
Has Austerity bitten?

What the public think

Paul Smith Director Government and Public Sector Survation

Survation.

Three ways this presentation will help you

1. Public trust you more
2. They may trust you to spend their taxes on them
3. National benchmarks based on their needs

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 2017, covering the range of council services that would appear in their local area. Most questions mirrored questions asked in 2016.

Polling was conducted via online panel between 15th – 20th September 2017.

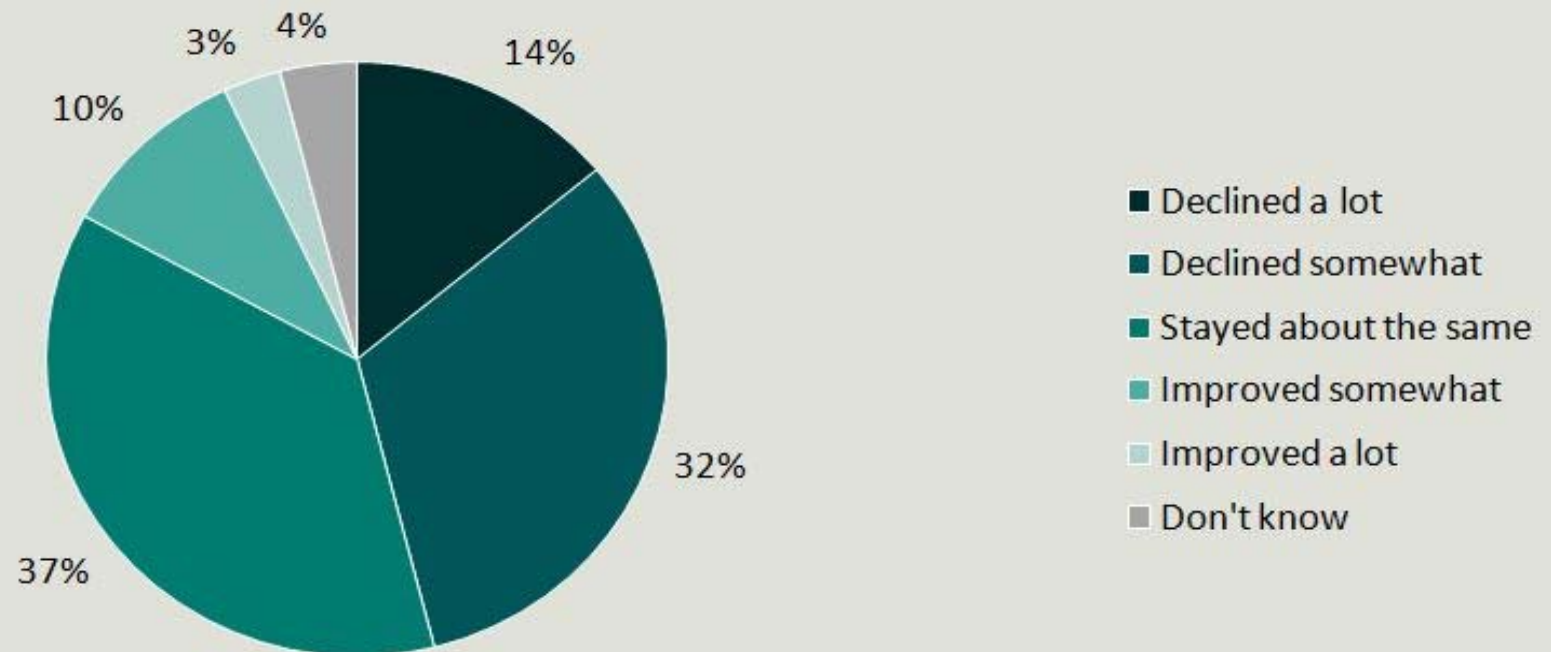
Data were weighted by age, sex, region, household income, education, 2017 GE vote and 2016 EU Referendum vote to be representative of all UK adults aged 18+.

The overall sample size was 1,634, including booster samples in Northern Ireland & Wales to ensure sub-samples of at least 100 persons in those regions.

Key change: Increase in perception of decline

46% per cent of voters now perceive a decline in services
This is a 4% increase on last year.

Do you think that local services have declined or improved in your local area in recent years?



Survation.

Key change: Shift in blame for service decline

While the most common response amongst those who perceive a decline is still to blame the **both the Council and the government**, there is shift toward blaming the government. Since 2016

- **8.2%** more people blame the government for decline of services
- blaming the government is now second, when it was third last year
- the gap between the “Both” and the Government has **closed 9.4%**

Labour Voters or in the North ASPE region were the only one who blamed the Government as the first choice.

Blame	2016	2017	Change
Both	40.9%	39.7%	-1.2%
Government	27.3%	35.3%	8.2%
Council	30.2%	23.6%	-6.6%
Neither	0.1%	0.4%	0.3%
Don't Know	1.7%	0.8	-0.9%

Survation.

Key continuity: Trust and taxes remain high

As in 2016, Trust in Councils and Councillors is high relative to Government ministers and Private Companies

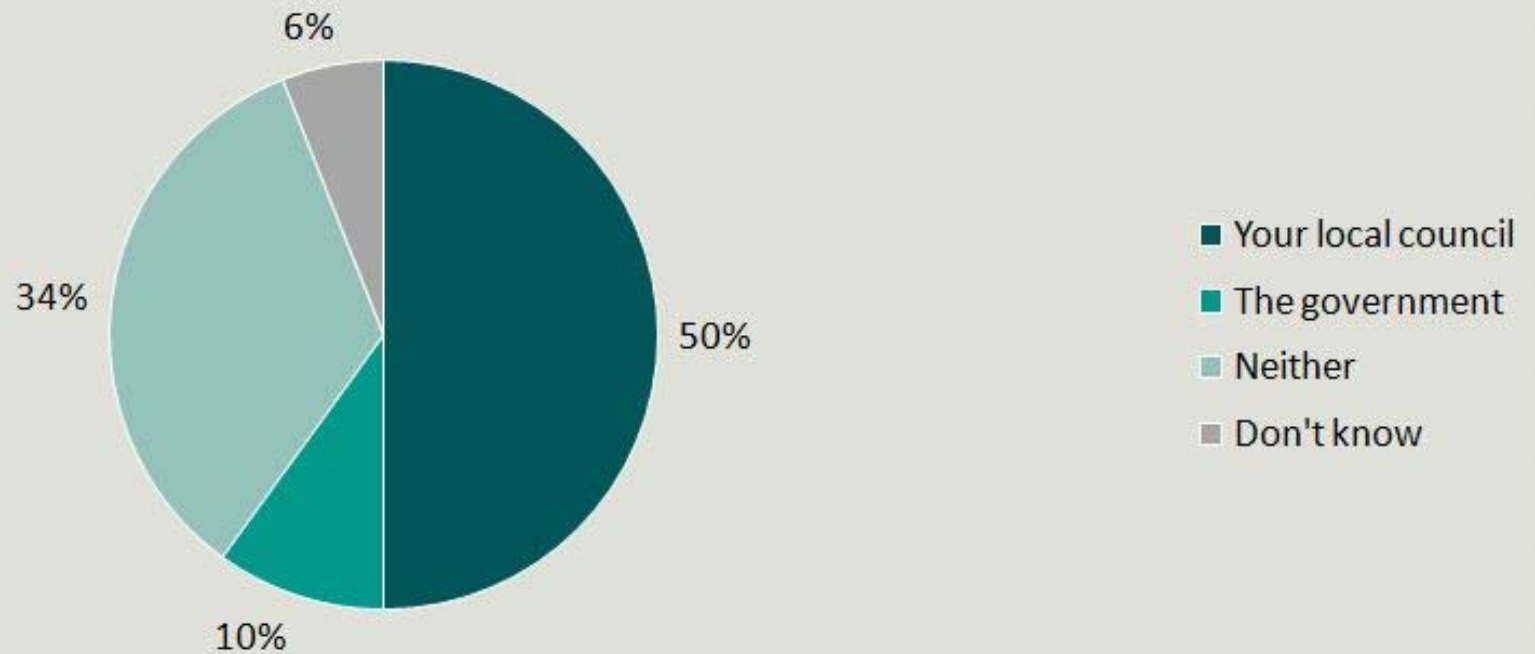
- Five times as many still trust the local Council over the Government to make decisions about how services are delivered provided in your local area
- Eight times as many trust local councillors over government ministers to make decision about their local area
- Five and half times as many trusted the council to provide services in their local area over a private company with people trusting the council 7.5 times more than the government.

79% would like the government to give more money to local councils to spend at the local level for services that are their neighbourhood.

Survation.

Trust relatively high Councils v Government

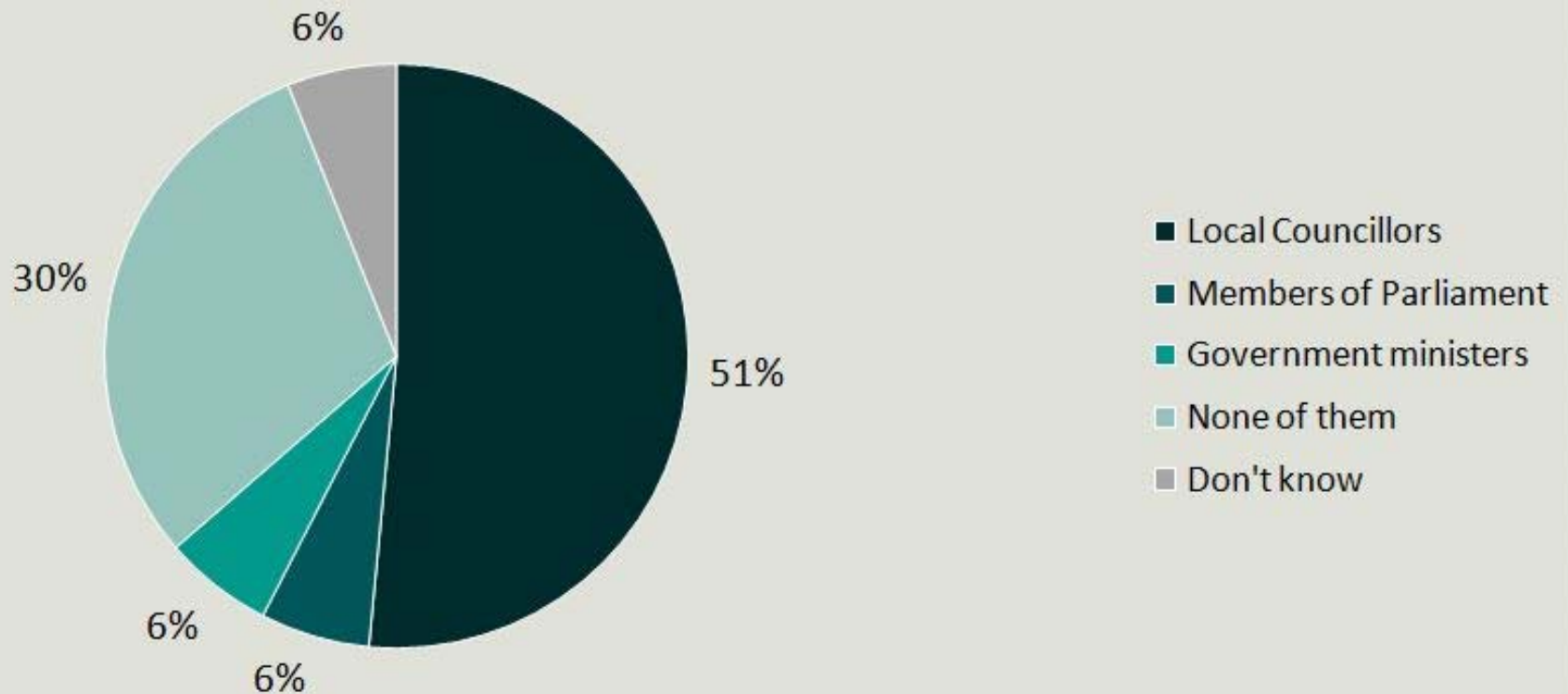
Who do you trust the most to make decisions about how services are delivered and about how services are provided in your local area?



Survation.

Trust relatively high in Councilors v others

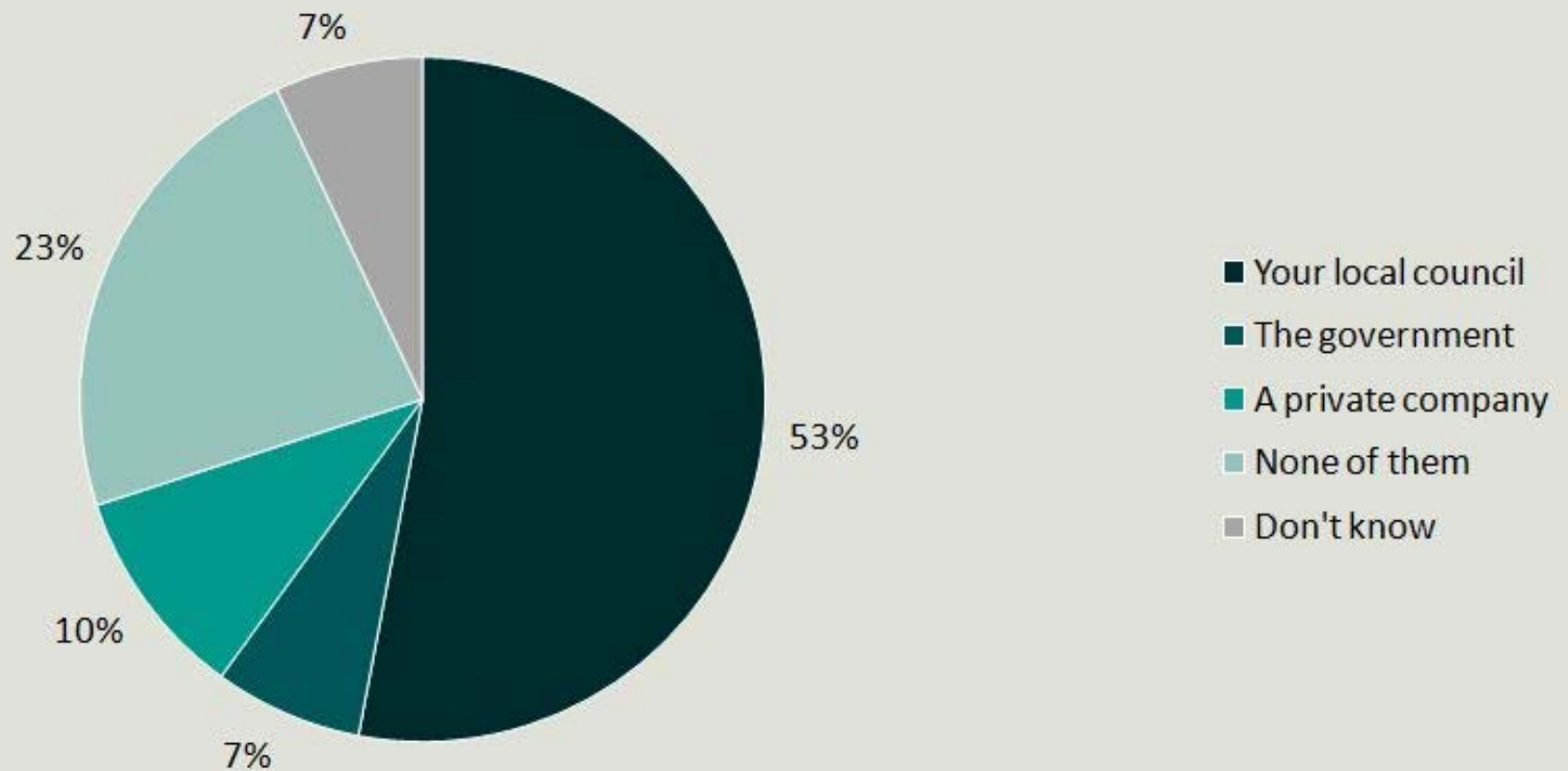
Who do you trust the most to make decisions about how services are provided in your local area?



Survation.

Trust high in Councils to deliver services

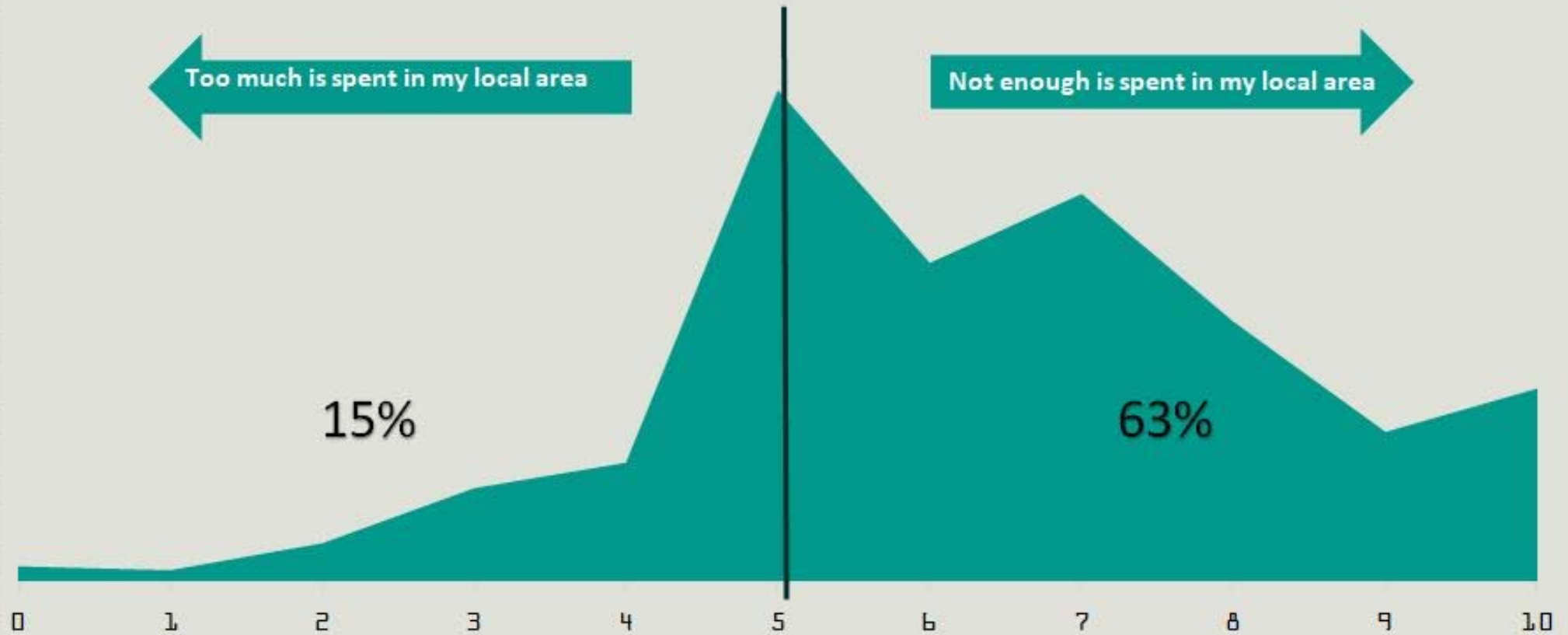
Who do you trust most to deliver services to your local area?



Survation.

Enough of your taxes spent in the your area?

Do you think that enough of your tax is spent on services in your local area?



Survation.

Should Government give Councils more funds?

Would you like to see the government keep more money than it currently gives to local councils to spend at national level or should it give more money to local councils to spend at the local level?



Survation.

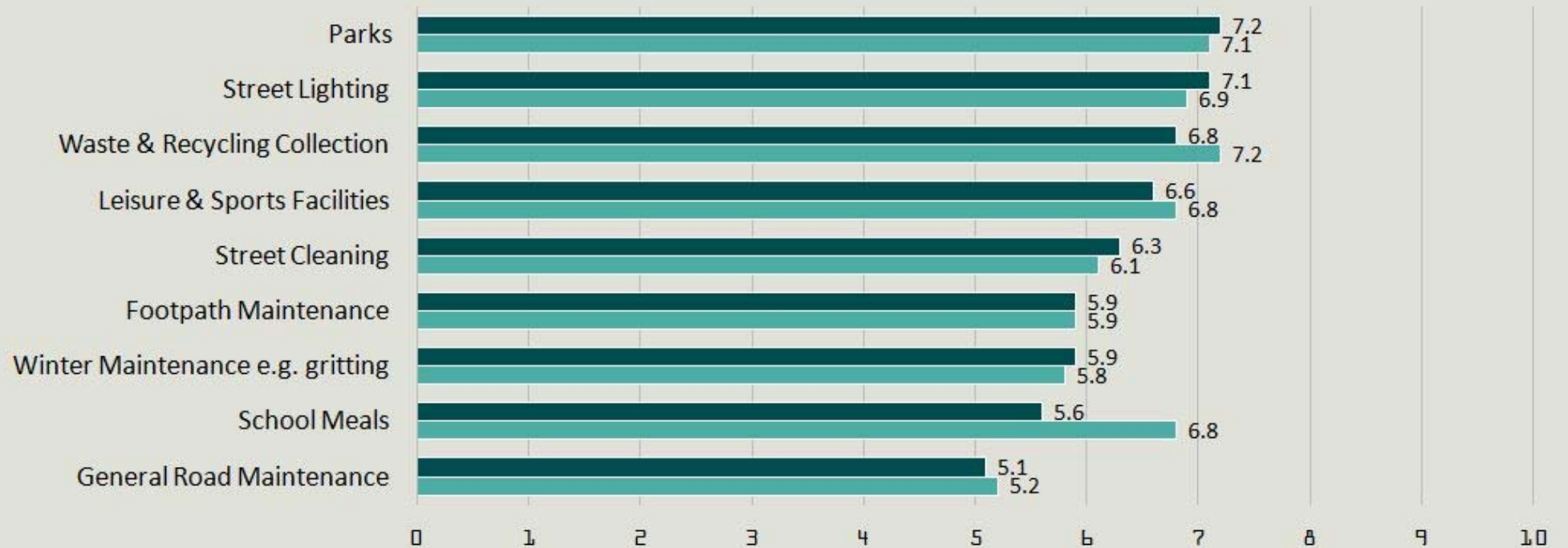
Performance of Councils services positive



Performance mostly steady on last year

Satisfaction With Services

■ 2017 ■ 2016



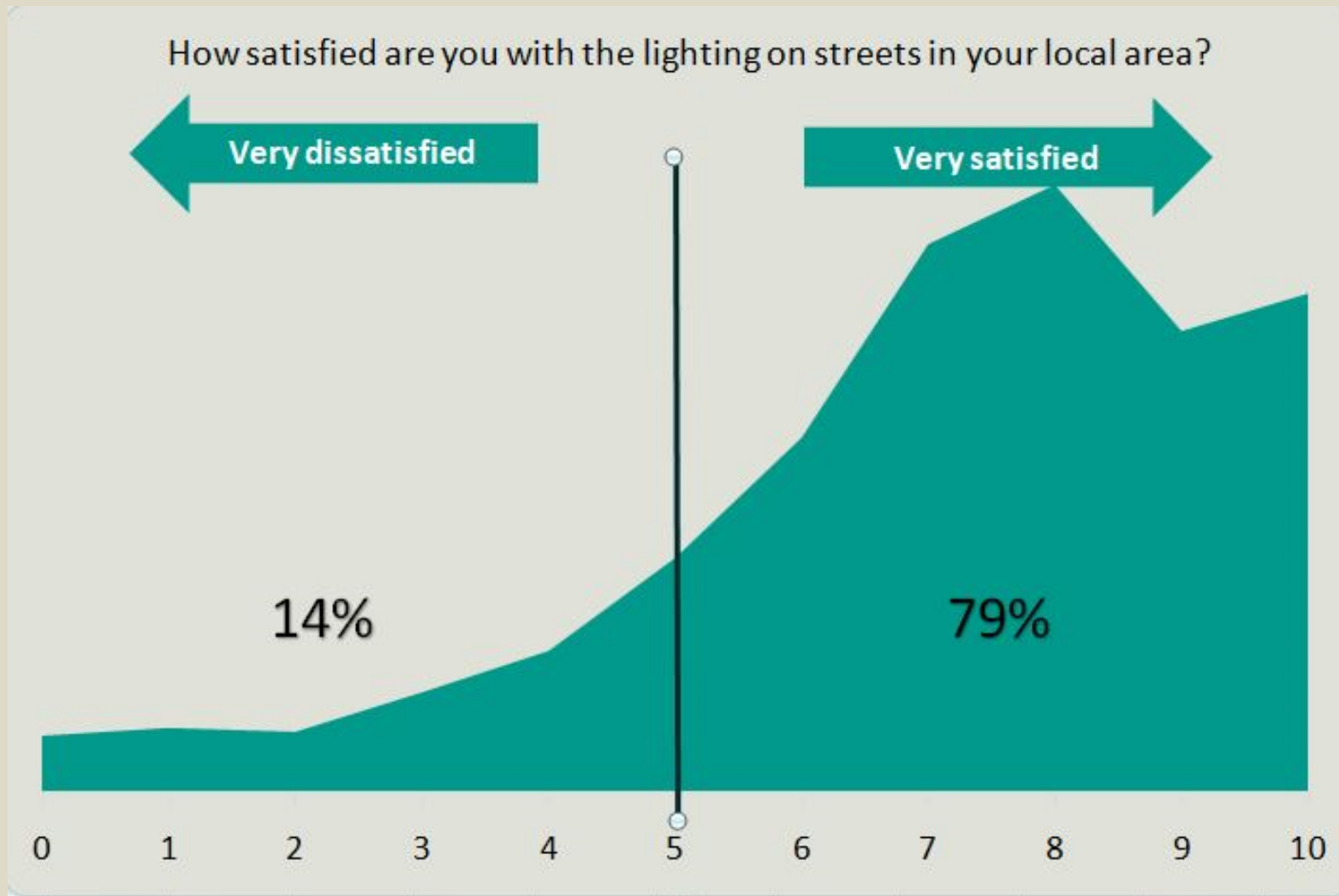
7.2 Parks

How satisfied are you with the park services in your local area?



Survation.

7.1 Street Lighting



Survation.

6.8 Waste and Recycling



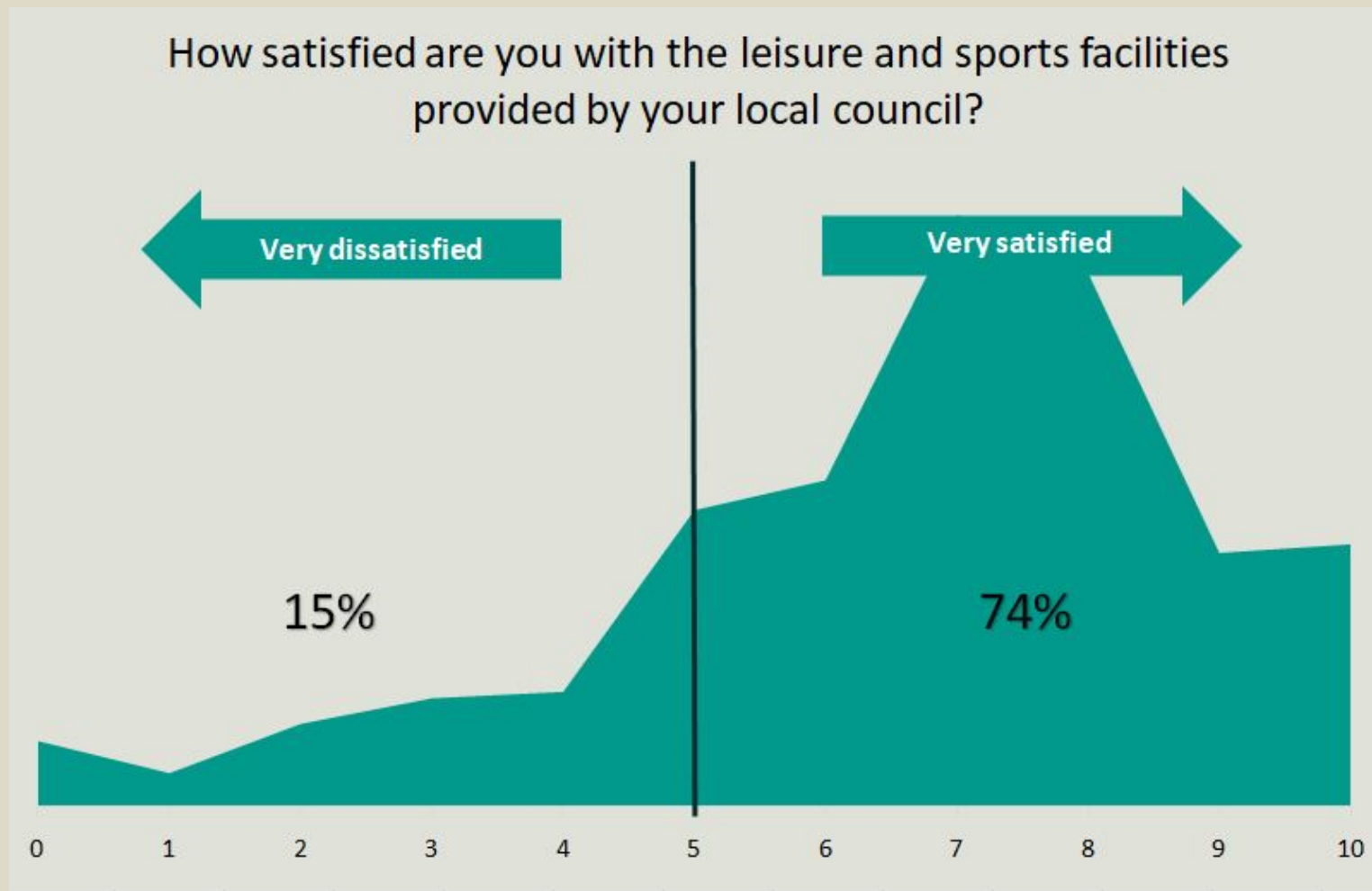
Survation.

6.3 Street Cleaning



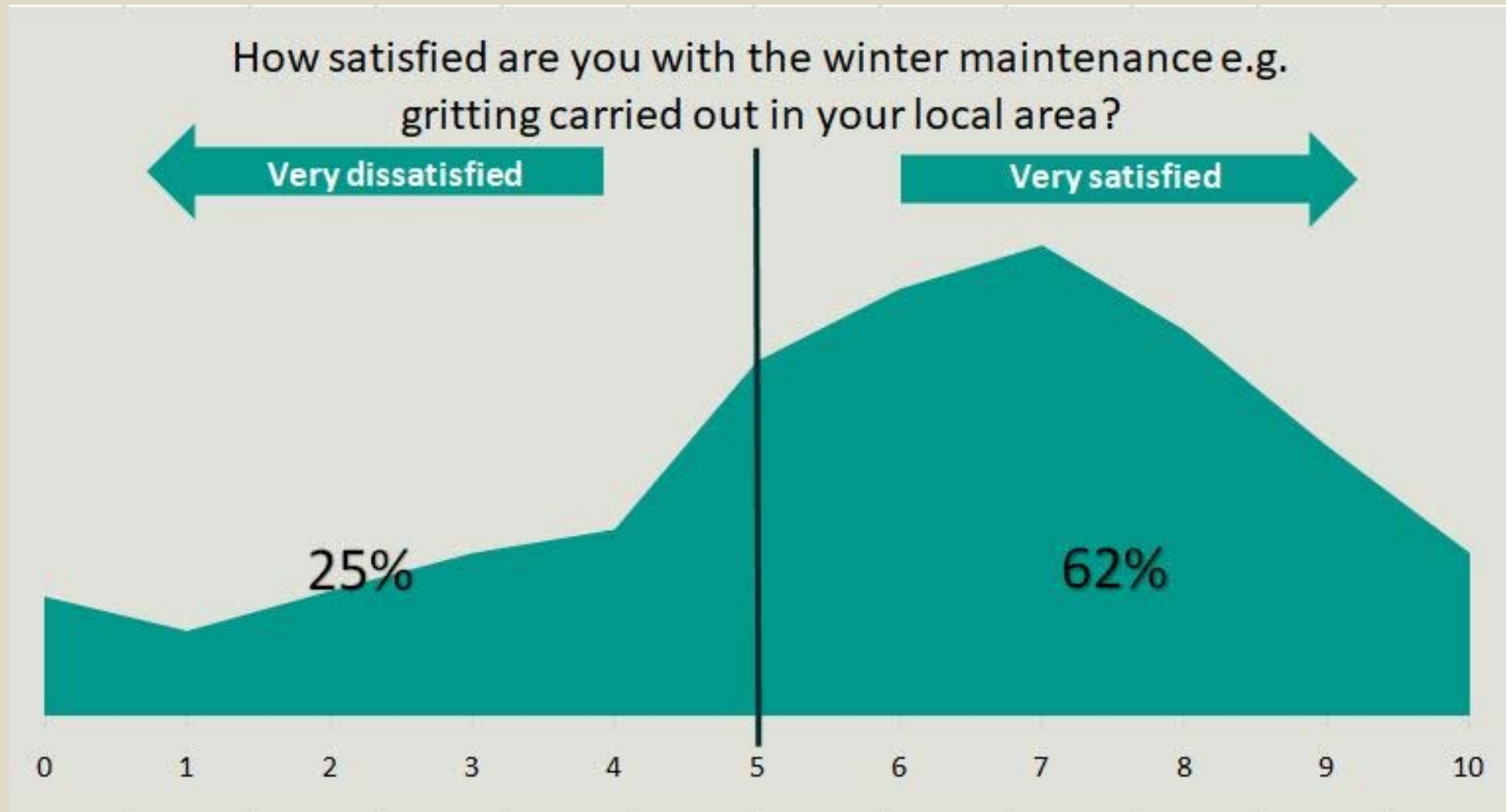
Survation.

6.6 Leisure and Sports



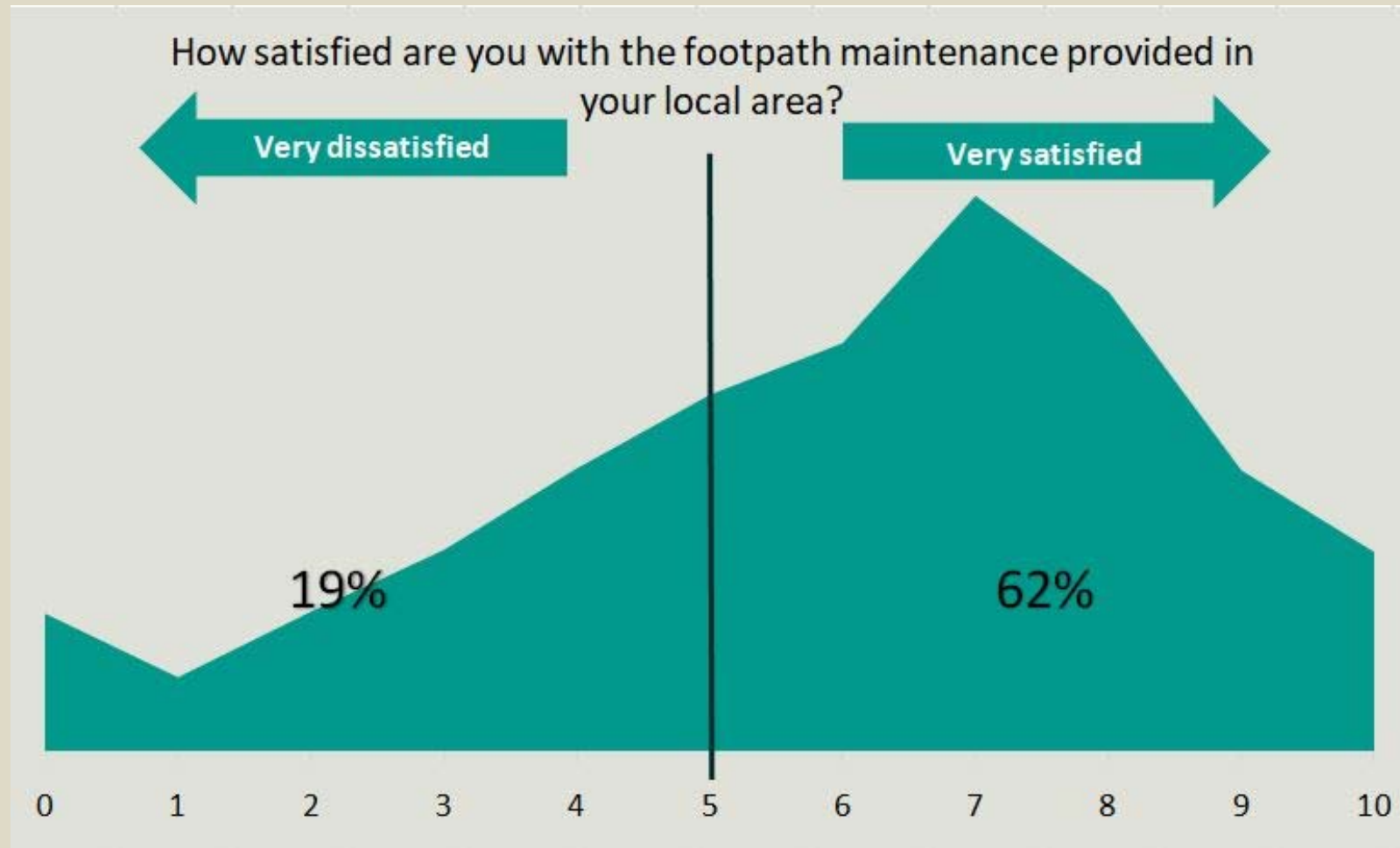
Survation.

5.9 Winter Maintenance



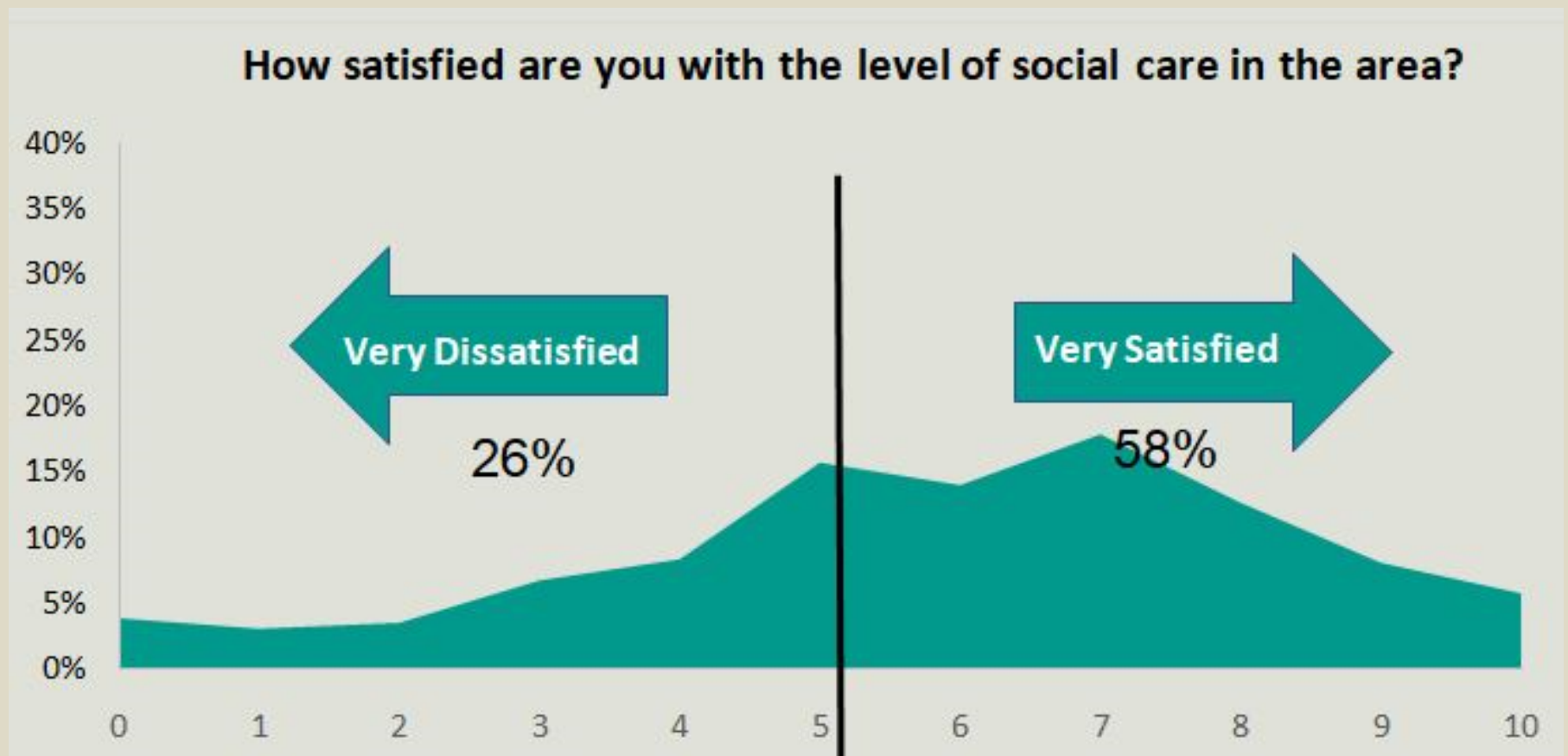
Survation.

5.9 Footpath maintenance



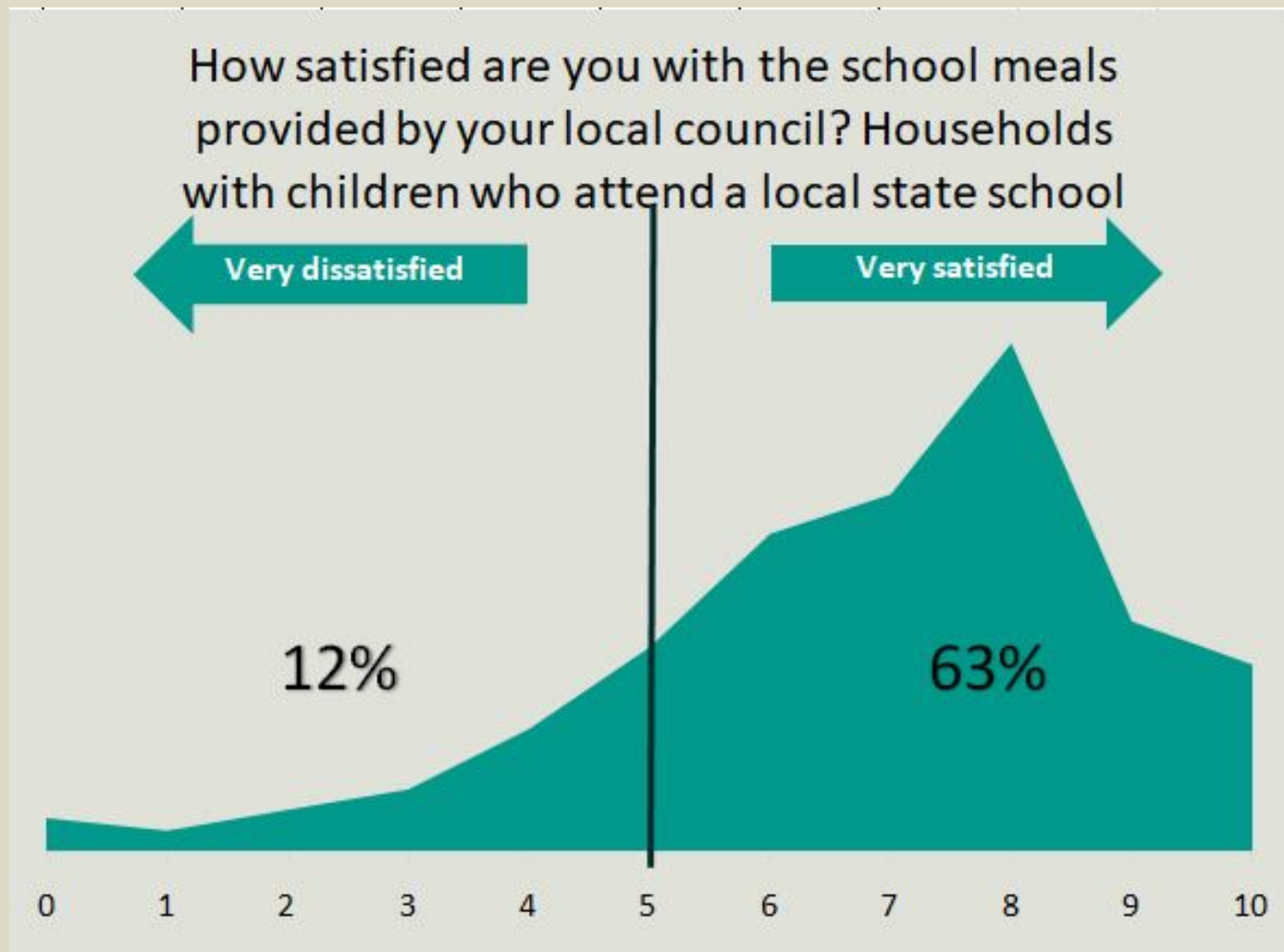
Survation.

5.84 Social Care



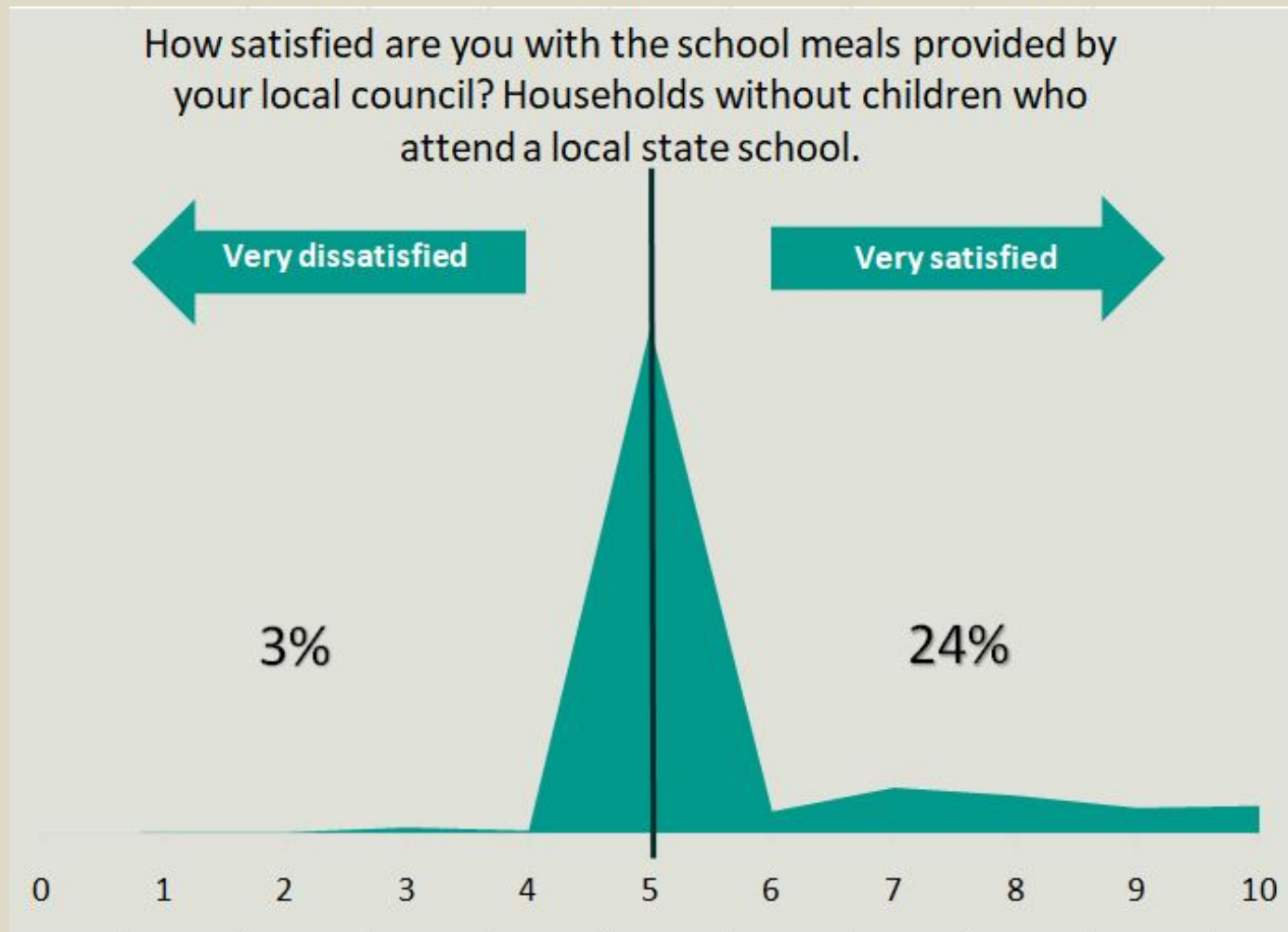
Survation.

5.6 School Meals with children at school



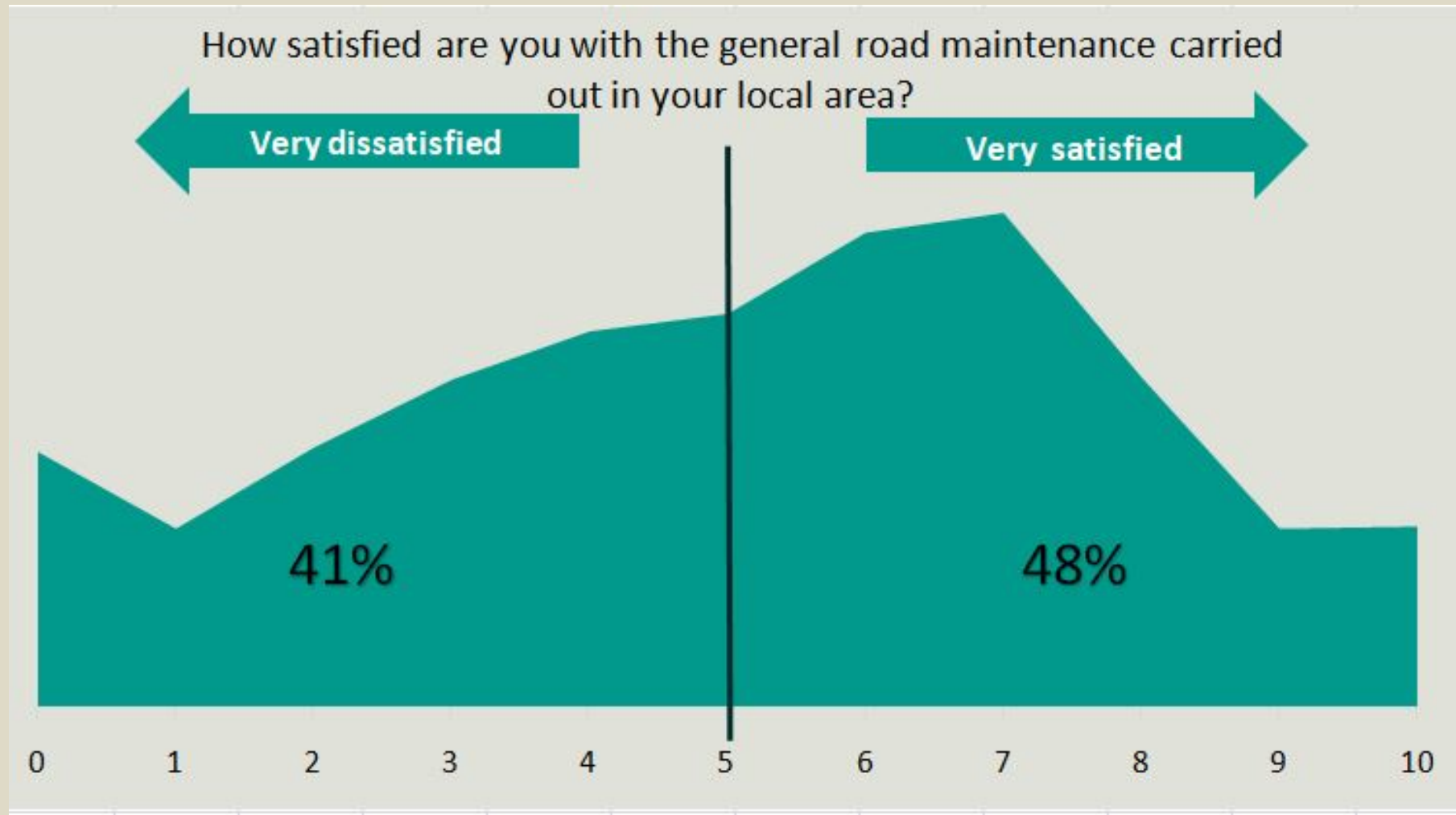
Survation.

5.6 School Meals without children as school



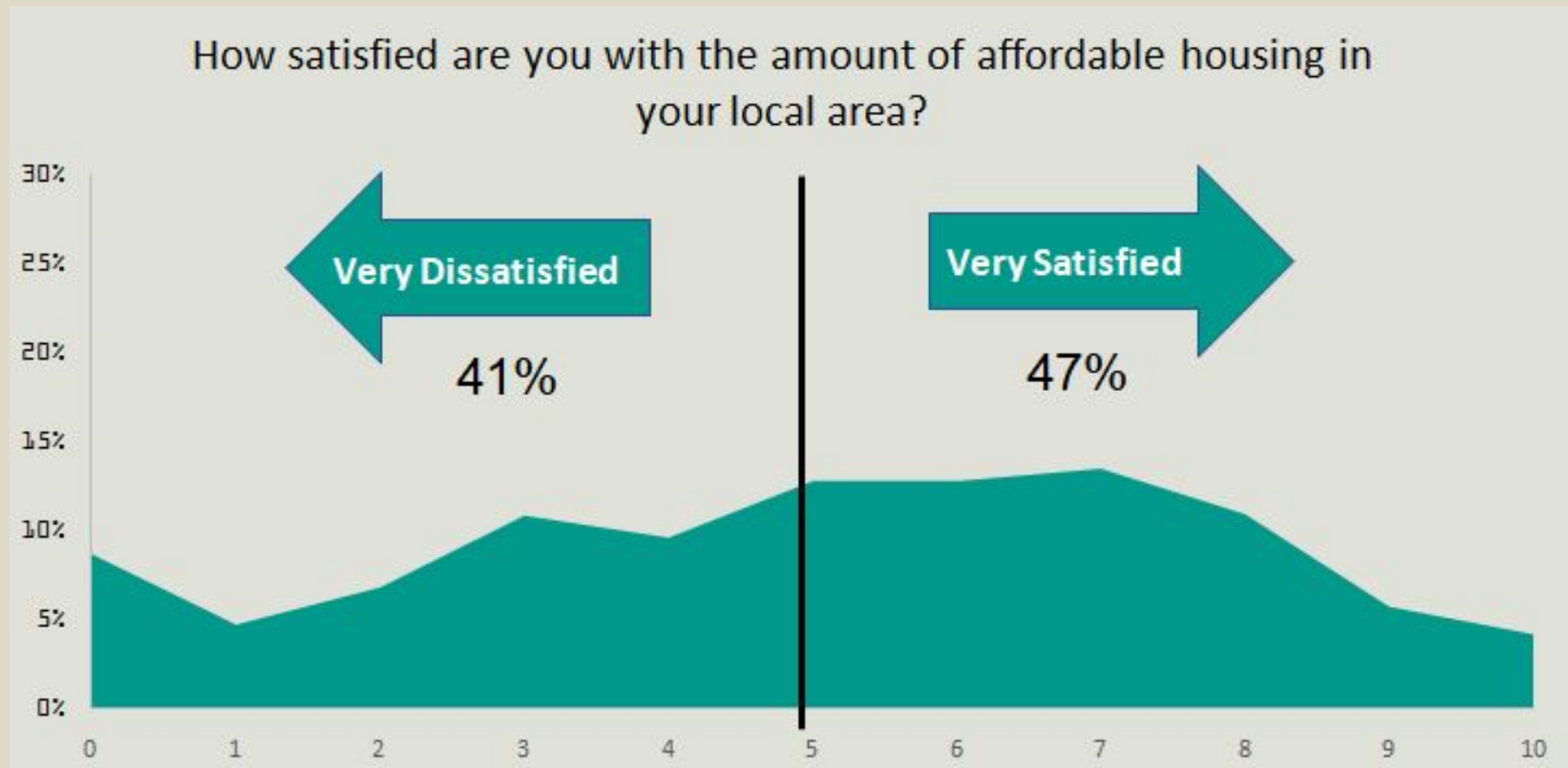
Survation.

5.1 Road maintenance



Survation.

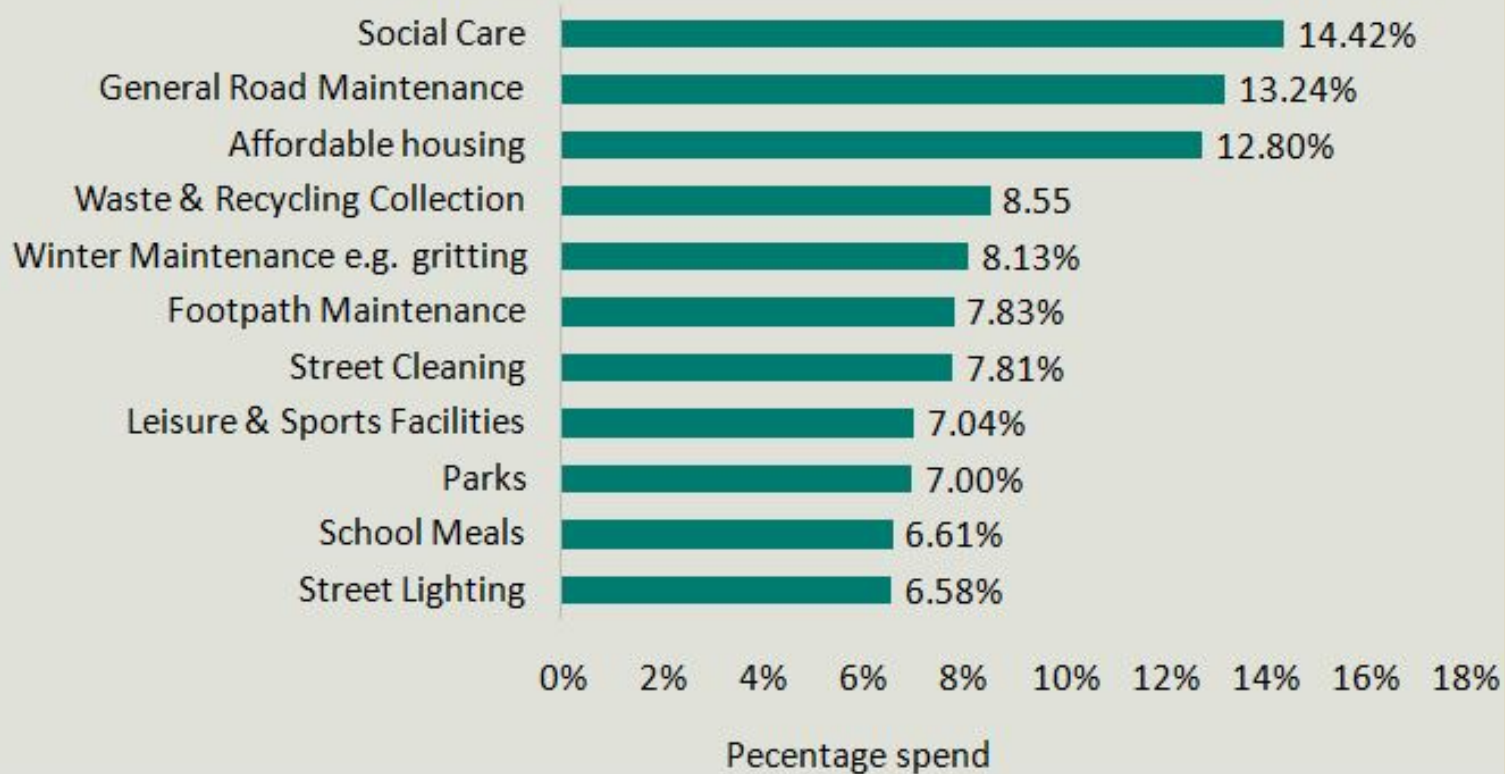
5.02 Housing



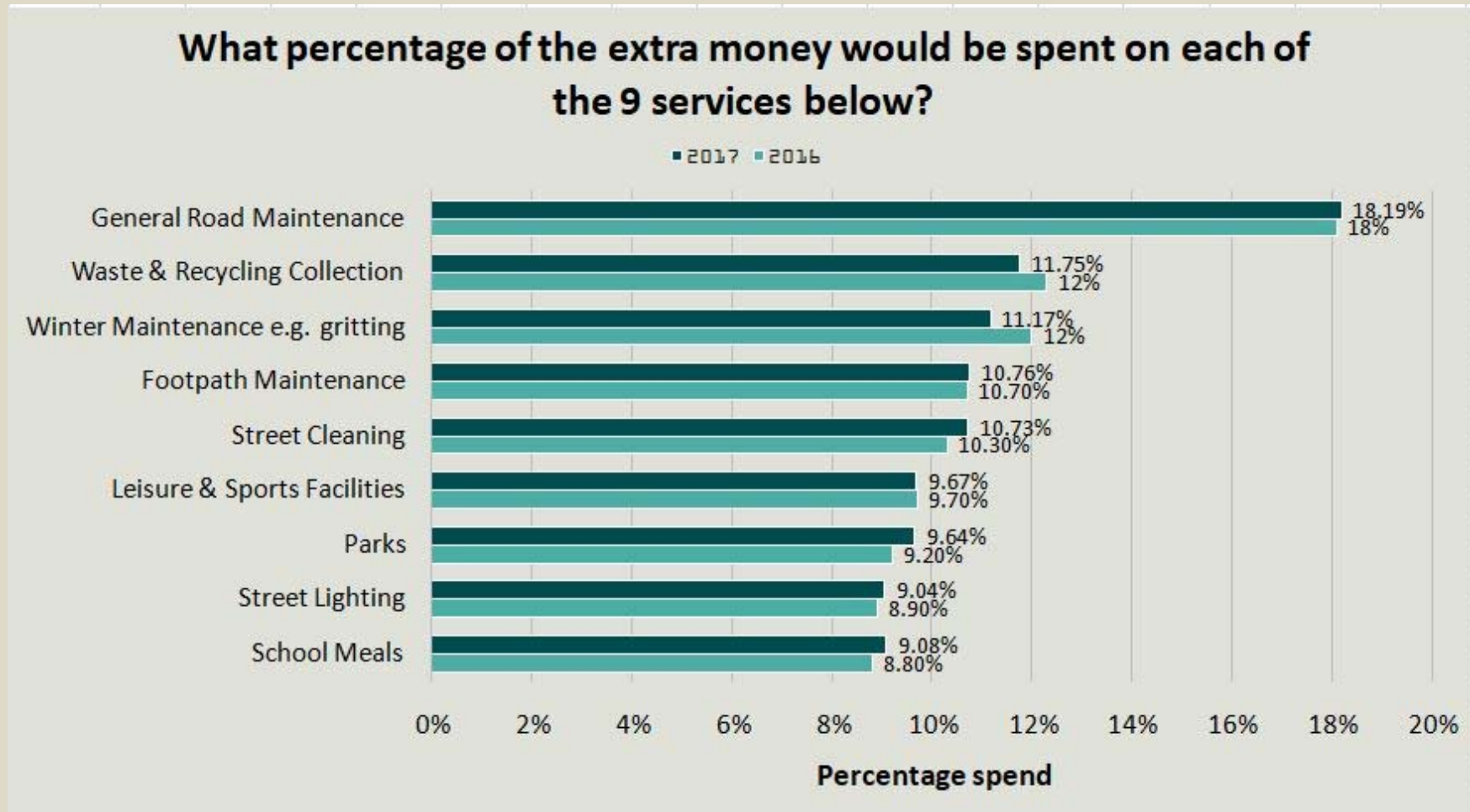
Survation.

How the public would like extra funds spent

What percentage of the extra money would be spent on each of the 11 services below?



How the public priorities compare to last year



For more information

Paul Smith

paul.smith@survation.com

Survation.