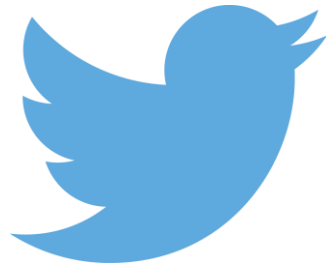




Be part of the conversation! Follow APSE on Twitter and LinkedIn



@apseevents
@apsenews



**@APSE - Association for
Public Service Excellence**



Responding to the issues that matter in communities and neighbourhoods:- What do the public value?

Speaker: Mo Baines, APSE Chief Executive

- Outcomes of the APSE / Satisfaction Public Opinion Poll
- What are the perceptions of local government frontline services?
- What are the funding priorities for the public?
- How do we translate the challenges of public perceptions into opportunities for local councils?



Trust and Confidence in Councils

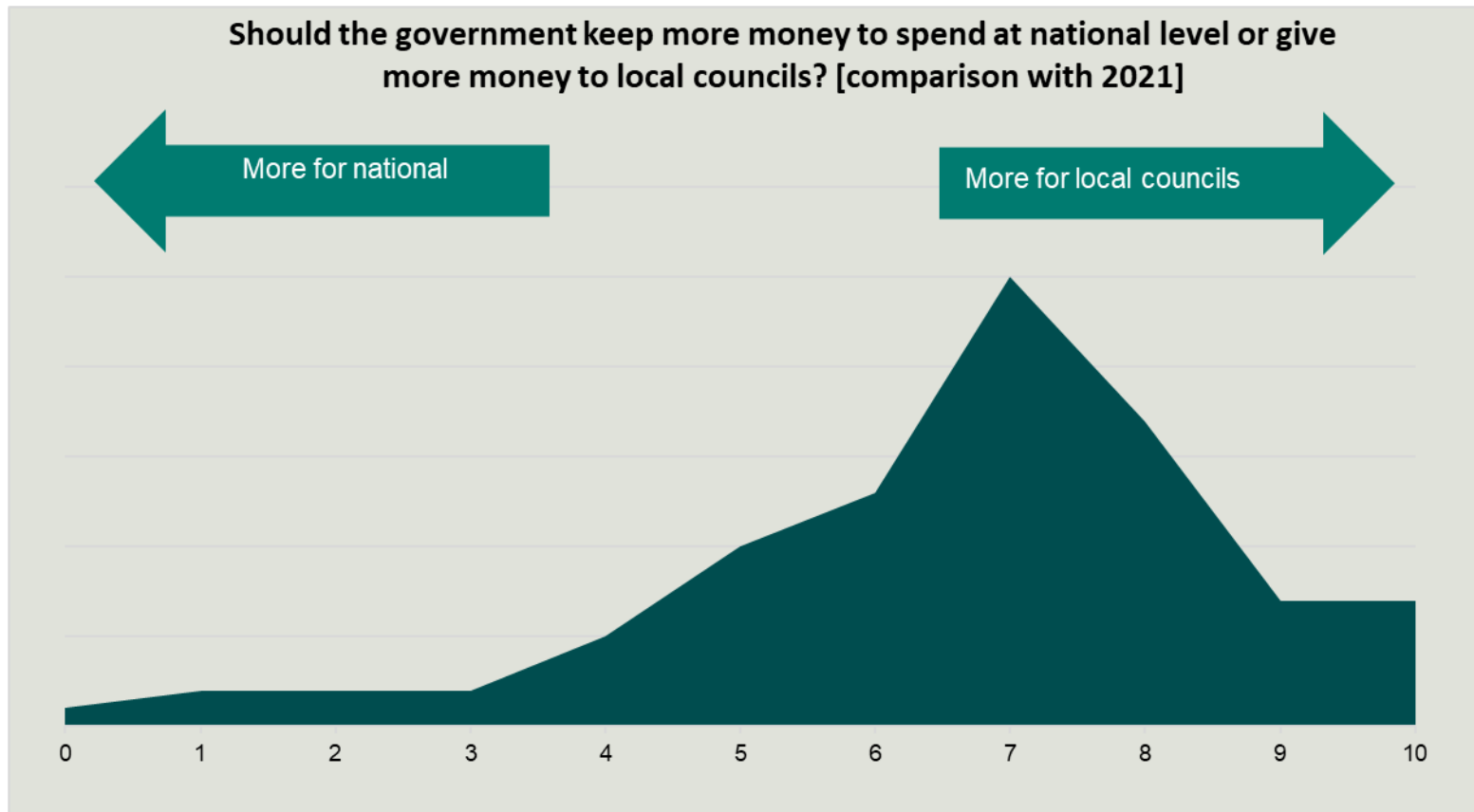
What the public think

Key fact 1: Relative Trust in Councils high

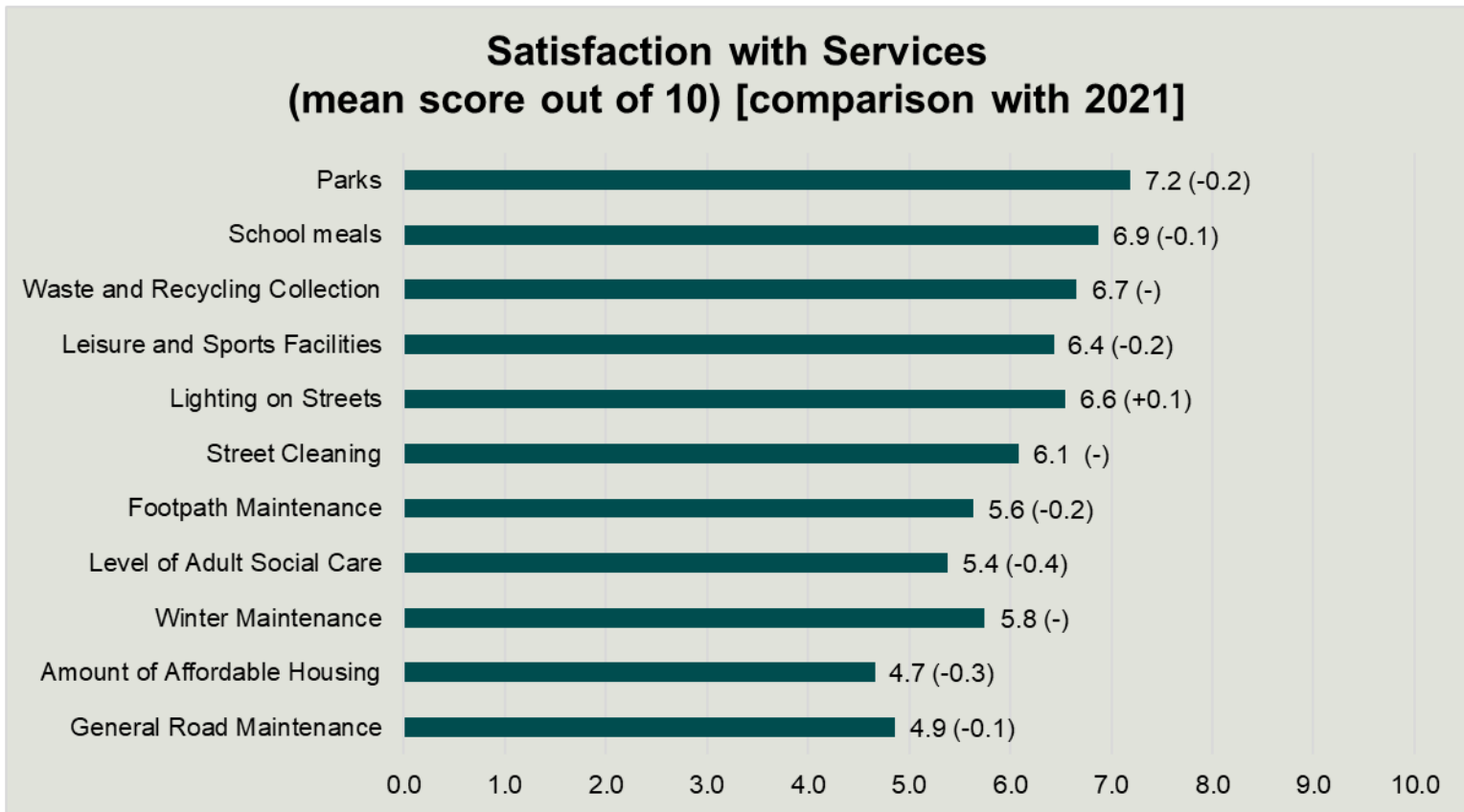
Trust in Councils and Councillors has increased slightly in the past year, as trust in Government and Ministers has had some marginal losses. Trust in Councils and Councillors is still high overall compared to trust in Government and Ministers.

- 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%)

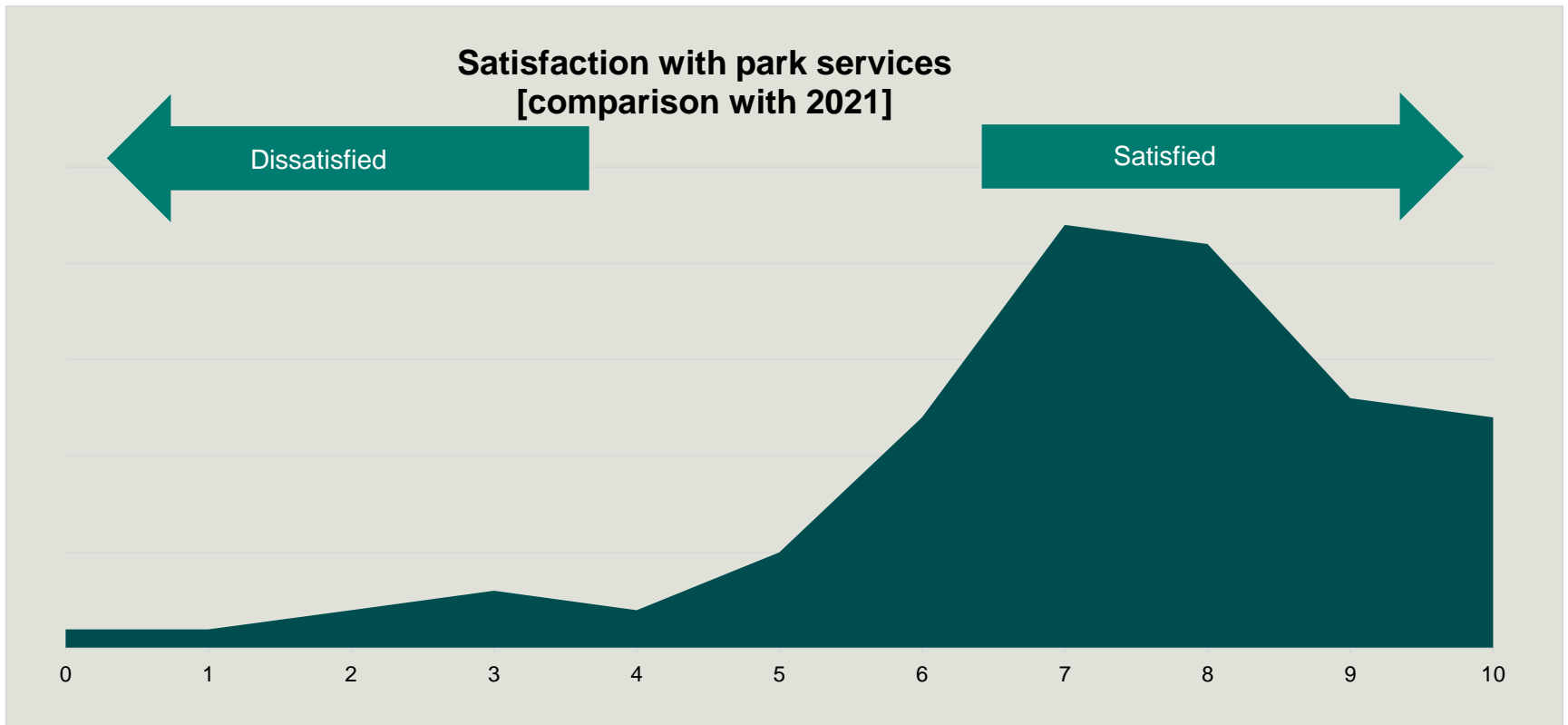
Key fact 2 : People trust Councils with their tax



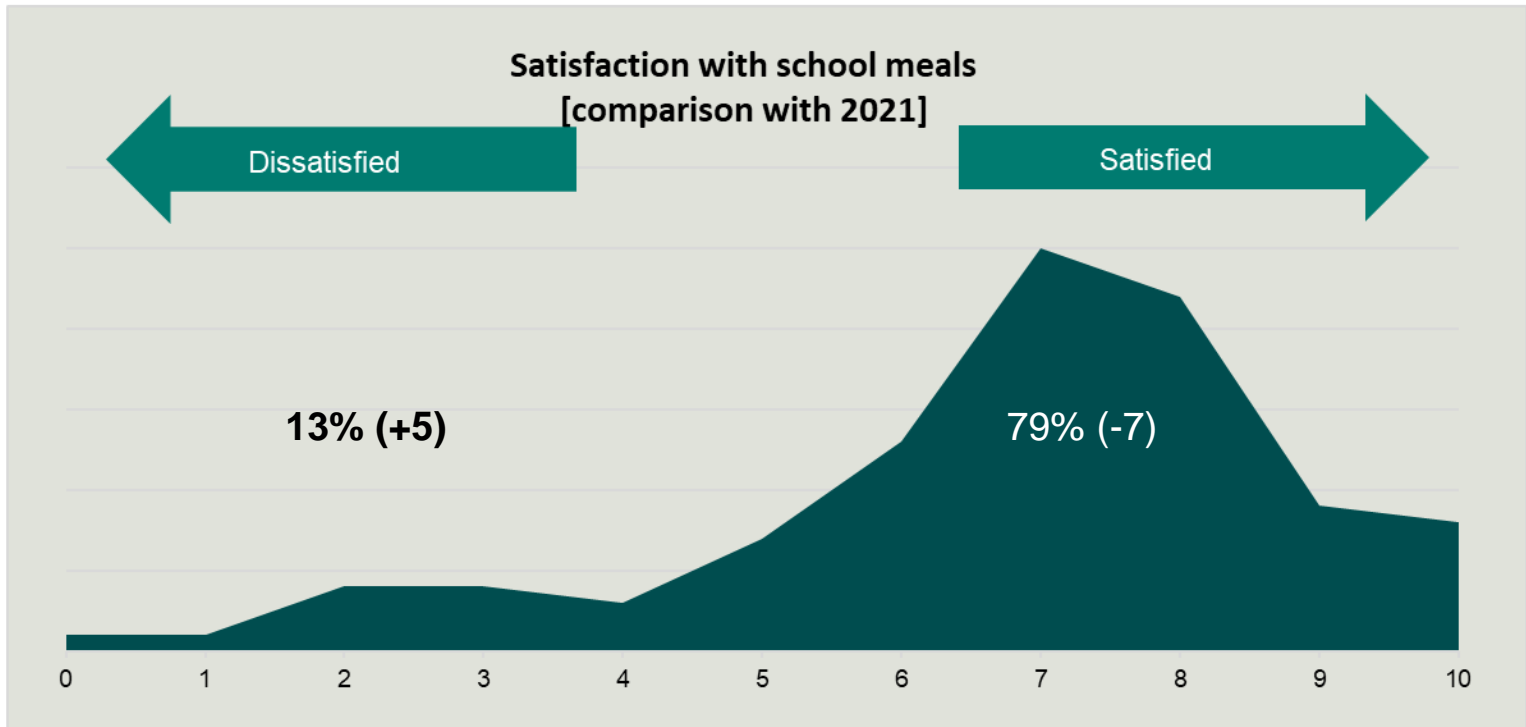
Satisfaction levels vary between services



7.3 Parks

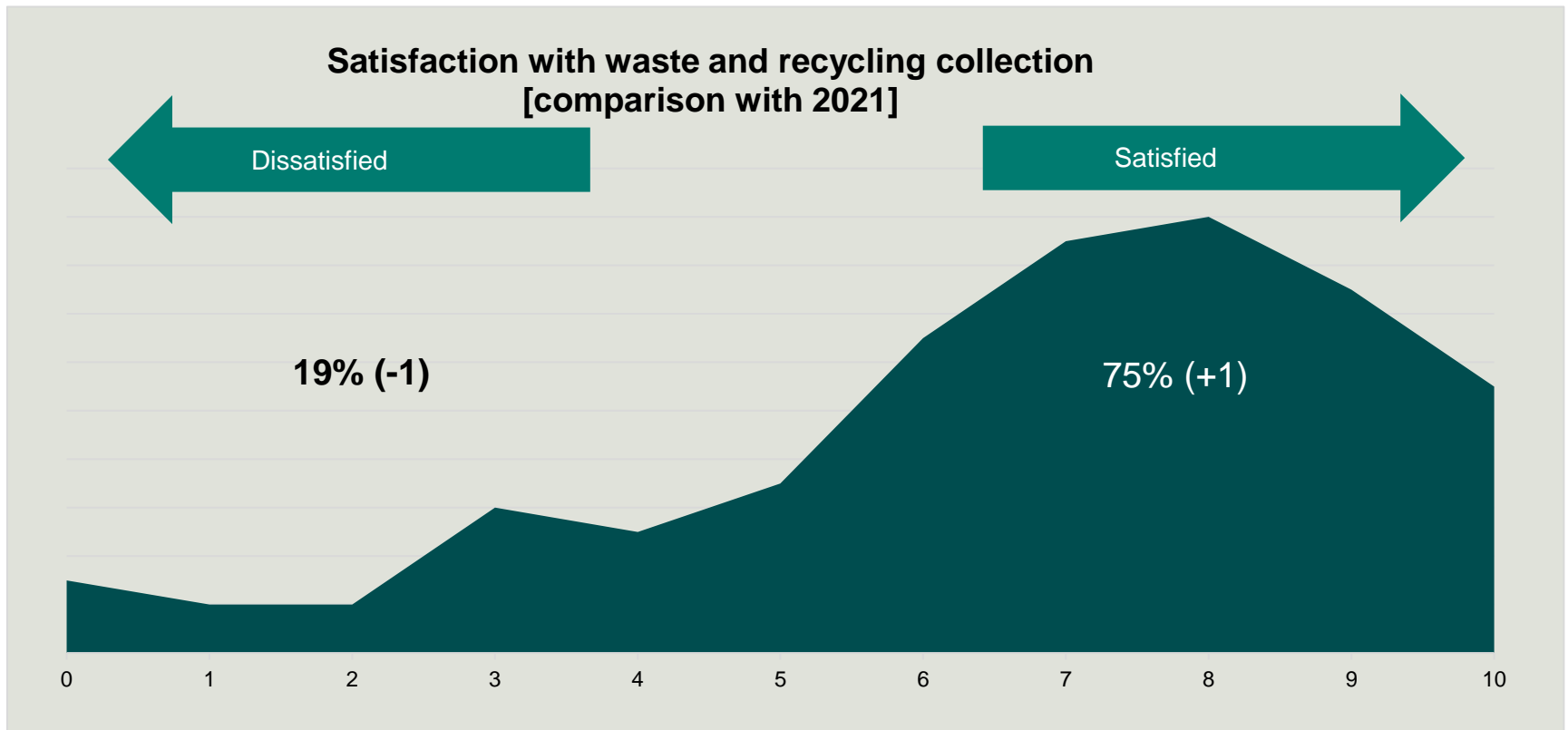


6.9 School Meals

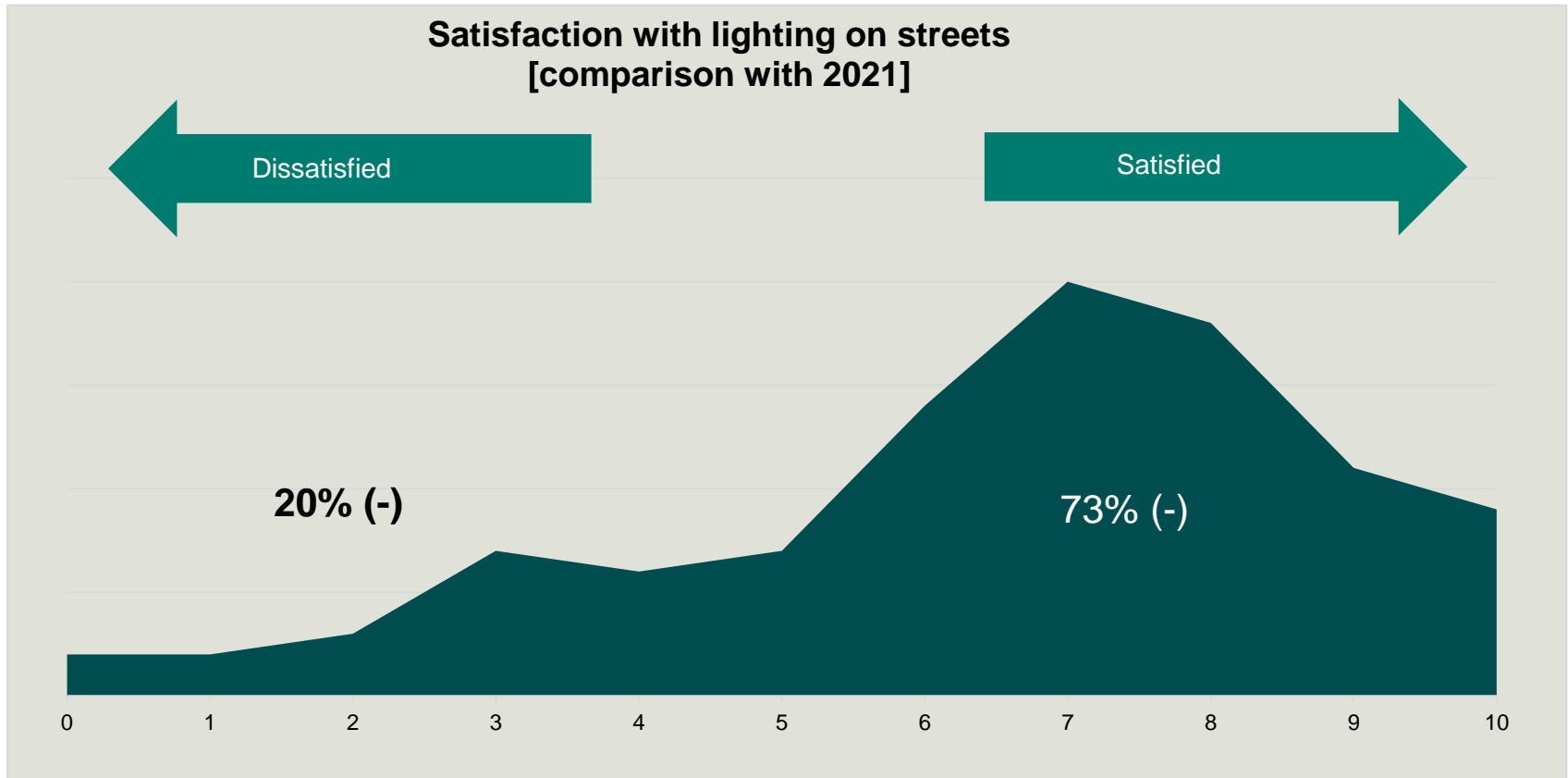


Northern Ireland (23%) has the lowest % of high satisfaction scores out of the nations, with the North of England having the highest (46%).

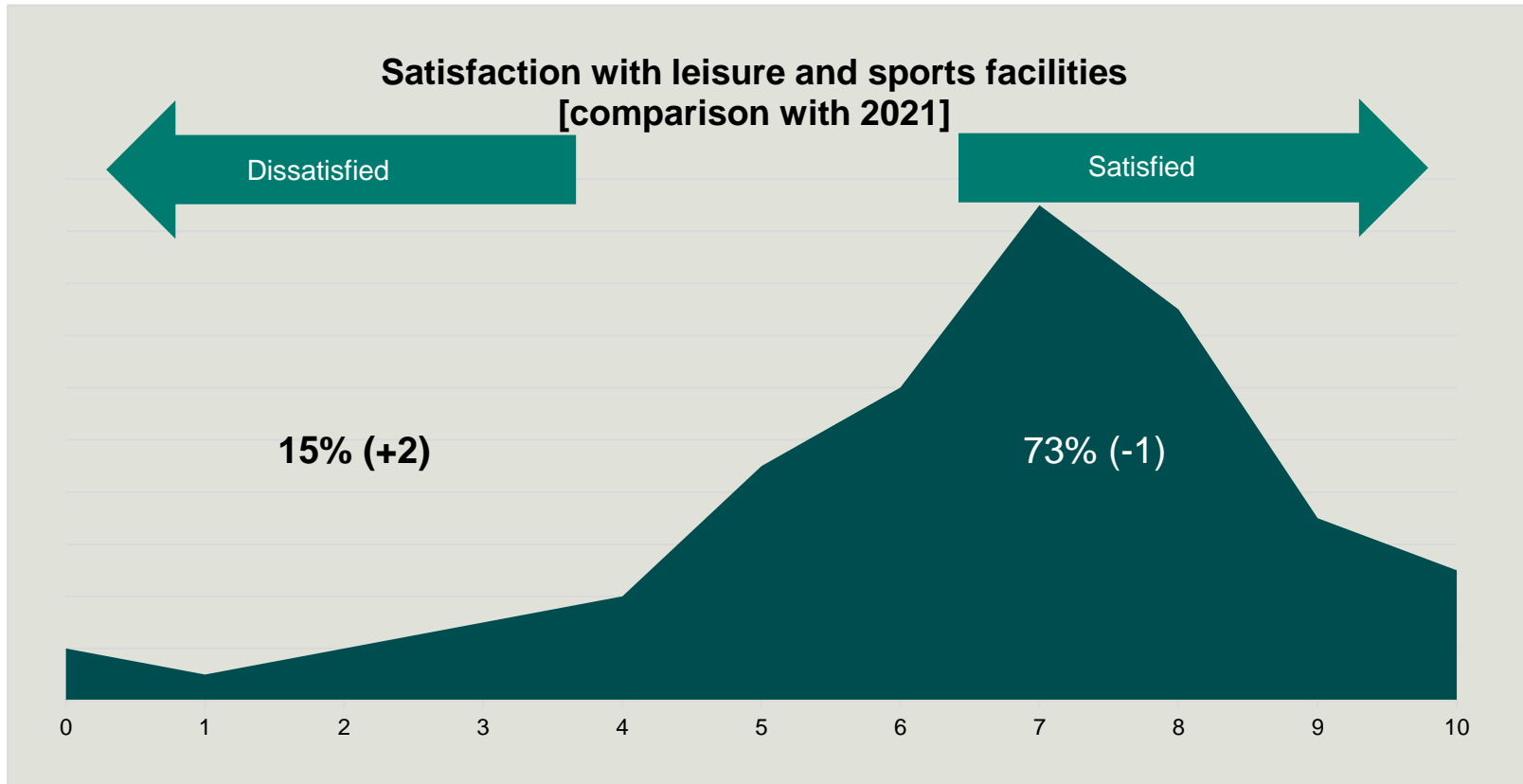
6.9 Waste and Recycling



6.8 Street Lighting

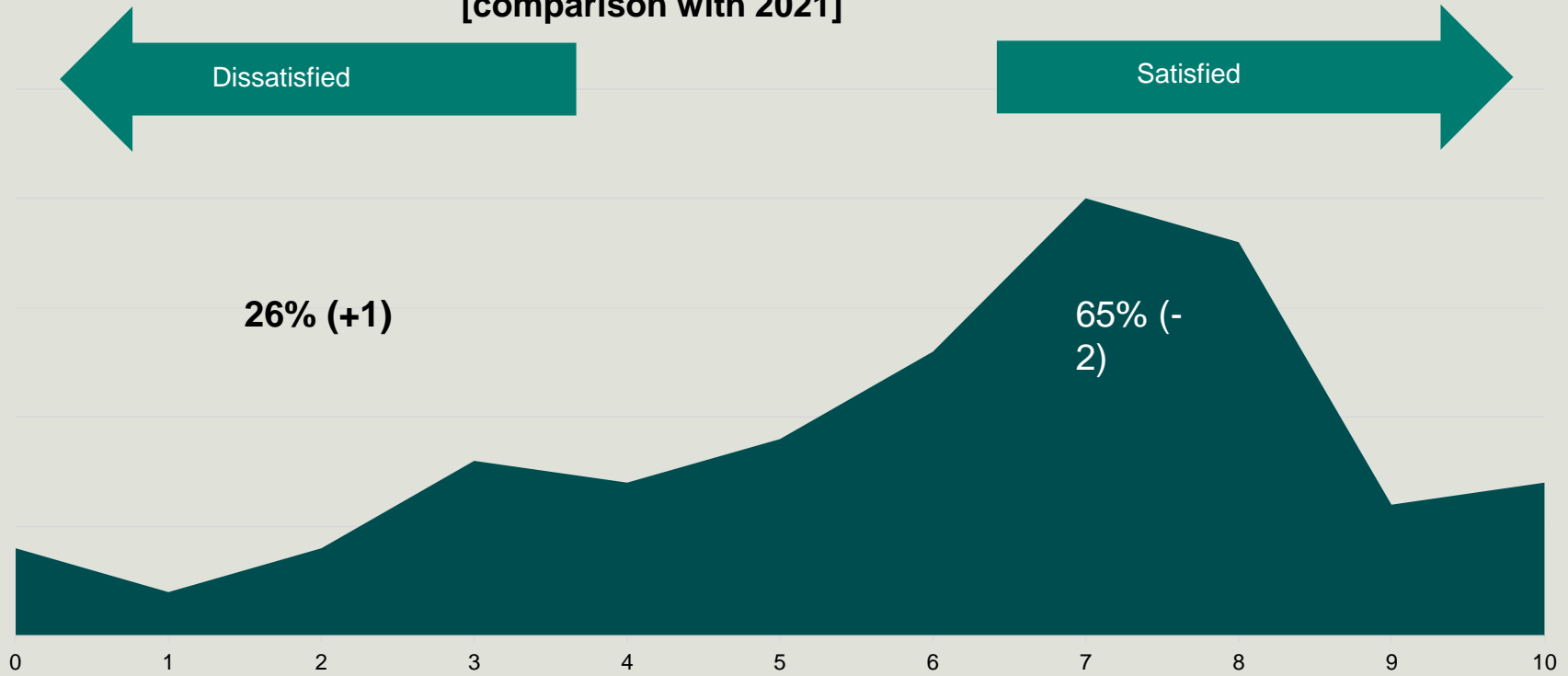


6.5 Leisure and Sports

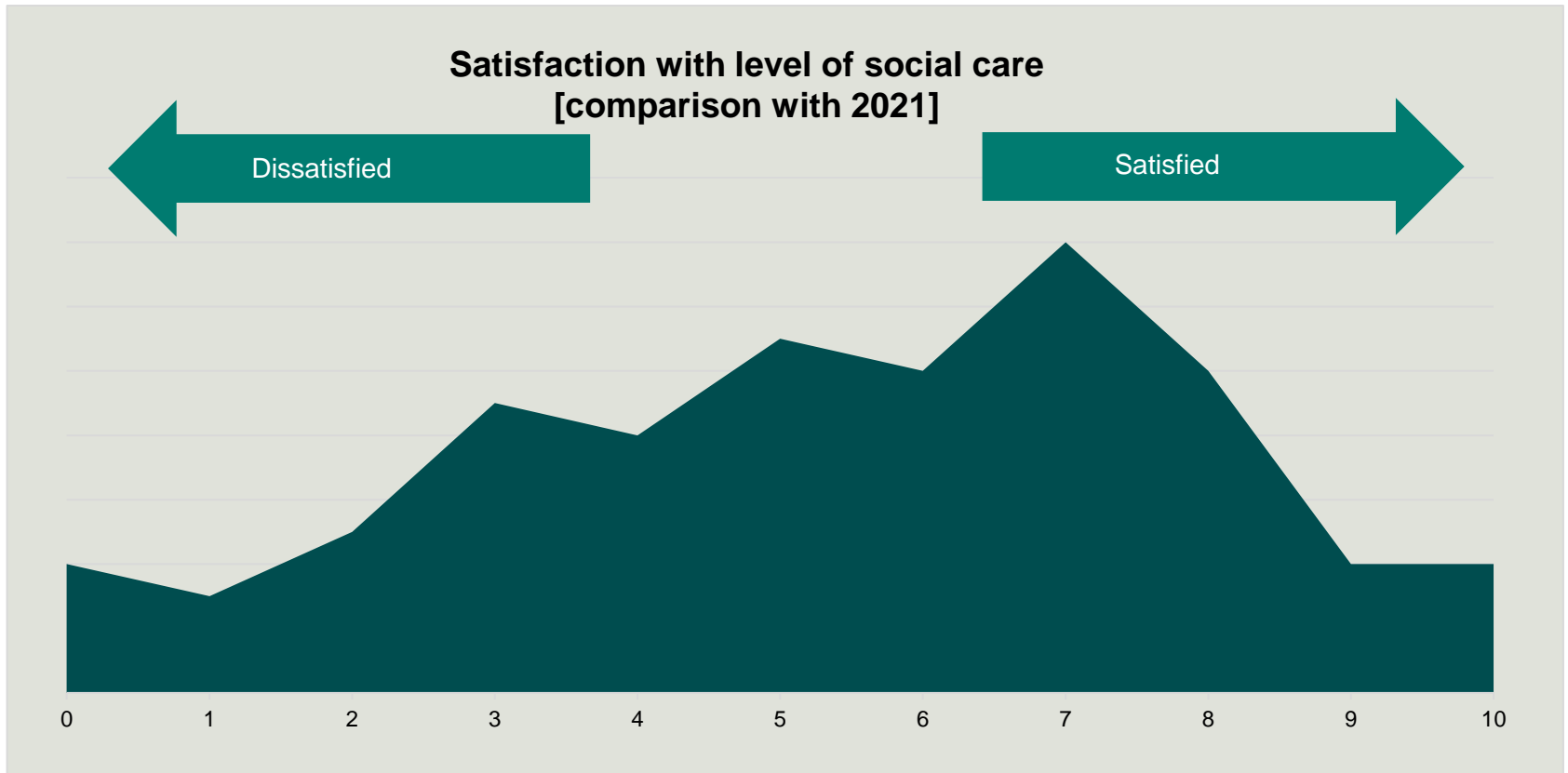


6.3 Street Cleaning

Satisfaction with street cleaning services
[comparison with 2021]

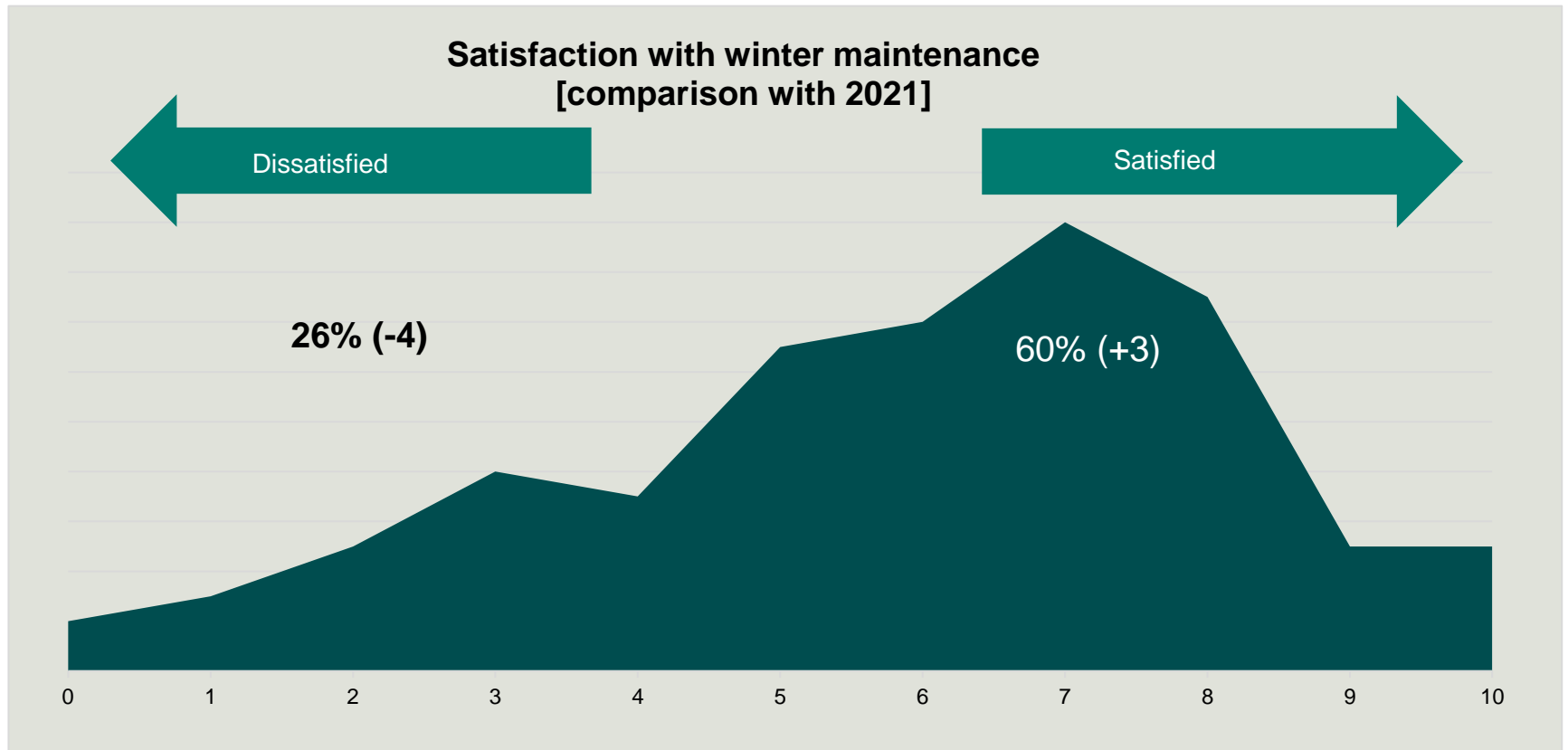


5.9 Level of Social Care

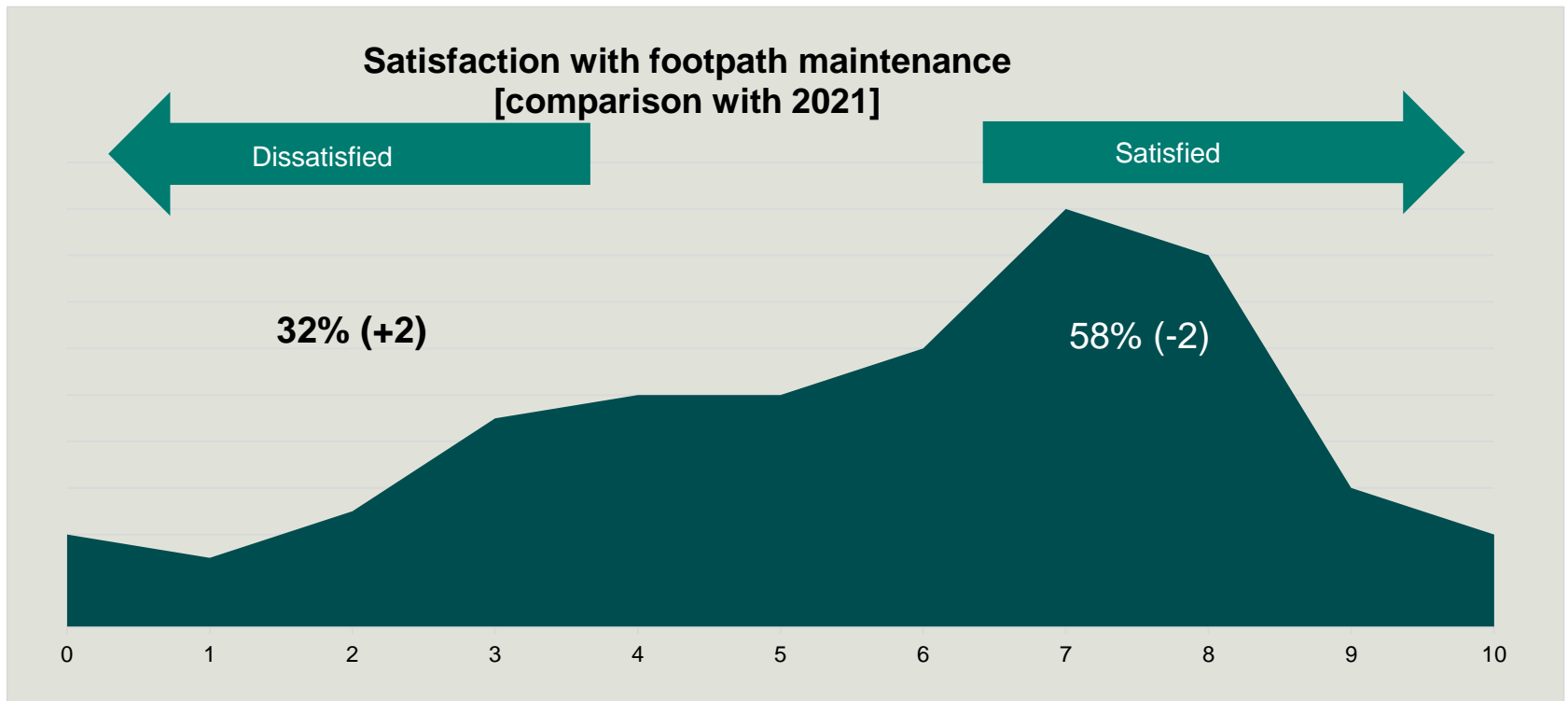


People aged 55+ have the lowest high satisfaction (8-10) scores at 14%.
 People in households with higher incomes (£40,000+) seem to have the least satisfaction with social care with 16% giving high scores, compared to households on less than £20,000 per year (21%).

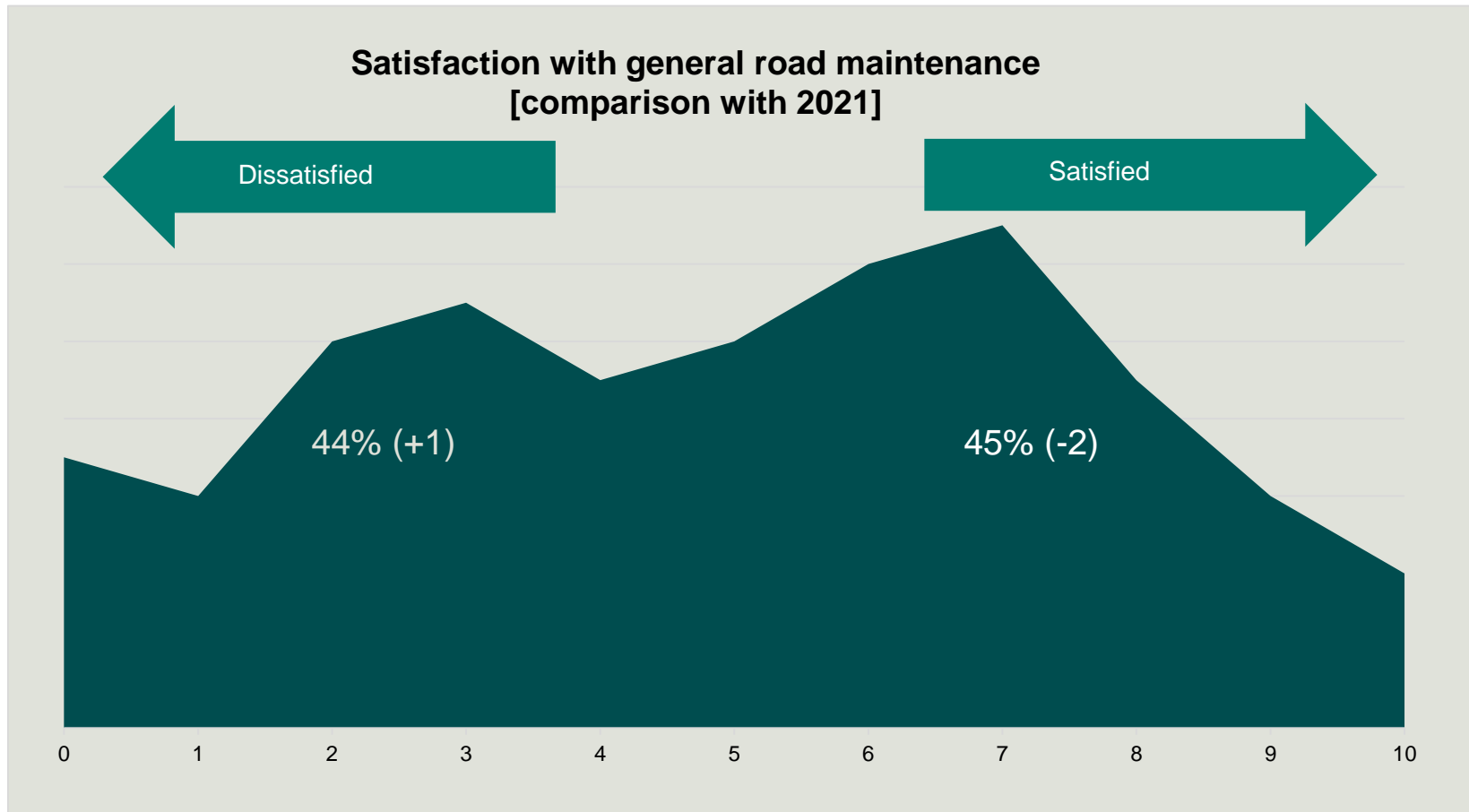
5.9 Winter Maintenance



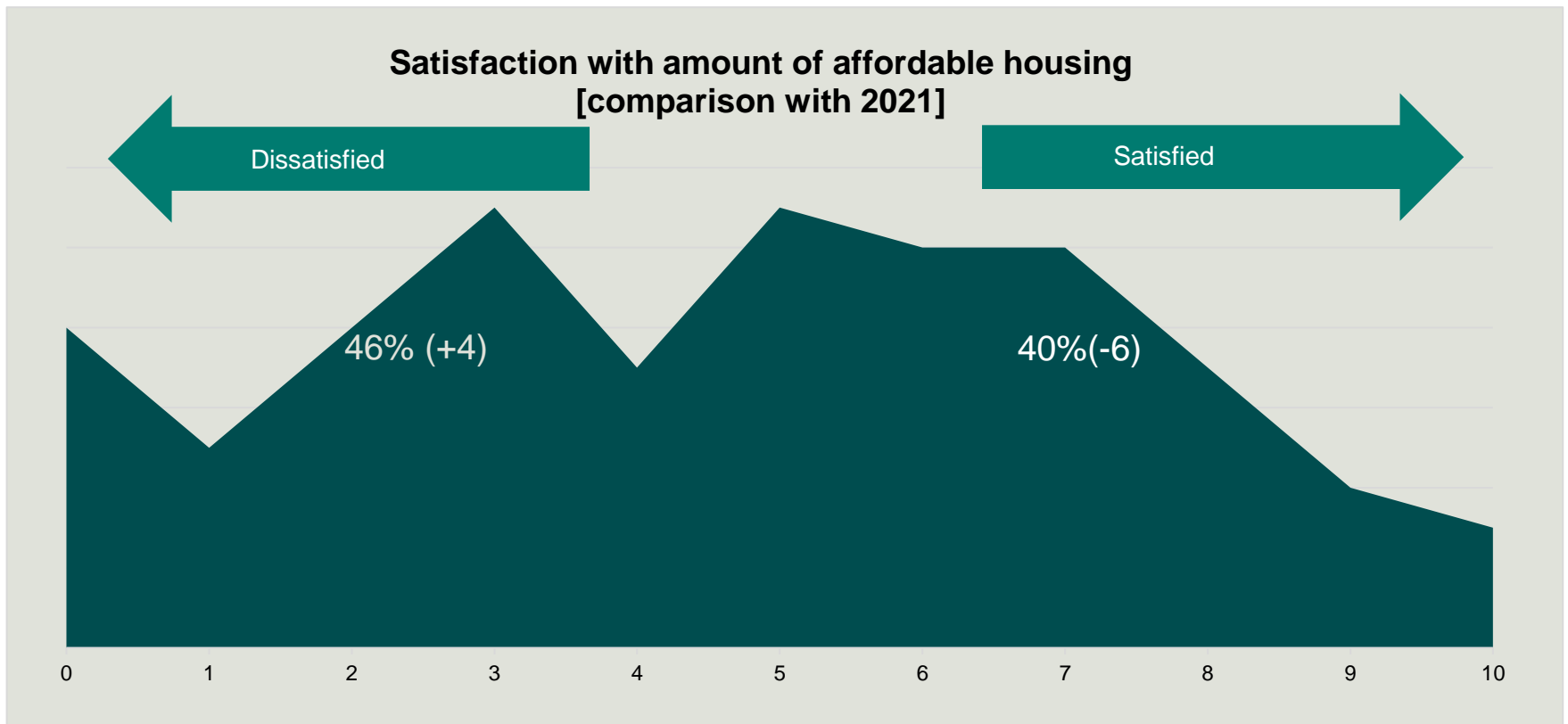
5.8 Footpath maintenance



5.2 Road maintenance

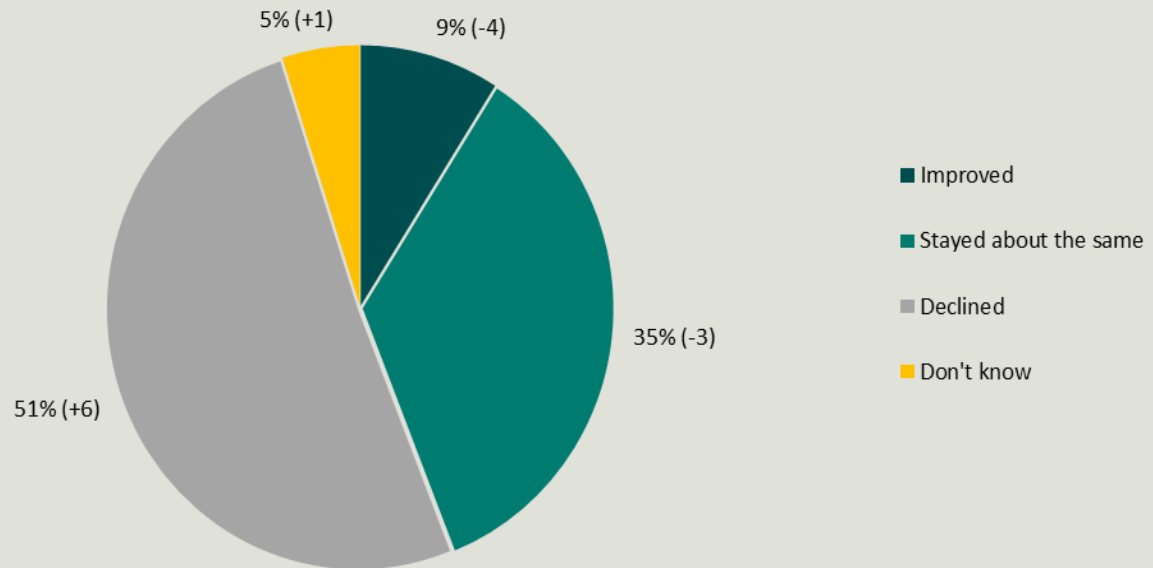


5.0 Affordable Housing



Public finds that services are still declining

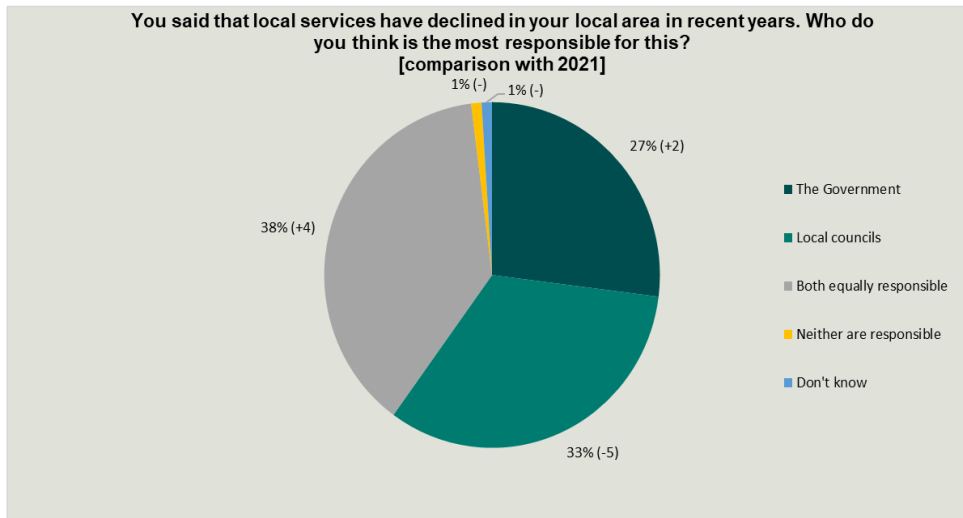
Do you think that local services have declined or improved in your local area in recent years?
[comparison with 2021]



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.

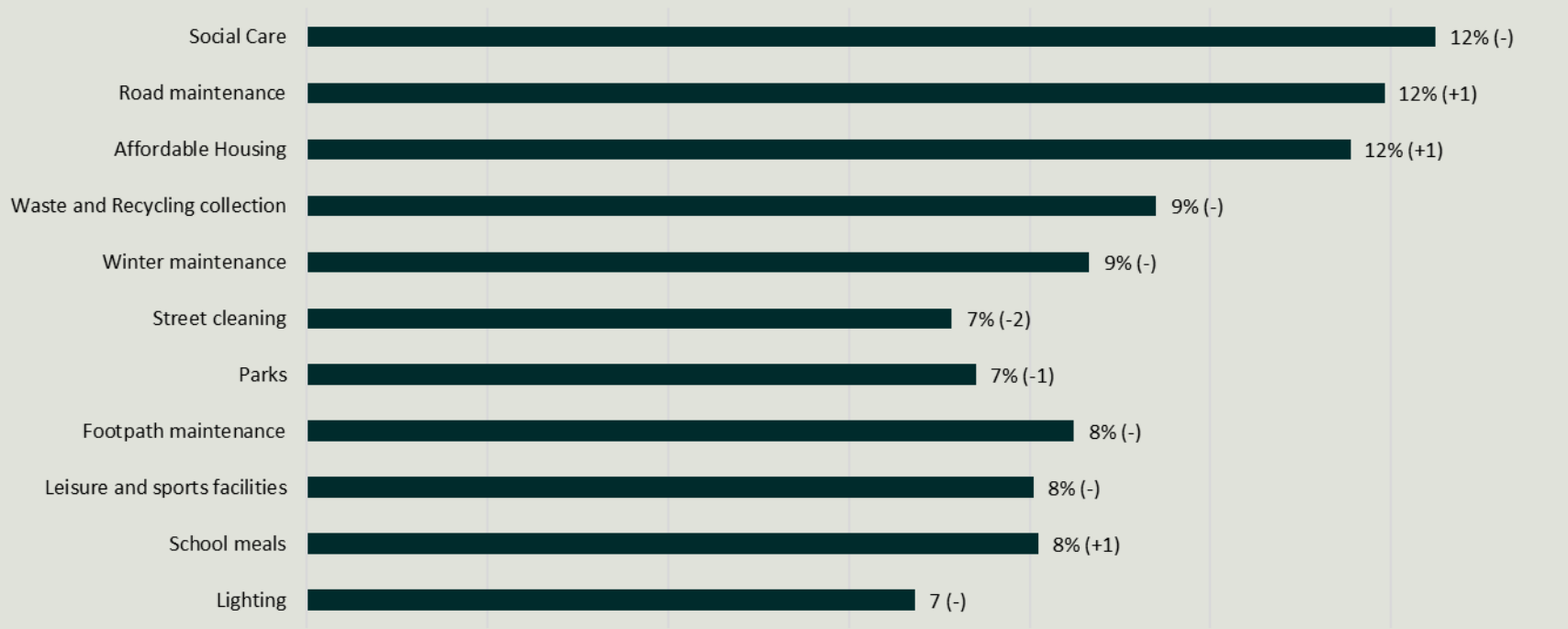
Uncertainty around where blame for decline lies



- ❑ 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.

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]



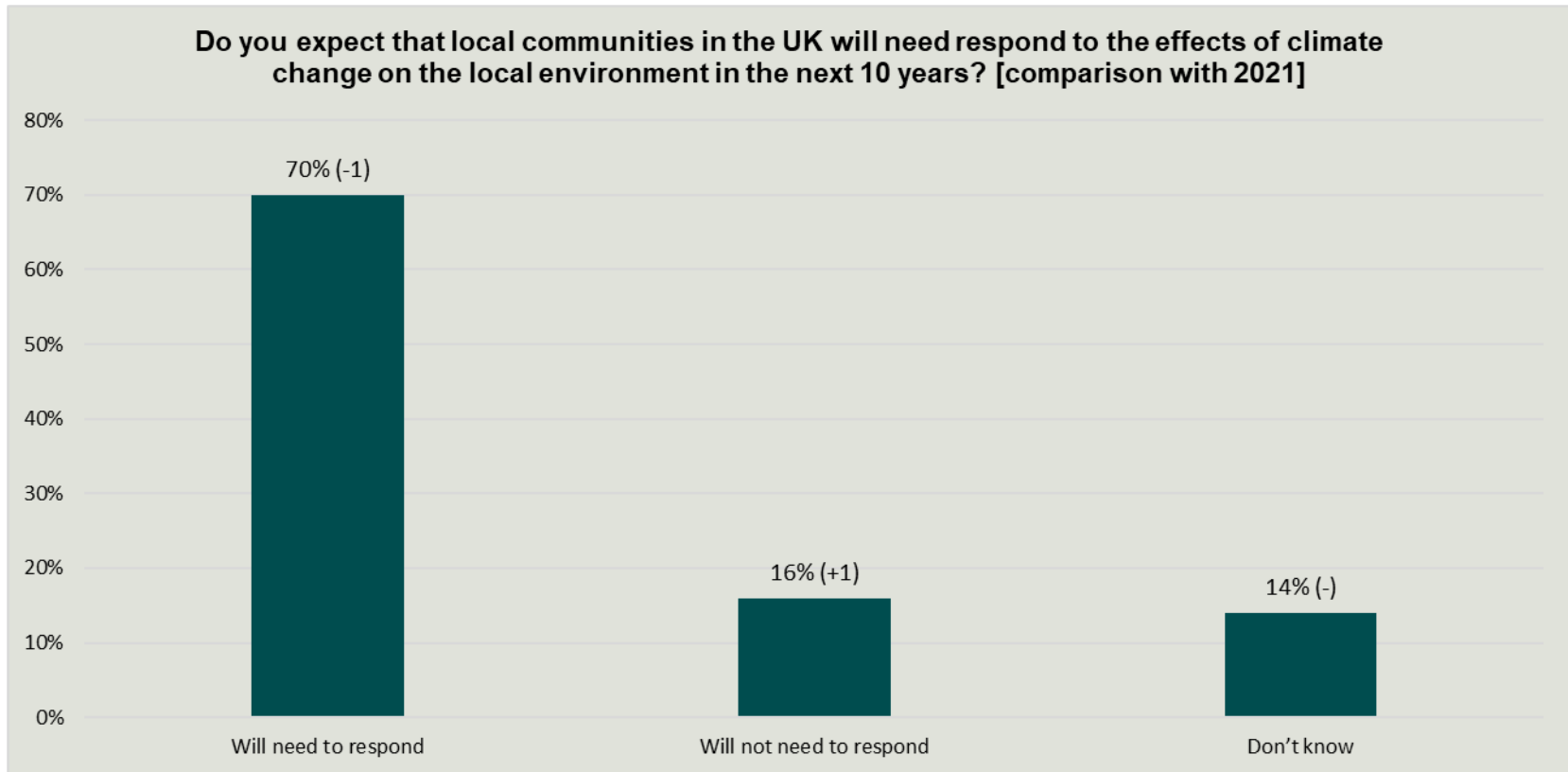
Climate Change still a priority for Councils

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.

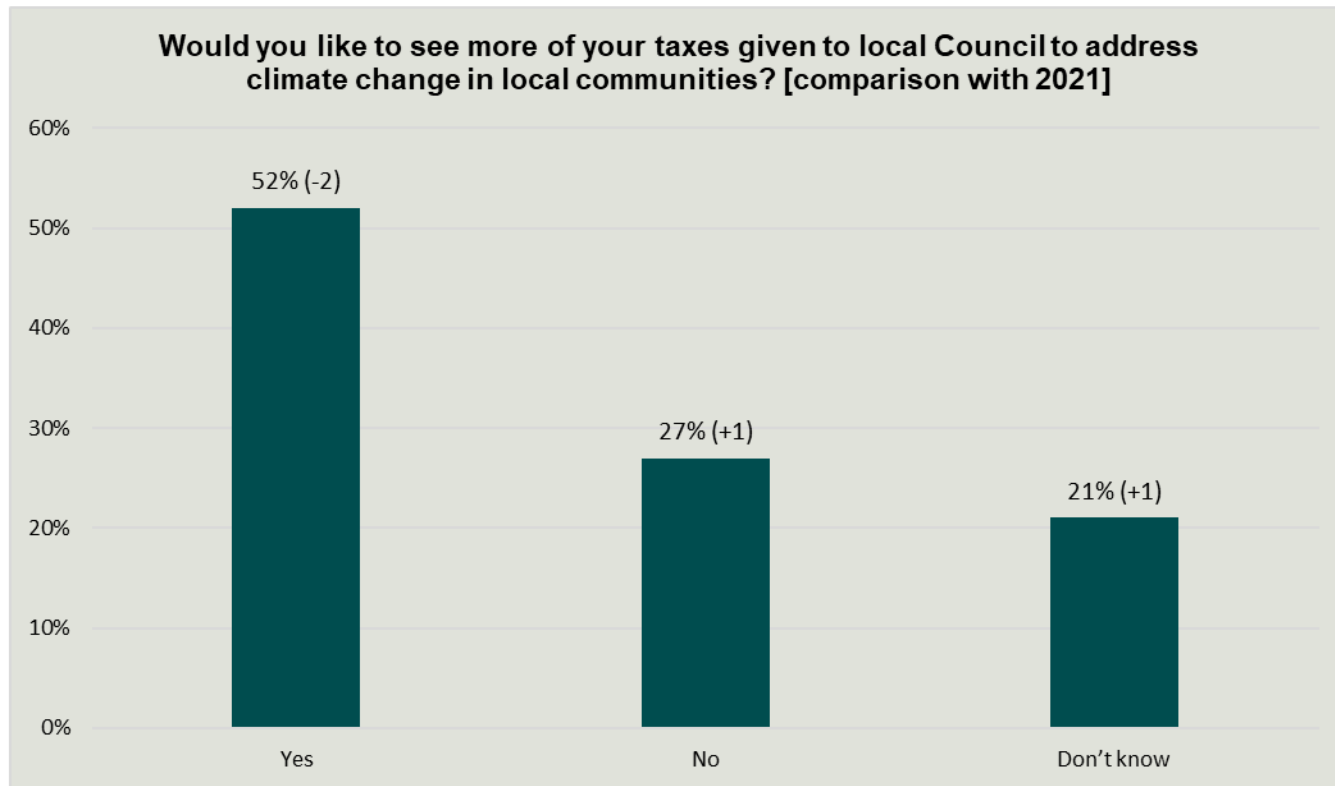
Five Key findings

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.

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

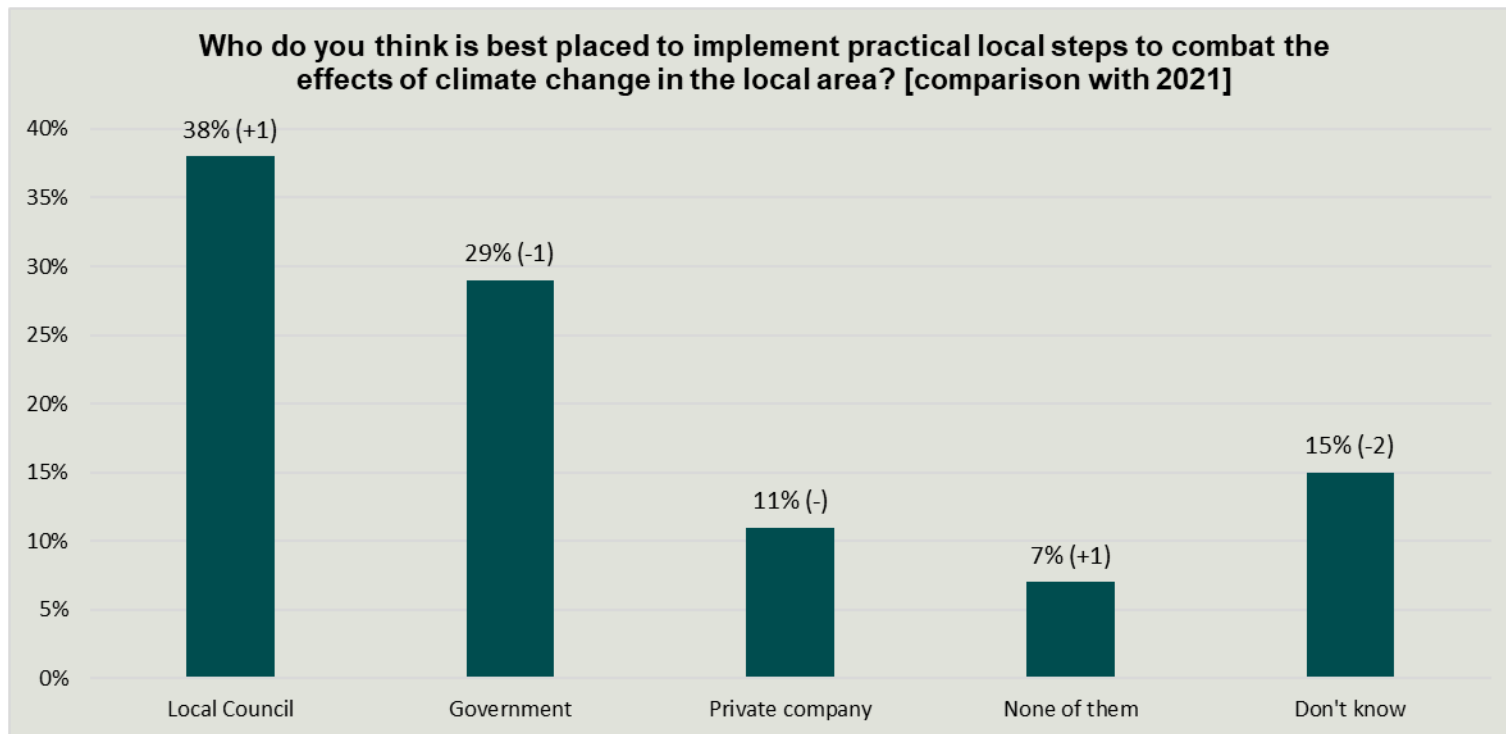


52% support more funds for Councils to combat climate change locally

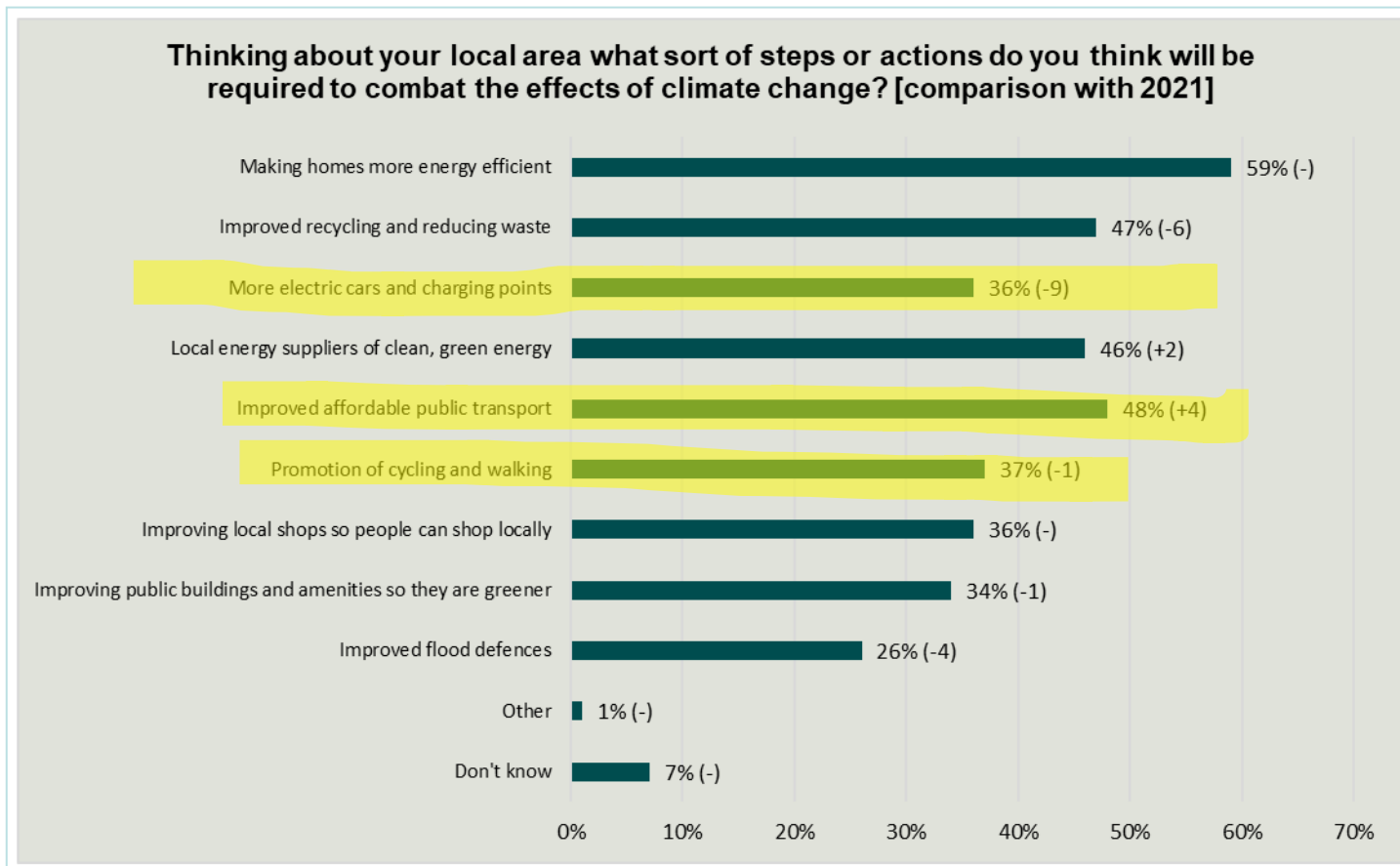


Conservative voters are less likely to want more of their taxes being used to address climate change at 47%, whereas 59% of Labour voters would like this to happen.

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



Top priorities for local climate change action



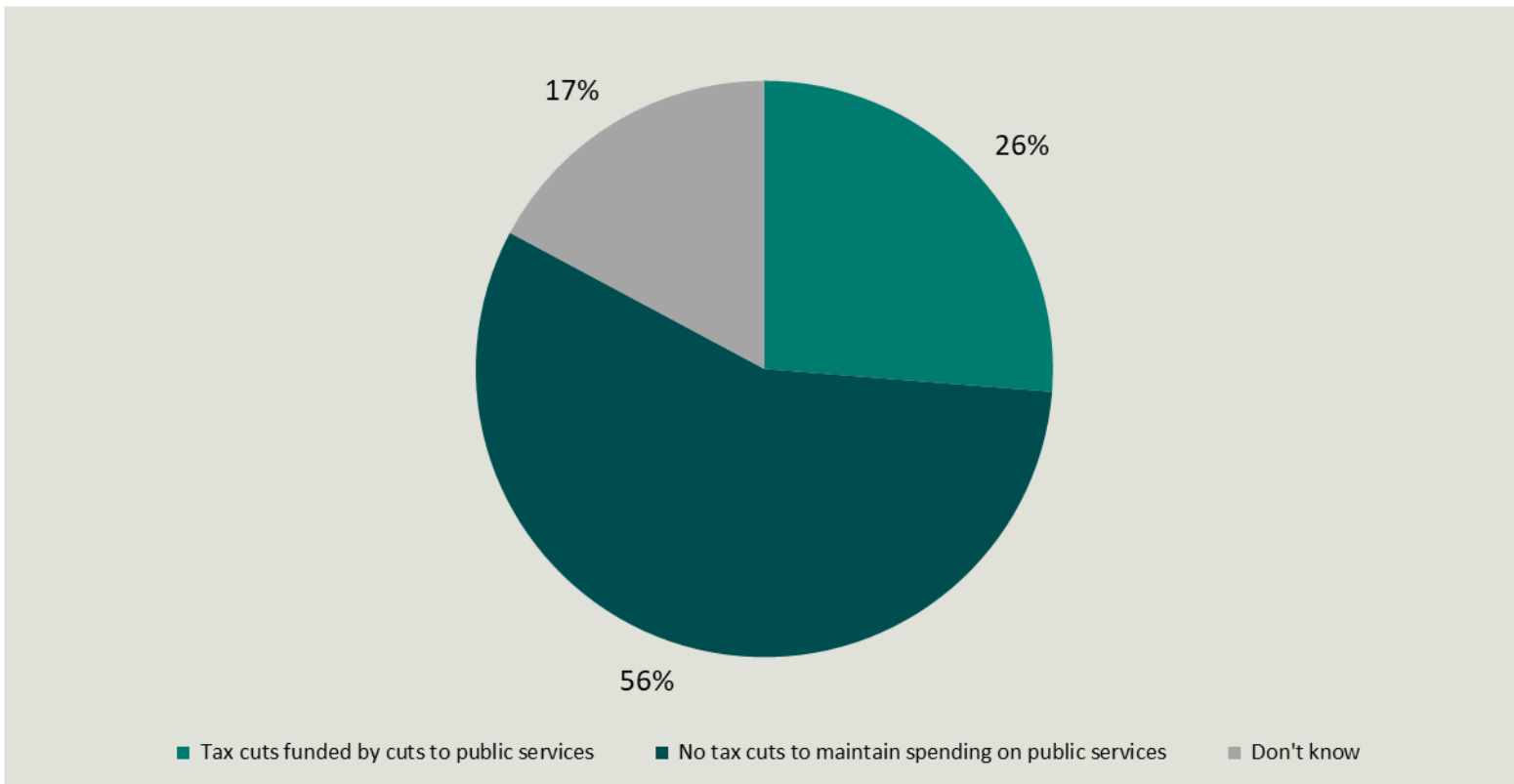
Support for protection of public services

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

Three Key findings

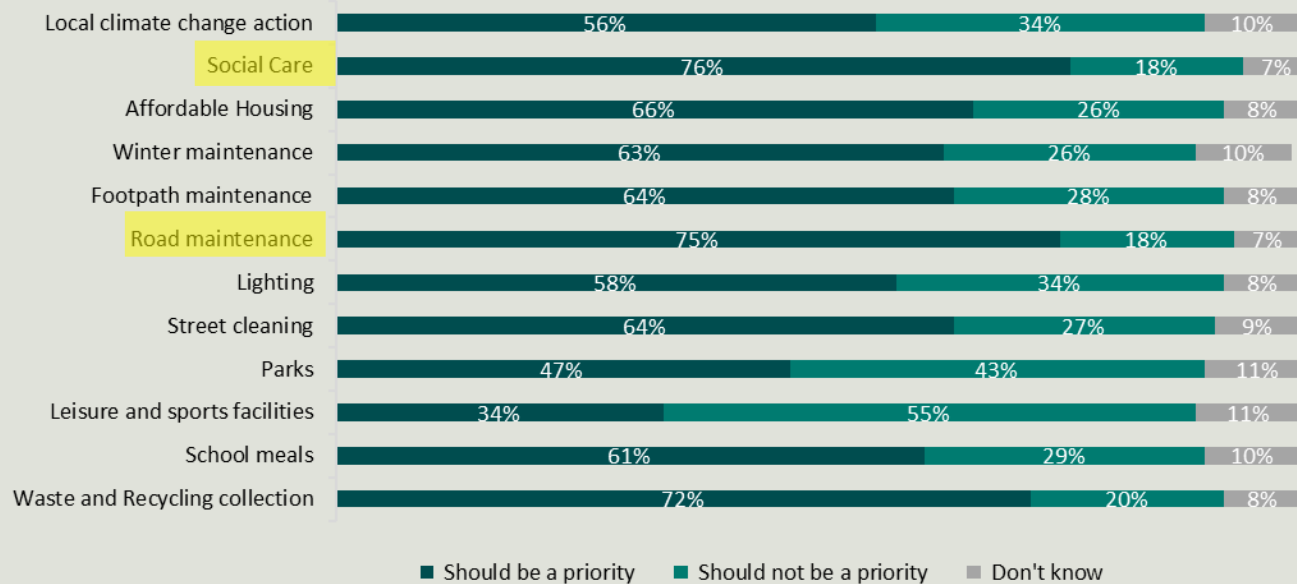
1. When faced with a choice, 56% would rather see no tax cuts in order to maintain spending on public services, over tax cuts which are funded by cuts to public services.
2. Social Care (76%), Road Maintenance (75%) and Waste and Recycling collection (72%) are most important local services for councils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

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?



What do the results mean for Transport and Fleet Services?

1. Frontline services resonate with the public
2. The public trust Councils and want to see good local services
3. Transport and fleet offer the 'spine' which most other frontline services rely upon
4. Little differentiation between a desire to see potholes fixed and social care spend!
5. Pressure on frontline services will continue and arguably grow – climate change and 'greening' services and workforce matters

Future challenges.....

- Walking and cycling routes – impact on service design
- Clean air zones – could we ‘fine’ ourselves / go in and out of a zone?
- Waste and resources – changes to collections and therefore fleet uncertainty – DRS,EPR
- Capital infrastructure costs to embed changes in depots
- Logistical delays on EV
- Lack of investment in Hydrogen infrastructure
- Cost of transition to new alternative fuel fleet
- Public more aware of carbon reduction measures – communications
- Finances – still under pressure
- Workforce matters – costs and retention

NEW MUNICIPALISM

Delivering for local people and local economies



Contact details

Mo Baines, Chief Executive

Email: mbaines@apse.org.uk

Association for Public Service Excellence

3rd floor, Trafford House, Chester Road,
Old Trafford, Manchester M32 0RS.

telephone: 0161 772 1810

web: www.apse.org.uk



GB 11409



GB 11132



GB 14074