Press Release

July 19, 2018

Some welcome news for Fingal in NOAC Report

There was positive news for Fingal in the NOAC report which was published today, scoring in the top 3 in relation to overall satisfaction with a rating of 58%, well above the National average. The National Oversight & Audit Commission report is based on the Ipsos MRBI survey of the general public which was commissioned to establish levels of satisfaction with experience of engaging with local authorities. Fingal was one of 10 Local Authorities whose areas were included in the survey, which involved a total of 1030 interviews completed across the 10 areas - just over one hundred interviews were completed in Fingal.

While Fingal County Council had conducted our own significantly more detailed survey last year, the results of this survey are nevertheless welcome as they contain some positive news for Fingal and would appear to confirm some of the results of our own survey, albeit with a much larger margin of error.

In terms of positive news, Fingal County Council has scored higher than the National average in a number of areas including –

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<thead>
<tr>
<th>Area</th>
<th>Fingal</th>
<th>NA</th>
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<tr>
<td>Overall Satisfaction</td>
<td>58%</td>
<td>53%</td>
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<td>Makes a positive contribution to the quality of life</td>
<td>72%</td>
<td>59%</td>
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<tr>
<td>Playgrounds/Parks</td>
<td>71%</td>
<td>62%</td>
</tr>
<tr>
<td>Road Safety</td>
<td>58%</td>
<td>54%</td>
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It is also reassuring that many of the results appear to be consistent with or show improvement on results from the RedC survey.
Commenting on the results Mayor of Fingal Cllr Anthony Lavin said “It is good to see the positive results for Fingal in this survey which is a reflection of the hard work being done by the management and staff, particularly in relation to Parks and playgrounds which are a wonderful resource for Fingal residents and visitors alike”.

In other areas, particularly those where there are issues of national scale like availability of affordable housing, the generally low scores of the RedC survey are borne out in this survey. This survey gives us a context of similar scores from other local authority areas that we did not have in our own survey. In this regard, under the Rebuilding Ireland Programme the Minister recently announced the commencement of legislation with regard to the provision of Affordable Housing. Fingal County Council is actively working on developing plans in this regard. In addition the Council is progressing 300 applications under the rebuilding Ireland home loan scheme.

In terms of Value for Money this survey shows Fingal at 30% whereas our own survey showed 44%. This may be a function of sample size however it does confirm our prioritisation of growing awareness of initiatives.

Most notable is that both surveys highlight the relationship between awareness and satisfaction. In our presentation of the RedC results and again in these results, the surveys show that in areas where there are low awareness scores, low satisfaction scores are also found.

Welcoming the positive results for Fingal and commenting on this relationship between awareness and satisfaction Chief Executive Paul Reid said “Awareness raising and communications have been set as priorities for Fingal following the RedC survey last year. As part of this awareness building strategy we have launched Fingal News a bi-monthly ezine which is a valuable tool in informing our residents about what the Council does. At the recent Flavours of Fingal Show we also had a Fingal Village showcasing the many and varied services we provide. These results serve as a useful reminder that the promotion of our Council and what we do needs to remain as a priority.”

The full report can be found on the NOAC website.

ENDS
For further information contact Press@fingal.ie