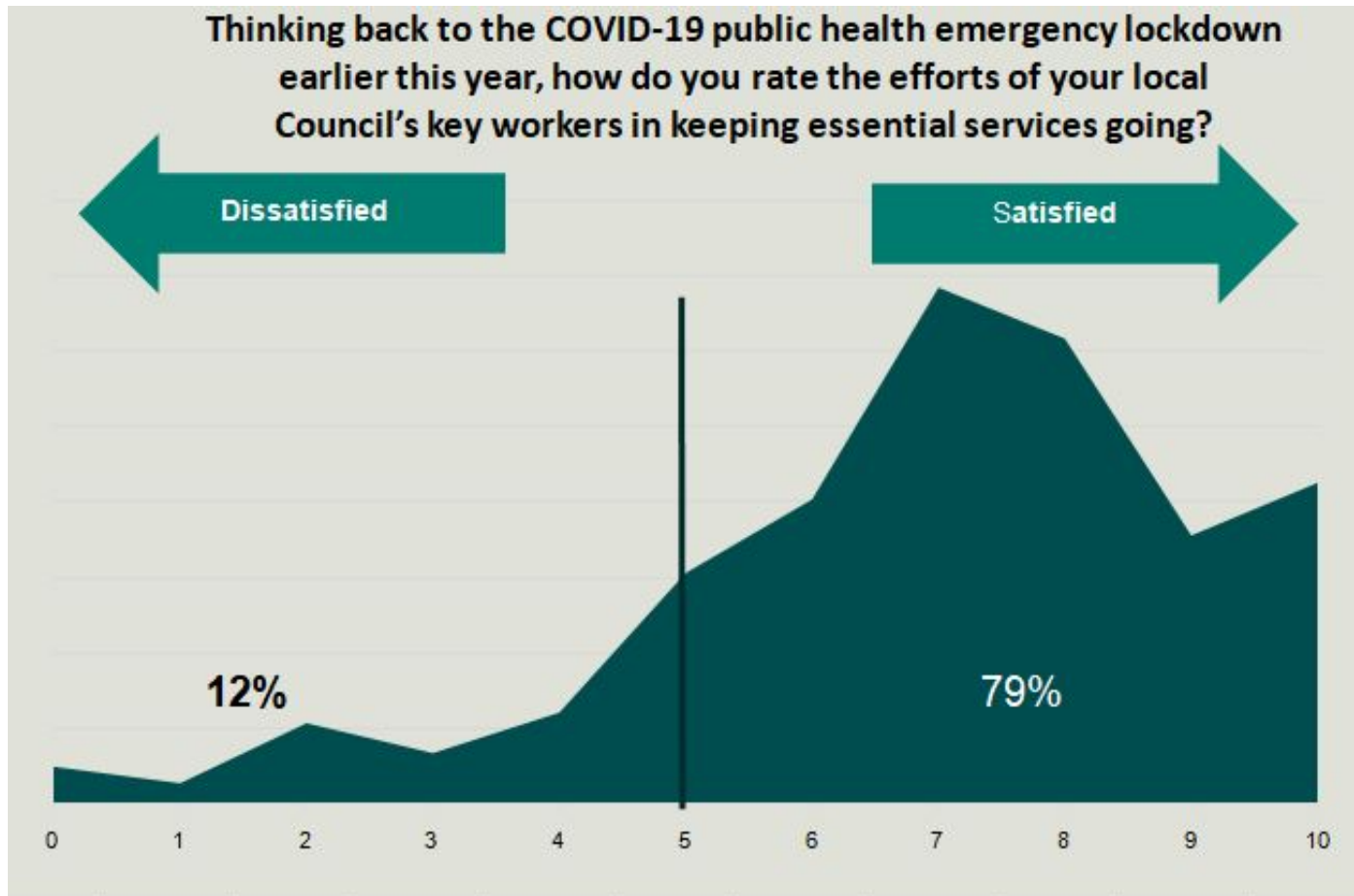
## Social care attracts public vote for most funds



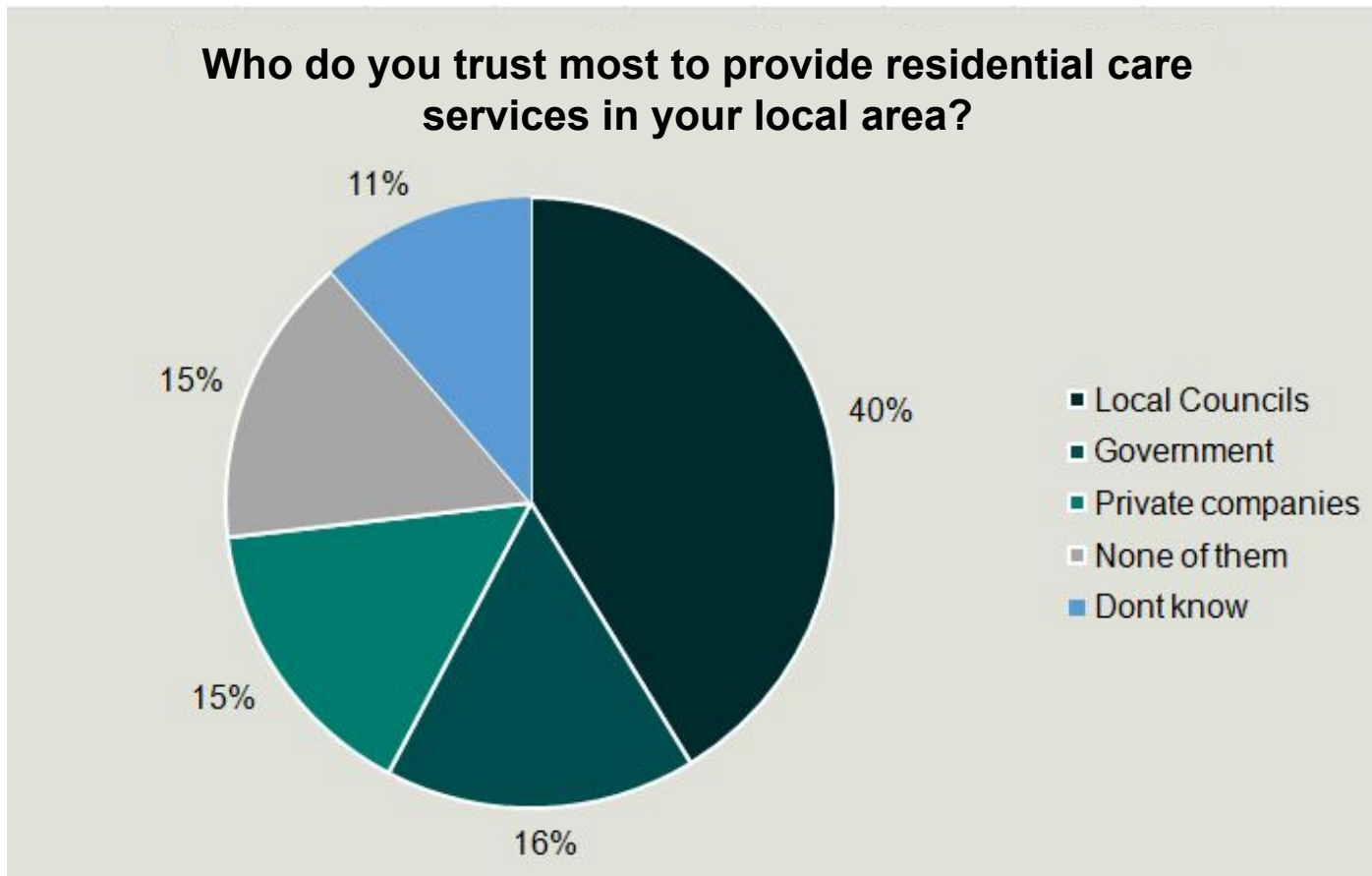
Over 55's (16.3%) and Welsh(16.6%) spend most on Social care while Londoners spend the most on Affordable Housing (14%)



# Satisfaction council Covid 19 key workers high



## Councils most trusted on Residential Care



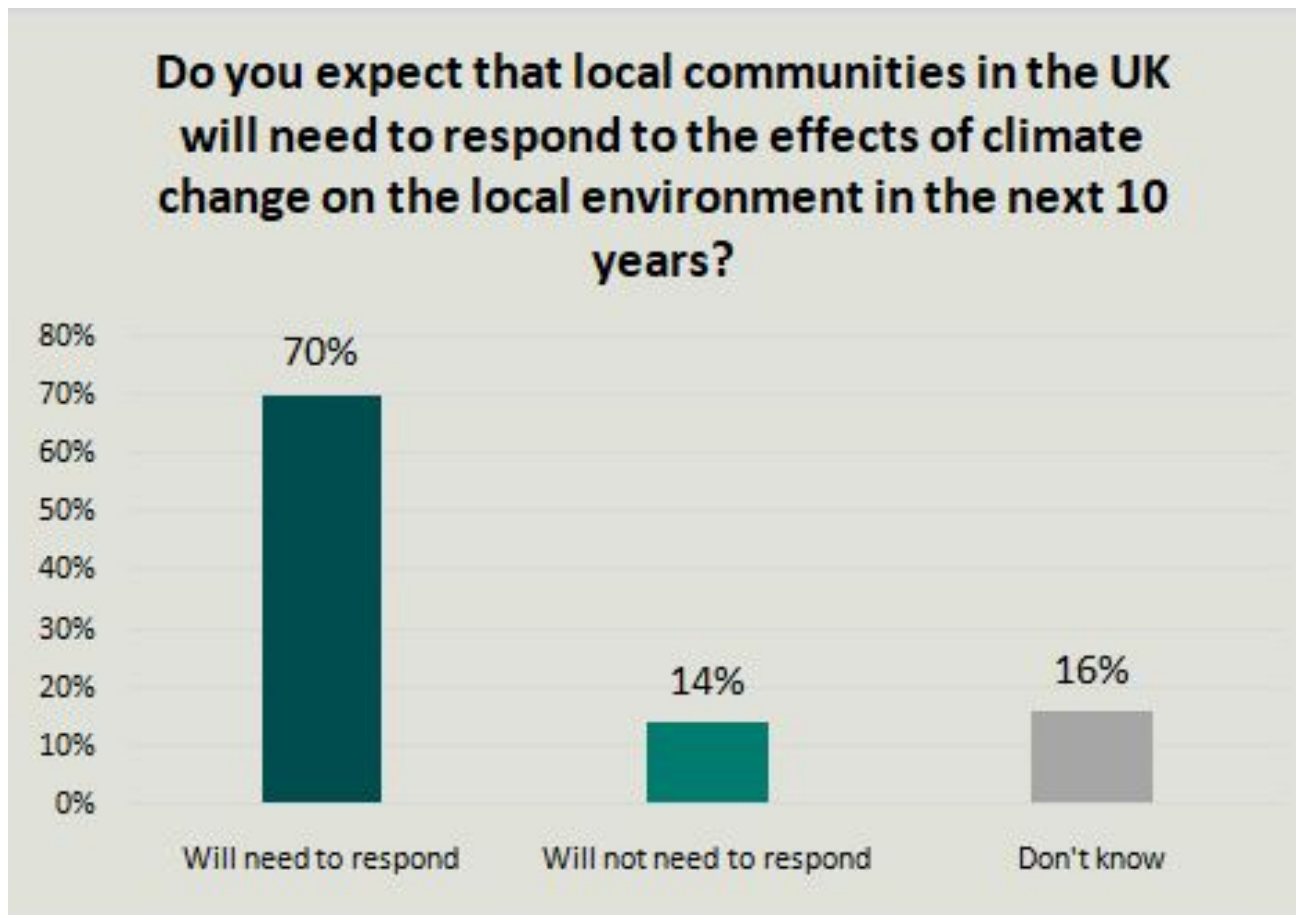
## Climate Change still a priority for Councils

**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

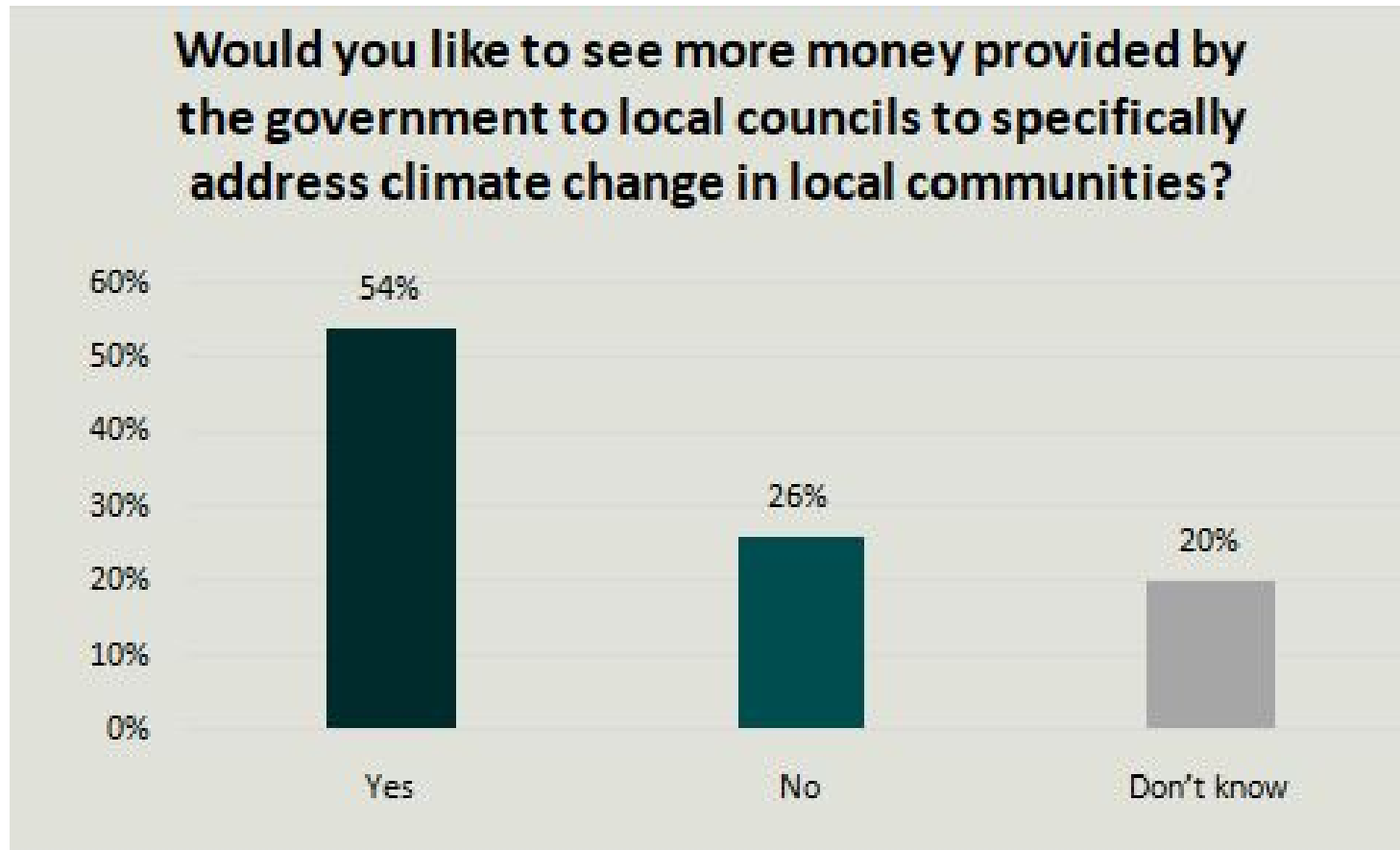
1. 70% expect that local communities will have to respond to the effects of climate change in their area.
2. 54% support additional money for Councils to respond to climate change locally, down 12% on last year probably caused Covid 19 creating other health and economic priorities.
3. 39% (up 3%) see Councils as best placed to take combat the effects of climate change compared to 31% (down 3%) for the Government.
4. Top priorities for local climate change action are making homes more energy efficient at 61%.
5. Climate change is the equal second highest new spending priority after Social Care and on par with of Housing and Road Maintenance.

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

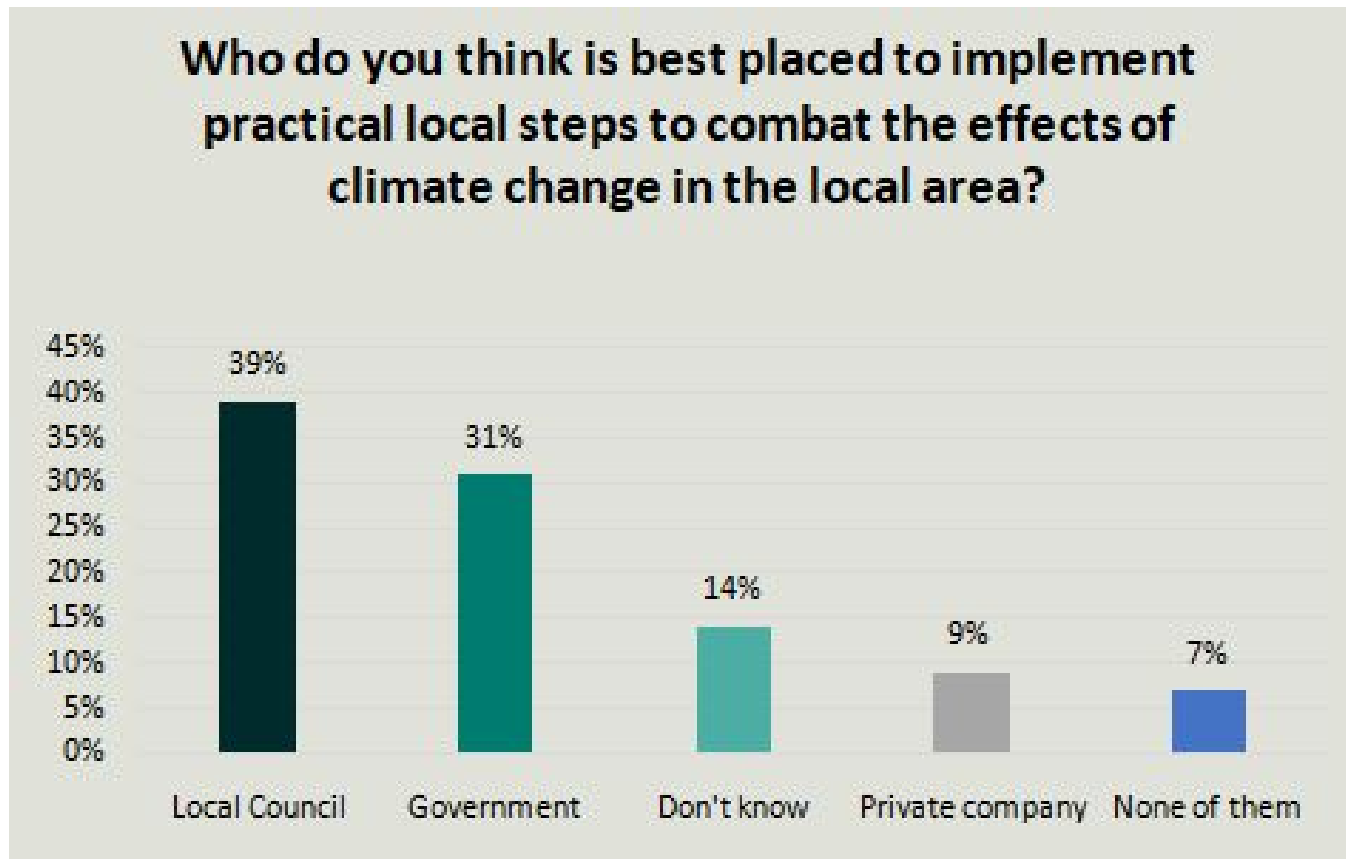




## 54% support more funds for Councils to combat climate change locally



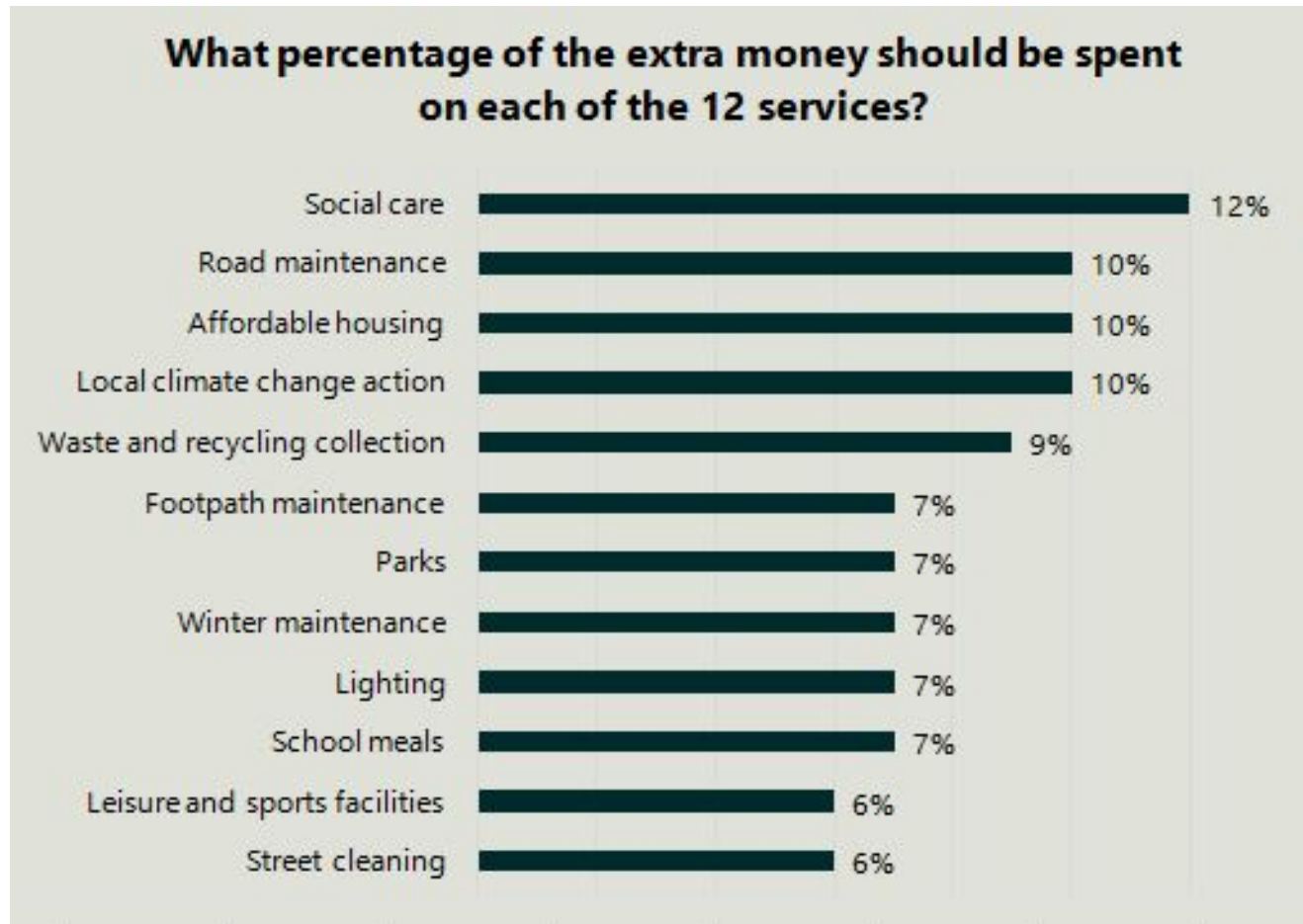
## Councils and government equally best placed to combat effects of Climate change



# Top priorities for local climate change action



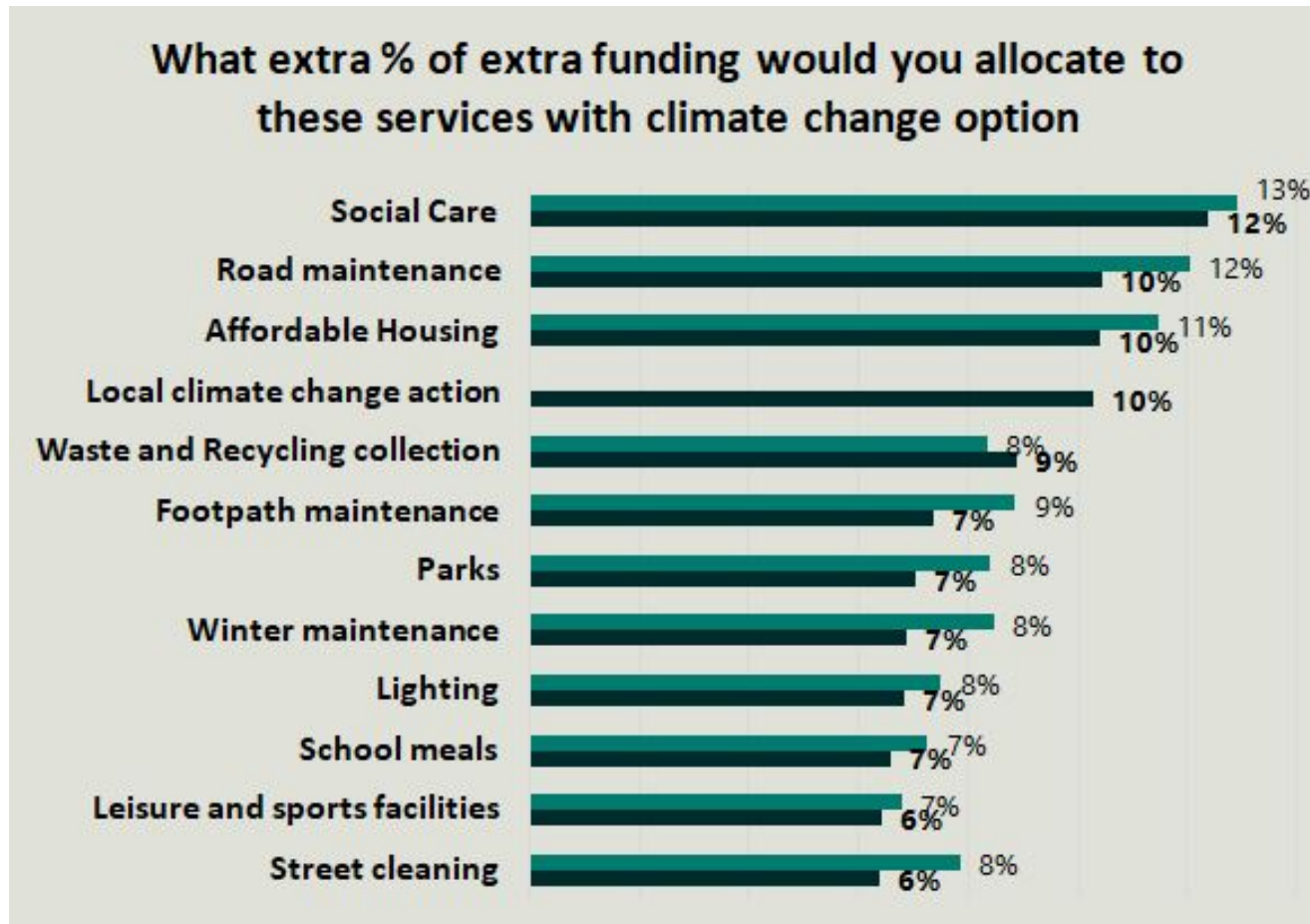
## Climate change Equal Second for new spend



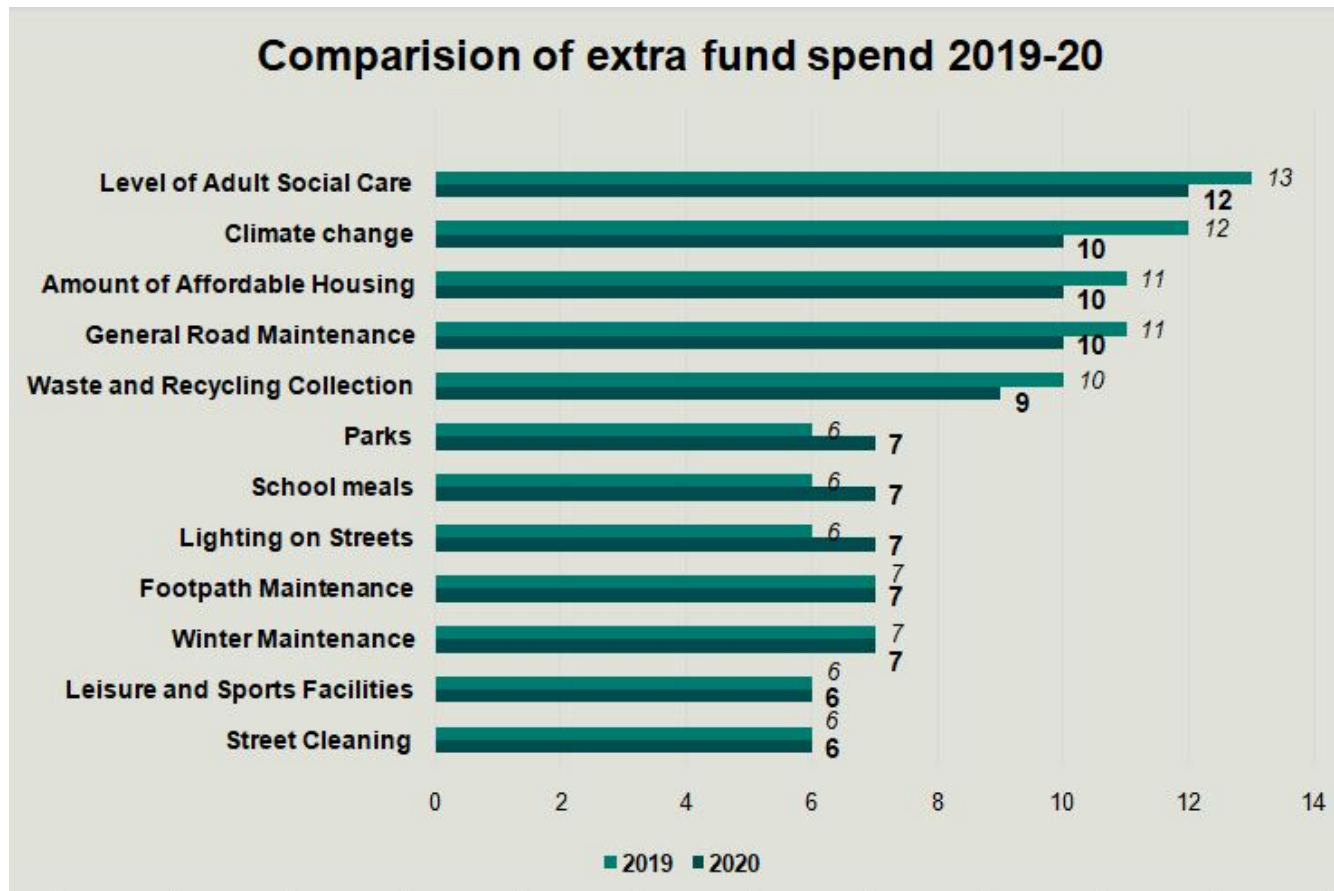




# How spend changes with climate change option



# Comparison of % 2020 spend with 2019





association for public service excellence

**For any press or media enquiries  
please contact :**

**Mo Baines**

[MBaines@apse.org.uk](mailto:MBaines@apse.org.uk)

**Matthew Ellis**

[MEllis@apse.org.uk](mailto:MEllis@apse.org.uk)