

Neighbourhood Services Poll October 2019 – Summary Document

Sample size: 1,535

Fieldwork dates: 8th October – 15th October 2019

Methodology: Online poll of residents 18+ in the UK, with booster sample of Northern Ireland and Wales

3-4. On a scale from 0 to 10, with 0 meaning very dissatisfied and 10 meaning very satisfied, how satisfied are you with the school meals proved by your local council?

Base: Respondents with children attending a state-run school in their local area; respondents with no children attending a state-run school in their local area

	0-3 (Dissatisfied)		4-6		7-10 (Satisfied)		Don't know		Mean	
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
With children in state school	9%	7%	23%	20%	61%	65%	6%	7%	6.80	7.27
Without children in state school	5%	3%	13%	11%	26%	31%	56%	56%	6.60	7.11

5. How often do you visit or use council-run leisure services and sports facilities in your local area?

Base: All respondents

	2019	2018
More than once a month	25%	36%
Once a month or less	45%	39%
Never	30%	25%

6. On a scale from 0 to 10, with 0 meaning very dissatisfied and 10 meaning very satisfied, how satisfied are you with the leisure and sports facilities provided by your local council?

Base: All respondents

	0-3 (Dissatisfied)		4-6		7-10 (Satisfied)		Don't know		Mean	
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
All	9%	7%	25%	24%	44%	48%	23%	21%	6.50	6.80
More than once a month	5%	4%	21%	20%	72%	71%	3%	5%	7.30	7.48
Once a month or less	10%	10%	30%	29%	46%	48%	14%	13%	6.30	6.49
Never visit	10%	8%	22%	20%	17%	16%	51%	56%	5.40	5.64

7. How often do you visit or use parks in your local area?

Base: All respondents

	2019	2018
More than once a month	50%	56%
Once a month or less	41%	36%
Never	9%	8%

8. On a scale from 0 to 10, with 0 meaning very dissatisfied and 10 meaning very satisfied, how satisfied are you with the park services in your local area?

Base: All respondents

	0-3 (Dissatisfied)		4-6		7-10 (Satisfied)		Don't know		Mean	
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
All	7%	5%	21%	23%	63%	63%	9%	9%	7.10	7.24
More than once a month	6%	5%	17%	18%	76%	76%	2%	2%	7.50	7.64
Once a month or less	7%	6%	27%	30%	60%	53%	6%	11%	6.90	6.76
Never visit	13%	9%	16%	25%	14%	17%	57%	49%	4.90	5.53

9. On a scale from 0 to 10, with 0 meaning very dissatisfied and 10 meaning very satisfied, how satisfied are you with the following services in your local area?

Base: All respondents

	0-3 (Dissatisfied)		4-6		7-10 (Satisfied)		Don't know		Mean	
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
The street cleaning services	18%	16%	28%	28%	50%	51%	4%	5%	6.10	6.27
The lighting on streets	12%	9%	25%	24%	59%	64%	4%	4%	6.60	7.07
The general road maintenance	36%	31%	29%	30%	30%	35%	5%	4%	4.60	5.04
The winter maintenance (e.g. gritting)	21%	17%	22%	32%	38%	46%	9%	5%	5.60	5.96
The waste and recycling collection	14%	11%	25%	23%	56%	63%	5%	3%	6.50	6.98
The footpath maintenance	22%	17%	34%	30%	37%	47%	8%	6%	5.50	6.11
The level of social care (e.g. provision for older people)	17%	11%	28%	28%	21%	34%	34%	27%	5.10	6.10
The amount of affordable housing	30%	21%	25%	28%	18%	31%	27%	20%	4.30	5.36

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

Base: All respondents

	2019	2018
Declined	53%	45%
Stayed about the same	31%	37%
Improved	10%	14%
Don't know	6%	4%

11. 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 local services have declined in their local area in recent years

	2019	2018
The Government	36%	31%
Local councils	26%	26%
Both are equally responsible	35%	42%
Neither are responsible/Don't know	3%	2%

12. On a scale of 0-10, do you think that enough of your tax is spent on services in your local area? 0 means too much is spent in your local area and 10 means that nowhere near enough, with 5 being the amount spent is about right.

Base: All respondents

0-3 (Too much)		4-6 (The right amount)		7-10 (Not enough)		Don't know		Mean	
2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
14%	6%	30%	39%	41%	46%	15%	9%	6.00	6.50

13. Please place yourself on the 0-10 scale below with respect to your opinion on spending in your local area. 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. 5 means that you would like to see the level of spending remain the same.

Base: All respondents

0-3 (Keep more for national level)		4-6 (Remain the same)		7-10 (Give more to local councils)		Don't know		Mean	
2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
5%	4%	25%	29%	61%	57%	9%	10%	7.10	7.09

14-16. 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?

Base: All respondents

	Mean	
	2019	2018
Waste and recycling collection	8.9	10.4
School meals	6.6	7.6
Leisure and sports facilities	6.7	7.5
Parks	7.7	7.5
Street cleaning	8.0	8.0
Lighting	6.6	6.4
Road maintenance	12.7	13.3
Footpath maintenance	7.6	8.2
Winter maintenance	7.7	7.3
Affordable housing	12.6	11.3
Social care	15.0	12.5

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

Base: All respondents

	2019	2018
Your local council	51%	49%
The Government	8%	13%
Neither/Don't know	41%	38%

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

Base: All respondents

	2019	2018
Local Councillors	56%	47%
Members of Parliament	9%	9%
Government ministers	5%	8%
None of them/Don't know	30%	36%

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

Base: All respondents

	2019	2018
Your local council	53%	48%
The Government	6%	10%
A private company	10%	11%
None of the above/Don't know	30%	31%

20. In August 2019 the dam in Whaley Bridge almost collapsed, threatening thousands of homes, due to unseasonable flooding which some have attributed to climate change.

Do you recall hearing about this event?

Base: All respondents

Yes	71%
No	21%
Not sure	8%

21. Do you expect that local communities in the UK will need to respond to the effects of climate change on the local environment in the next 10 years?

Base: All respondents

They will need to respond	74%
They will not need to respond	13%
Don't know	13%

22. Who do you think is best placed to implement practical local steps to combat the effects of climate change in the local area?

Base: All respondents

Your local council	36%
The Government	36%
A private company	7%
None of the above/Don't know	22%

23. Thinking about your local area what steps or actions do you think will be required to combat the effects of climate change?

Base: All respondents

Improved flood defences	48%
Making homes more energy efficient	62%
Improving public building and amenities so they are greener	41%
Improved affordable public transport	55%
Local energy suppliers of clean, green energy	51%
More electric cars and charging points	47%
Improved recycling and reducing waste	61%
Improving local shops so people can shop locally	38%
Other	4%
Don't know	6%

24. Which of the following statements is closest to your view?

Base: All respondents

I would like to see more money provided by the government to local councils to specifically address climate change in local communities	66%
I would not like to see more money provided by the government to local councils to specifically address climate change in local communities	22%
Don't know	13%

25. 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 but with addressing climate change as an extra option?

Base: All respondents

	Mean
Waste and recycling collection	9.6
School meals	5.7
Leisure and sports facilities	5.7
Parks	6.2
Street cleaning	6.3
Lighting	5.7
Road maintenance	11.0
Footpath maintenance	6.5
Winter maintenance	7.3
Affordable housing	11.0
Social care	12.9
Local climate change action	12.1

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