

NOAC – National Oversight and Audit Commission

Local Authority Satisfaction Report 2018

NOAC, the National Oversight and Audit Commission, the independent body tasked with overseeing value for money, best practice, customer satisfaction and efficiency in the delivery of Local Authority services, today (18/07/18) published the first phase of a Local Authority Residents' Satisfaction Survey.

Phase 1, carried out by IPSOS/MRBI, surveyed residents in the ten largest Local Authority areas based on population: Dublin City, Dun Laoghaire Rathdown, Fingal, South Dublin, Cork County, Limerick, Galway County, Kildare, Meath and Tipperary. Interviewing took place in March 2018. Phase 2 of the Survey will take place in 2019 when a further 10 LAs will be surveyed and the final phase taking place in 2020

The survey finds:

- 92% agree that their area is a good place to live
- 37% agreed that they were well informed by their local council
- 53% of residents are satisfied with the Local Authority (LA)
- 59% say their LA is making a positive contribution and that services have improved
- 37% said their LA is efficient
- 29% agreed their LA is transparent
- 27% agree they are getting good value for money
- 1 in four residents (26%) said they believed they could influence their LA

Roads and Road Safety; Affordable Housing and Amenities and Parks & Playgrounds were identified as the most important services provided by LAs

- 62% are satisfied with Parks & Playgrounds
- 54% are satisfied with Road Safety
- 43% are satisfied with Road Maintenance

This comprehensive report is available on the website www.noac.ie along with all NOAC's reports.

In commenting on the report, Colleen Savage, Chair of the NOAC Sub Committee on Communications & Customer Satisfaction said “As the body charged with ensuring that Local Authorities are delivering customer service, value for money and sharing best practice NOAC believes that this survey provides a benchmark for customer satisfaction based on residents’ feedback. NOAC would like to see the Local Authorities reviewing how they doing with a view to improving their customer service, communications and satisfaction levels and learning from each other about best practice. It is intended that NOAC will be looking further into some of the issues raised at an overall level.

Notes for Editors

All NOAC reports can be found at: <http://noac.ie/noac-reports/>

The National Oversight and Audit Commission (NOAC) was established under the Local Government Reform Act 2014 to provide independent scrutiny of local government performance in fulfilling national, regional and local mandates, including performance in respect of financial resources. Its mission is to independently oversee the local government sector by reviewing the financial and operational performance of bodies within its remit, overseeing implementation of national local government policy and identifying opportunities for best practice.

Since its establishment, NOAC has examined a range of areas of local authority activity, resulting in preparation and publication of 18 reports to date.

For Information about NOAC and the full survey go to www.NOAC.ie