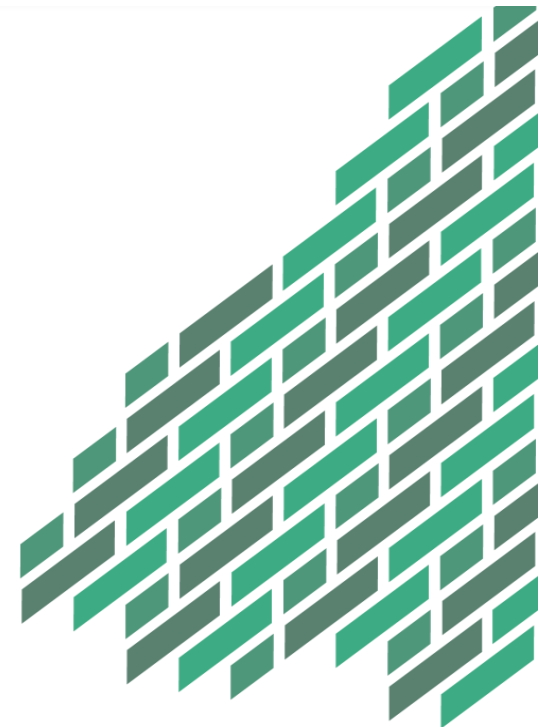


National Oversight and Audit Commission

Infographic Report 2020

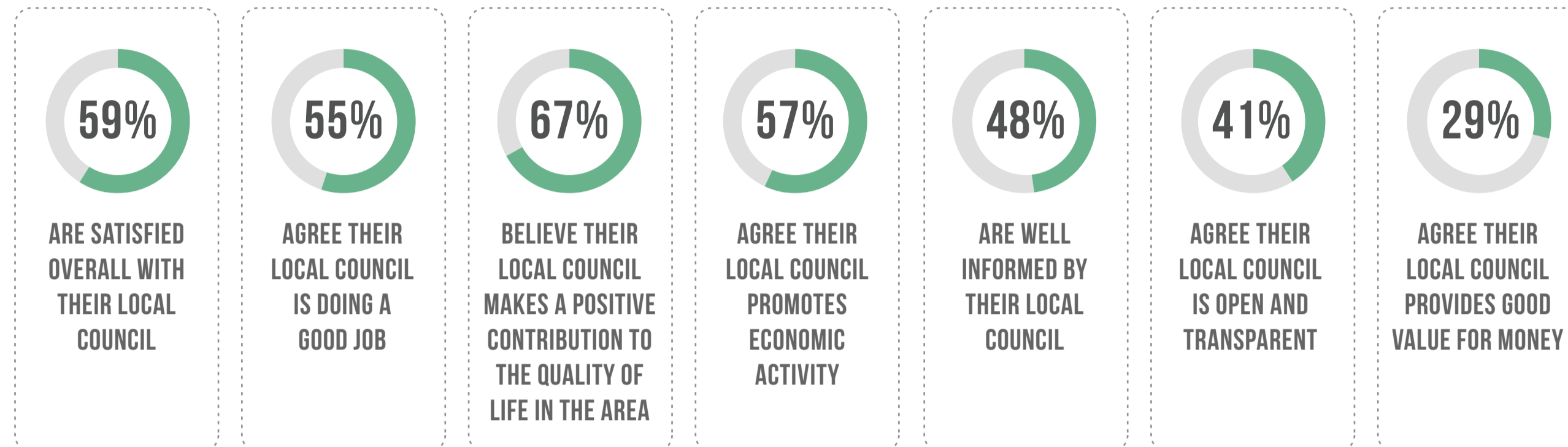


NOAC Report No. 25 – September 2020

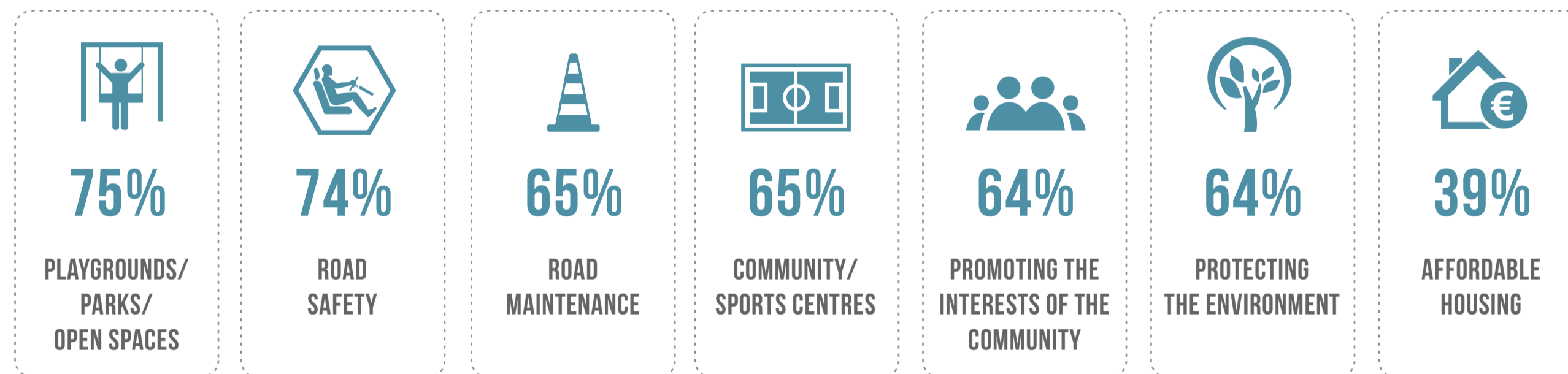
Customer Satisfaction Survey 2020

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

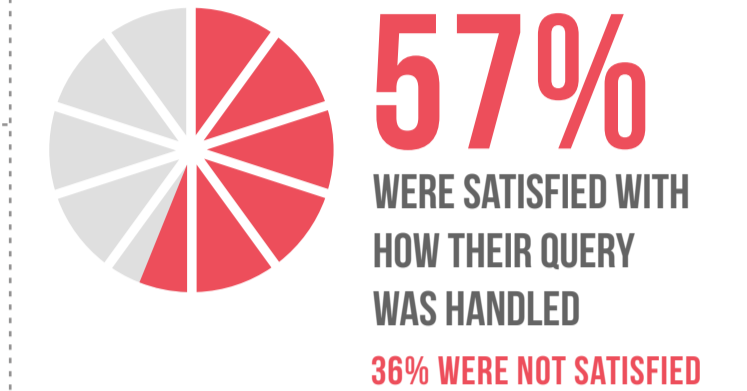
MOST IMPORTANT FACTORS FOR MAKING SOMEWHERE A GOOD PLACE TO LIVE



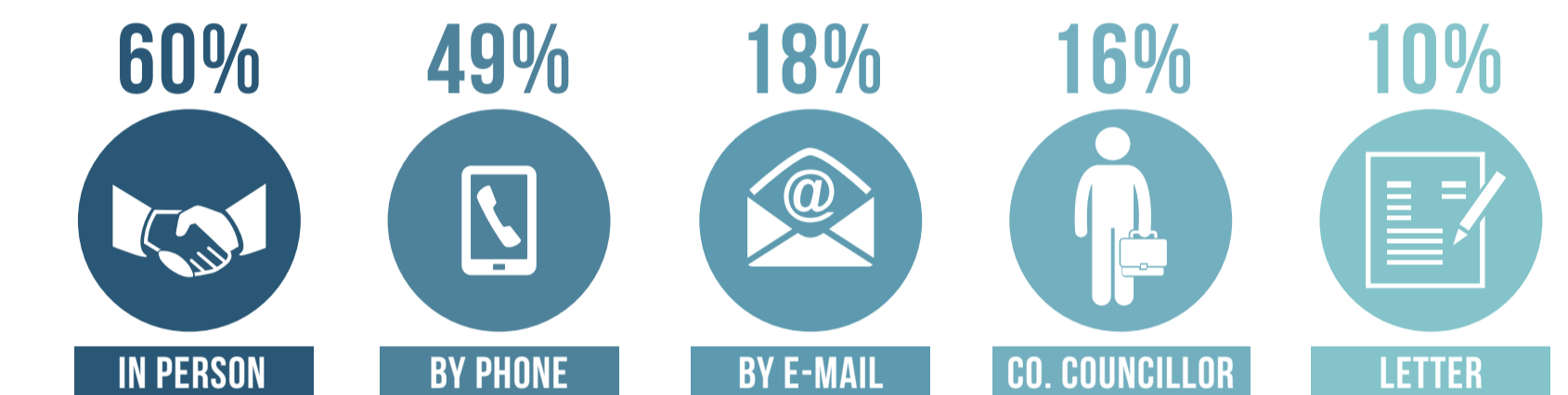
INTERACTION LEVELS



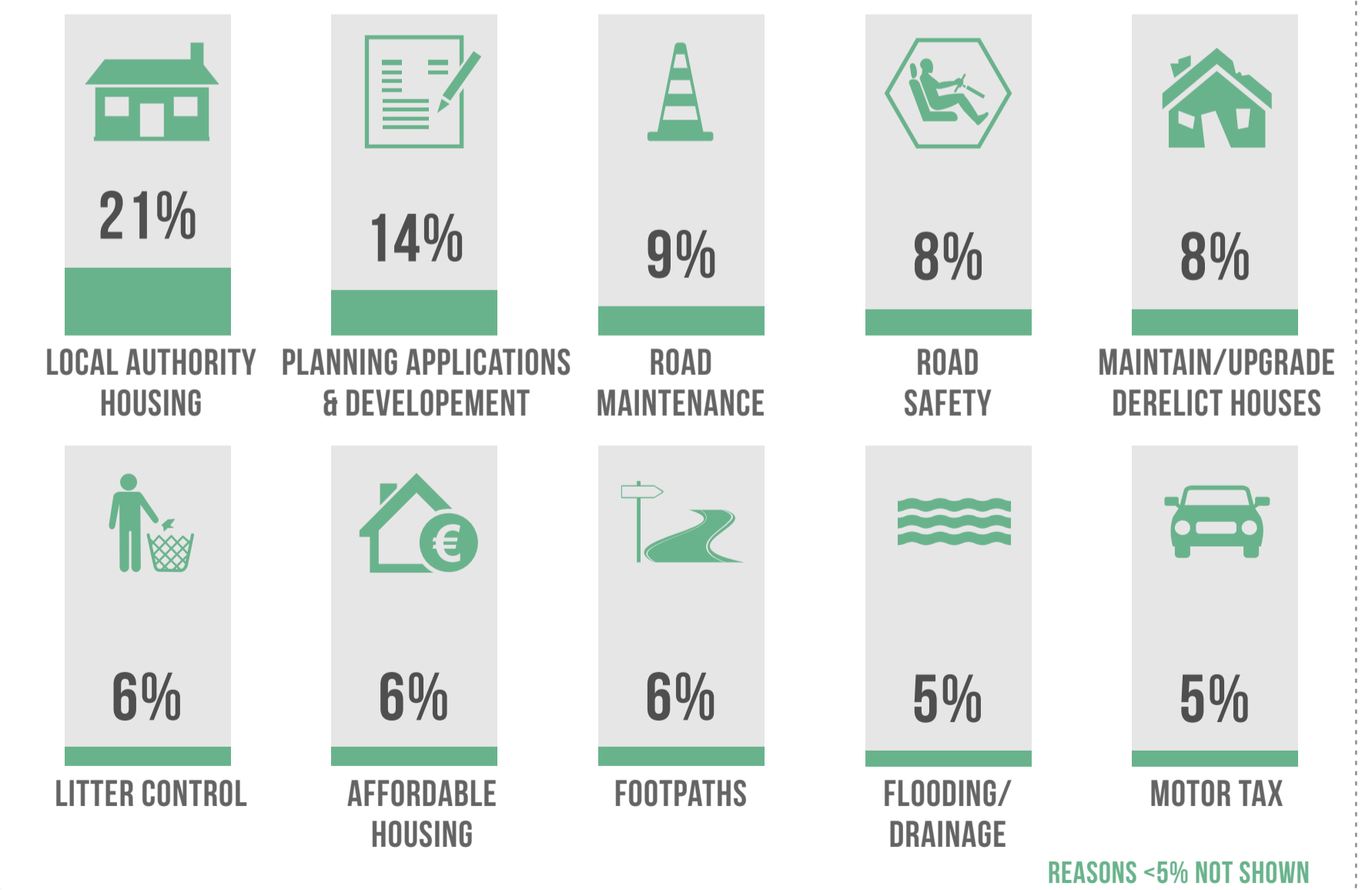
QUERY HANDLING



MAIN METHOD OF INTERACTION



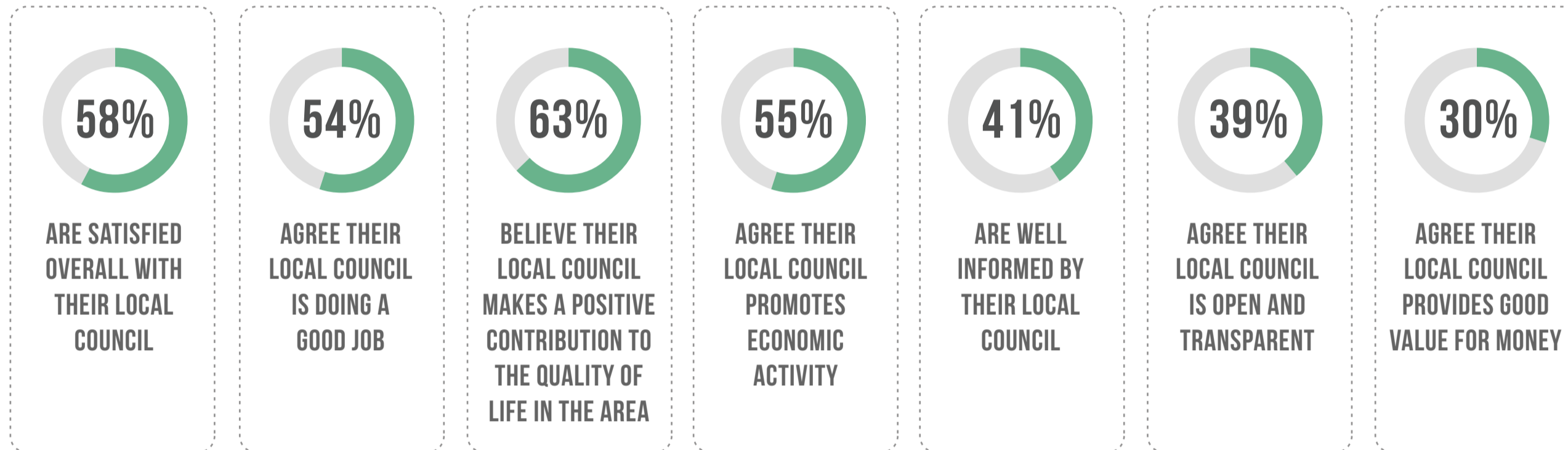
REASONS FOR CONTACT



Customer Satisfaction Survey 2019

Summary of Findings

PERCEPTION OF COUNCIL



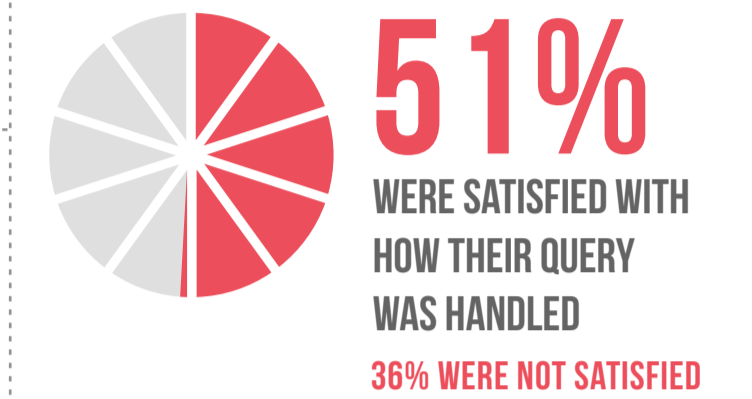
AWARENESS

84% HAVE SOME KNOWLEDGE OF THEIR LOCAL COUNCIL

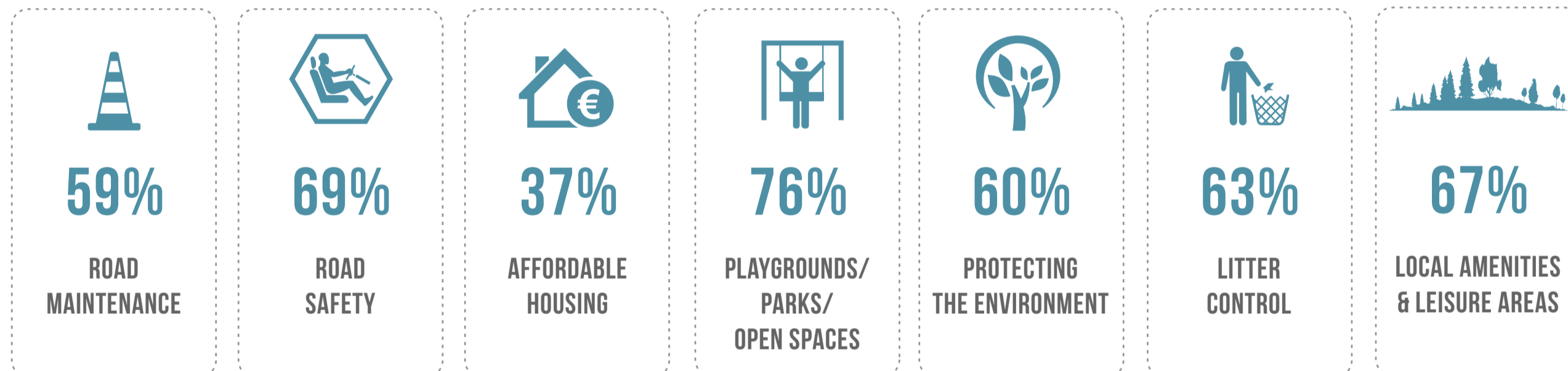
INTERACTION LEVELS



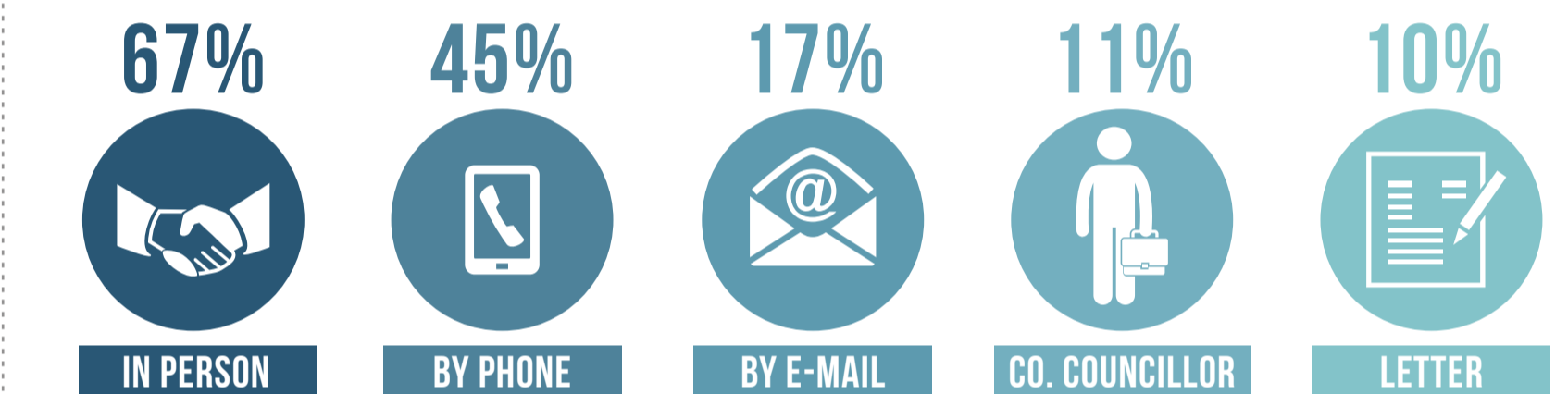
QUERY HANDLING



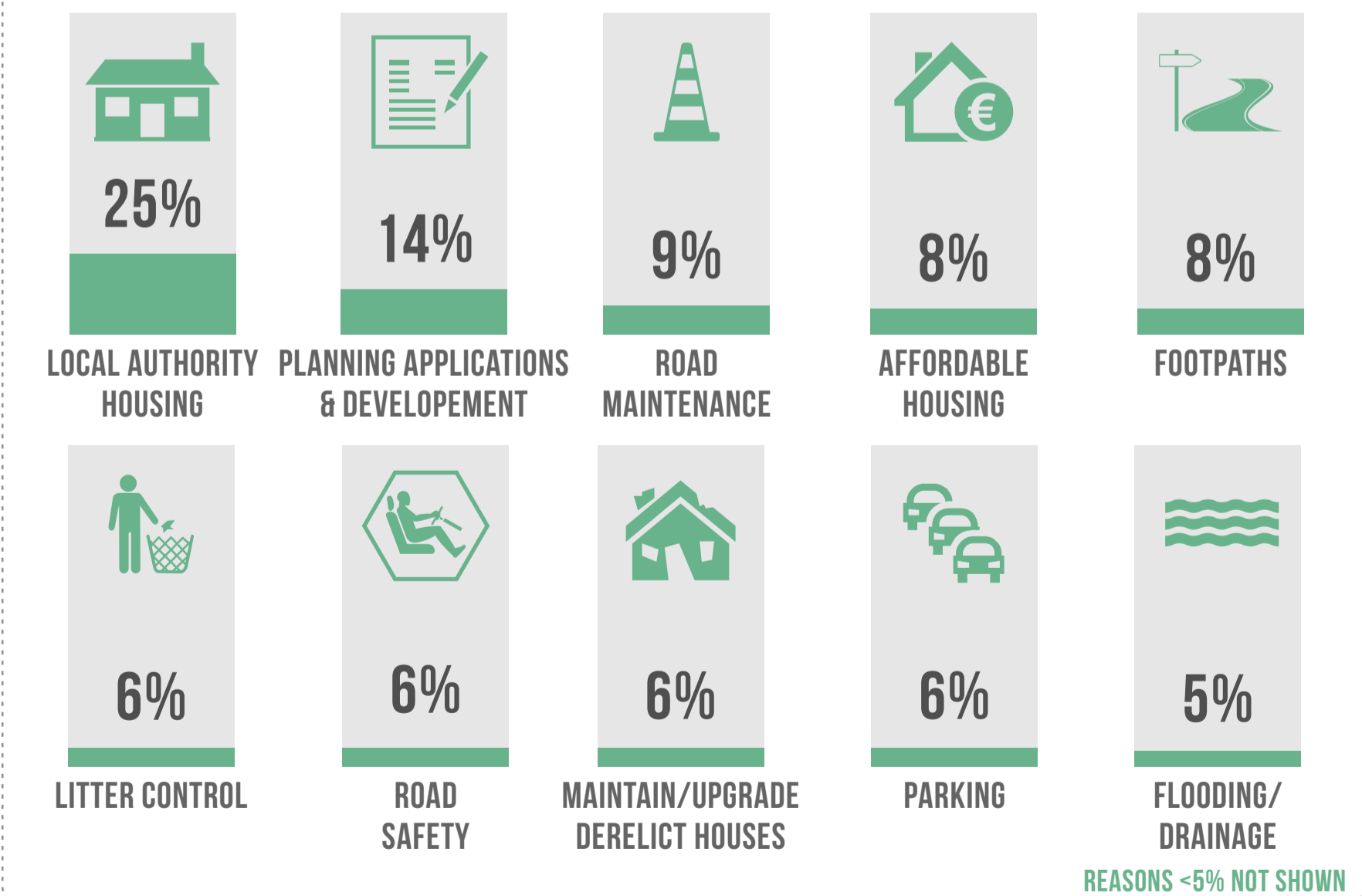
SATISFACTION WITH TOP IMPORTANT SERVICES



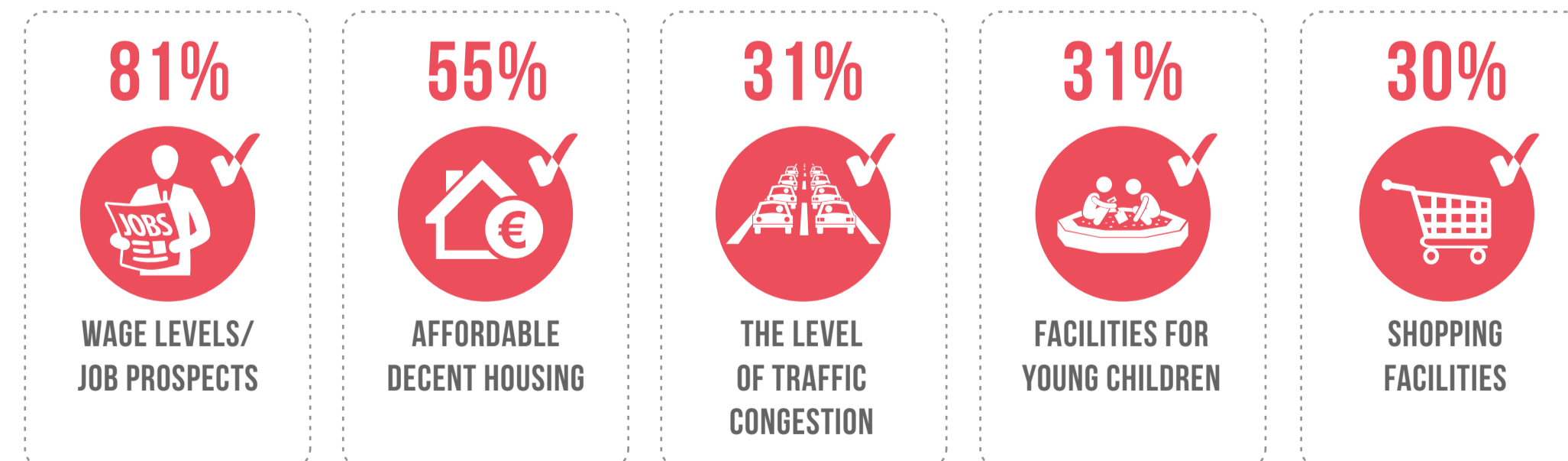
MAIN METHOD OF INTERACTION



REASONS FOR CONTACT



MOST IMPORTANT FACTORS FOR MAKING SOMEWHERE A GOOD PLACE TO LIVE

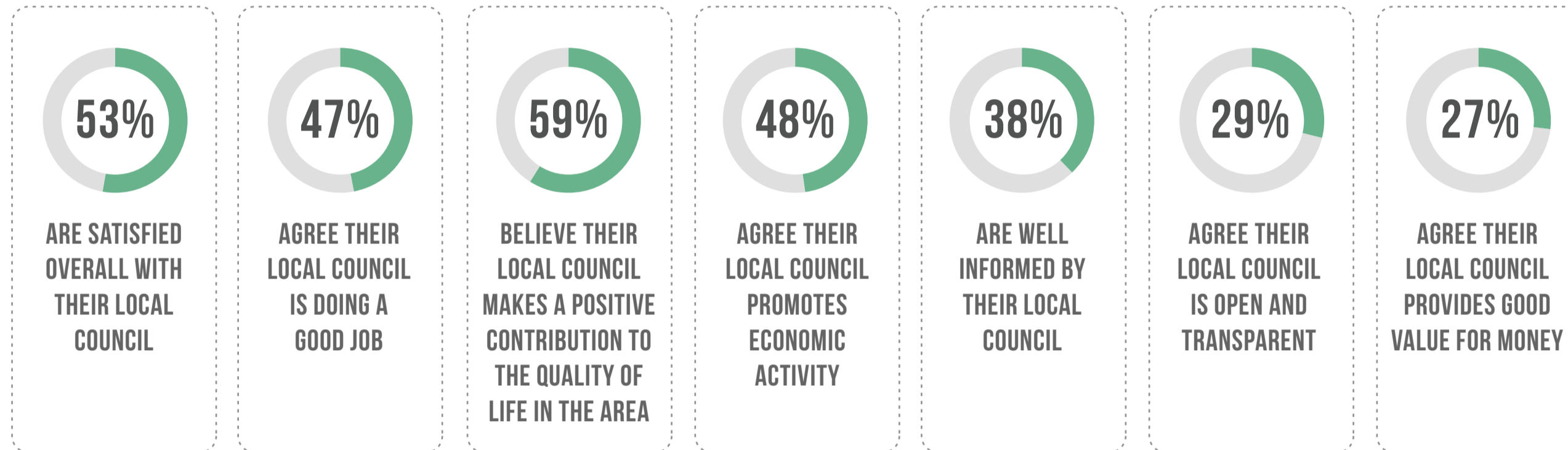


TECHNICAL DETAILS
SURVEY CONDUCTED BY IPSOS MRBI FOR NOAC
1,144 INTERVIEWS COMPLETED
11 LOCAL AUTHORITIES*
SAMPLE OF ADULTS AGED 18+
FIELDWORK: MARCH 2019

Customer Satisfaction Survey 2018

Summary of Findings

PERCEPTION OF COUNCIL



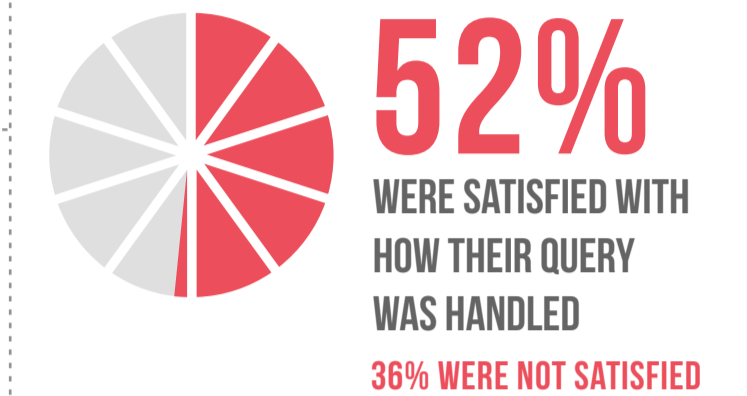
AWARENESS

84% HAVE SOME KNOWLEDGE OF THEIR LOCAL COUNCIL

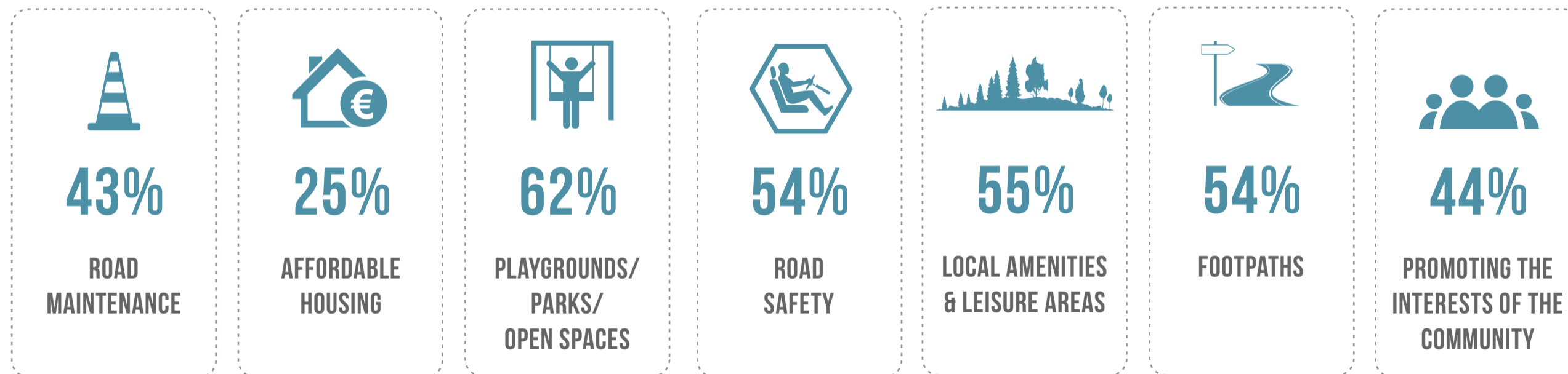
INTERACTION LEVELS



QUERY HANDLING



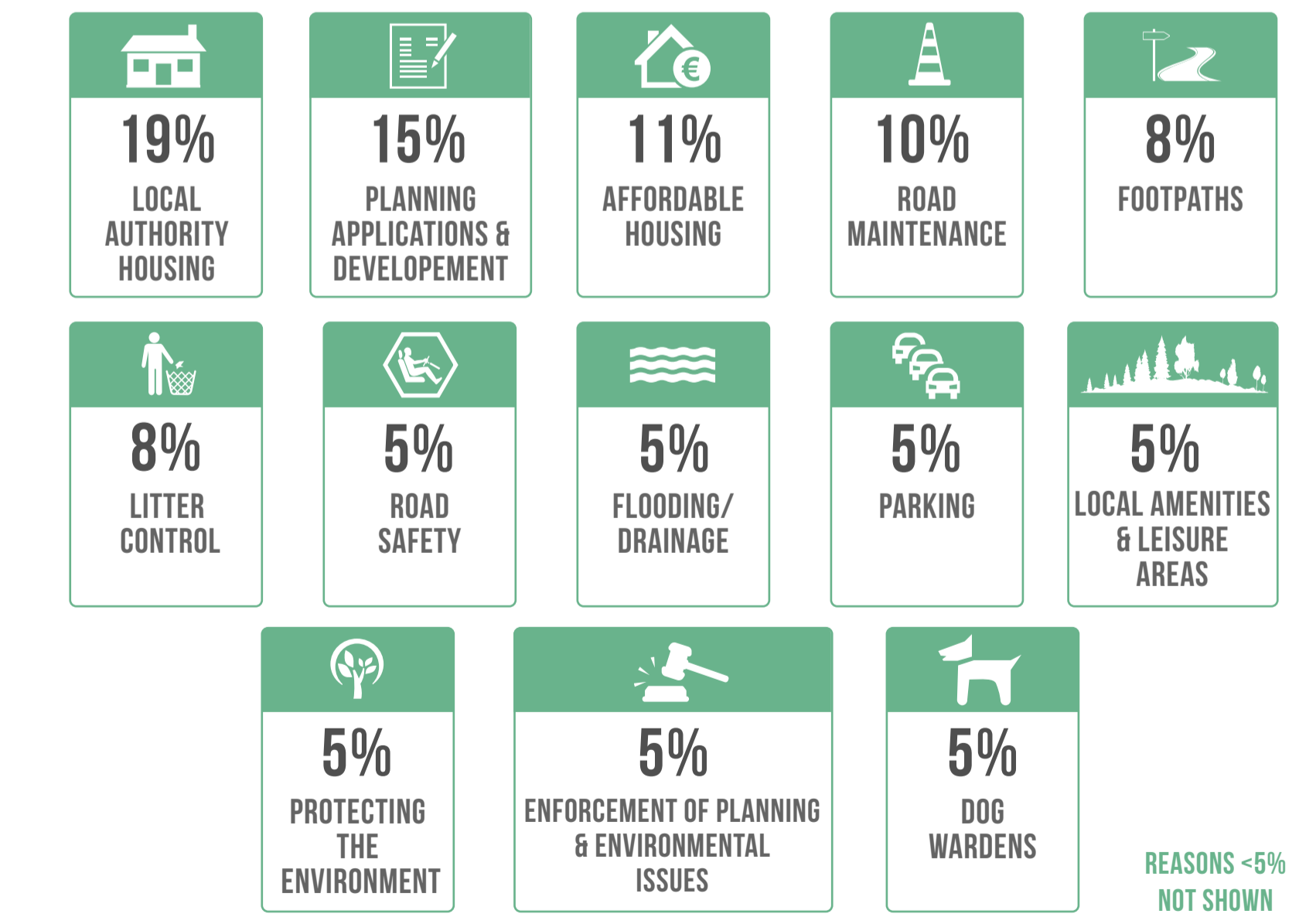
SATISFACTION WITH TOP IMPORTANT SERVICES



MAIN METHOD OF INTERACTION



REASONS FOR CONTACT



MOST IMPORTANT FACTORS FOR MAKING SOMEWHERE A GOOD PLACE TO LIVE

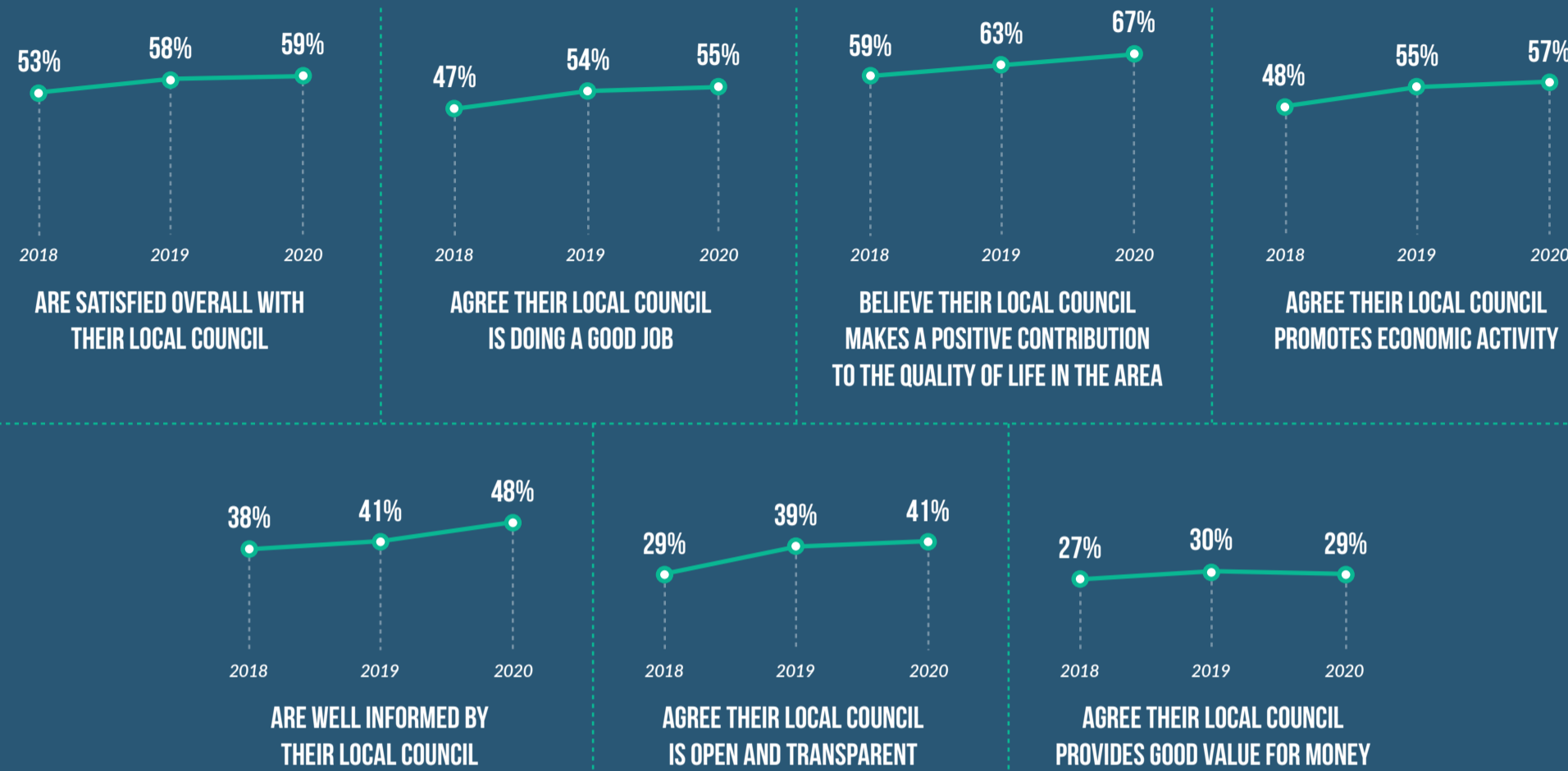


TECHNICAL DETAILS
SURVEY CONDUCTED BY IPSOS MRBI FOR NOAC
1,030 INTERVIEWS COMPLETED
10 LOCAL AUTHORITIES*
SAMPLE OF ADULTS AGED 18+
FIELDWORK: MARCH 2018

Customer Satisfaction Survey 2018-2020

Summary of Findings

PERCEPTION OF COUNCIL 2018-2020



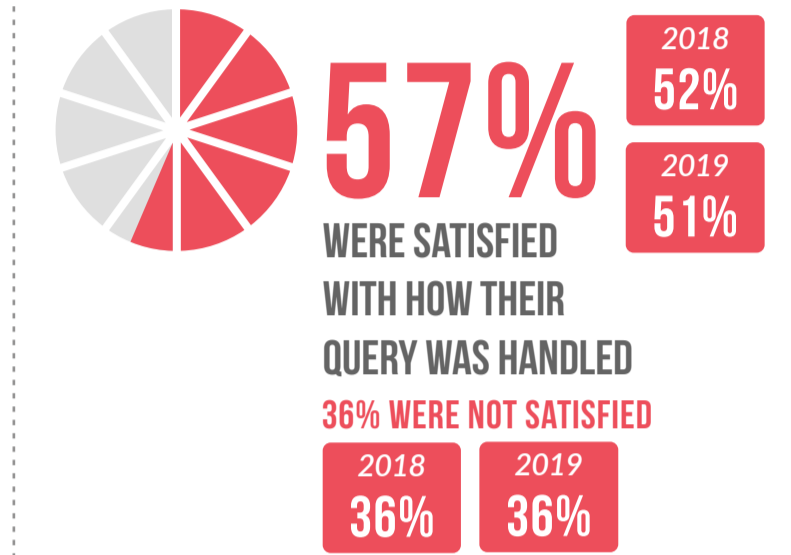
TECHNICAL DETAILS

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



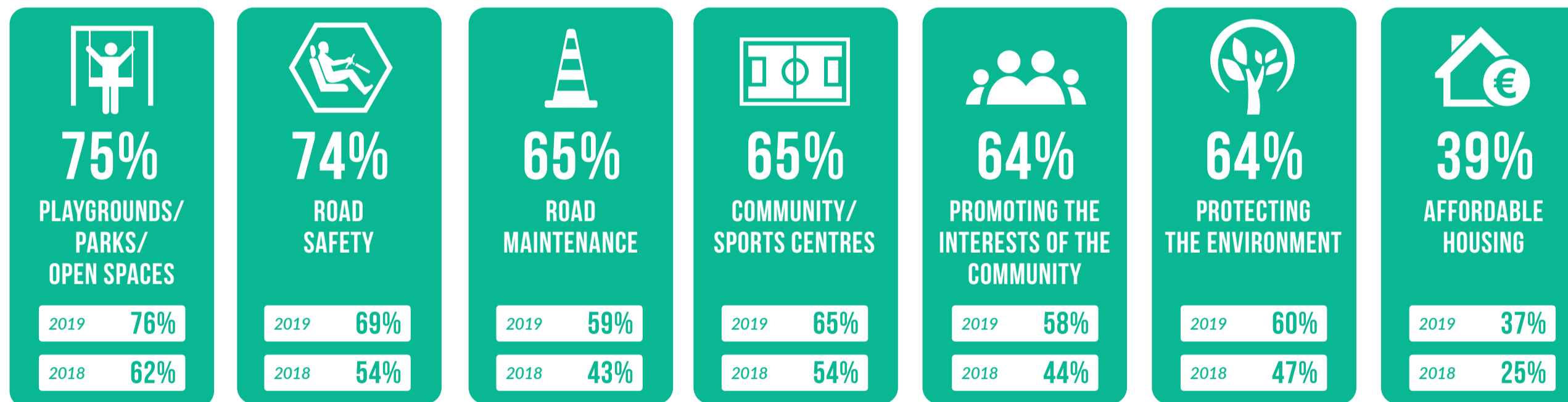
QUERY HANDLING



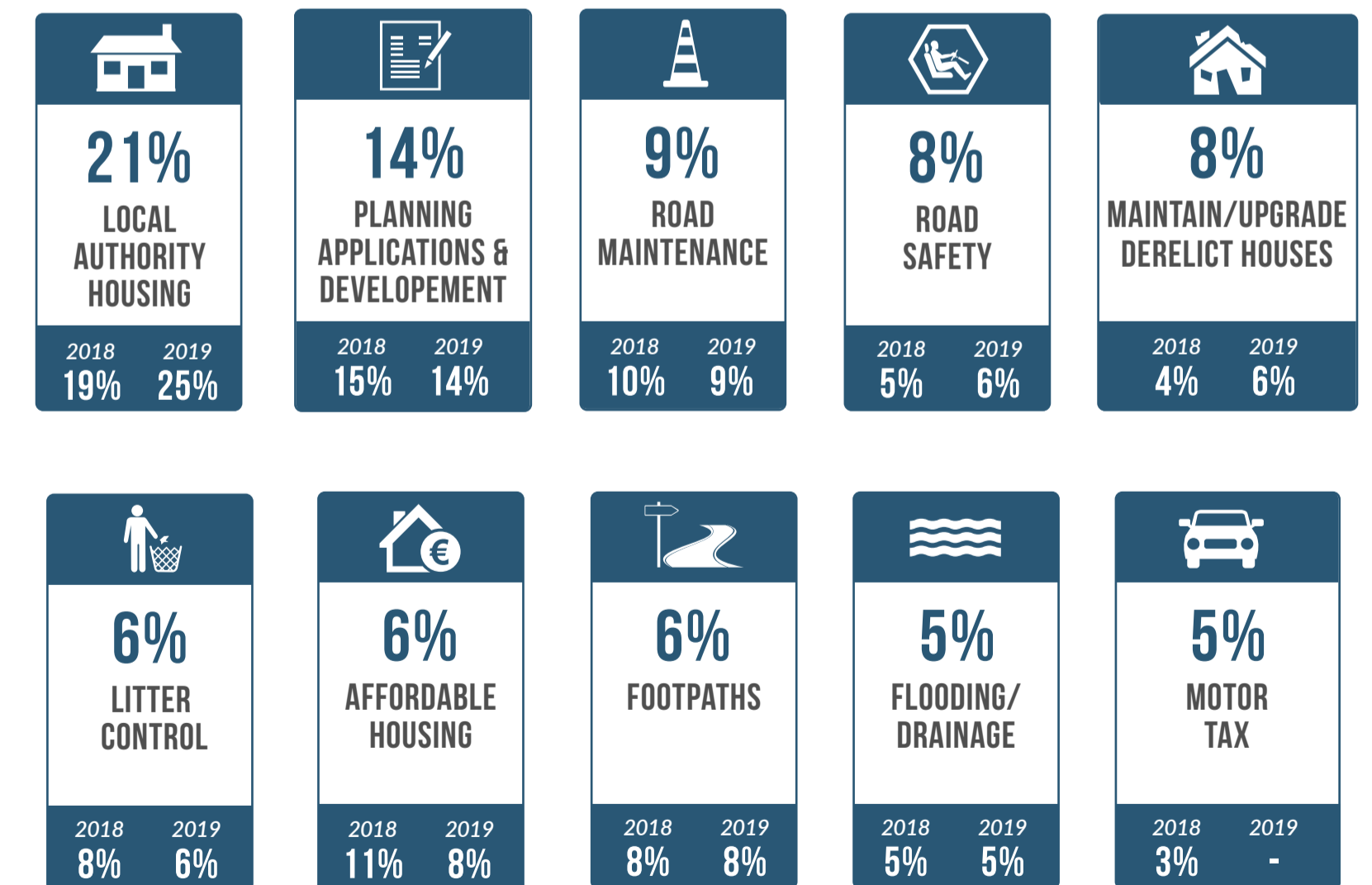
MAIN METHOD OF INTERACTION



SATISFACTION WITH TOP IMPORTANT SERVICES



REASONS FOR CONTACT



REASONS <5% NOT SHOWN

MOST IMPORTANT FACTORS FOR MAKING SOMEWHERE A GOOD PLACE TO LIVE

