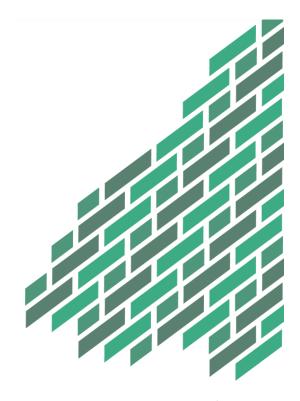


National Oversight and Audit Commission

Infographic Report 2020



NOAC Report No. 25 – September 2020





Customer Satisfaction Survey 2020

Summary of Findings

PERCEPTION OF COUNCIL



ARE SATISFIED OVERALL WITH THEIR LOCAL COUNCIL



AGREE THEIR LOCAL COUNCIL IS DOING A GOOD JOB



BELIEVE THEIR LOCAL COUNCIL **MAKES A POSITIVE CONTRIBUTION TO** THE QUALITY OF LIFE IN THE AREA



AGREE THEIR LOCAL COUNCIL **PROMOTES ECONOMIC ACTIVITY**



ARE WELL INFORMED BY THEIR LOCAL COUNCIL



AGREE THEIR LOCAL COUNCIL IS OPEN AND **TRANSPARENT**



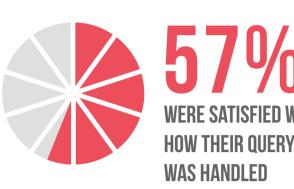
AGREE THEIR LOCAL COUNCIL PROVIDES GOOD **VALUE FOR MONEY**





HAVE CONTACTED THEIR LOCAL COUNCIL

QUERY HANDLING



36% WERE NOT SATISFIED

SATISFACTION WITH TOP IMPORTANT SERVICES



75%

PLAYGROUNDS/ PARKS/ **OPEN SPACES**





65%

MAINTENANCE



65%

SPORTS CENTRES



PROMOTING THE **INTERESTS OF THE** COMMUNITY



64%

PROTECTING THE ENVIRONMENT



39%

HOUSING

MAIN METHOD OF INTERACTION

60%

IN PERSON



REASONS FOR CONTACT

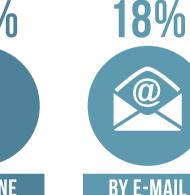
49%

& DEVELOPEMENT

6%

AFFORDABLE

HOUSING



16%



LETTER



74%

ROAD SAFETY



ROAD



COMMUNITY/

64%





AFFORDABLE



HOUSING

6%

LITTER CONTROL

14%

LOCAL AUTHORITY PLANNING APPLICATIONS ROAD

MAINTENANCE

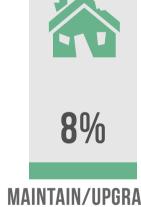
6%

FOOTPATHS

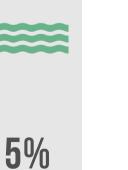
9%

8% ROAD

SAFETY



MAINTAIN/UPGRADE **DERELICT HOUSES**



5%

FLOODING/ DRAINAGE

MOTOR TAX

MOST IMPORTANT FACTORS FOR MAKING SOMEWHERE A GOOD PLACE TO LIVE

85%

WAGE LEVELS/ JOB PROSPECTS **59**%



AFFORDABLE DECENT HOUSING **27**%

COMMUNITY **ACTIVITIES/ COMMUNITY SPIRIT**



FACILITIES



FACILITIES FOR YOUNG CHILDREN

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



Ipsos Ipsos MRBI GAME CHANGERS

Customer Satisfaction Survey 2019

Summary of Findings

PERCEPTION OF COUNCIL

58%

ARE SATISFIED OVERALL WITH THEIR LOCAL COUNCIL



AGREE THEIR LOCAL COUNCIL IS DOING A GOOD JOB

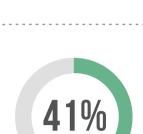




BELIEVE THEIR LOCAL COUNCIL **MAKES A POSITIVE CONTRIBUTION TO** THE QUALITY OF LIFE IN THE AREA



AGREE THEIR LOCAL COUNCIL PROMOTES ECONOMIC ACTIVITY



ARE WELL INFORMED BY THEIR LOCAL COUNCIL



AGREE THEIR LOCAL COUNCIL IS OPEN AND **TRANSPARENT**

AGREE THEIR LOCAL COUNCIL PROVIDES GOOD **VALUE FOR MONEY**

AWARENESS



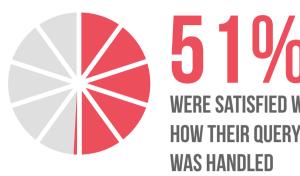
IN PERSON



HAVE CONTACTED THEIR LOCAL COUNCIL

BY E-MAIL CO. COUNCILLOR

QUERY HANDLING



LETTER

MAIN METHOD OF INTERACTION 11% **67**% **10**% **17**%

SATISFACTION WITH TOP IMPORTANT SERVICES



59%

MAINTENANCE



69%

SAFETY



37%

AFFORDABLE HOUSING



76%

PLAYGROUNDS/ PARKS/ **OPEN SPACES**



60%

PROTECTING THE ENVIRONMENT



63%

LITTER CONTROL



67%

LOCAL AMENITIES & LEISURE AREAS

REASONS FOR CONTACT

INTERACTION LEVELS



14%

LOCAL AUTHORITY PLANNING APPLICATIONS HOUSING & DEVELOPEMENT

6%

ROAD

SAFETY



LITTER CONTROL

6%



9%

ROAD

MAINTENANCE

6%

MAINTAIN/UPGRADE **DERELICT HOUSES**



8%

FOOTPATHS AFFORDABLE HOUSING



6%

PARKING

5%

8%

FLOODING/ DRAINAGE

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**

81%



WAGE LEVELS/ JOB PROSPECTS **55**%



AFFORDABLE **DECENT HOUSING** 31%

THE LEVEL OF TRAFFIC CONGESTION 31%

FACILITIES FOR YOUNG CHILDREN

30% **SHOPPING FACILITIES**



Ipsos Ipsos MRBI GAME CHANGERS

Customer Satisfaction Survey 2018

Summary of Findings

PERCEPTION OF COUNCIL

53%

ARE SATISFIED OVERALL WITH THEIR LOCAL COUNCIL



AGREE THEIR LOCAL COUNCIL IS DOING A GOOD JOB





BELIEVE THEIR LOCAL COUNCIL **MAKES A POSITIVE CONTRIBUTION TO** THE QUALITY OF LIFE IN THE AREA



AGREE THEIR LOCAL COUNCIL **PROMOTES ECONOMIC ACTIVITY**



ARE WELL INFORMED BY THEIR LOCAL COUNCIL



AGREE THEIR LOCAL COUNCIL IS OPEN AND **TRANSPARENT**



AGREE THEIR LOCAL COUNCIL

AWARENESS



PROVIDES GOOD **VALUE FOR MONEY**

SATISFACTION WITH TOP IMPORTANT SERVICES



43%

MAINTENANCE



25%

AFFORDABLE HOUSING



62%

PLAYGROUNDS/ PARKS/ **OPEN SPACES**



54%

ROAD **SAFETY**



55%

LOCAL AMENITIES & LEISURE AREAS



54%

FOOTPATHS

44%

PROMOTING THE INTERESTS OF THE **COMMUNITY**

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**

78% **WAGE LEVELS/ JOB PROSPECTS**

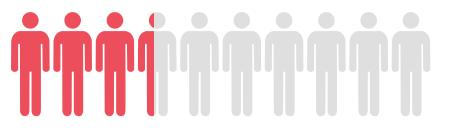
52% **AFFORDABLE DECENT HOUSING**

35% **SHOPPING FACILITIES**

34% THE LEVEL OF TRAFFIC **AND CONGESTION**

34% PARKS AND **OPEN SPACES**

INTERACTION LEVELS



HAVE CONTACTED THEIR LOCAL COUNCIL

QUERY HANDLING



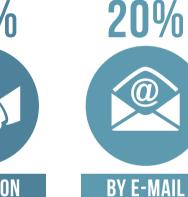
HOW THEIR QUERY WAS HANDLED

MAIN METHOD OF INTERACTION

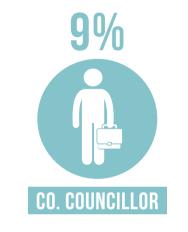
56%



46% IN PERSON







REASONS FOR CONTACT



LOCAL HOUSING

AUTHORITY









HOUSING



















REASONS < 5%

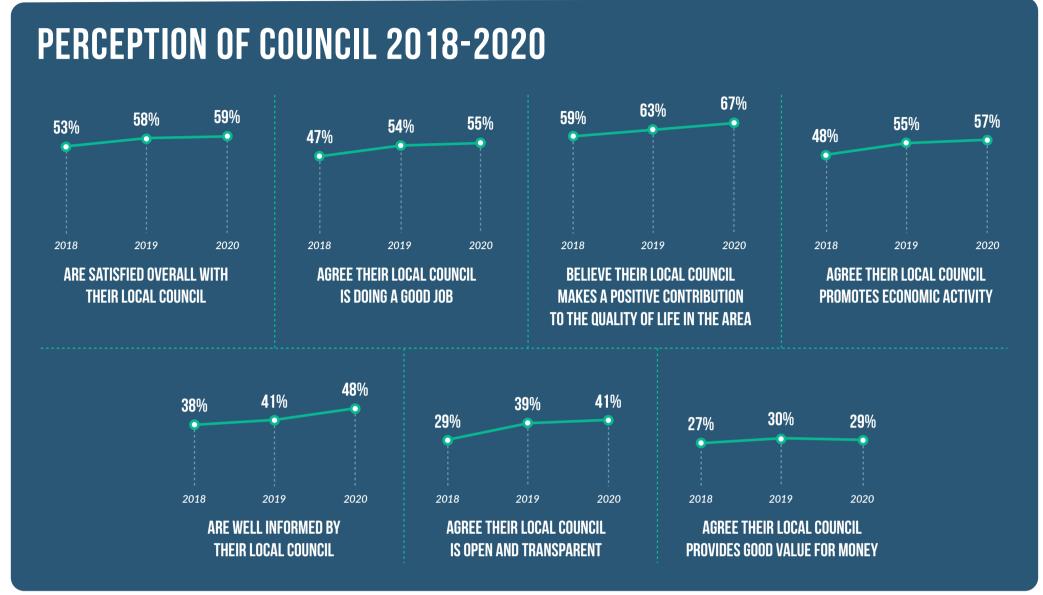
AREAS

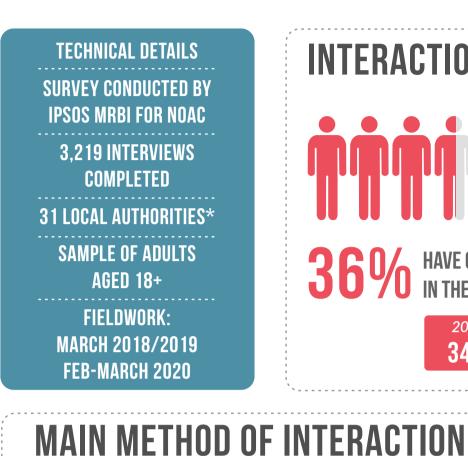




Customer Satisfaction Survey 2018-2020

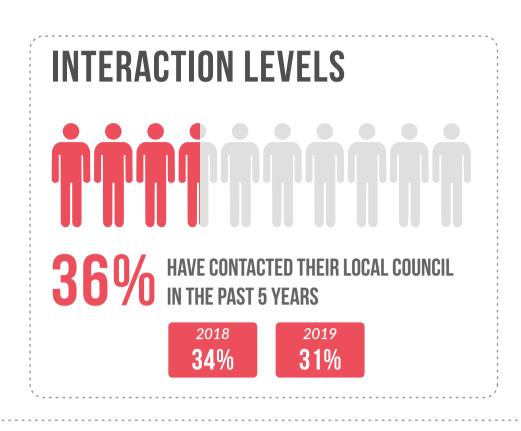
Summary of Findings

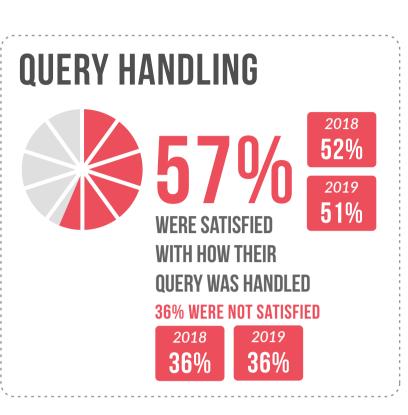




60%

IN PERSON



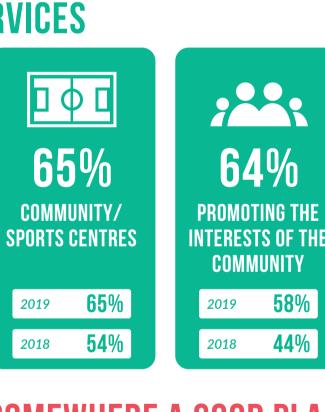






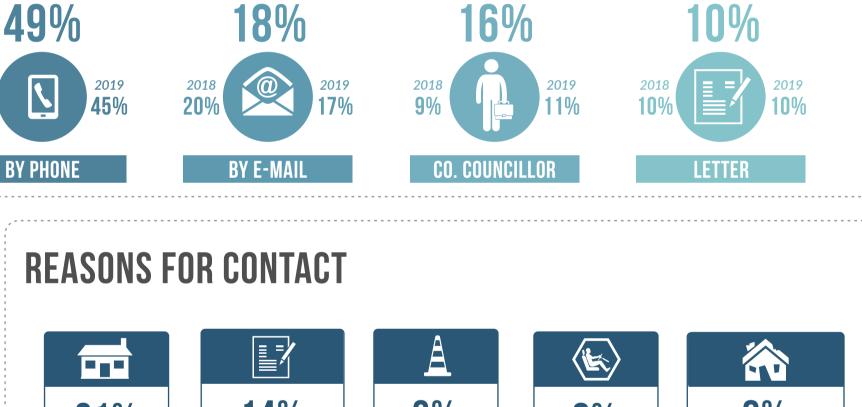












MOST IMPORTANT FACTORS FOR MAKING SOMEWHERE A GOOD PLACE TO LIVE









