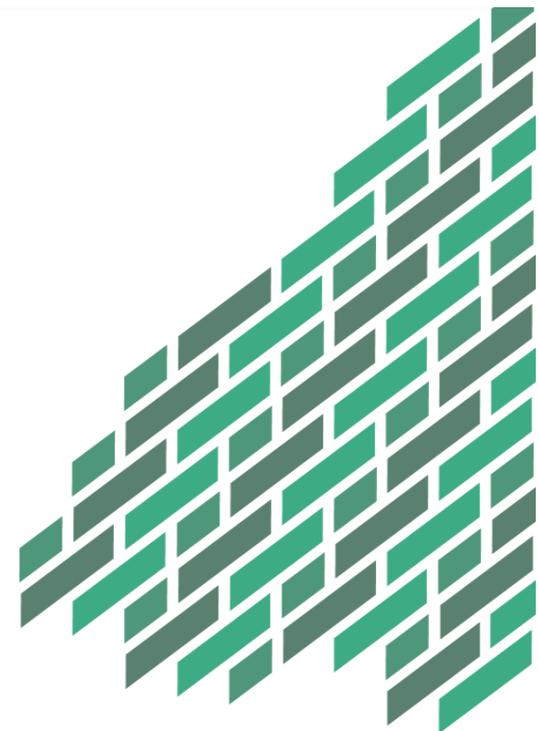


## **National Oversight and Audit Commission**

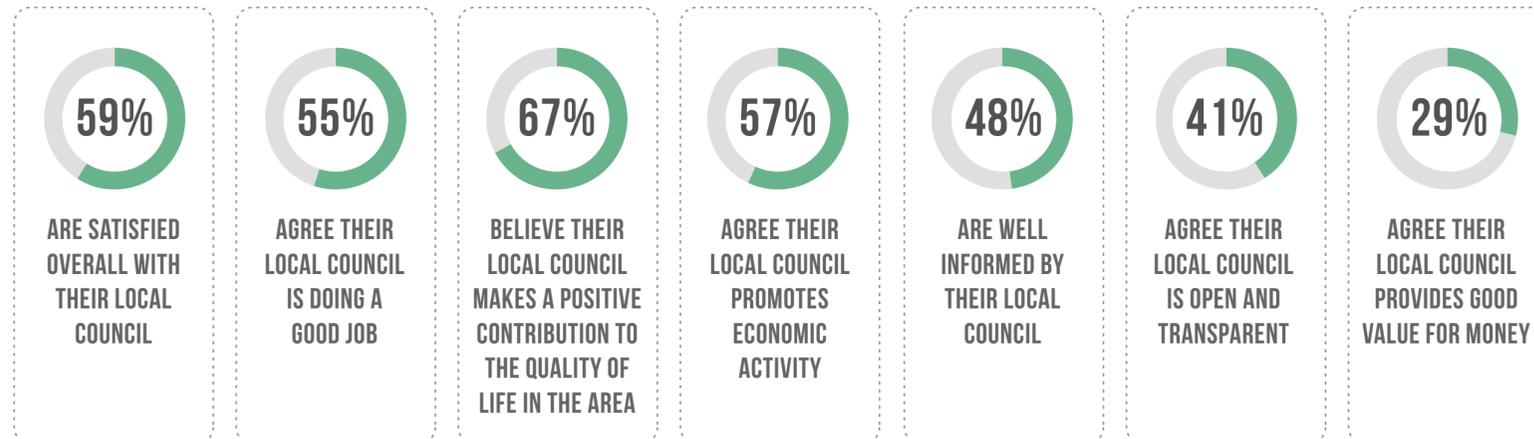
### **Infographic Report 2018 - 2020**



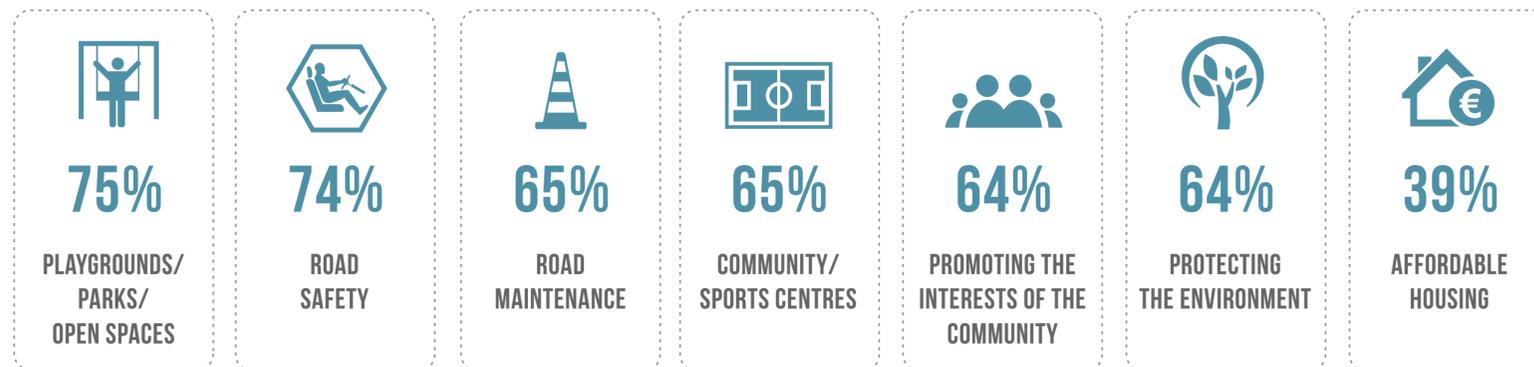
# Customer Satisfaction Survey 2020

## Summary of Findings

### PERCEPTION OF COUNCIL



### SATISFACTION WITH TOP IMPORTANT SERVICES



**TECHNICAL DETAILS**  
SURVEY CONDUCTED BY IPSOS MRBI FOR NOAC  
1,045 INTERVIEWS COMPLETED  
10 LOCAL AUTHORITIES\*  
SAMPLE OF ADULTS AGED 18+  
FIELDWORK: FEB-MAR 2020

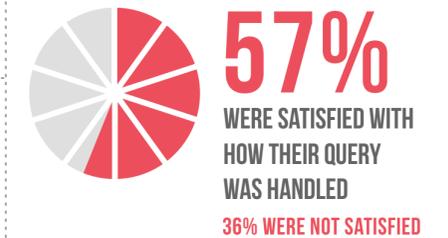
### MOST IMPORTANT FACTORS FOR MAKING SOMEWHERE A GOOD PLACE TO LIVE



### INTERACTION LEVELS



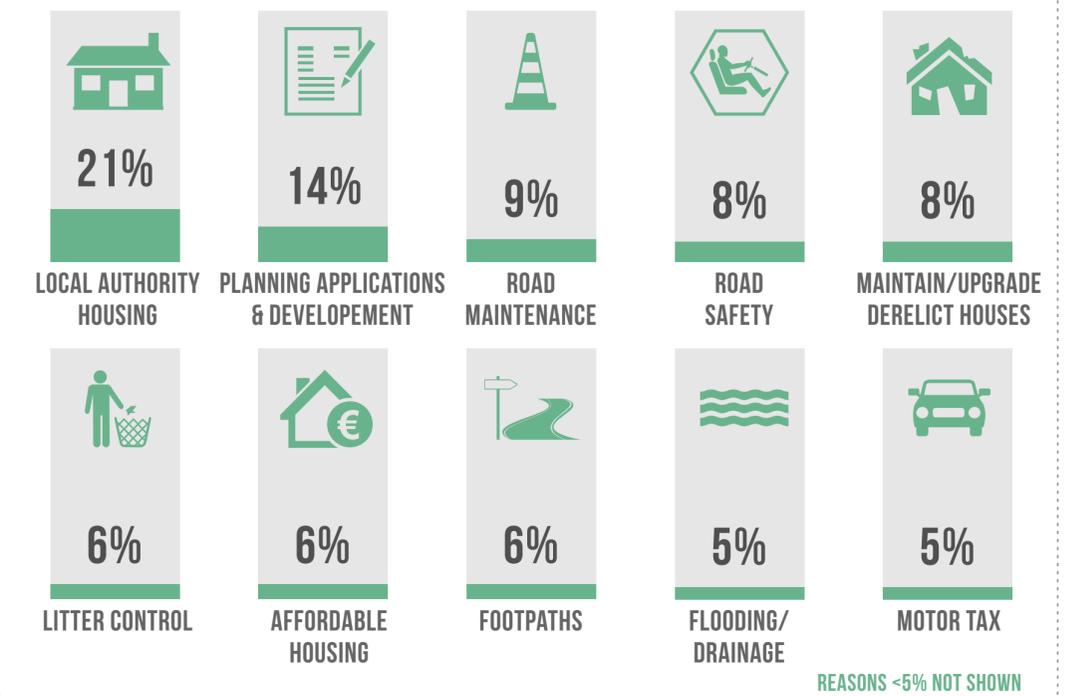
### QUERY HANDLING



### MAIN METHOD OF INTERACTION



### REASONS FOR CONTACT



# Customer Satisfaction Survey 2019

## Summary of Findings

### PERCEPTION OF COUNCIL



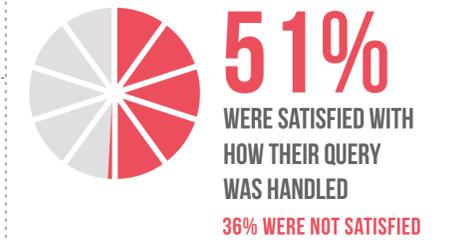
### AWARENESS

84% HAVE SOME KNOWLEDGE OF THEIR LOCAL COUNCIL

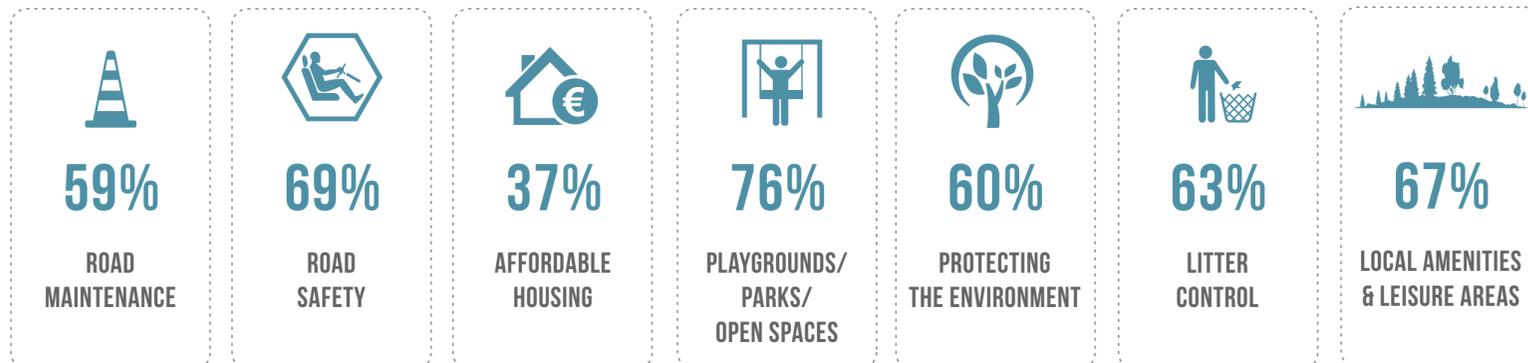
### INTERACTION LEVELS



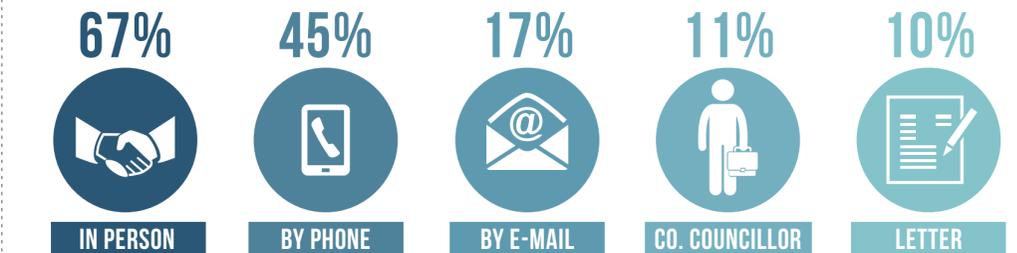
### QUERY HANDLING



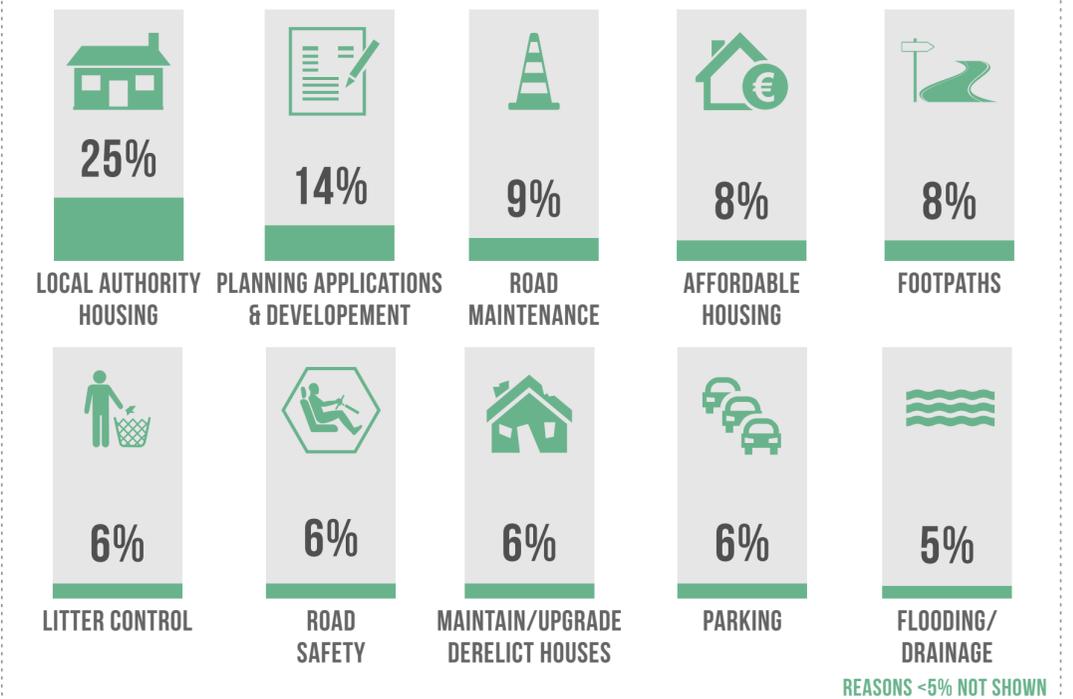
### SATISFACTION WITH TOP IMPORTANT SERVICES



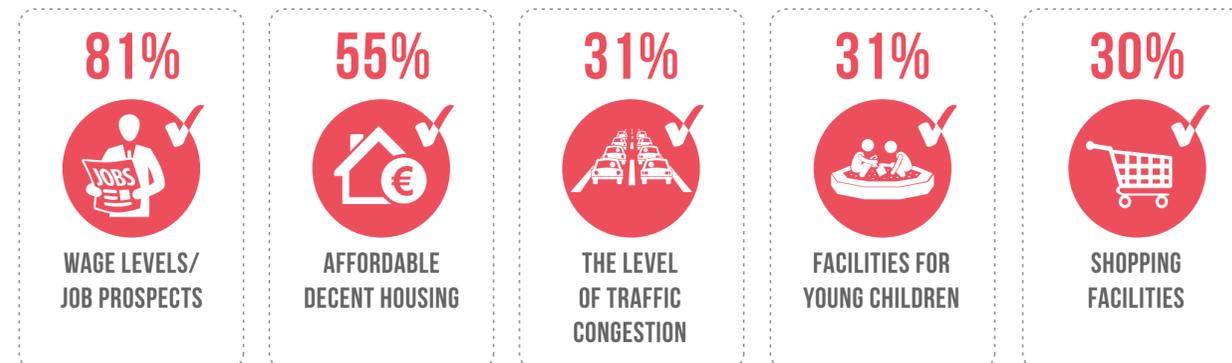
### MAIN METHOD OF INTERACTION



### REASONS FOR CONTACT



### MOST IMPORTANT FACTORS FOR MAKING SOMEWHERE A GOOD PLACE TO LIVE



**TECHNICAL DETAILS**  
SURVEY CONDUCTED BY IPSOS MRBI FOR NOAC  
1,144 INTERVIEWS COMPLETED  
11 LOCAL AUTHORITIES\*  
SAMPLE OF ADULTS AGED 18+  
FIELDWORK: MARCH 2019

# Customer Satisfaction Survey 2018

## Summary of Findings

### PERCEPTION OF COUNCIL



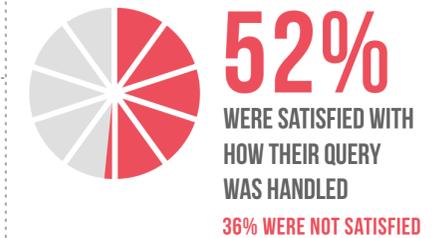
### AWARENESS

84% HAVE SOME KNOWLEDGE OF THEIR LOCAL COUNCIL

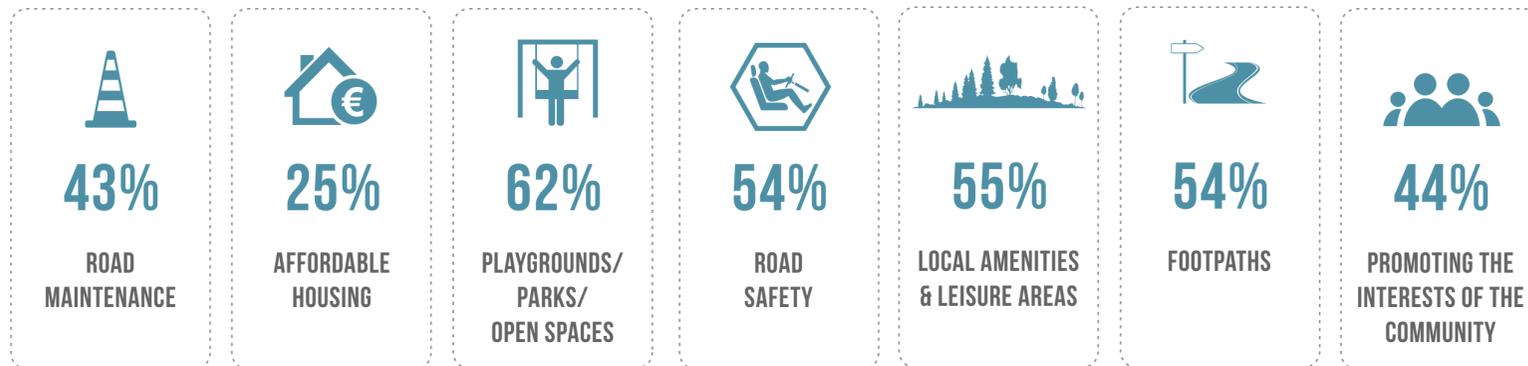
### INTERACTION LEVELS



### QUERY HANDLING



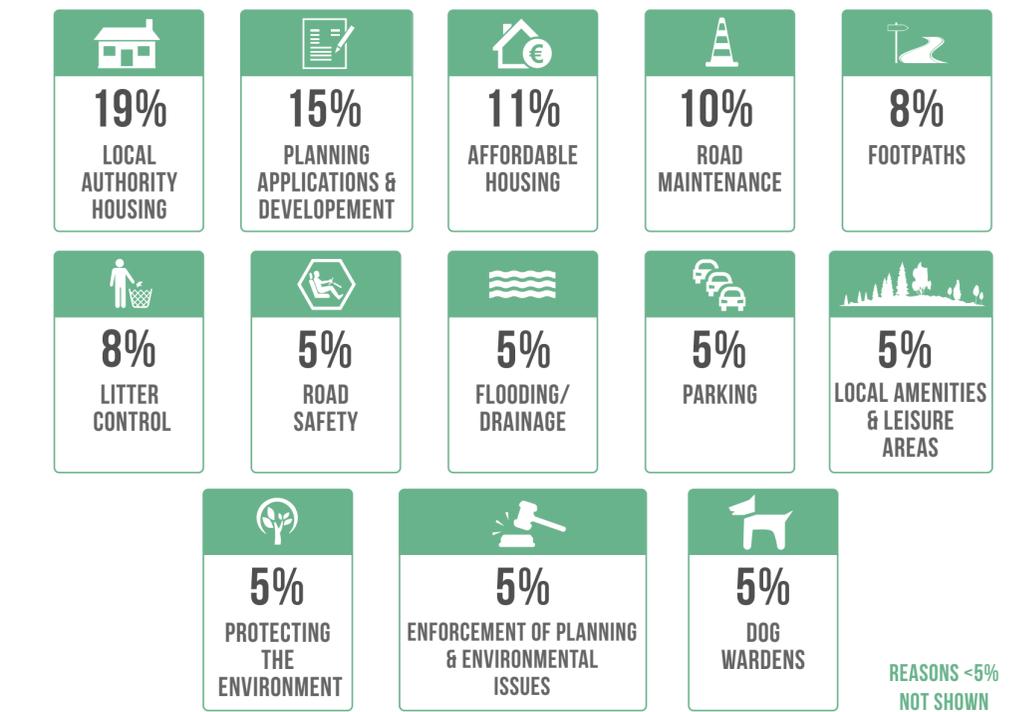
### SATISFACTION WITH TOP IMPORTANT SERVICES



### MAIN METHOD OF INTERACTION



### REASONS FOR CONTACT



### MOST IMPORTANT FACTORS FOR MAKING SOMEWHERE A GOOD PLACE TO LIVE

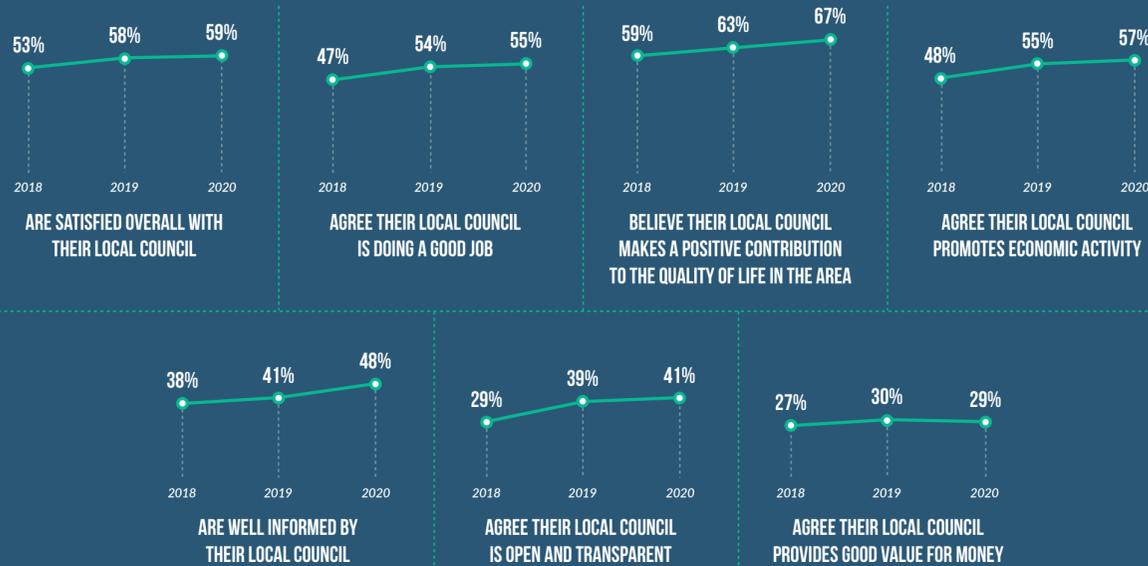


**TECHNICAL DETAILS**  
SURVEY CONDUCTED BY IPSOS MRBI FOR NOAC  
1,030 INTERVIEWS COMPLETED  
10 LOCAL AUTHORITIES\*  
SAMPLE OF ADULTS AGED 18+  
FIELDWORK: MARCH 2018

# Customer Satisfaction Survey 2018-2020

## Summary of Findings

### PERCEPTION OF COUNCIL 2018-2020



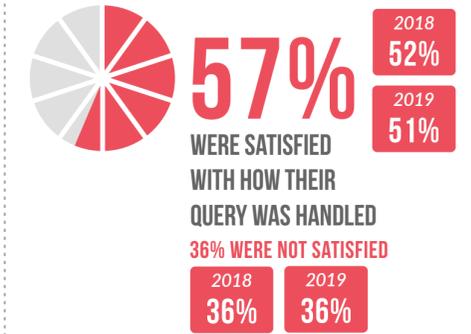
### TECHNICAL DETAILS

SURVEY CONDUCTED BY IPSOS MRBI FOR NOAC  
3,219 INTERVIEWS COMPLETED  
31 LOCAL AUTHORITIES\*  
SAMPLE OF ADULTS AGED 18+  
FIELDWORK:  
MARCH 2018/2019  
FEB-MARCH 2020

### INTERACTION LEVELS



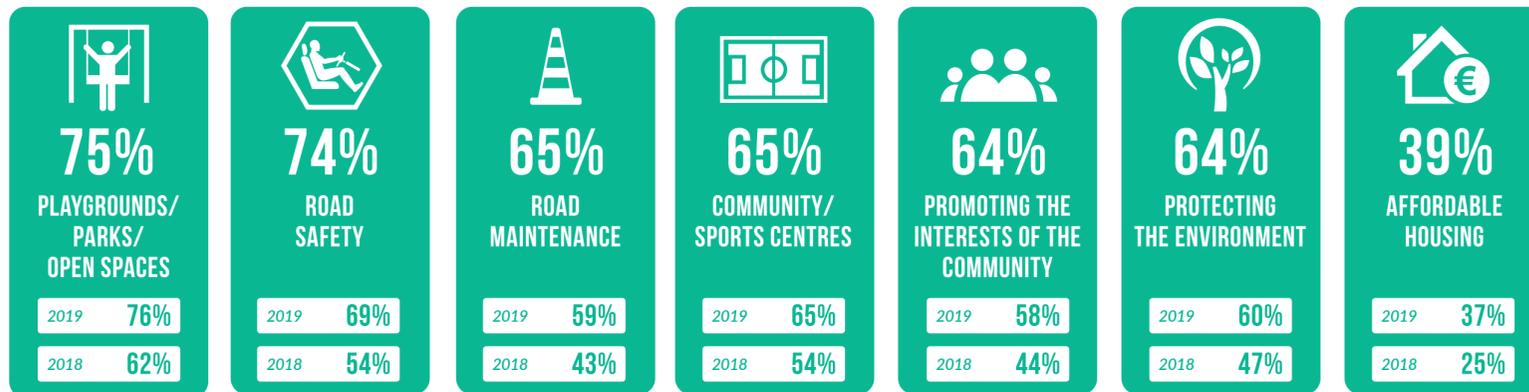
### QUERY HANDLING



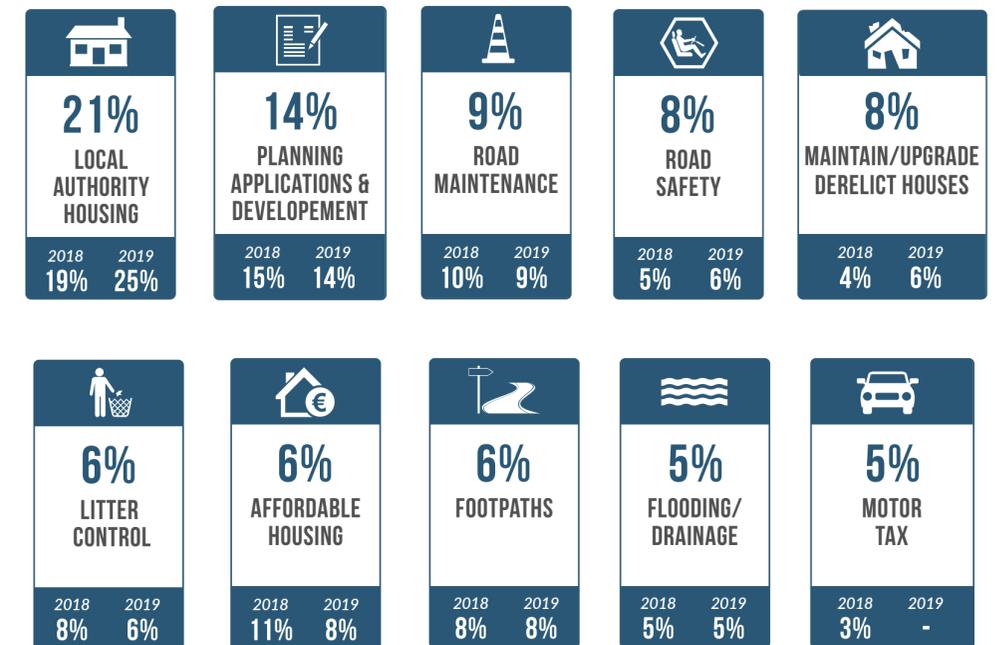
### MAIN METHOD OF INTERACTION



### SATISFACTION WITH TOP IMPORTANT SERVICES



### REASONS FOR CONTACT



REASONS <5% NOT SHOWN

### MOST IMPORTANT FACTORS FOR MAKING SOMEWHERE A GOOD PLACE TO LIVE

