

Poll on public attitudes to Local Services

Prepared on behalf of the
Association of Public Service Excellence

02/10/2018



Executive Summary

People continue to favour more money for local services

- 80% would like the government give more money to local councils to spend at the local level, up 1% from 2017 and 3% from 2016.

Trust remains high in Council and Councillors relative to others

- Four times as many trust the local Council (49%) over the Government (13%) to make decisions about how services are delivered provided in your local area.
- Six times as many trust local Councillors (48%) over Government ministers (8%) to make decisions about their local area.
- Four and half times more trusted Councils (48%) to provide services in their local area over a private company (11%) with people trusting the council five times more than the Government (10%)

People generally have a positive view of the services Councils provide

- People had a net satisfaction positive score with eleven services provided by local government. The results are similar to 2017.
- Parks is the service that had the highest satisfaction score with the road maintenance and affordable housing again rated the lowest.

The most popular areas for additional spending by central government are road maintenance, social care and housing.

- Asked to allocate a notional budget of across 11 services, the public allocated the most new spending to road maintenance 13%, social care 12% and affordable housing. 11%.

What do people think about cuts to local services and Councils?

- 46% perceive a decline in local services in their local area, which is the same as last year
- People are most likely to see this decline as the fault of both the Government and local Councils combined (42%) while blaming the government solely was the second most common response (31%) while only 25% blamed the Council only.

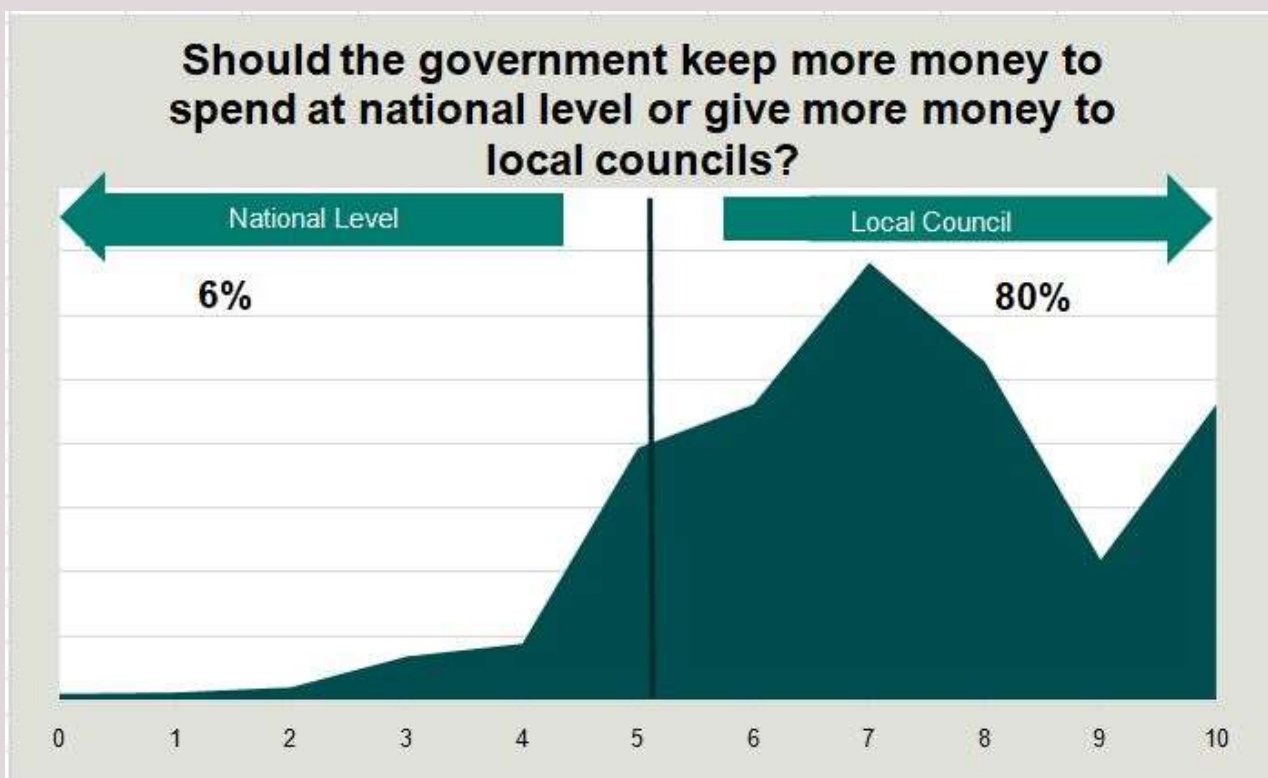
People support Council procuring to support local jobs and economy

When awarding a contract for local services

- 68% supported local firms that provided local employment and training and apprenticeships.
- 16% supported the cheapest contract regardless of employment and training offer or where the firm is based

More money for local services

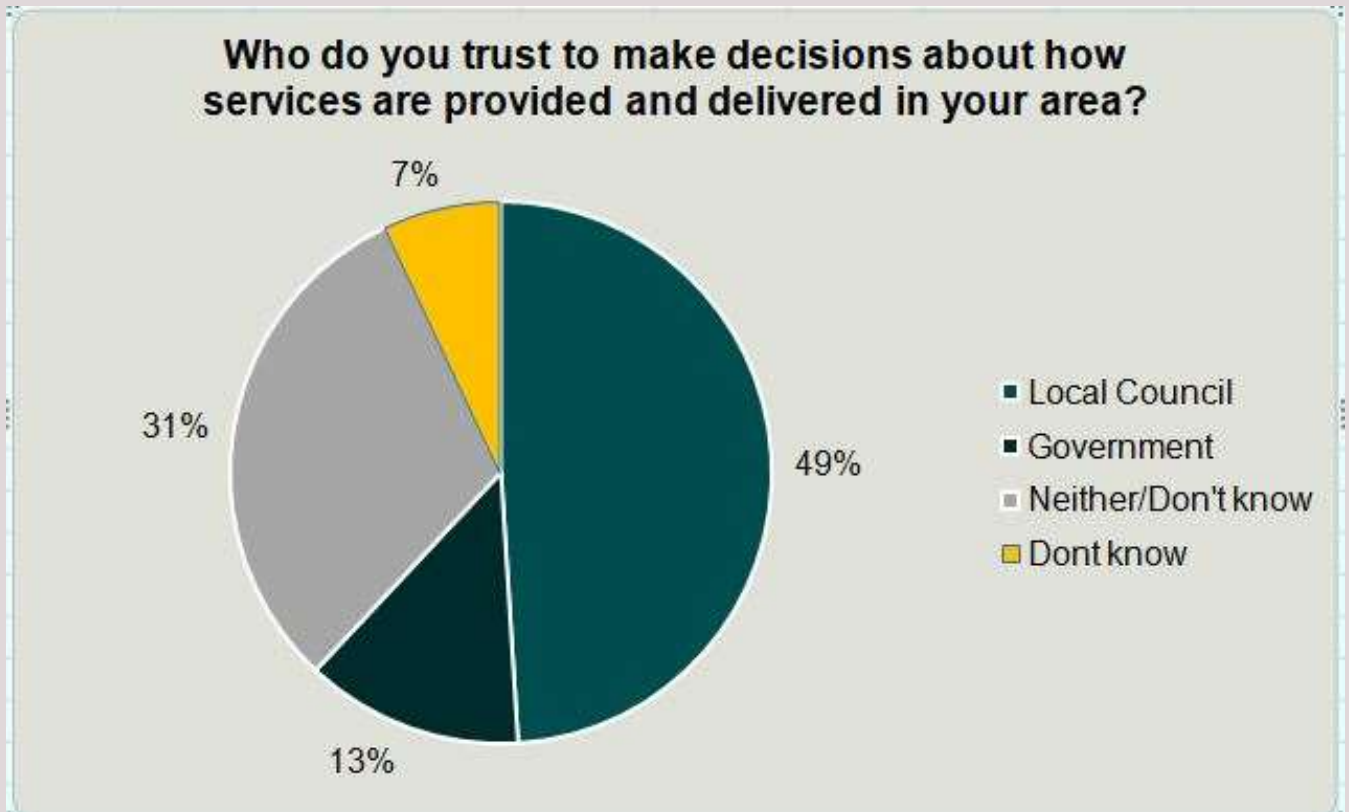
Q 20 Please place yourself on the 0-10 scale below with respect to your opinion on spending in your local area. 5 means that you would like to see the level of spending remain the same, 0 means that you would like to see the government keep more money than it currently gives to local councils in order to spend more at the national level and 10 means that you would like to see the government give more money to local councils to spend at the local level.



80% would like the government give more money to local councils to spend at the local level.

Who do you trust.

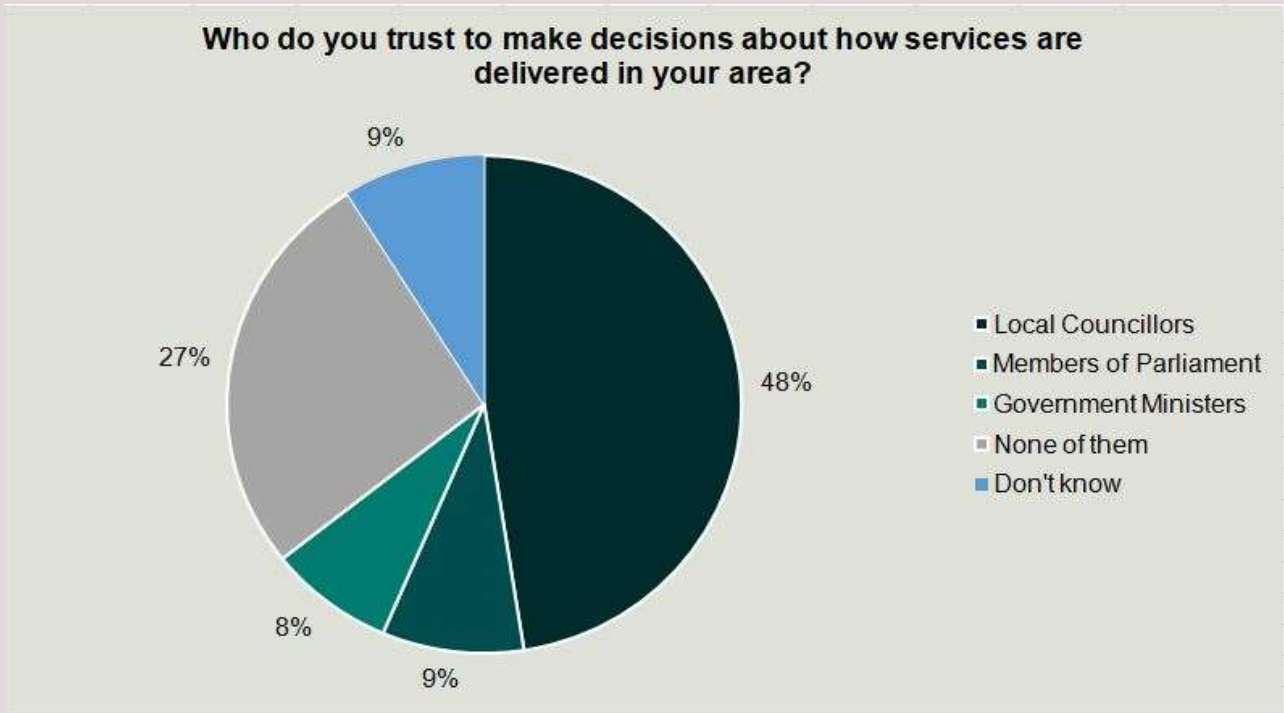
Q32. Who do you trust the most to make decisions about how services are delivered and about how services are provided in your local area?



Four times as many trust the local Council (49 %) over the Government (13%) to make decisions about how local services are delivered and provided

Who do you trust

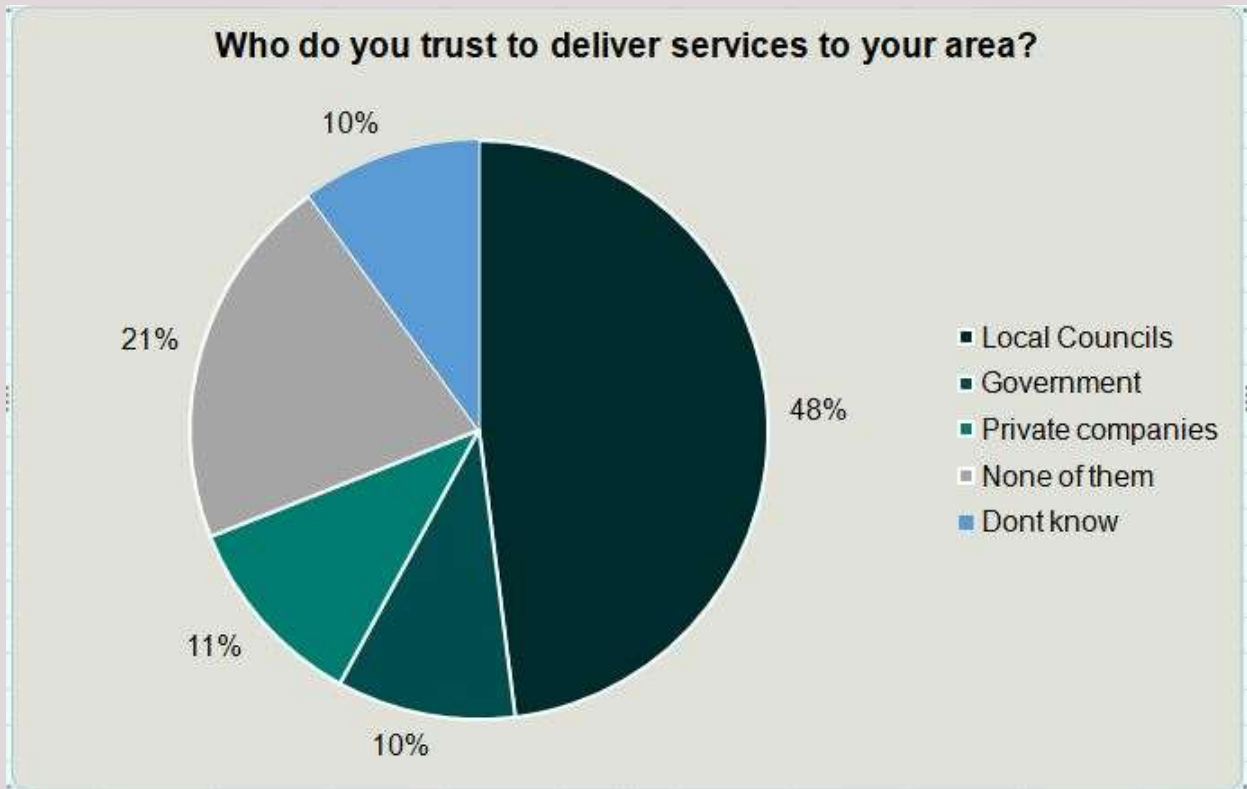
Q33 Who do you trust the most to make decisions about how services are provided in your local area?



Six times as many trust Local Councillors 48 % over Government Ministers 8.0% to make decision about their local area.

Who do you trust.

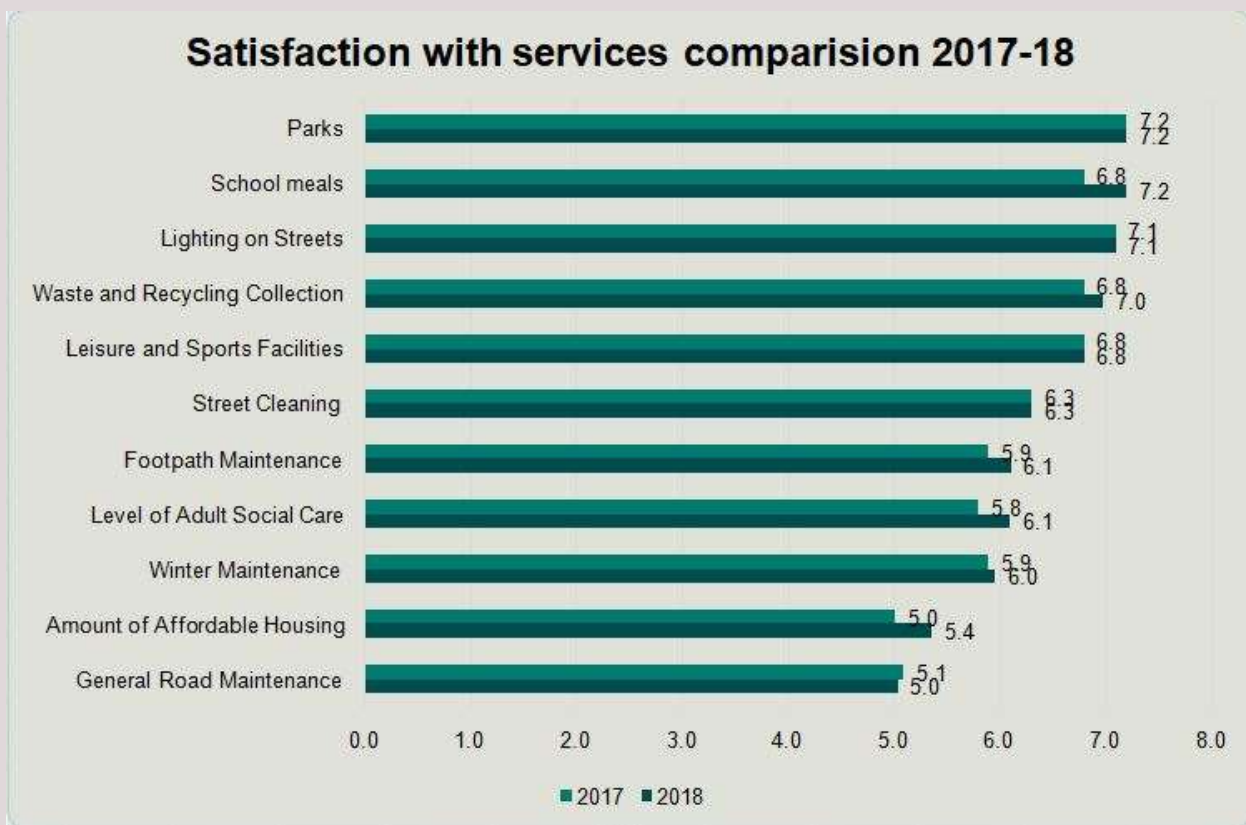
Q34 Who do you trust to deliver services to you local area?



Four and a half times more people many trust council (48%) to provide services in their local area over a private company (11%) with people trusting the council five times more than the government to provide services in their local area (10%)

People are generally satisfied with the level of Councils provide

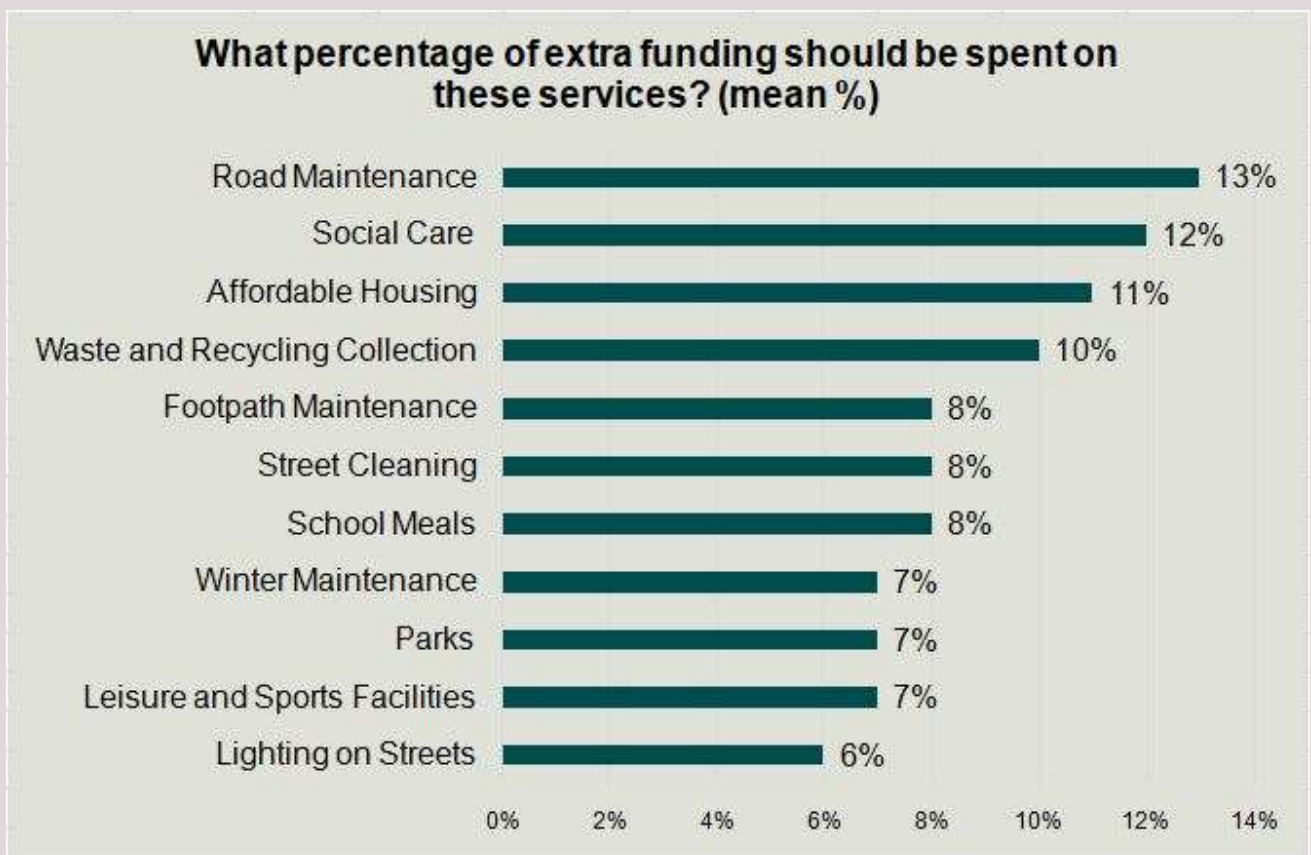
Q3 to16 People were asked on a scale from 0 to 10, with 0 meaning very dissatisfied and 10 meaning very satisfied, how satisfied are you with the footpath maintenance provided in your local area? Generally speaking results were very similar to the 2016/17



Parks services are the area that the public had the highest satisfaction score with the road maintenance rated the lowest.

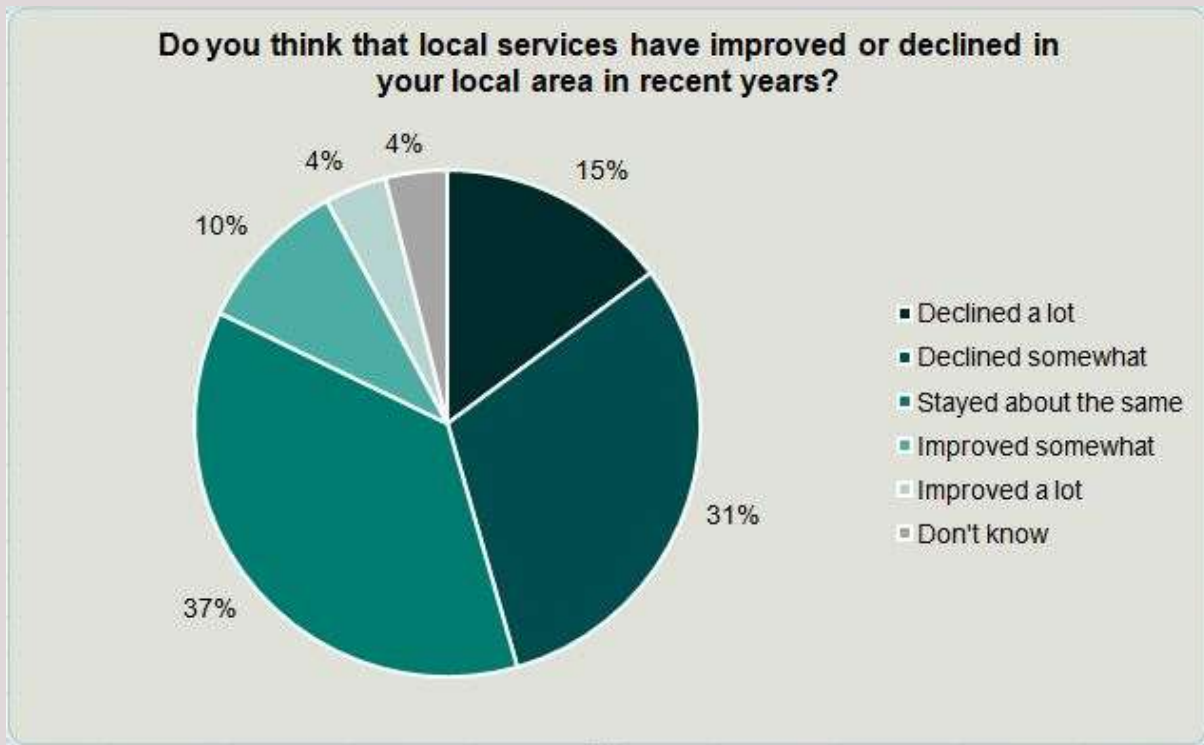
The most popular area for additional spending by central government is Road maintenance.

Q20 to 29. Imagine that local councils were to receive extra funding. If you had the choice, what percentage of the extra money would be spent on each of the 11 services below? Please allocate points to each of the items; if you would like not to allocate any of the extra money to a certain service, then enter 0. You only have 100 points in total to use.



What do people think about local services and councils cuts?

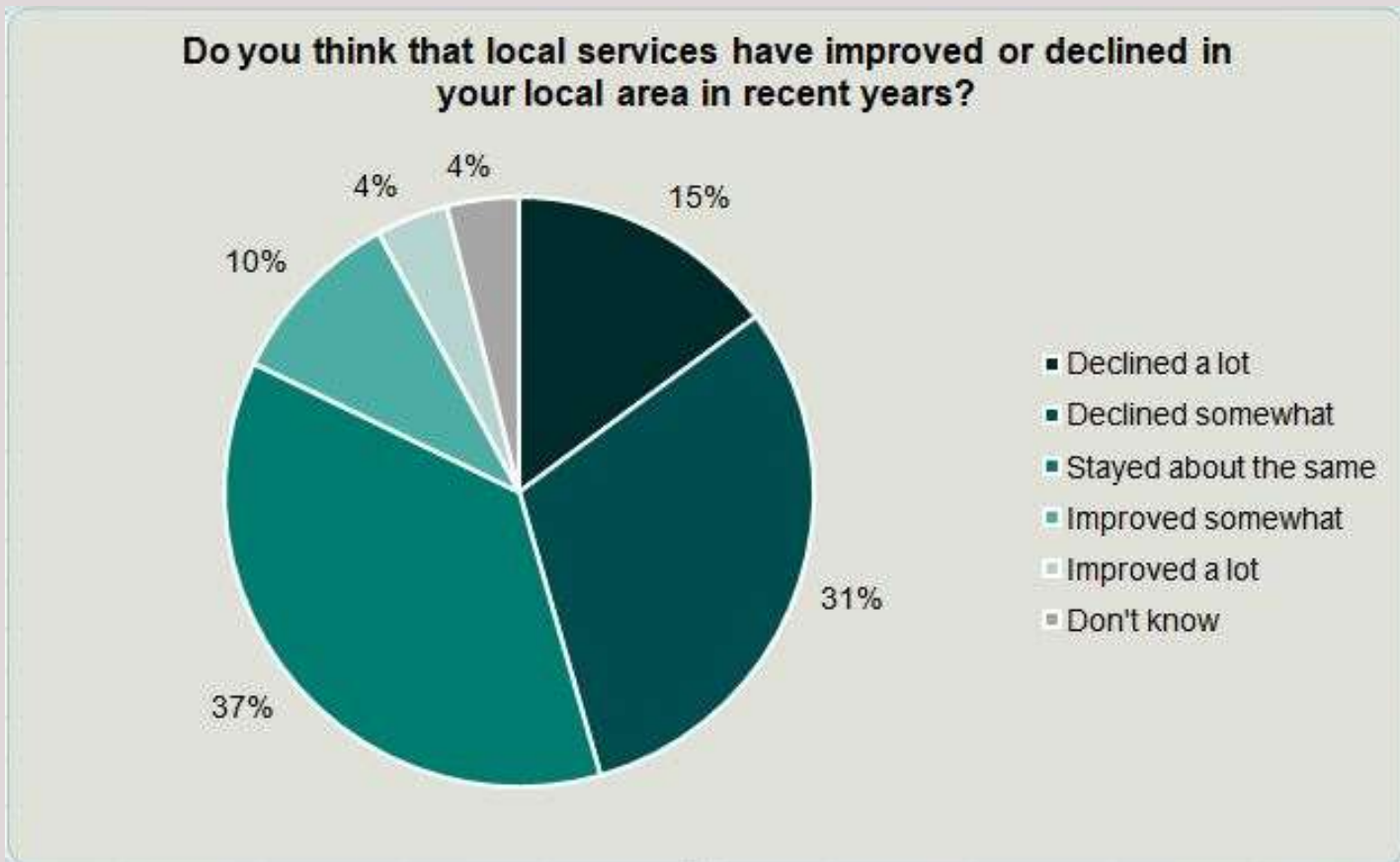
Q17 Do you think that local services have declined or improved in your local area in recent years?



A significant section of the population (15%+ 31%=46%) but not a majority perceive a decline in local services in their local areas.

What do people think about local services and councils cuts?

Q18 If people saw a decline they were asked who is to blame. You said that local services have declined in your local area in recent years. Who do you think is the most responsible for this? Base: Respondents who think that services in their local area have declined in recent years.



People still think Councils and government are equally to blame for service decline

The most common response amongst those who perceive a decline is still to blame the *both the Council and the Government*. This has been consistent for 3 years

There has been small move away from blaming the government exclusively since 2017 after an 8% swing increase in 2017.

Labour Voters or those in voters the North APSE region were the only groups of voters who blamed the government as their first choice in 2017 and 2018.

Blame	2016	2017	2018
Both	40.9%	39.7%	41.7
Government	27.3%	35.3%	31.0%
Council	30.2%	23.6%	25.7%
Neither	0.1%	0.4%	0.5%
Don't Know	1.7%	0.8	1.2%

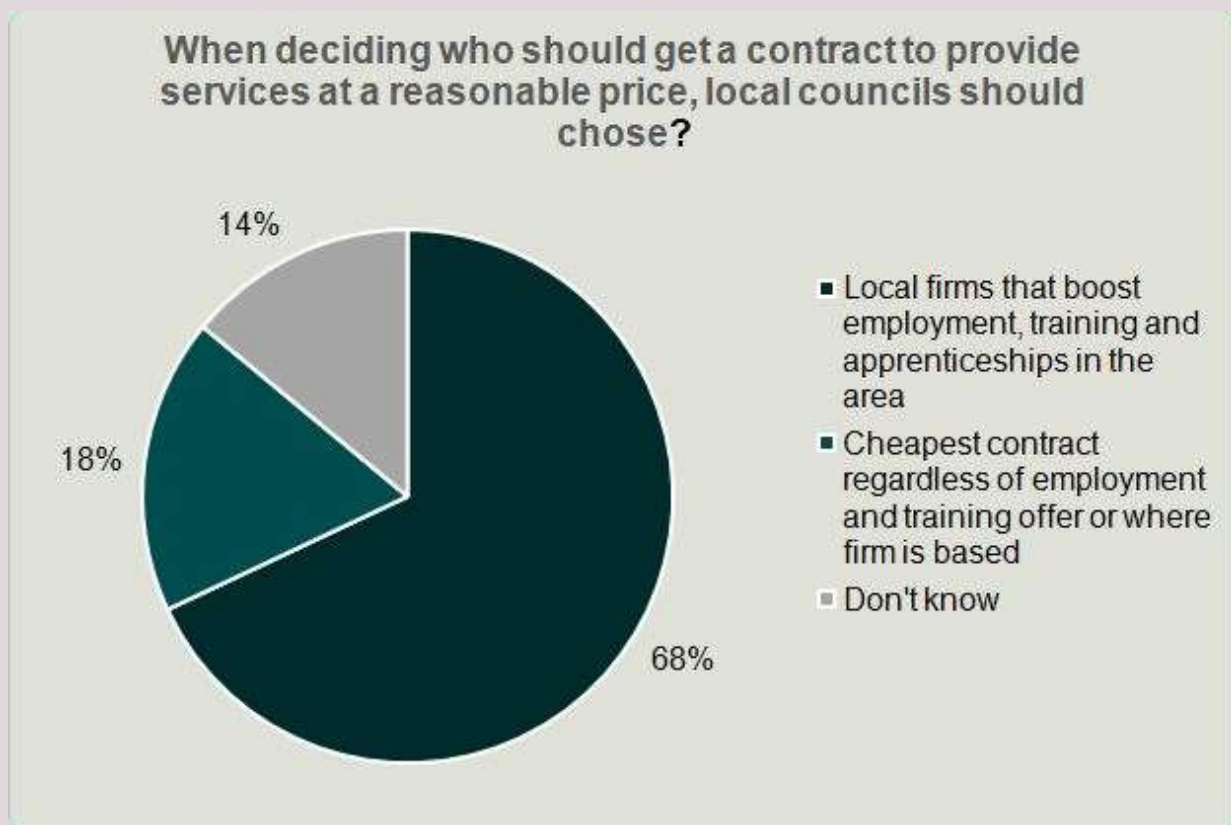
Who do you want Council you want Council to procure services?

Q 35 Which is closest to your view? When deciding who should get a contract to provide services at a reasonable price, local councils should chose

“Local firms that boost employment, training and apprenticeships in area.”

“Cheapest contract regardless of employment and training offer of where the firm is based”

“Don't know”



Almost 4 times as many people prefer awarding of local contracts to create local employment and training over the cheapest contract.

Strong support amongst voters of all parties

A breakdown of respondents by 2017 past vote shows support for local contracts at

- 70.7% of Conservative voters
- 71.1% of Labour voters
- 79.6 of Lib Dems
- 70.9 % of all other voters

All are above the national average because people who did not vote only support local contracts at 56% .

This is an issue **voters for all parties overwhelmingly support.**

Support strongest skilled working class voters

- 75.7% C2 Skilled workers
- 71.7 C1 White collar non management

These two group account for around 55% of the voters population and are disproportionately higher in marginal constituencies.

Support higher the longer you have lived in an area and how old you are

- 71.6% support among people who lived in an area for 11 years or more
- 78.25 support among people who are over 55

Strongest support by APSE region in Scotland and Wales

- 74.5% in Scotland
- 70.9% in Wales