

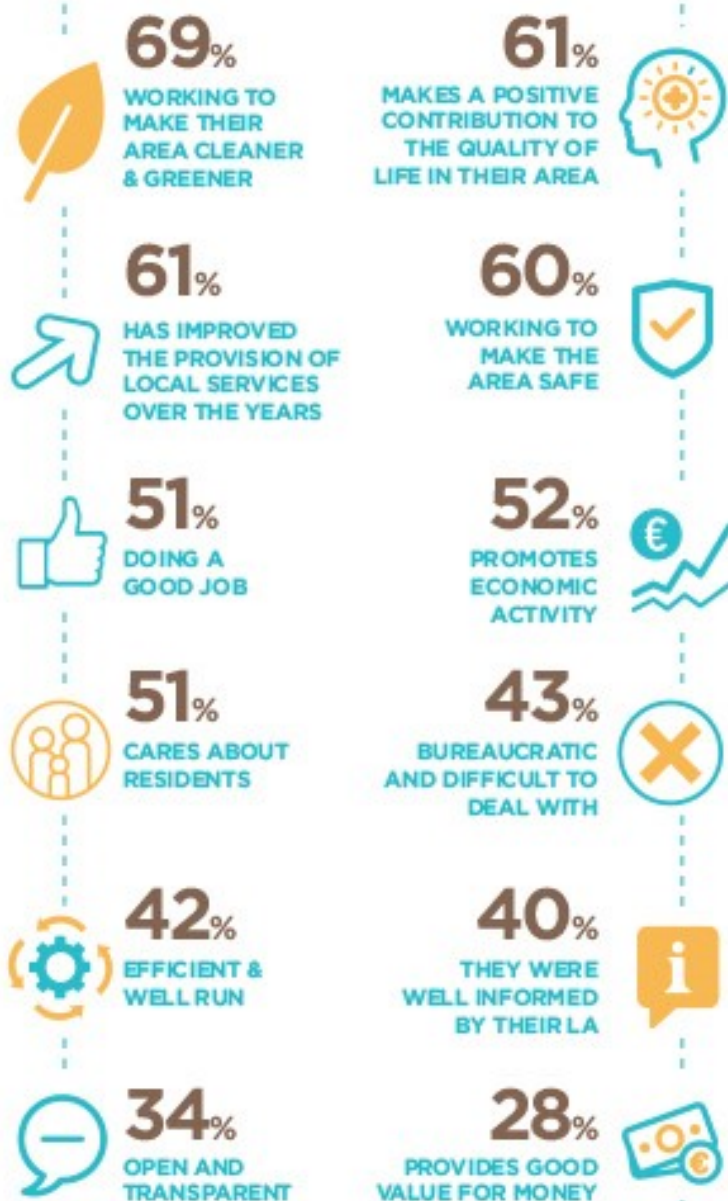
National Oversight and Audit Commission (NOAC) LOCAL AUTHORITY SATISFACTION SURVEY

Includes responses from 2019 and 2018 surveys, totalling 21 local Authorities (LAs)

56%

**OF ALL THOSE SURVEYED SAID
THEY ARE SATISFIED WITH
THEIR LOCAL AUTHORITY**

% WHO AGREED WITH FOLLOWING STATEMENTS ABOUT THEIR LA



MOST IMPORTANT SERVICES IDENTIFIED



DIRECT CONTACT

ABOUT **1 IN 3** PEOPLE SURVEYED CONTACTED THEIR LA IN THE LAST 5 YEARS, HOUSING WAS MAIN REASON

OVER HALF (51%) WERE SATISFIED WITH HOW THEIR QUERY WAS HANDLED



GOOD PLACE TO LIVE & WORK

