

National Oversight and Audit Commission

Local Authority Satisfaction Survey 2020



LOCAL AUTHORITY SATISFACTION SURVEY 2020

NOAC

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INTRODUCTION

1

BACKGROUND

In 2018, Ipsos MRBI was commissioned by NOAC to conduct a survey among the general public to establish their satisfaction with their Local Authority.

The first survey, conducted in 2018, surveyed the 10 largest LA's. The second survey, completed in March 2019, was conducted with the 10 medium sized LA's and Galway City. The third survey, completed in February/March 2020, surveyed the 10 smallest Local Authorities.

2018	2019	2020
Dublin City	Kilkenny	Carlow
Dun Laoghaire-Rathdown	Louth	Laois
Fingal	Wexford	Longford
South Dublin	Wicklow	Offaly
Cork County	Clare	Westmeath
Limerick	Cork City	Leitrim
Galway County	Kerry	Roscommon
Kildare	Waterford City and County	Sligo
Meath	Galway City	Cavan
Tipperary	Mayo	Monaghan
	Donegal	

METHODOLOGY

A face-to-face in-home CAPI (Computer Aided Personal Interviewing) methodology was utilised.

Stratified random sampling was used to ensure that the sample points selected were distributed across the local authority area according to population.

Quota controls ensured that participants were representative of the Local Authority population by age, gender and social class.

Interviewing took place in 10 LA's in February/March 2020; Carlow, Laois, Longford, Offaly, Westmeath, Leitrim, Roscommon, Sligo, Cavan and Monaghan.

Please note several storms (e.g. Ciara, Denis, Jorge) occurred in February, which resulted in flooding nationwide. In order to reach our targeted number of interviews, we had to extend our fieldwork dates by two weeks.

In addition, our face-to-face interviewing was completed prior to the COVID-19 outbreak.

100+ interviews were completed per Local Authority. A total of 1,045 interviews were completed in this wave.

Margin of error for total sample of 1,045 interviews is approx. +/-3% and is statistically robust. Margin of error for individual LA results of 100 interviews is approx. +/- 10%.

Where results do not add to 100%, this may be due to computer rounding, don't knows or refusals.

SAMPLING

The geographic makeup of each local authority area was first stratified by urbanisation levels (large towns, medium and small towns and rural areas). This stratification formed the basis of the control of each local area sample. Within each of these cells, all wards, towns and EDs (Electoral Divisions) were listed with their populations and the required sampling points were selected proportional to their population, utilising a random, systematic selection process. This framework ensured a spread of interviewing across all urban and rural dimensions, and further ensured that all households had an equal opportunity for selection regardless of the size of the ED in which a household is situated.

Once the selected wards/EDs were identified within the local authority area, a unique household address was selected at random from the full list of addresses within that ED. This address was issued to the interviewer as a starting address.

Quotas based on age, gender and social class of the population of the LA were applied.

From this identified starting address, interviewers followed a strict random route procedure to fulfil their full quota of interviews. The interviewer made contact at the starting address and attempted to achieve an interview in that household. From that house, the interviewer called to every 5th house in urban areas (following a zig-zag route) and every $\frac{1}{4}$ mile in rural areas. At each house on this route an interview was conducted if a person in that household matched the demographic quota controls set for that sampling point (age, gender and social class) and was willing to participate.

FINDINGS

2

2018 + 2019 + 2020 COMBINED

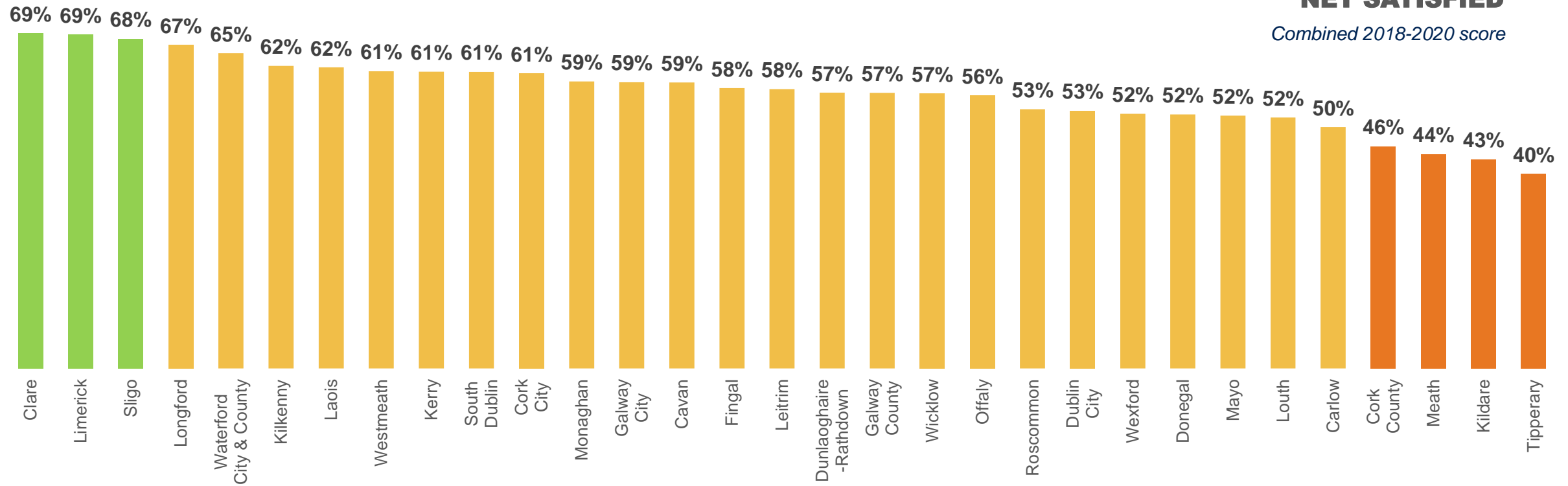
SATISFIED WITH LOCAL COUNCIL

The combined 2018-2020 satisfaction score is 57%. Clare, Limerick and Sligo record above average scores whereas Cork County, Meath, Kildare and Tipperary are below average

57%

NET SATISFIED

Combined 2018-2020 score



Above Average: 68% +

Average: 47% - 67%

Below Average: 46% or less

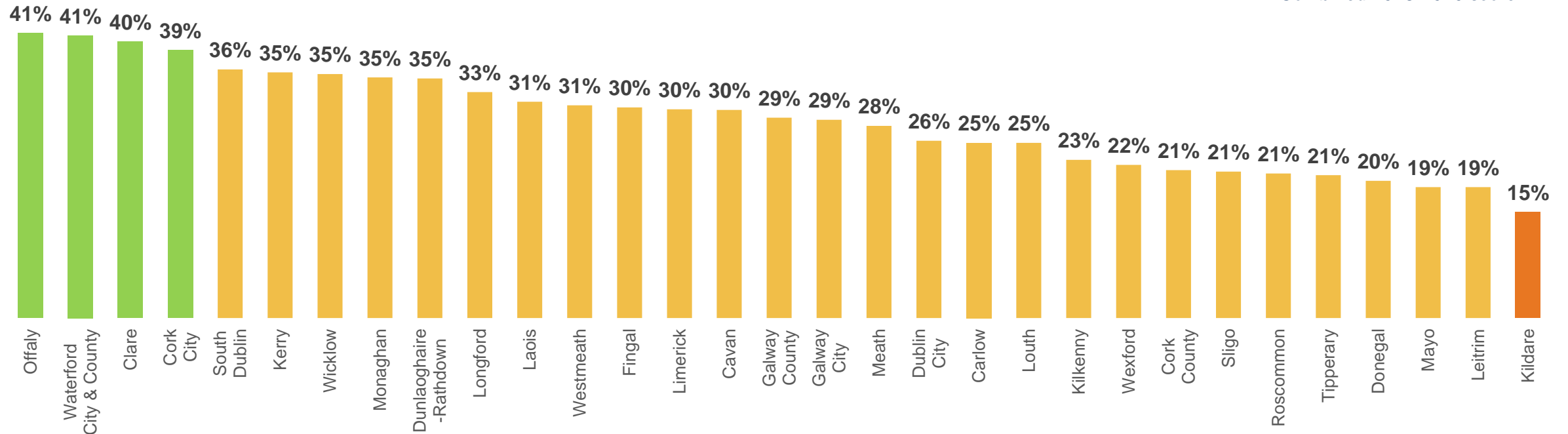
LOCAL COUNCIL PROVIDES VALUE FOR MONEY

Nearly three in ten respondents perceive their local county council as good value for money

28%

GOOD VALUE FOR MONEY

Combined 2018-2020 score



Above Average: 39% +

Average: 18% - 38%

Below Average: 17% or less

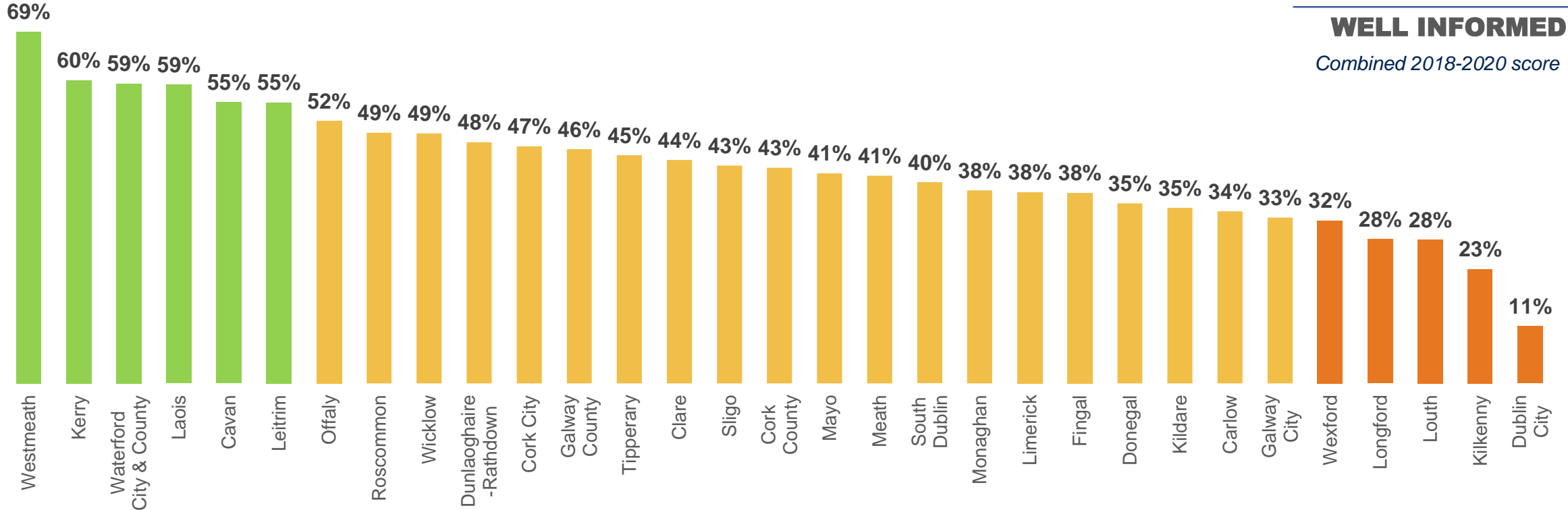
INFORMED BY LOCAL COUNCIL

The combined 2018-2020 figure for being informed by their local council is 43%. The majority of local councils register average scores, while six perform above average and five are below average

43%

WELL INFORMED

Combined 2018-2020 score



Above Average: 54% +

Average: 33% - 53%

Below Average: 32% or less

LOCAL COUNCIL IS OPEN AND TRANSPARENT

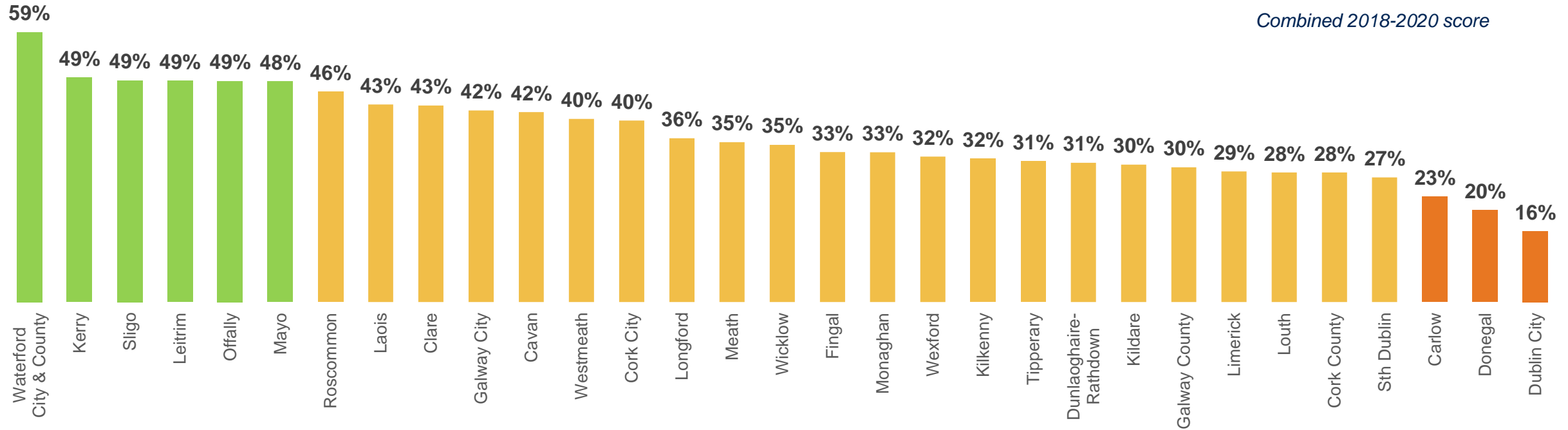
Over a third of respondents perceive their local council as open and transparent.

Six local councils record above average scores while three register below average results

36%

NET AGREE

Combined 2018-2020 score



Above Average: 47% +

Average: 26% - 46%

Below Average: 25% or less

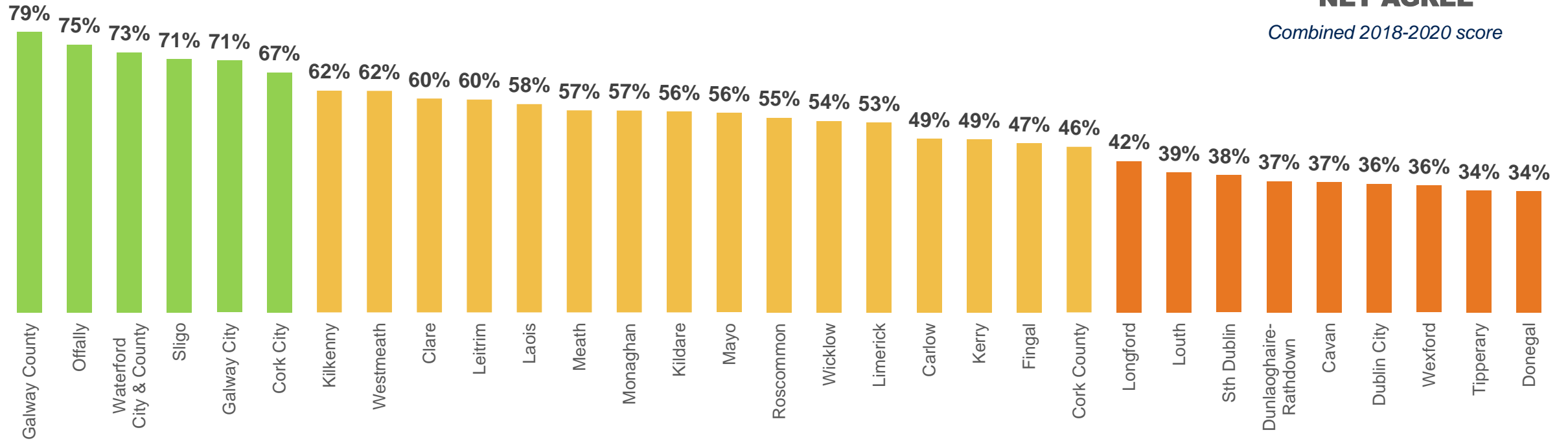
LOCAL COUNCIL PROMOTES ECONOMIC ACTIVITY

Over half of respondents believe their local council promotes economic activity

53%

NET AGREE

Combined 2018-2020 score



Above Average: 64% +

Average: 43% - 63%

Below Average: 42% or less

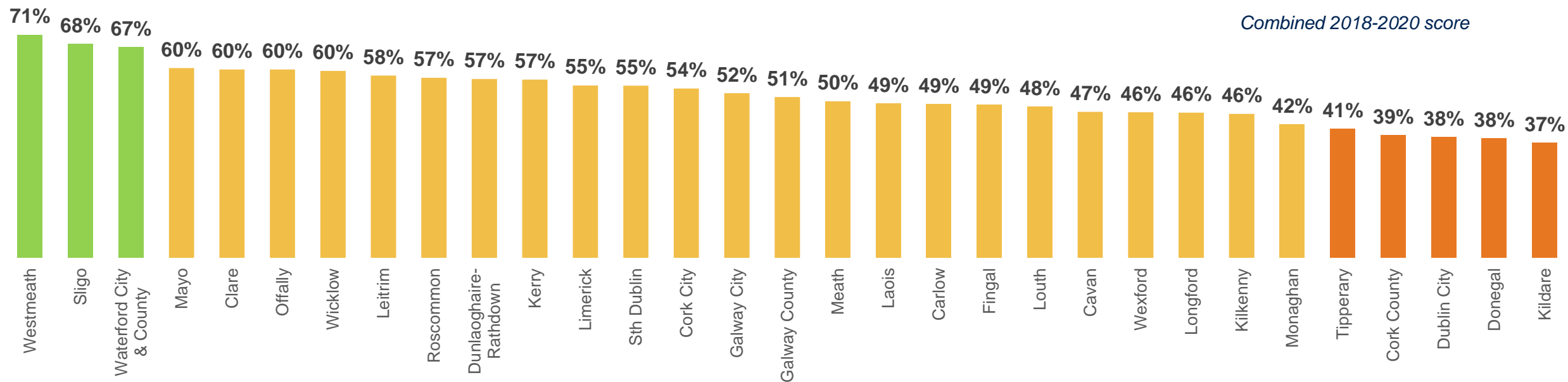
LOCAL COUNCIL DOING A GOOD JOB

Over half of respondents believe their local council is doing a good job. Westmeath, Sligo and Waterford City and County record above average scores while Tipperary, Cork County, Dublin City, Donegal and Kildare register below average results

52%

NET AGREE

Combined 2018-2020 score



Above Average: 63% +

Average: 42% - 62%

Below Average: 41% or less

FINDINGS 2020

2

RESEARCH HIGHLIGHTS 2020 – I

The 2020 survey has recorded a number of positive findings across the board.

6 in 10 respondents are satisfied with their local council compared to 58% in 2019 and 53% in 2018. Similar to 2019, over half of respondents (55%) agree they are doing a good job, a marked improvement since 2018 (47%).

Two-thirds (67%) believe that their council makes a positive contribution versus 63% in 2019 and 59% in 2018.

Just over 2 in 5 respondents (41%) perceive their local council as open and transparent versus 39% in 2019 and 29% in 2018. One third (31%) view it as bureaucratic compared to 46% in 2019 and 40% in 2018.

Road maintenance, road safety, affordable housing, community and environmental protection are the most important services provided.

Job prospects/wage levels and affordable housing are identified as important factors for making somewhere a good place to live/work.

RESEARCH HIGHLIGHTS 2020 – II

The majority of respondents (87%) have at least some knowledge of their local council compared to 84% in 2019 and 84% in 2018.

Spontaneous awareness of council services continues to be low, with the exceptions of road maintenance and local authority housing.

Around half of residents (48%) feel informed by their local council, an improvement on 2019 and 2018 (41% and 38% respectively).

Word of mouth, radio and newspapers are the most common sources used to find out about the council.

Just under 3 in 10 believe their council offers very good/good value for money compared to 30% in 2019 and 27% in 2018, while 16% feel it offers very poor/poor value for money.

Slightly more than one third of respondents (36%) contacted their council in the last 5 years versus 31% in 2019 and 34% in 2018.

RESEARCH HIGHLIGHTS 2020 – III

Nearly 6 in 10 respondents (57%) were satisfied with how their query was handled versus 51% in 2019 and 52% in 2018.

Similar to 2019, those who contacted their council in the last five years tended to be less satisfied with their council than those who did not (27% and 5%).

Local Authority Housing, Planning Applications, Roads and Road Safety were the main reasons cited for contacting their council.

Respondents mainly contacted their local council in person (60%), by phone (49%) or via email (18%).

Those who were satisfied with how their query was handled mentioned the issue was dealt with promptly and professionally.

Those who were dissatisfied with how their query was handled cited “problem not resolved” or “no follow-up” as the main issues.

SUMMARY 2020 - 2018 RESULTS

	2020	2019	2018
Satisfaction with Local Council	59%	58%	53%
Agree Local Council is Doing a Good Job	55%	54%	47%
Agree Local Council is Open and Transparent	41%	39%	29%
Agree Local Council Promotes Economic Activity	57%	55%	48%
Are Well Informed by Local Council	48%	41%	38%
Local Council Provides Good Value for Money	29%	30%	27%

SATISFACTION AND PERCEPTIONS OF COUNCIL



OVERALL SATISFACTION

59% of respondents claim to be satisfied with their council

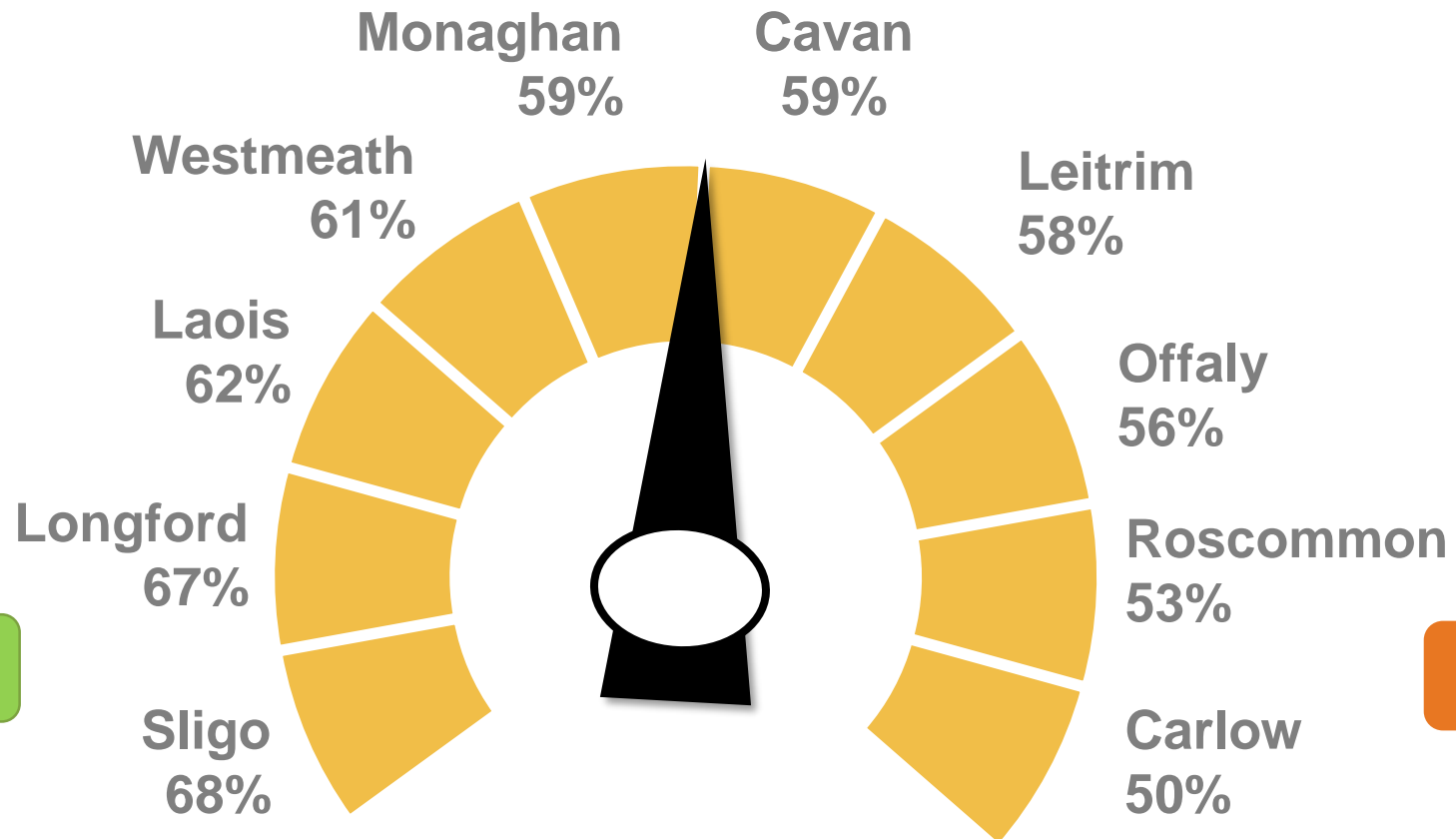
59%

NET SATISFIED

(vs. 58% in 2019)

(vs. 53% in 2018)

Average



Above Average

Below Average

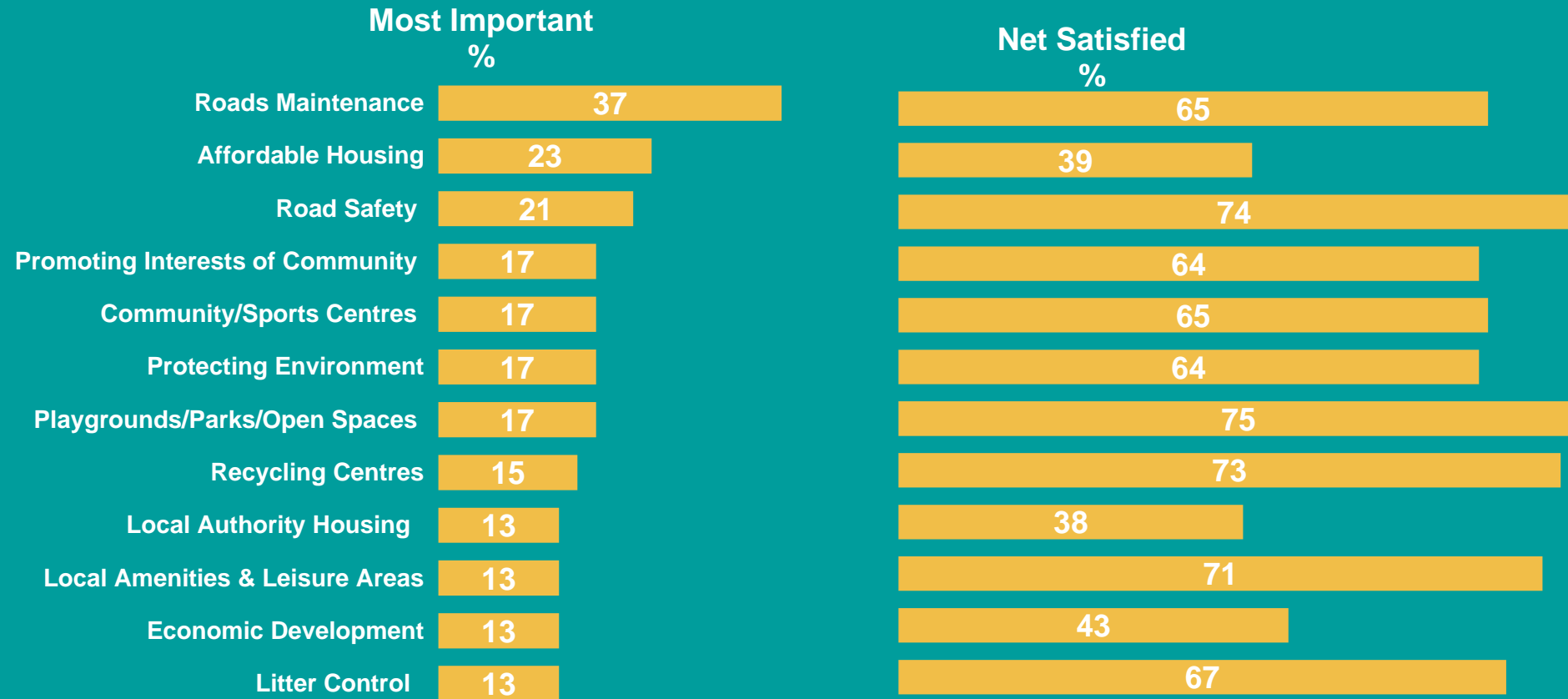
Average range +/- 10% of average score

Q.30 Overall, how satisfied or dissatisfied are you with [Local Council]?

Base: All Respondents: 1,045

MOST IMPORTANT SERVICES AND SATISFACTION LEVELS – ALL LOCAL AUTHORITIES

Road maintenance (37%), affordable housing (23%) and road safety (21%) were identified as the most important services



Q.12 Looking at this list of services provided by [Local Council], please choose the most important services to you personally.

Base: All Respondents: 1,045

TOP MOST IMPORTANT SERVICES X SATISFACTION LEVELS

Average % Satisfaction		2019	2018	Carlow	Laois	Longford	Offaly	Westmeath	Leitrim	Roscommon	Sligo	Cavan	Monaghan	
	Roads Maintenance	65	(59%)	(43%)	52	63	70	63	84	73	62	76	51	52
	Affordable Housing	39	(37%)	(25%)	37	45	24	27	44	45	50	41	32	41
	Road Safety	74	(69%)	(54%)	65	72	74	69	88	73	85	79	66	66
	Promoting interests of the community	64	(58%)	(44%)	44	62	62	84	67	59	66	72	58	65
	Community/Sports Centres	65	(65%)	(54%)	40	60	74	88	76	61	73	68	52	61
	Protecting Environment	64	(60%)	(47%)	49	62	59	72	63	65	72	74	60	62
	Playgrounds/parks/open spaces	75	(76%)	(62%)	54	72	77	88	87	69	87	82	63	72

Q.12 Looking at this list of services provided by [Local Council], please choose the most important services to you personally.
 Base: All Respondents: 1,045

*Caution Base Sizes Small at LA level (100 respondents per LA)

TOP MOST IMPORTANT SERVICES X SATISFACTION LEVELS

Road Maintenance



65%
(59%) 2019
(43%) 2018

Affordable Housing



39%
(37%) 2019
(25%) 2018

Road Safety



74%
(69%) 2019
(54%) 2018

Community/
Sports Centres



65%
(65%) 2019
(54%) 2018

Promoting interests
of the community



64%
(58%) 2019
(44%) 2018

Protecting the
environment



64%
(60%) 2019
(47%) 2018

Playgrounds/parks
/open spaces



75%
(76%) 2019
(62%) 2018

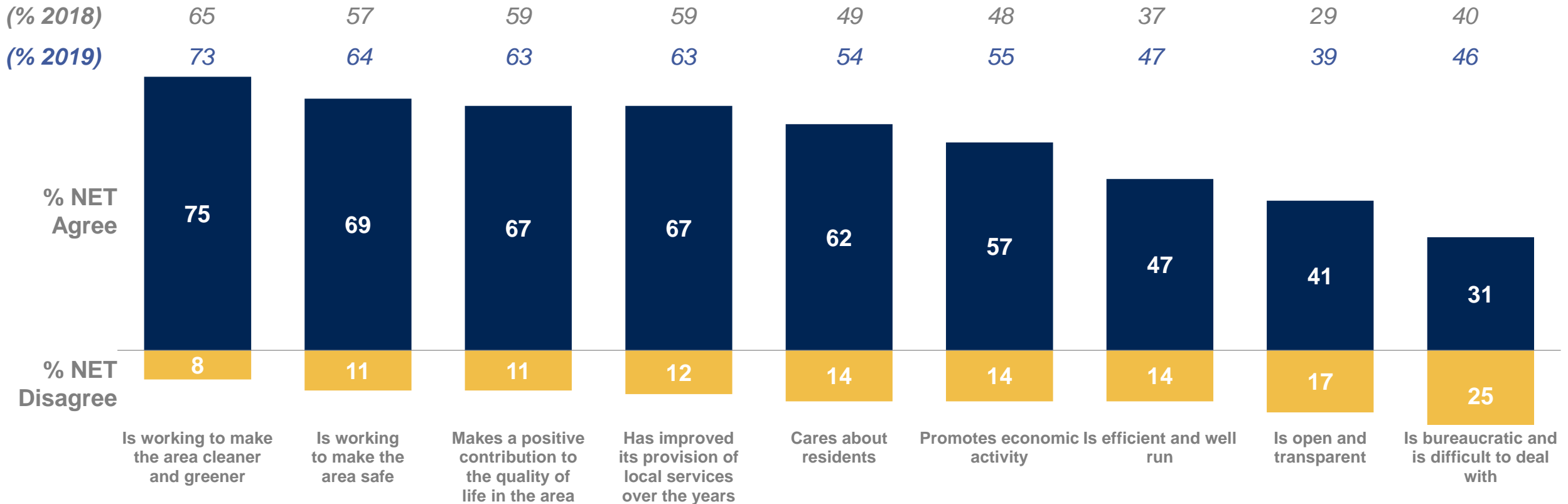
(2019 figures in blue brackets)
(2018 figures in grey brackets)

Q.12 Looking at this list of services provided by [Local Council], please choose the most important services to you personally.
Base: All Respondents: 1,045

*Caution Base Sizes Small at LA level (100 respondents per LA)

AGREEMENT WITH STATEMENTS ABOUT COUNCIL

Three-quarters (75%) of respondents believe that the council is working to make the area cleaner and greener (73% in 2019 and 65% in 2018). Furthermore over two-thirds of respondents agree that their council makes a positive contribution and has improved its local services over the years (63% in 2019 vs. 59% in 2018). While just over 4 in 10 agree that the council is open and transparent (39% in 2019 and 29% in 2018)



Q.9 Here are some things that other people have said about their Local Council. To what extent do you agree or disagree these statements apply to your [Local Council]?
 Base: All Respondents: 1,045

AGREEMENT WITH STATEMENTS ABOUT COUNCIL

Increased efficiency and transparency show greatest room for improvement

	Avg. % Agree	2019	2018	Carlow	Laois	Longford	Offaly	Westmeath	Leitrim	Roscommon	Sligo	Cavan	Monaghan
Is working to make the area cleaner & greener	75	(73%)	(65%)	74	79	75	83	77	74	74	86	60	71
Is working to make the area safe	69	(64%)	(57%)	70	72	50	77	71	58	79	85	54	70
Makes a positive contribution to the quality of life in the area	67	(63%)	(59%)	54	76	54	78	75	71	64	82	55	64
Has improved its provision of local services over the years	67	(63%)	(59%)	59	73	62	73	71	59	66	77	53	75
Cares about residents	62	(54%)	(49%)	57	60	43	71	65	70	59	79	49	66
Promotes economic activity	57	(55%)	(48%)	49	58	42	75	62	60	55	71	37	57
Is efficient & well run	47	(47%)	(37%)	53	44	39	53	57	49	46	46	42	47
Is open & transparent	41	(39%)	(29%)	23	43	36	49	40	49	46	49	42	33
Is bureaucratic & is difficult to deal with	31	(46%)	(40%)	32	28	13	33	49	21	31	46	32	29

Q.9 Here are some things that other people have said about their Local Council.
To what extent do agree or disagree these statements apply to your [Local Council]?
Base: All Respondents: 1,045

*Caution Base Sizes Small at LA level (100 respondents per LA)

HOW ARE LOCAL COUNCILS DOING

Over half of respondents believe their council is doing a good job

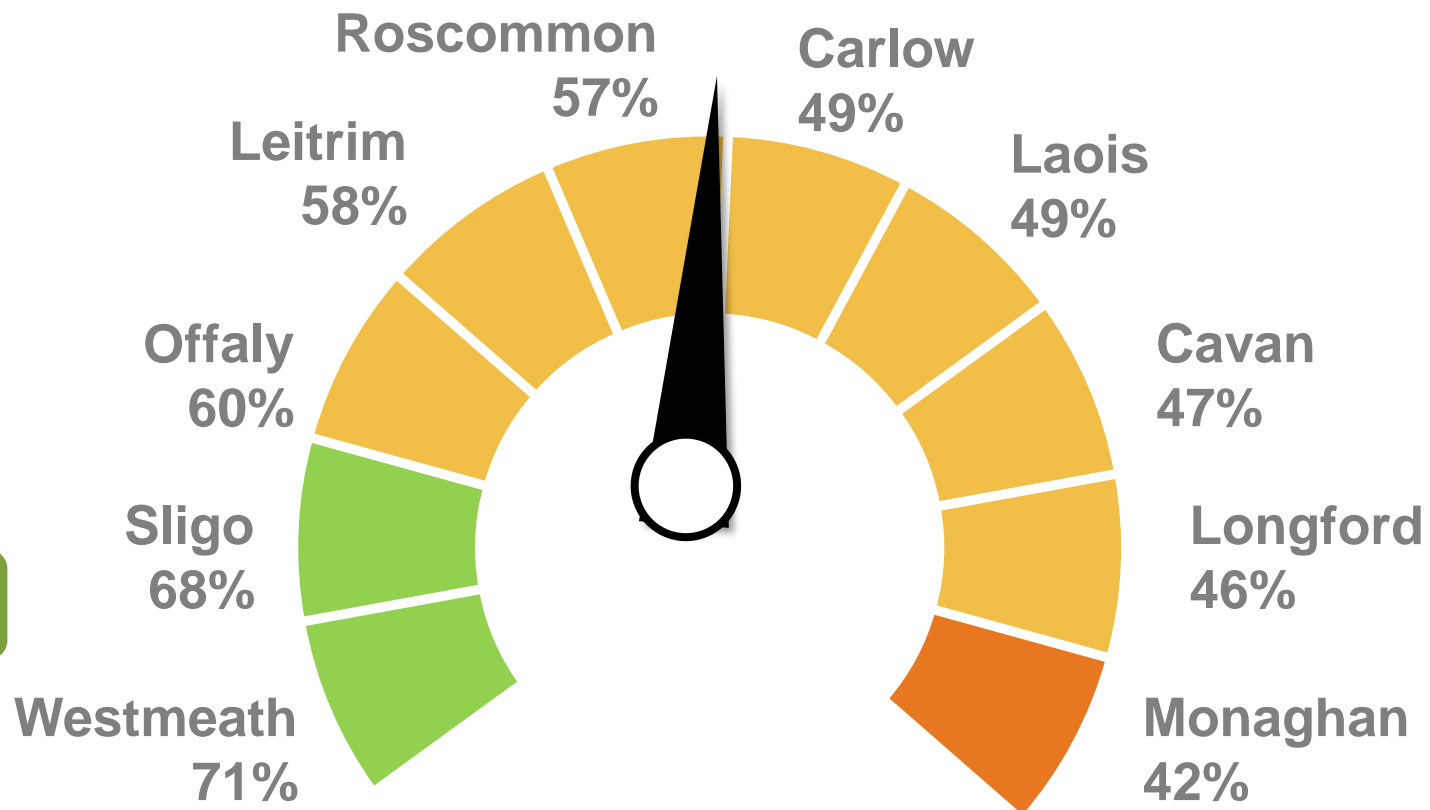
55%

NET GOOD

(Vs. 54% in 2019)

(Vs. 47% in 2018)

Average



Above Average

Below Average

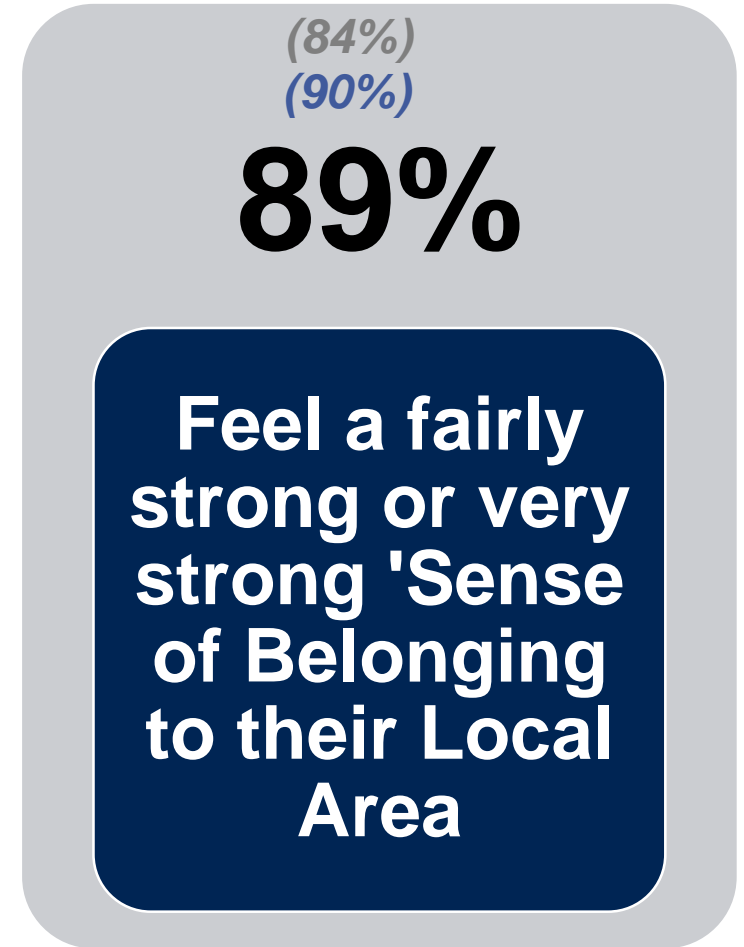
Average range +/- 10% of average score

Q.11 Overall, how good a job do you think [Local Council] is doing at providing services?
Base: All Respondents: 1,045

LOCAL AREA

LOCAL AREA

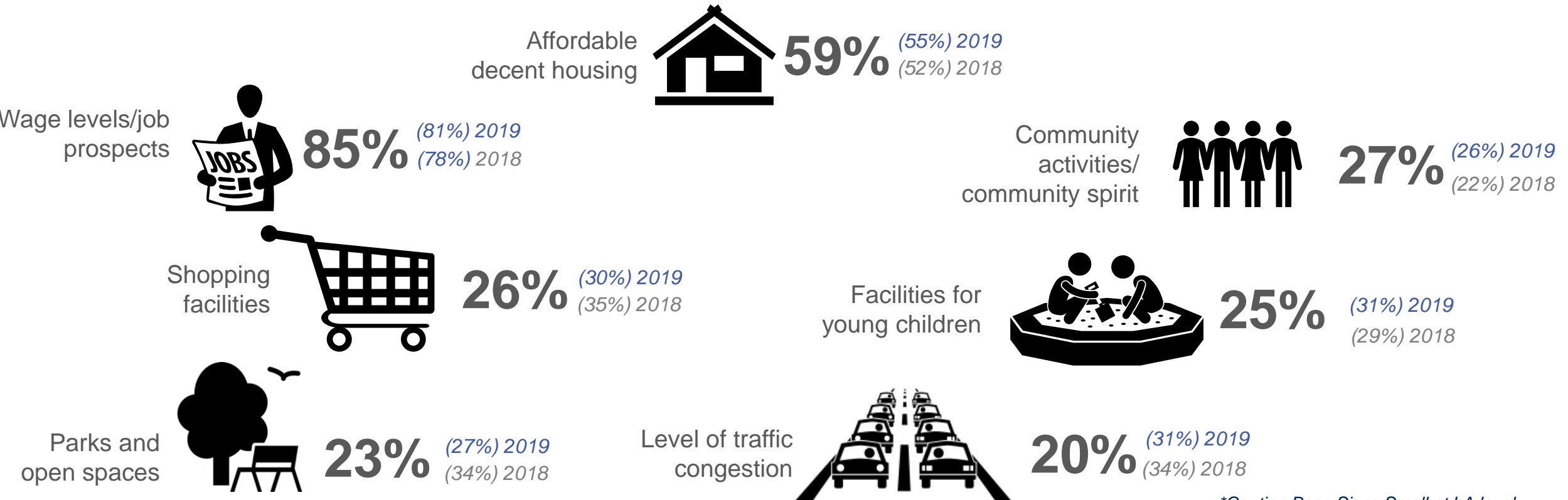
Strong sense of connection to the local area



(2018 figures in grey brackets) (2019 figures in blue brackets)

MOST IMPORTANT FACTORS FOR MAKING SOMEWHERE A GOOD PLACE TO LIVE/WORK

Job prospects/wage levels and affordable housing are identified as important factors for making somewhere a good place to live/work across all local authorities










**Caution Base Sizes Small at LA level
(100 respondents per LA)
(2019 figures in blue brackets)
(2018 figures in grey brackets)*

Q.1a Thinking generally, which of these things would you say are most important in making somewhere a good place to live?
Q.1b And, which are most important in making somewhere a good place to work?
Base: All Respondents: 1,045

MOST IMPORTANT FACTORS FOR MAKING SOMEWHERE A GOOD PLACE TO LIVE/WORK

Employment in local area most important to those living in the area

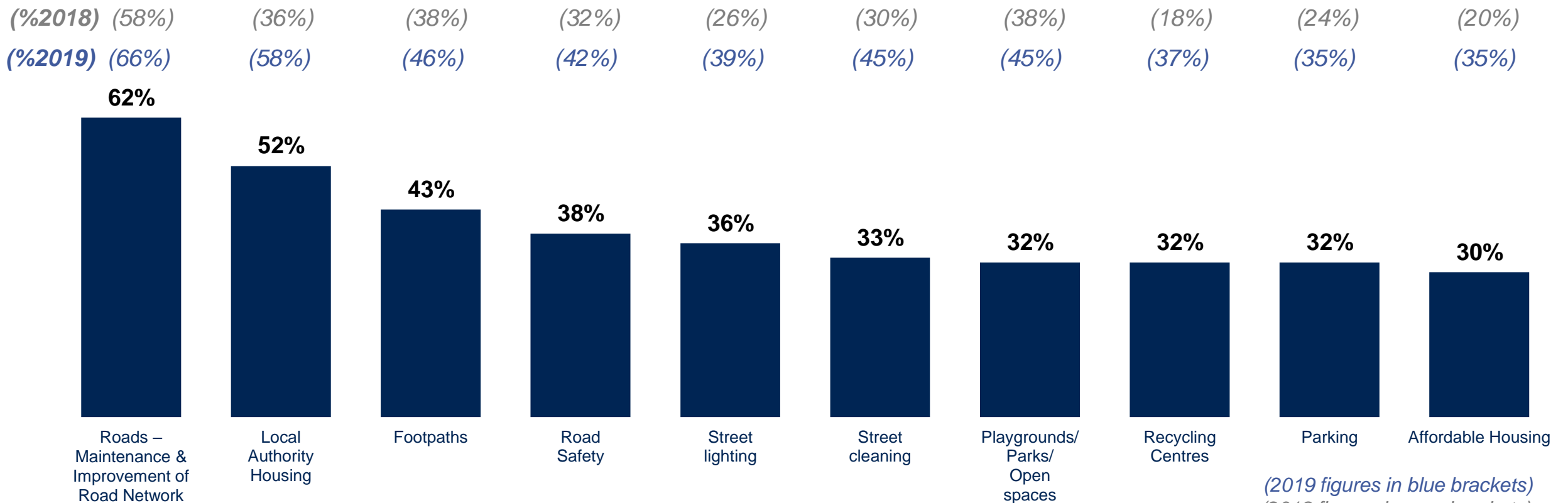
		2019	2018	Carlow	Laois	Longford	Offaly	West-meath	Leitrim	Ros-common	Sligo	Cavan	Monaghan
Wage Levels/ Job Prospects		85%	(81%) (78%)	79	73	98	87	94	94	87	76	69	89
Affordable Decent Housing		59%	(55%) (52%)	70	68	46	63	57	54	70	56	48	60
Community activities/ community spirit		27%	(26%) (22%)	24	17	33	33	42	32	15	36	24	17
Facilities for Children		25%	(31%) (29%)	22	20	24	18	18	26	31	36	26	31
Shopping Facilities		26%	(30%) (35%)	22	15	40	17	27	34	38	23	21	28
Parks and Open Spaces		23%	(27%) (34%)	37	27	24	22	22	26	29	26	9	13
The level of traffic congestion		20%	(31%) (34%)	20	12	29	15	23	22	17	36	13	14

COMMUNICATION, AWARENESS AND ENGAGEMENT WITH LOCAL COUNCIL

TOP 10 – AWARENESS OF SERVICES LOCAL COUNCIL PROVIDES

Roads, housing, lighting, street cleaning, recycling and playgrounds were among the top ten local council services that residents are aware of

All Respondents

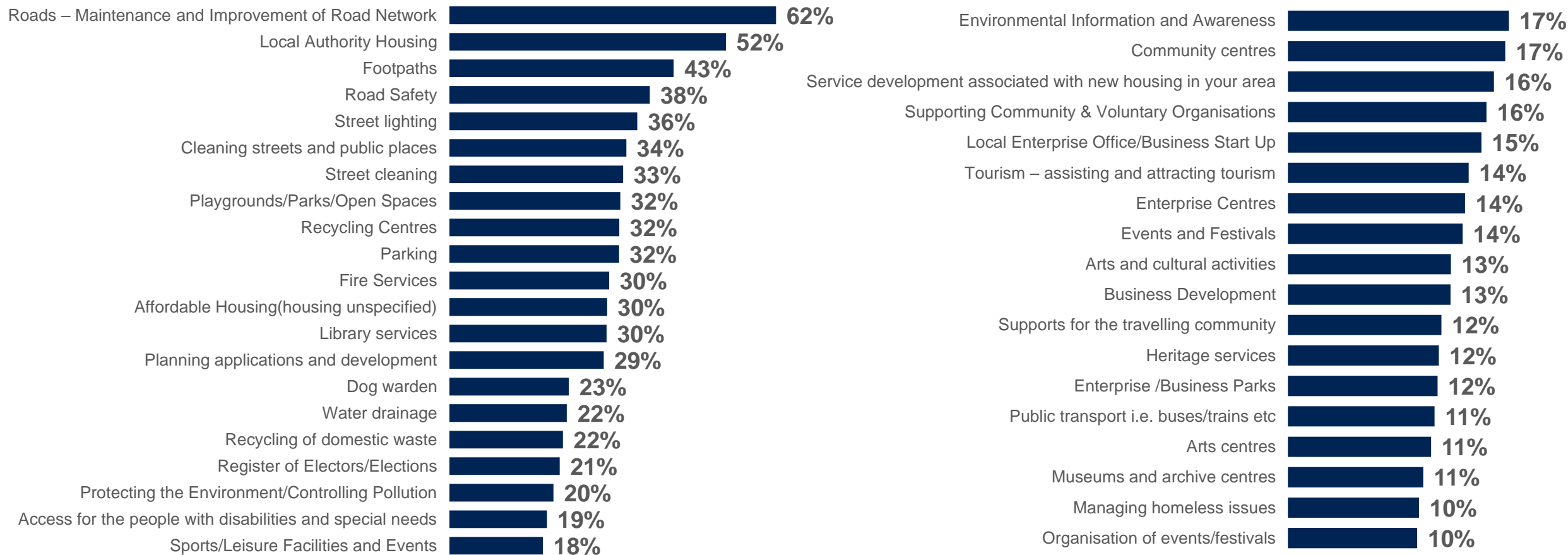


(2019 figures in blue brackets)
(2018 figures in grey brackets)

Q.10 What services do you think [Local Council] provides or are responsible for?
Base: All Respondents: 1,045

AWARENESS OF SERVICES LOCAL COUNCIL PROVIDES

Overall awareness of services provided by the council is low except for Road Maintenance and Local Authority Housing



Q.10 What services do you think [Local Council] provides or are responsible for?
 Base: All Respondents: 1,045

KNOWLEDGE OF LOCAL COUNCIL

87% of respondents have some knowledge about their local council

87%

SOME KNOWLEDGE

(Vs. 84% in 2019)

(Vs. 84% in 2018)

78% 18-34 years

81% 35-44 years

93% 45-64 years

94% 65+ years

Average

Leitrim 90% Offaly 90% Carlow 90% Roscommon 87%

Cavan 90%

Sligo 84%

Westmeath 93%

Longford 76%

Laois 96%

Monaghan 73%

Above Average

Average range +/- 10% of average score

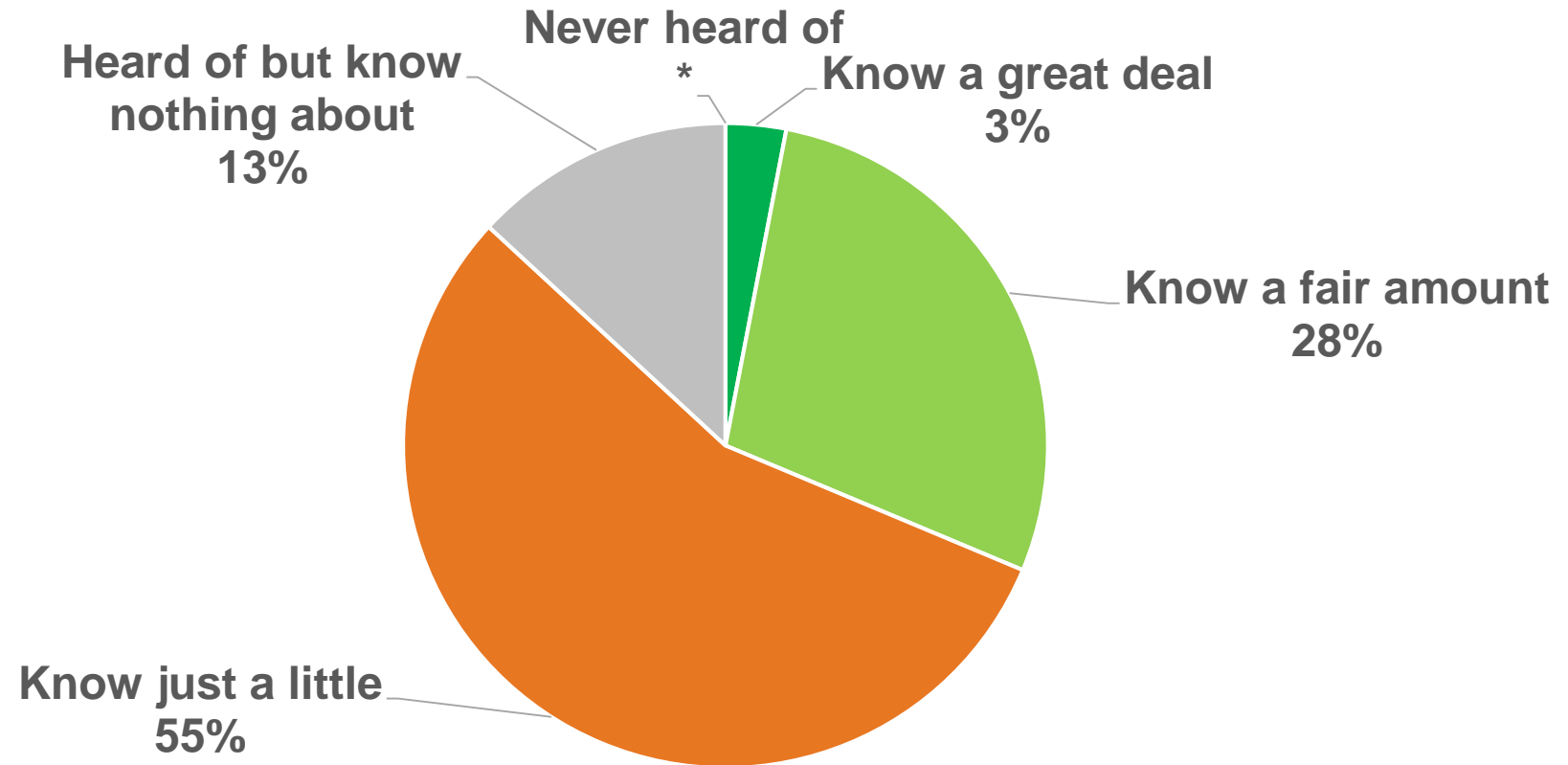
Below Average

Q.8 How much, if anything, do you feel you know about [Local council], taking into account anything you have heard or read about it, any contact you have had or any people you know of who work there? A great deal, a fair amount, just a little, heard of but know nothing about, never heard of.

Base: All Respondents: 1,045

KNOWLEDGE OF LOCAL COUNCIL

The majority (55%) claim that they 'know just a little' about their local council whereas 28% claim to 'know a fair amount' and a minority (3%) claim to 'know a great deal'



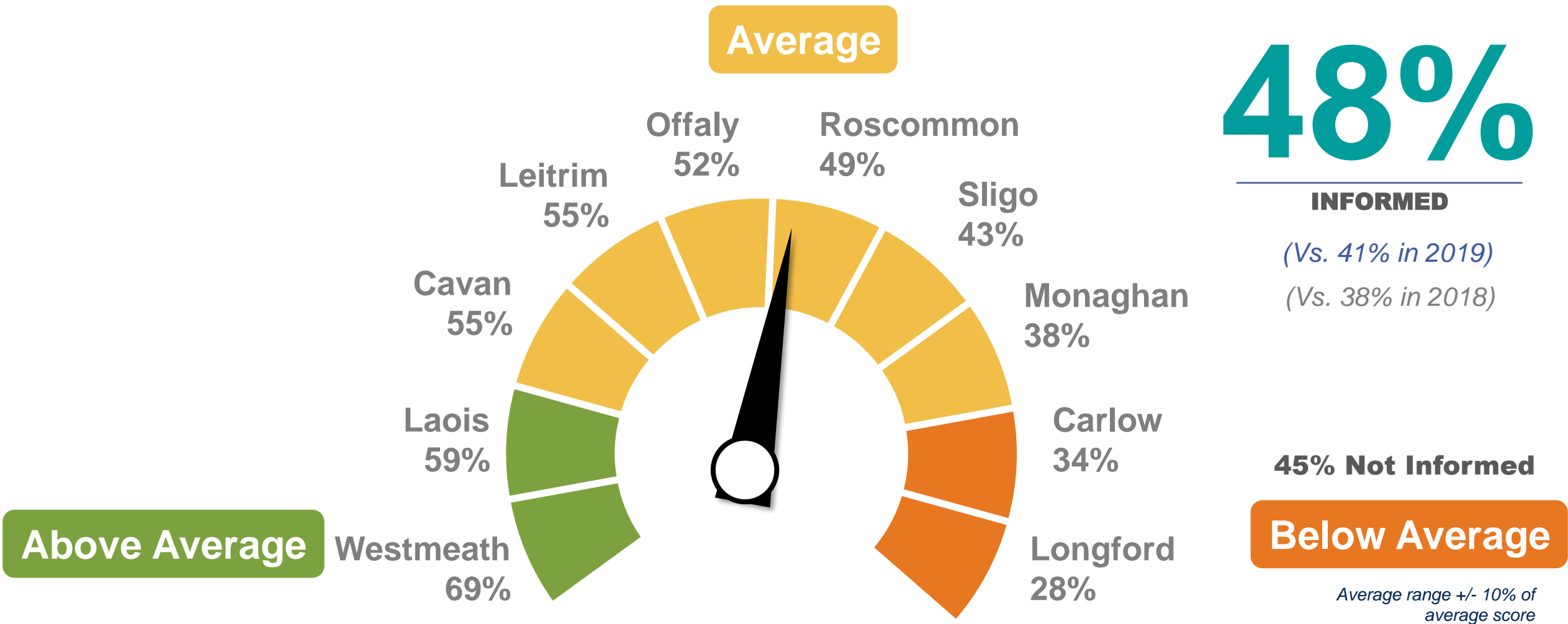
Q.8 How much, if anything, do you feel you know about [Local council], taking into account anything you have heard or read about it, any contact you have had or any people you know of who work there?

Base: All Respondents: 1,045

Please note * = <0.1%

RESIDENTS INFORMED BY COUNCIL

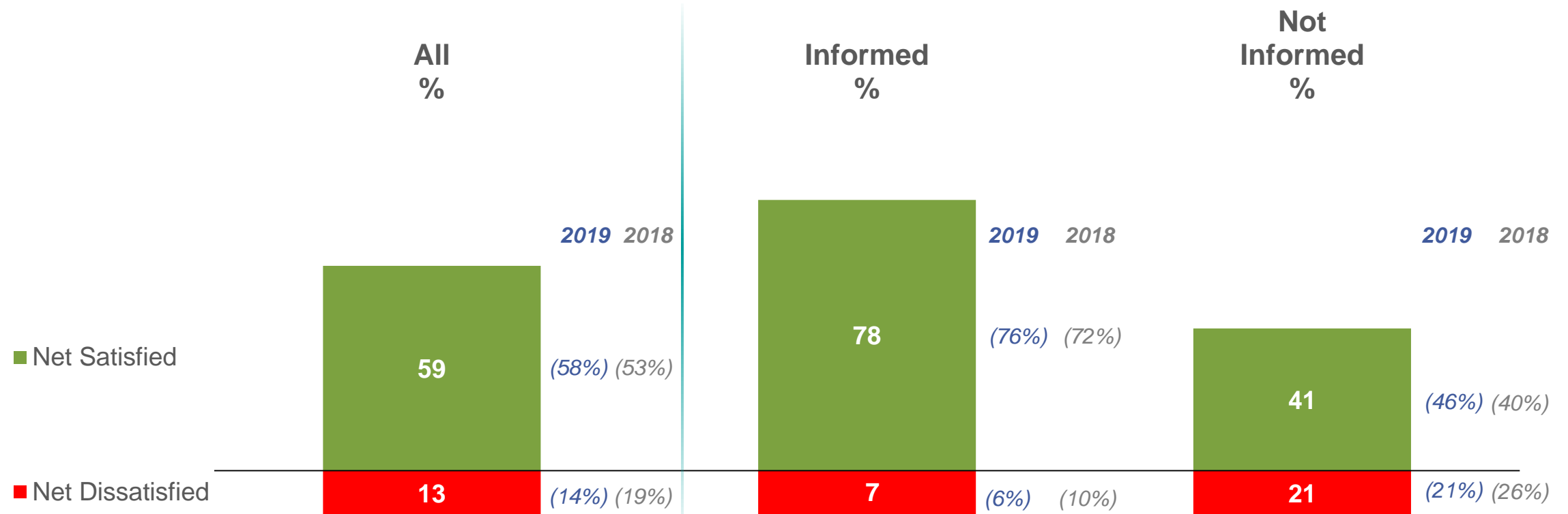
5 in 10 respondents feel informed by their council, with Westmeath (69%) ahead of the group



Q.15 Overall, how well informed do you think [Local Council] keeps residents about the services and benefits it provides ...
Base: All Respondents: 1,045

RESIDENTS INFORMED BY COUNCIL X SATISFACTION

78% (vs. 76% in 2019) of those informed are satisfied with their council, compared to 41% satisfied (vs. 46% in 2019) among those who are not informed



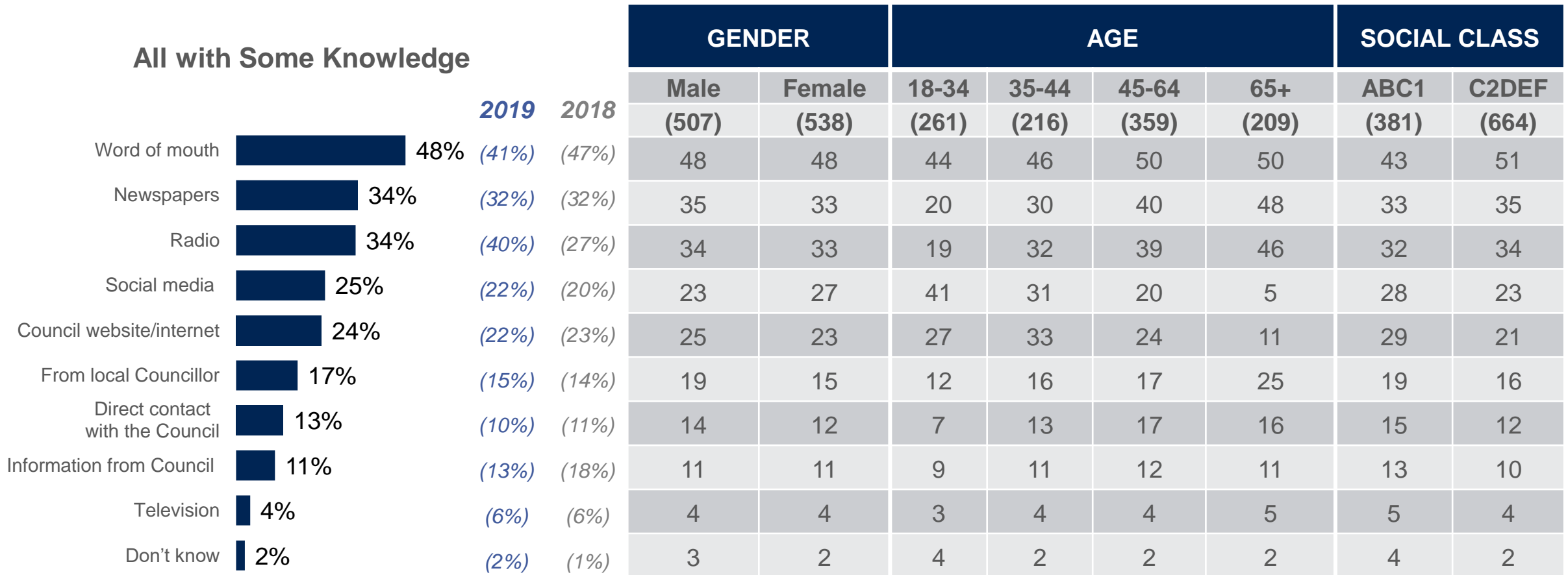
Q.15 Overall, how well informed do you think [Local Council] keeps residents about the services and benefits it provides ...

Q.30 Overall, how satisfied or dissatisfied are you with [Local Council]?

Base: All Respondents: 1,045

SOURCES USED TO FIND OUT ABOUT LOCAL COUNCIL

Word of mouth, newspapers and radio are the most common sources used to find out about the council. Younger age groups frequently use social media, while older age groups are above average for newspapers and radio.

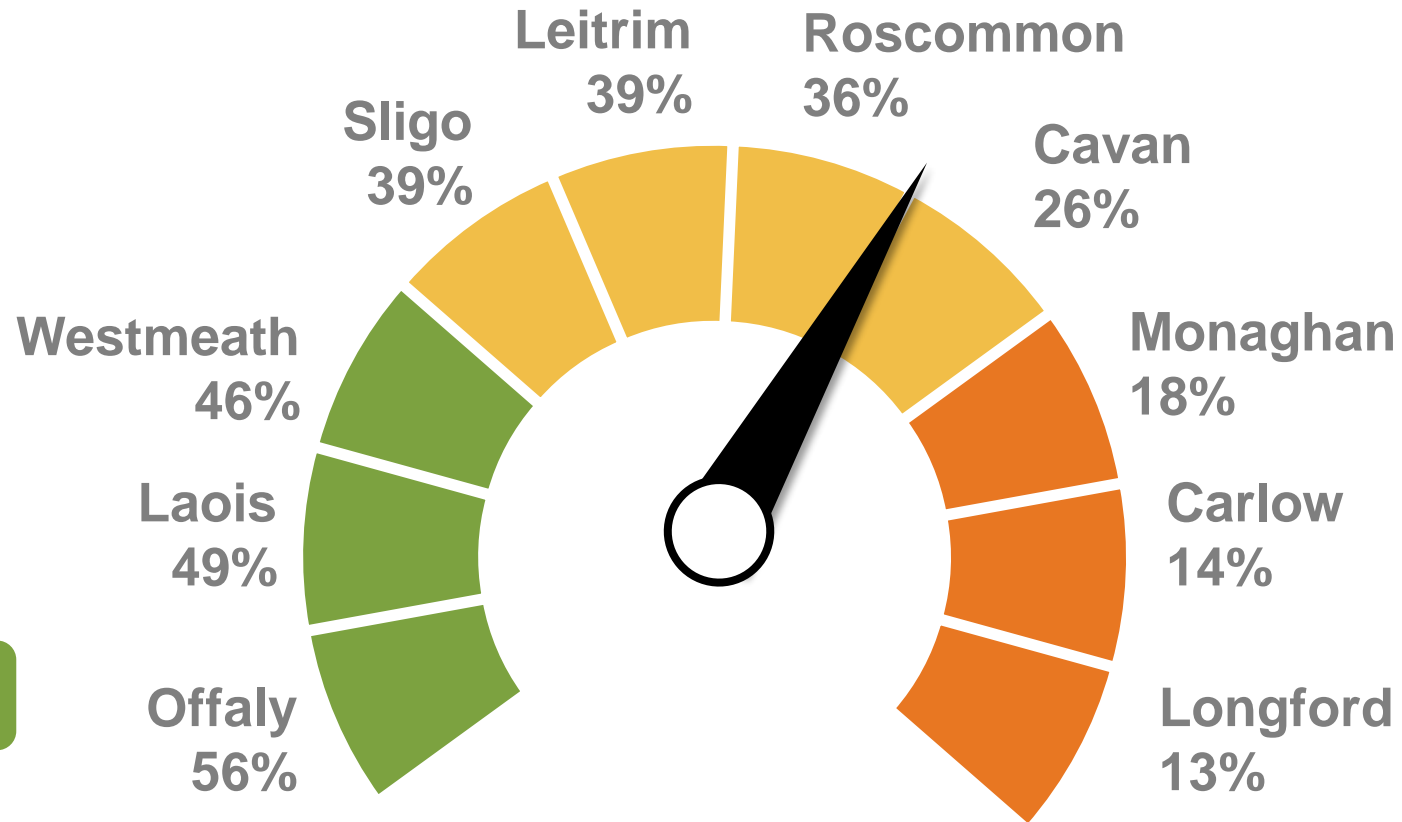


Q.16 How do you find out about [Local Council]?
Base: All Respondents: 1,045

ABILITY TO INFLUENCE DECISIONS AFFECTING LOCAL AUTHORITY AREA

34% of respondents believe that they can influence decisions affecting their area

Average



34%

AGREE CAN INFLUENCE DECISIONS

(Vs. 26% in 2019)
(Vs. 26% in 2018)

Above Average

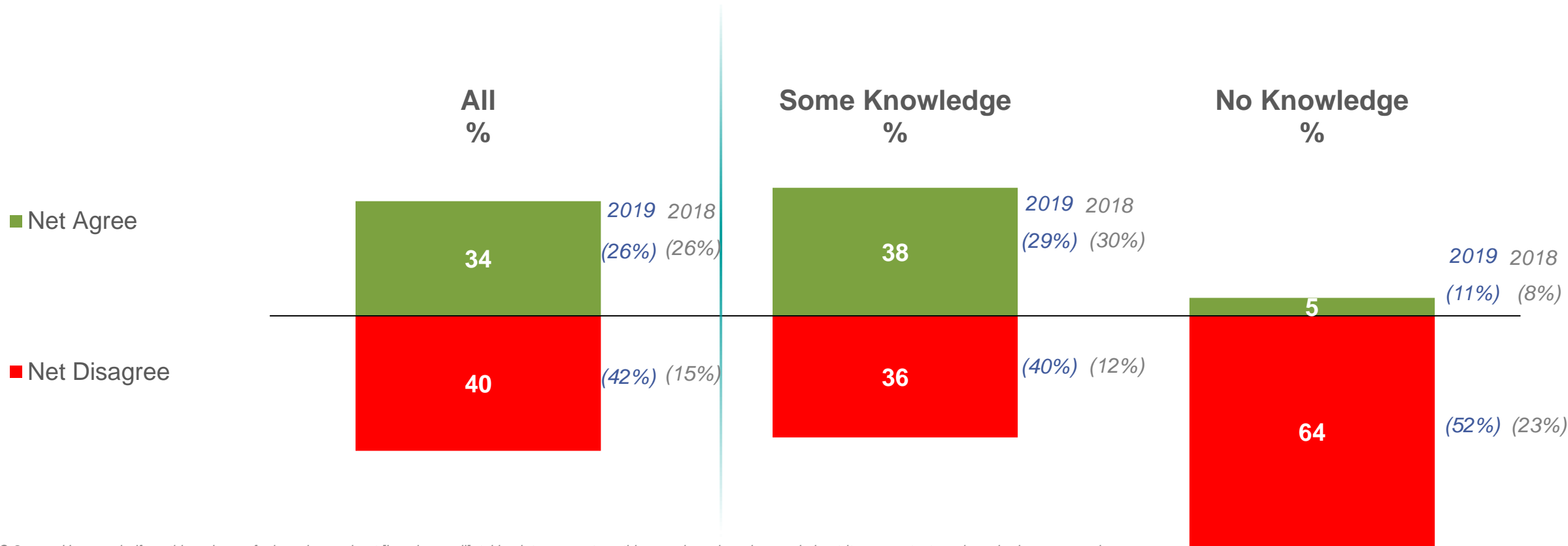
Below Average

Average range +/- 10% of average score

Q.6 To what extent do you agree or disagree that you can influence decisions affecting [local authority area]?
Base: All Respondents: 1,045

INFLUENCE DECISIONS AFFECTING LOCAL AUTHORITY X LEVEL OF KNOWLEDGE

A significant 40% of respondents do not agree they can influence decisions affecting their local authority, which is higher than the 34% that agree they can influence decisions



Q.8 How much, if anything, do you feel you know about [Local council], taking into account anything you have heard or read about it, any contact you have had or any people you know of who work there?

Q.6 To what extent do you agree or disagree that you can influence decisions affecting [local authority area]?

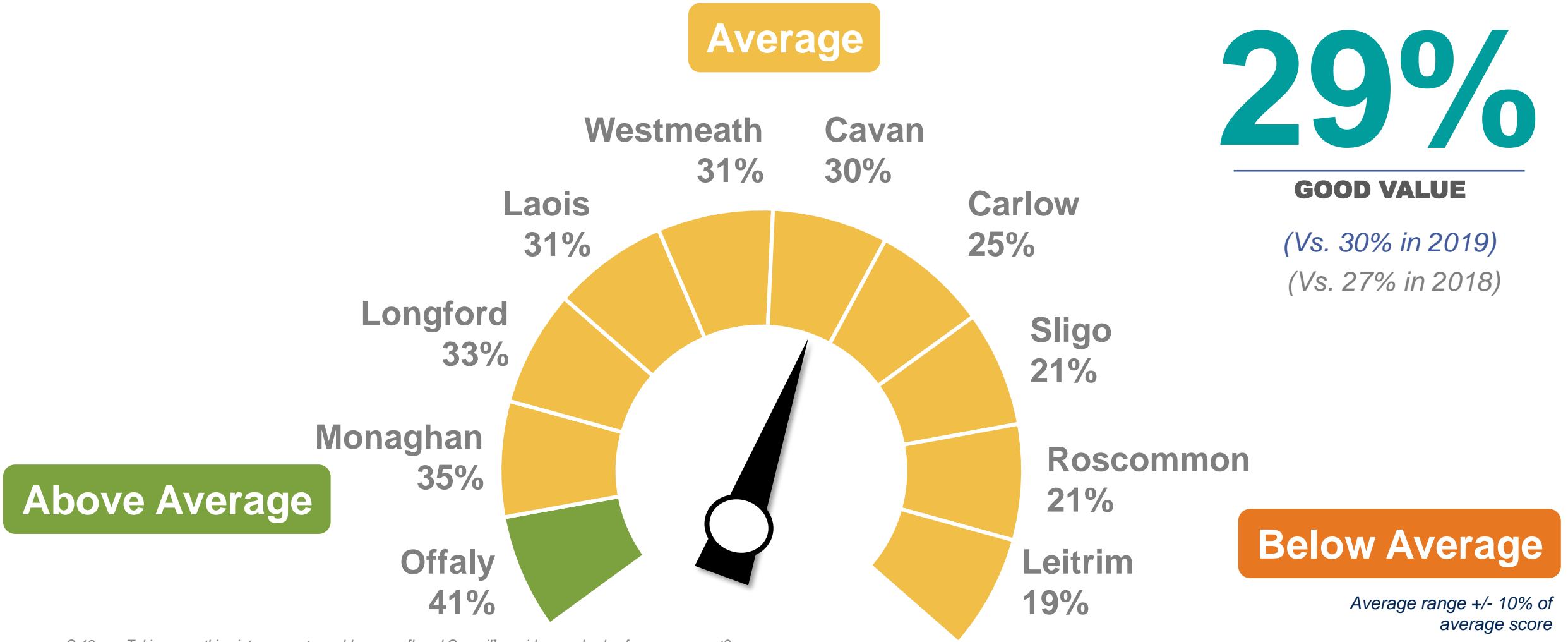
Base: All Respondents: 1,045

VALUE FOR MONEY



VALUE FOR MONEY

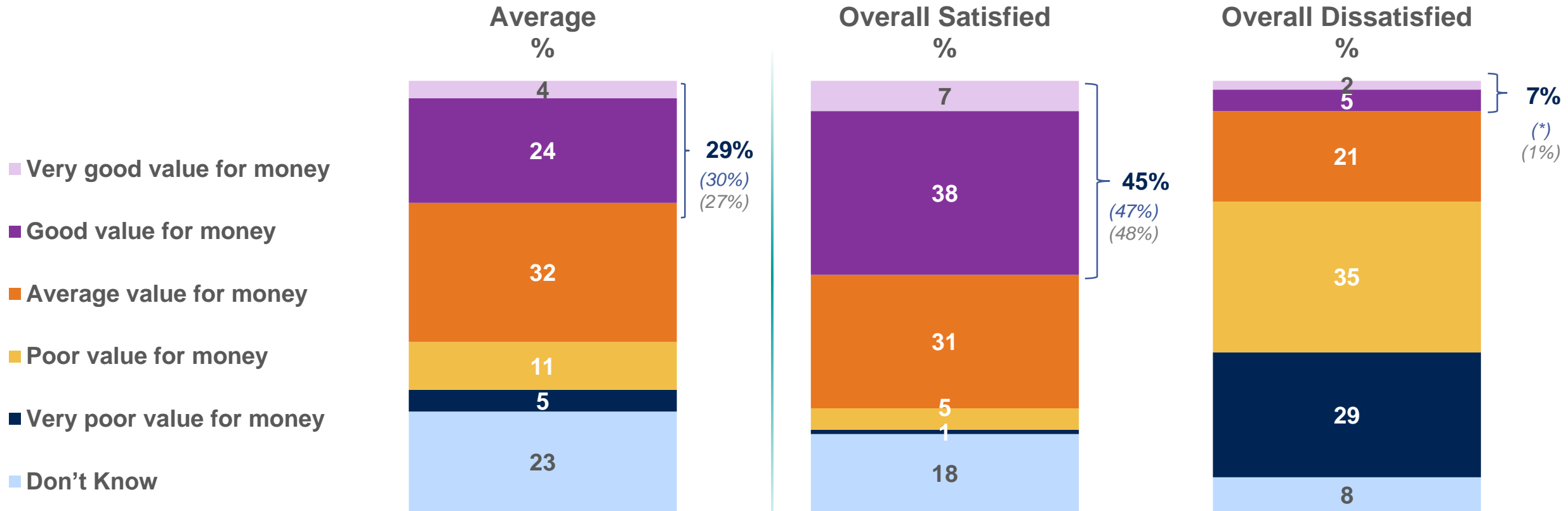
3 in 10 respondents think that their council provides good value for money



Q.18 Taking everything into account, would you say [Local Council] provides good value for money or not?
Base: All Respondents: 1,045

VALUE FOR MONEY

Just over 6 in 10 believe that their council provides very good/good or average value for money (61% vs 66% in 2019). 16% believe they are receiving very poor/poor value for money

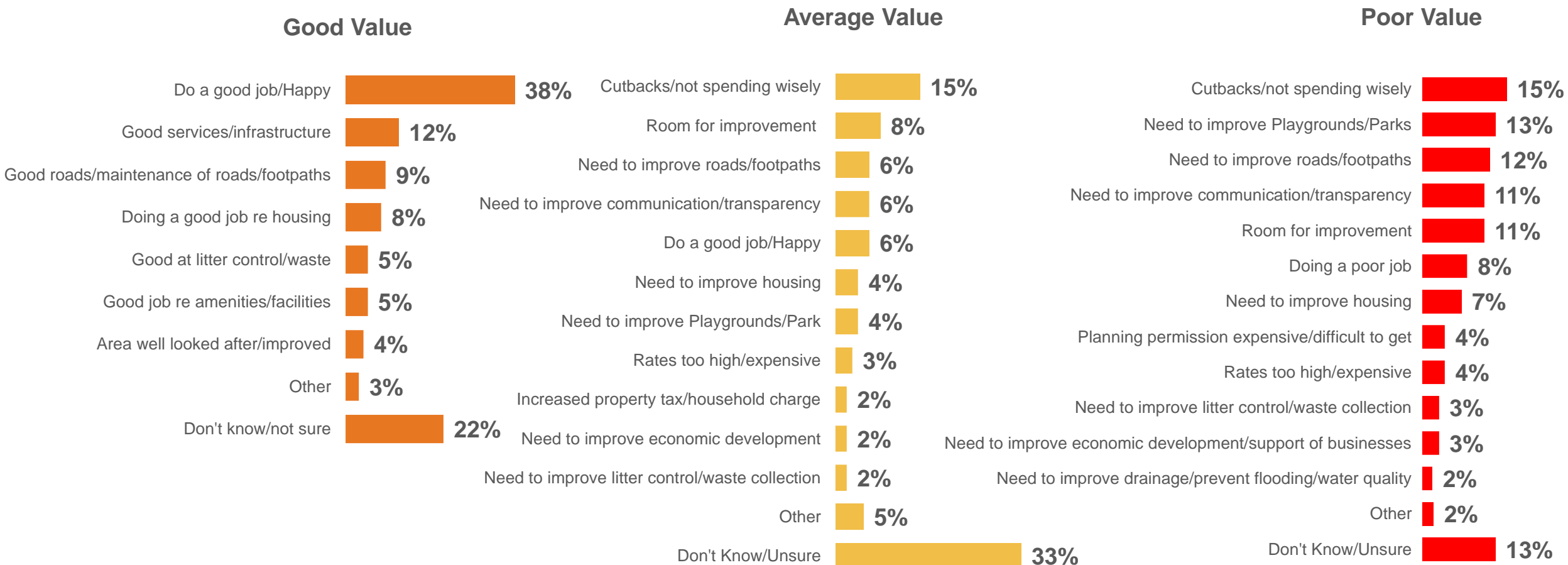


Q.18 Taking everything into account, would you say [Local Council] provides good value for money or not?
 Base: All Respondents: 1,045

(2019 figures in blue brackets)
 (2018 figures in grey brackets)

REASONS FOR VALUE FOR MONEY PERCEPTION

Improvements in roads/footpaths/playgrounds/parks, which by their nature would be more visible to residents, would help improve value for money perceptions



Q.19 Why do you say that?
Base: All Answered Value for money: 802

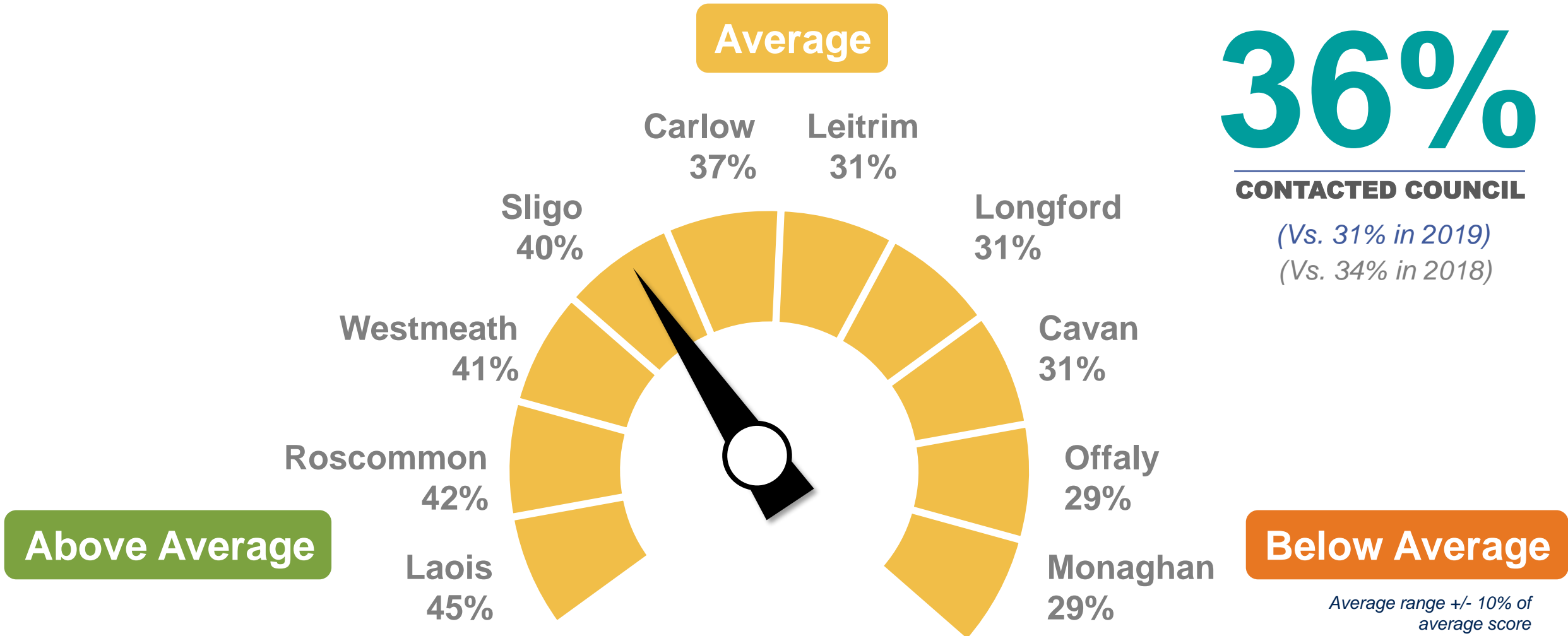
*Multiple answer allowed, only top answers shown

DIRECT EXPERIENCE



CONTACT WITH LOCAL COUNCIL IN LAST 5 YEARS

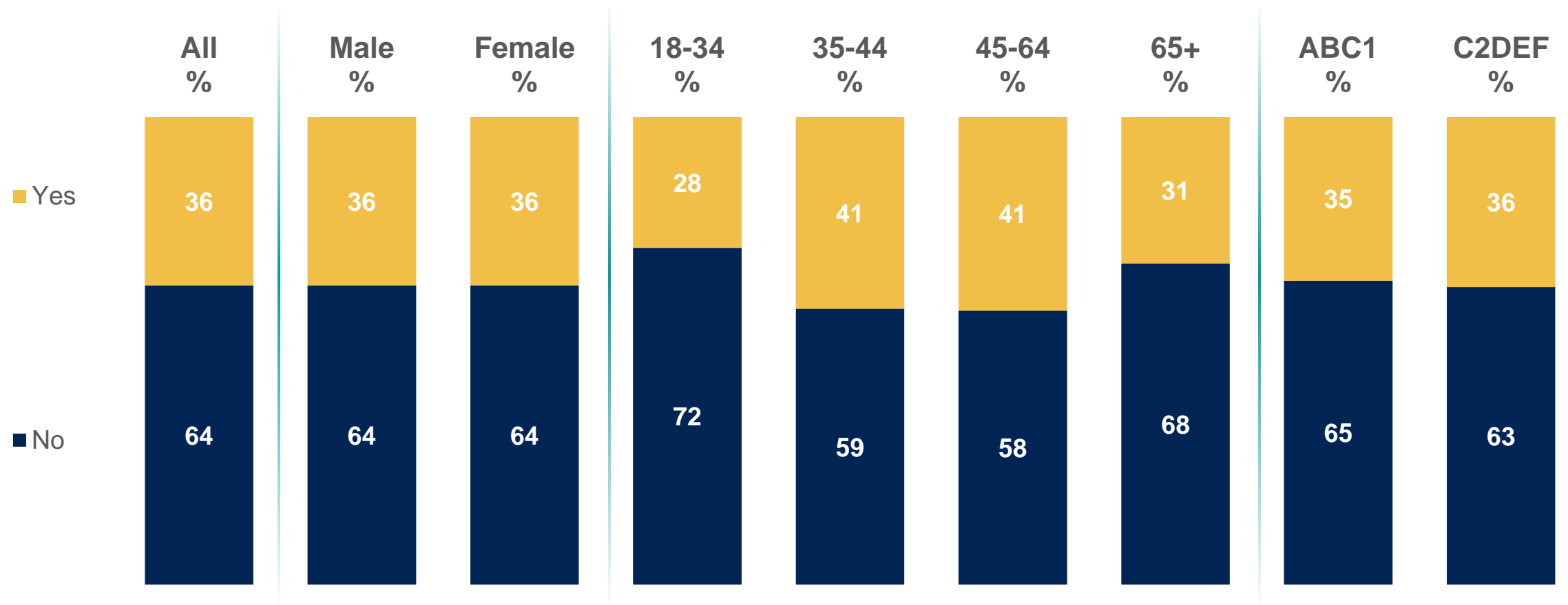
Over a third of respondents contacted their council in the last 5 years



Q.21 Have you personally made contact with [Local Council] for any reason in the past 5 years? ...
Base: All Respondents: 1,045

CONTACT WITH LOCAL COUNCIL IN LAST 5 YEARS

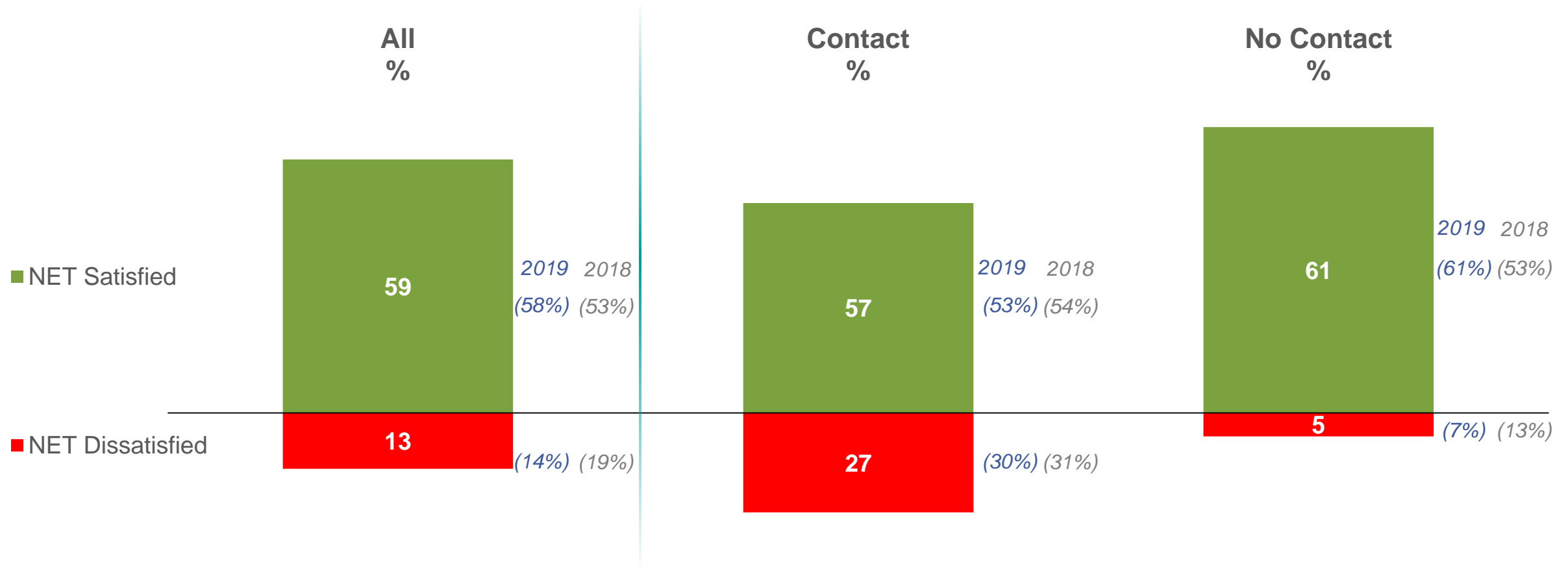
Just over a third of respondents contacted their council in the last 5 years – higher amongst those aged 35-64 yrs



Q. 21 Have you personally made contact with [Local Council] for any reason in the past 5 years? ...
 Base: All Respondents: 1,045

CONTACT WITH LOCAL COUNCIL IN LAST 5 YEARS

6 in 10 respondents who contacted their council in the last five years were satisfied overall. This compares to 61% satisfied for those who had no contact



Q. 21 Have you personally made contact with [Local Council] for any reason in the past 5 years?....

Q. 30 Overall, how satisfied or dissatisfied are you with [Local Council]?

Base: All Respondents: 1,045

CONTACT METHOD

The majority of respondents contacted their council in person or by phone. One in five made contact via email

Contact Method

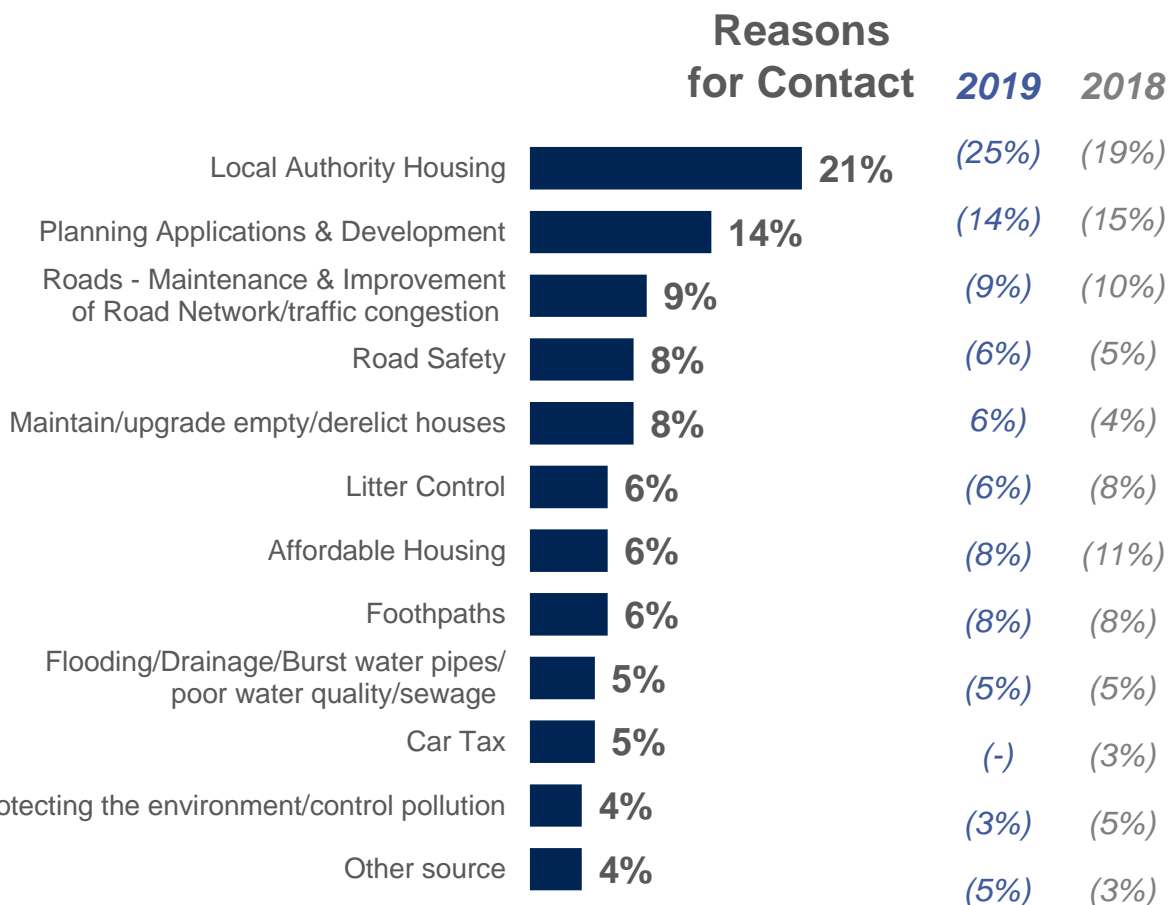
Contact Method			GENDER		AGE				SOCIAL CLASS	
	2019	2018	Male	Female	18-34	35-44	45-64	65+	ABC1	C2DEF
In person	60%	(67%)	(183)	(198)	(74)	(92)	(150)	(65)	(136)	(245)
Telephone	49%	(45%)	62	59	67	54	63	56	60	61
Email	18%	(17%)	48	50	54	48	50	41	48	50
County councillor	16%	(11%)	20	17	27	25	16	5	22	16
Letter	10%	(10%)	22	10	14	19	15	18	15	17
Social Media	3%	(1%)	10	11	13	9	11	5	13	9
Public meeting	2%	(2%)	4	2	4	7	1	-	3	3
Solicitor/accountant/architect	2%	(2%)	3	1	4	2	1	4	2	2
Signed a petition	1%	(2%)	3	2	5	3	1	-	3	2
Other	1%	(1%)	1	*	1	1	1	-	2	*
		(3%)	1	-	-	1	1	-	1	1

Q.22 How did you contact [Local Council] (in the past five years)?
Base: All who contacted Local Council: 381

*Multiple answer allowed

REASONS FOR CONTACT

Local Authority Housing, Planning Applications and Roads were the main reasons cited for contacting their council



GENDER		AGE				SOCIAL CLASS	
Male	Female	18-34	35-44	45-64	65+	ABC1	C2DEF
(183)	(198)	(74)	(92)	(150)	(65)	(136)	(245)
20	22	34	18	18	15	10	27
16	13	20	15	14	6	17	12
13	5	7	12	10	7	9	9
8	8	6	10	5	16	10	7
8	9	9	5	5	17	3	11
6	6	6	8	5	5	9	4
4	8	9	7	5	4	6	6
6	6	3	2	6	14	8	5
6	5	3	5	6	6	6	5
6	3	2	4	5	8	5	4
4	3	2	5	4	2	5	3
4	5	4	6	3	4	3	5

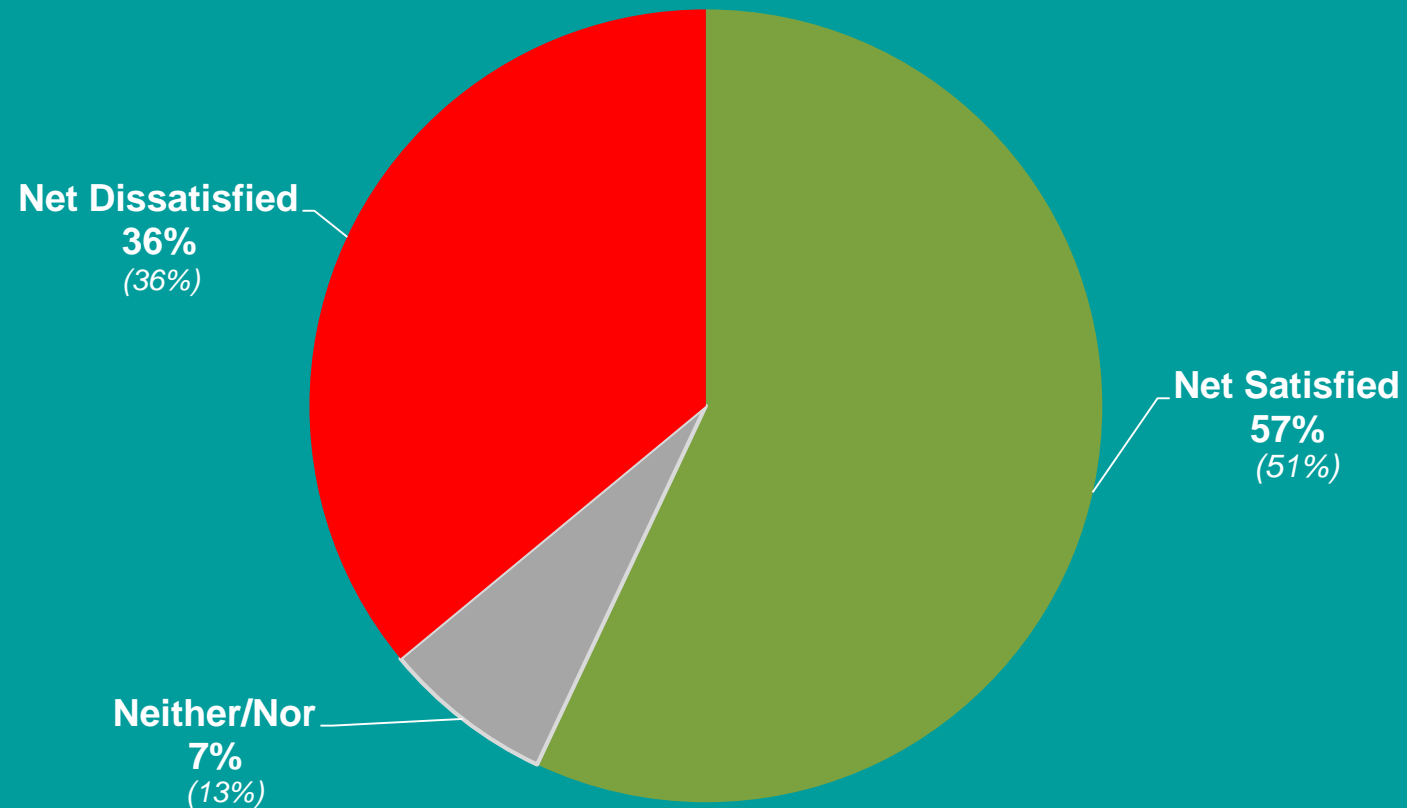
(2019 figures in brackets)

Mentions <4% not shown

Q.23 For which of the following reasons did you contact [Local Council] in the last 5 years?
Base: All who contacted Local Council : 381

SATISFACTION WITH LOCAL COUNCIL HANDLING OF LAST QUERY

Almost 6 in 10 of respondents who contacted their council were satisfied with how their query was handled, but 36% were not satisfied

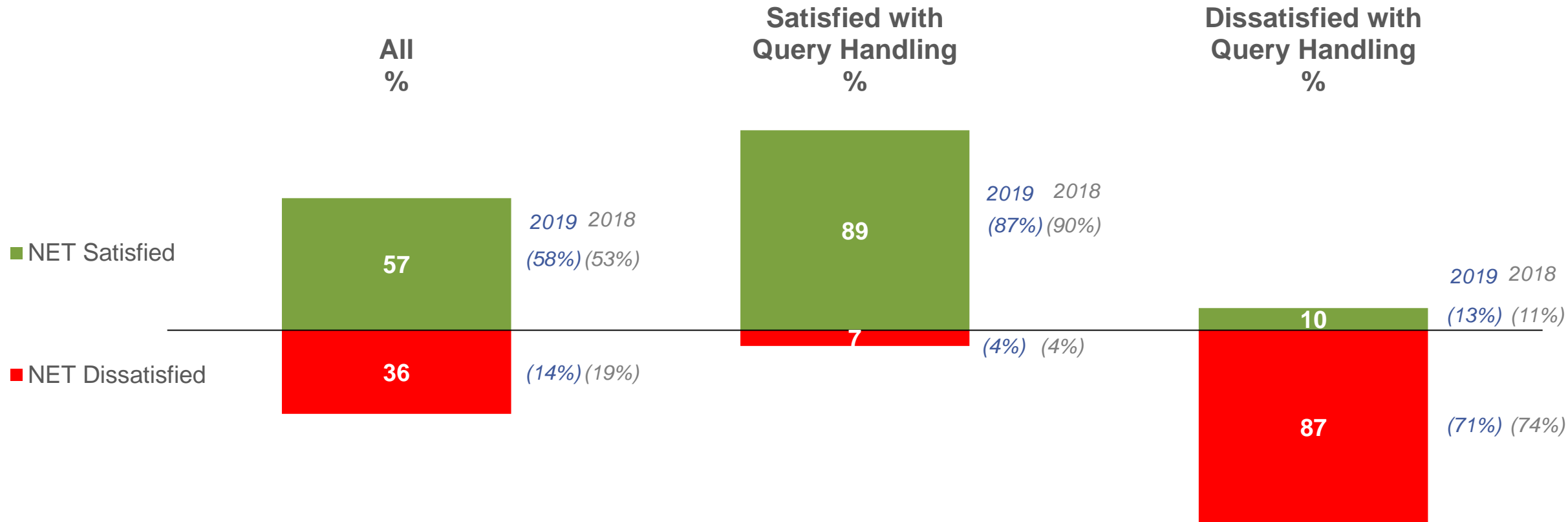


(2019 figures in brackets)

Q.27 How satisfied were you with how [Local Council] handled your most recent query
Base: All Respondents Contacted in Past 5 Years: 381

SATISFACTION WITH LOCAL COUNCIL HANDLING OF LAST QUERY

89% of those who were satisfied with how their query was handled were also satisfied with their council. In contrast, of the 87% who were dissatisfied with how their last query was handled, the majority reported that they were dissatisfied overall with their council

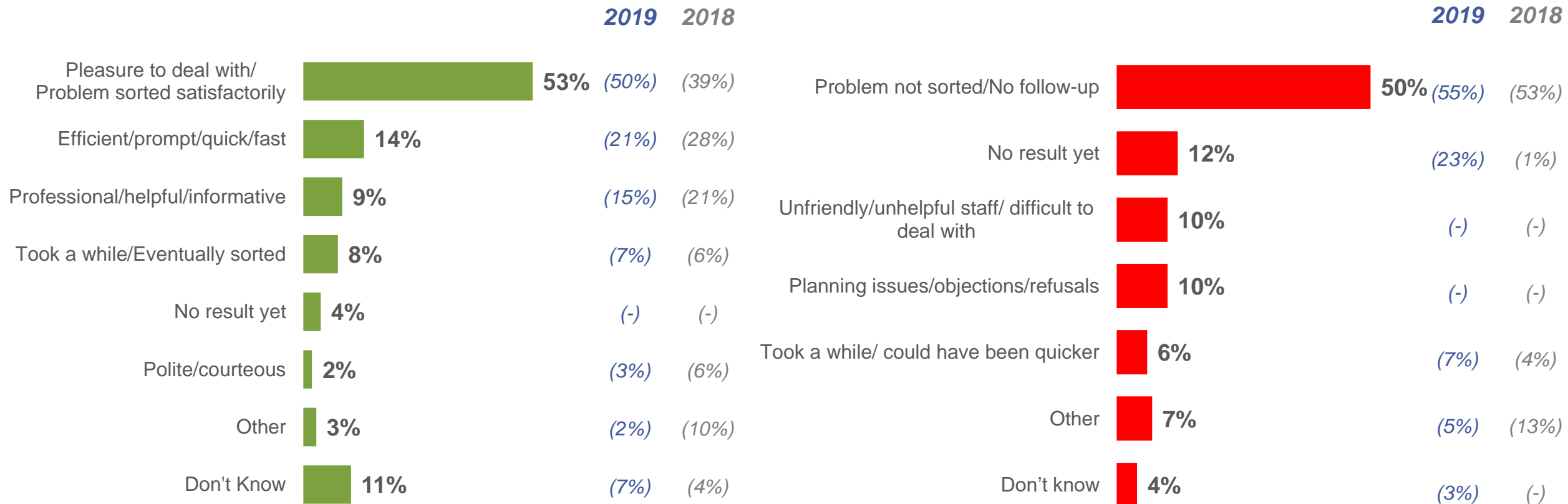


Q.27 How satisfied were you with how [Local Council] handled your most recent query?
 Base: All Respondents Contacted in Past 5 Years: 381

(2019 figures in brackets)

REASONS FOR SATISFACTION/DISSATISFACTION WITH HANDLING OF QUERY

Query resolution, quick response and professionalism were the main reasons for satisfaction among respondents, while problem not sorted or no follow-up accounts for half of respondent dissatisfaction



Q.28 Why were you [INSERT ANSWER FROM Q27] with how [Local Council] handled your last query?
 Base: All Satisfied: 217 / All Dissatisfied: 136

REASONS FOR SATISFACTION

They gave me a prompt answer and recorded my query

Very helpful and solved my problem

They sent out a lady to talk to local residents and she provided hi-vis jackets

The road was resurfaced

The council addressed our concerns and dealt with the problem to our satisfaction

The issue was resolved, planning permission was granted

Lovely lady, pleasant and very nice to deal with

Got lighting for the estate

Q.28 Why were you [INSERT ANSWER FROM Q27] with how [Local Council] handled your last query?
Base: All Satisfied: 217

REASONS FOR DISSATISFACTION

Never addressed the issue, no follow-up

No improvement on the road flooding

Never came out to such a dangerous situation – if water gets into electricity someone could be killed

Not allowed to build a perimeter fence in my front garden. Live on a corner and worried about child safety

They never got back to me and we are still waiting on our local school to be finished

It took nearly a week to have the sign removed

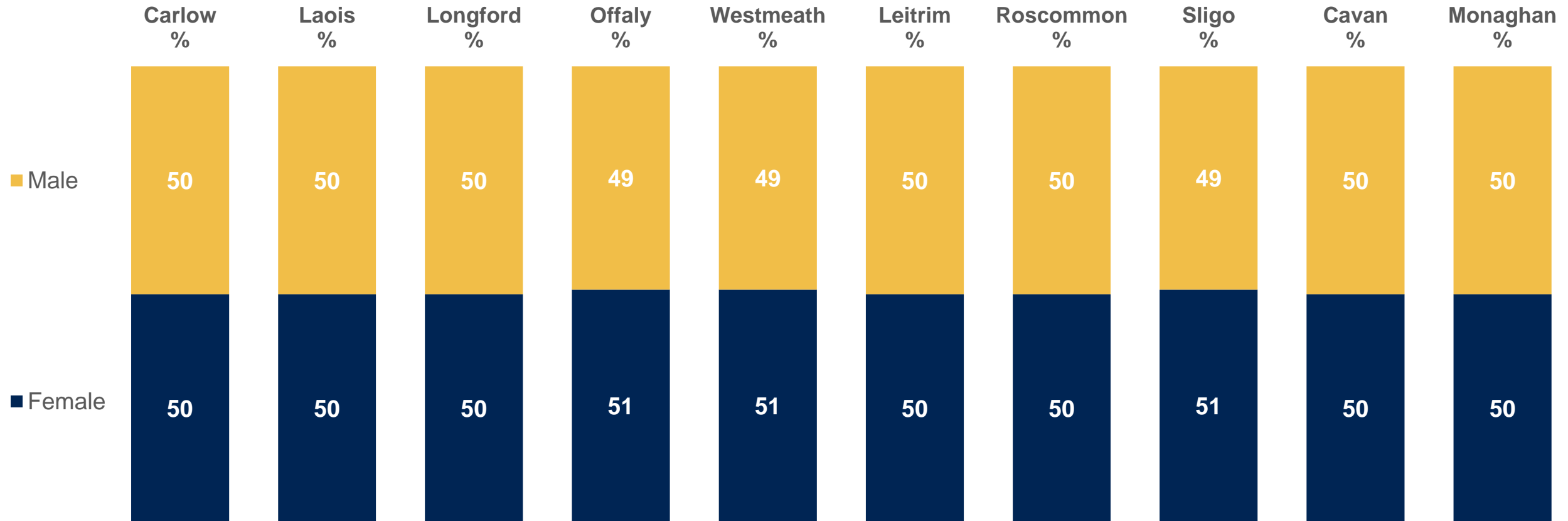
Nothing was done about my problem – the litter is still there

Q.28 Why were you [INSERT ANSWER FROM Q27] with how [Local Council] handled your last query?
Base: All Dissatisfied: 136

APPENDICES: SAMPLE PROFILE

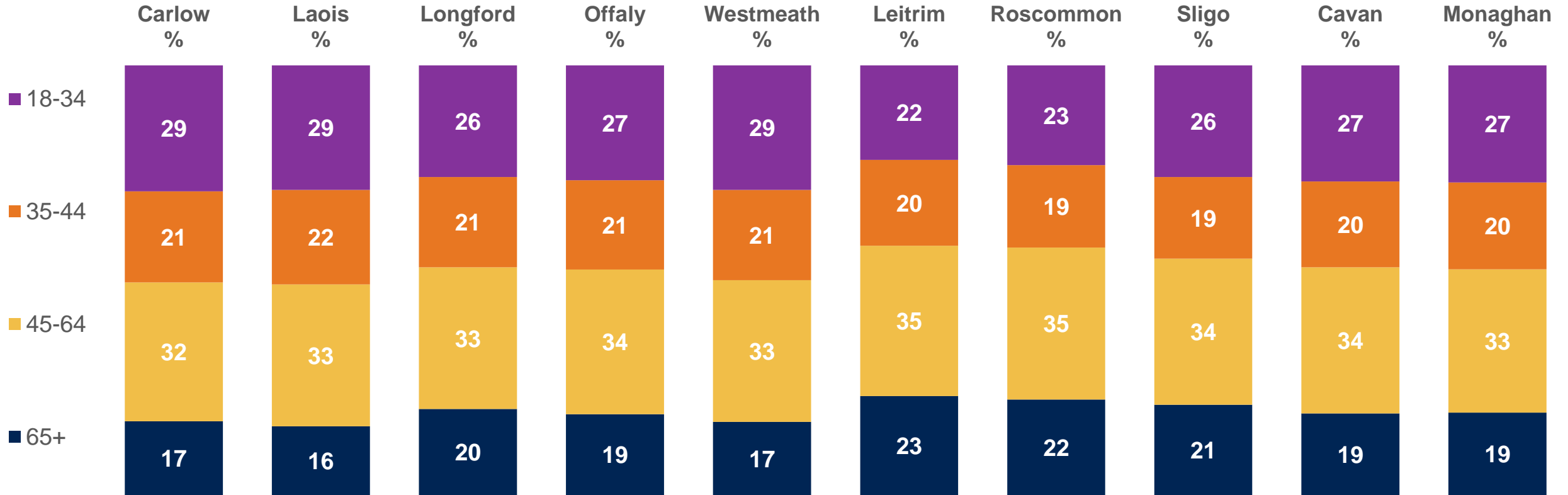
3

GENDER



Base: All Respondents: 1,045

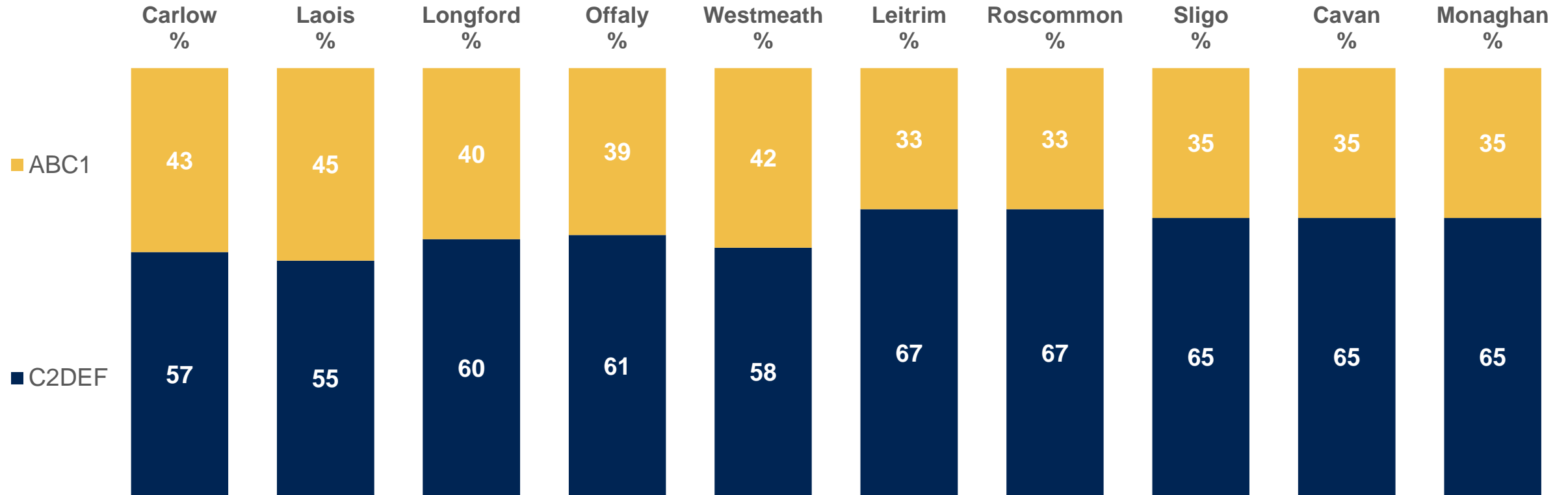
AGE



Where results do not add to 100%,
this may be due to computer
rounding, don't knows/refusals

Base: All Respondents: 1,045

SOCIAL CLASS



Where results do not add to 100%,
this may be due to computer
rounding, don't knows/refusals

Base: All Respondents: 1,045

PAY LOCAL PROPERTY TAX/COMMERCIAL PROPERTY RATES

	Carlow %	Laois %	Longford %	Offaly %	Westmeath %	Leitrim %	Roscommon %	Sligo %	Cavan %	Monaghan %
Pay Property Tax	95	99	84	98	93	92	96	100	95	87
Pay Commercial Tax	3	2	-	1	-	-	3	-	2	3
No	5	1	16	-	7	8	3	-	5	13
Don't Know	-	-	-	2	-	-	2	-	-	-

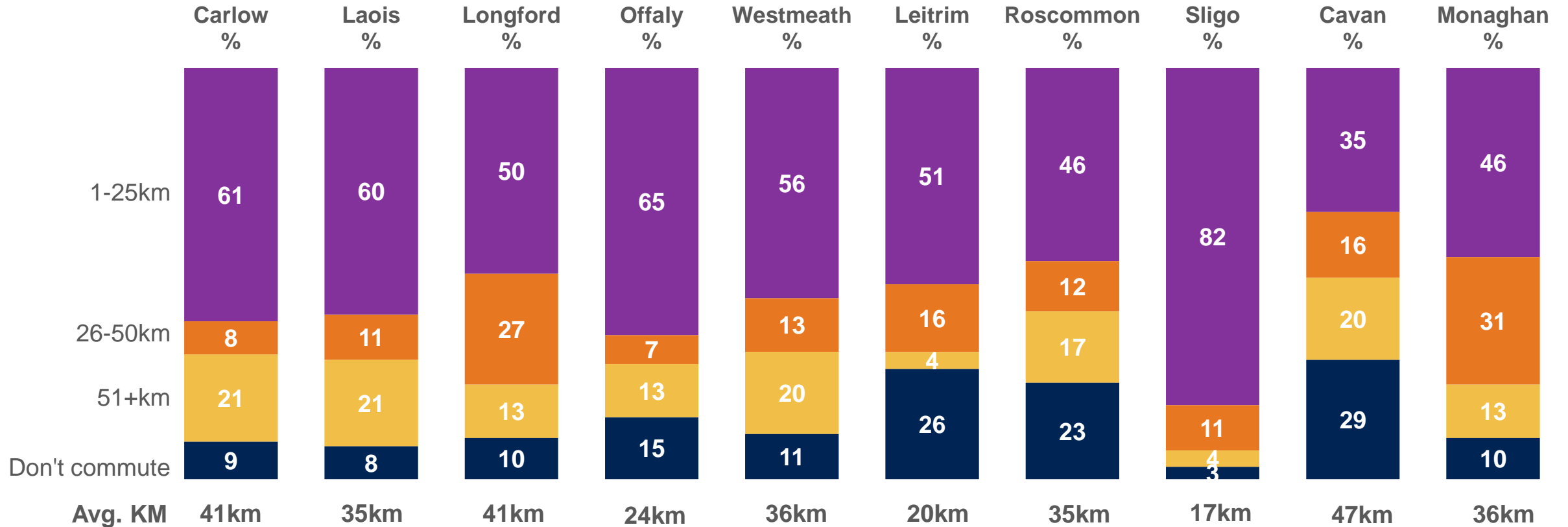
Q.D Do you currently pay local property tax and/or commercial property rates in [local authority area]?

Base: All Respondents who own house: 654

Where results do not add to 100%,
this may be due to computer
rounding, don't knows/refusals

AVERAGE COMMUTE

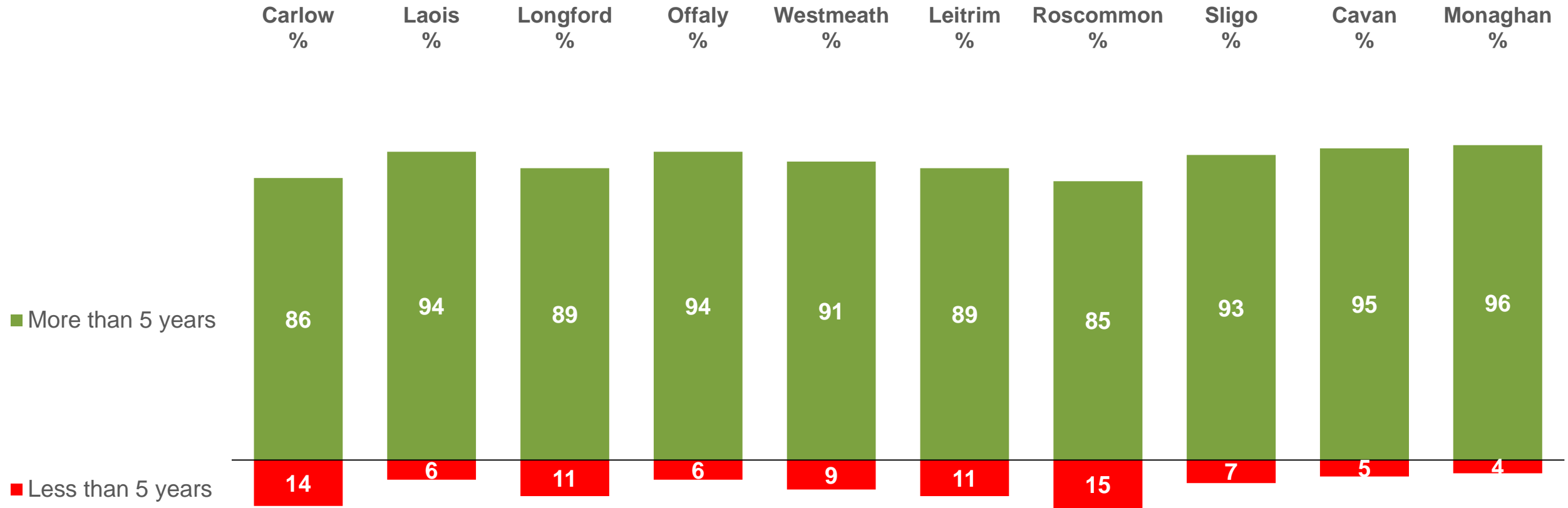
Avg. 33km
vs 24km in 2019



C.8 What is your average commute each day?
Base: All Working/Studying: 613

Where results do not add to 100%,
this may be due to computer
rounding, don't knows/refusals

LENGTH CONTINUOUSLY LIVING IN LOCAL AUTHORITY AREA



Q.4 How many years have you been continuously living in [Local Authority Area]?
Base: All Respondents: 1,045

Where results do not add to 100%,
this may be due to computer
rounding, don't knows/refusals

**THANK
YOU**

**BE
SURE.
MOVE
FASTER.**