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Holly Morrin

Dr. Bernie O'Donoghue Hynes

Dr. Des Delaney

Ailish Mitchell

2023 Local Government Services Report:

Service Awareness, Engagement, Satisfaction, and Sentiment



LGMA
Local Government
Management Agency



Rialtas Áitiúil Éireann
Local Government Ireland

2023 Local Government Services Report: Service Awareness,
Engagement, Satisfaction, and Sentiment.

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CCMA Corporate Committee Research Advisory Group Members

Brian Barrett, Galway City Council (**Chair & representative from the CCMA Corporate Committee**)

Mairin O'Sullivan, Cork County Council

Pauline Treacy, Dublin City Council

Ms. Karen Boyle, Wicklow County Council

Suzanne Duffy, Leitrim County Council

Previous members

Ruth McNally, Galway City Council, **Chair**

Clare Curley, Tipperary County Council, **Chair**

Ms. Gemma Whitty, Wicklow County Council

Brenda Hegarty, Leitrim County Council

Foreword

This is the third year the local government sector has published a customer service report. The report presents trends in relation to awareness about local authority services provided, channels used by the public to engage and communicate with local authorities, services most frequently used by the public, levels of satisfaction with these services, and the public's general sentiments about local authorities.

What is evident is that levels of awareness about local authority services are driven by use but also by levels of media attention some services attract. For example, people have high levels of awareness that local authorities provide services such as libraries, litter bins, or footpaths as they are used by a large number of people on a daily basis. However, people also have high levels of awareness about local authority services that many people do not engage directly with on a frequent basis, such as planning or social housing, but they are topics that are monitored and reported on in the media on an on-going basis. There are other instances where awareness is not as high most likely due to the specialist nature of the service, for example the business supports offered by local authority Local Enterprise Offices (LEOs). Local authority communications staff are using this knowledge to help improve our communications and engagement with the public and target groups, as our aim is to ensure that all who need to know about services, are kept informed.

The report moves on to consider which

services are used by the public and levels of satisfaction with services. The primary services being utilised each year are consistently reported as litter bins, recycling centres, parking, motor tax collection, libraries and local outdoor leisure amenities such as parks, playground or sports amenities. These are also services that the public express high levels of satisfaction with. There was one new finding relating to service use in 2023, that had not been evident in previous years. There was a noticeable shift in the profile of road users, with younger people and males using roads more than older people and females, a pattern most likely driven by changing work patterns post pandemic.

The results also show that people feel local authorities have made marked improvements in relation to online service delivery and innovations over the past two years. People have also highlighted an overall improvement in services over the past three years as well as satisfaction with the ease in accessing local authority services.

A key theme explored in detail in 2023 was climate action. The findings highlight the huge interest the public have in this area. Local authorities were called upon to take a lead role in calling together key stakeholders, such as government departments, agencies, local communities and the farming community to work jointly on addressing the major challenges posed by climate change. There was a strong

endorsement of actions taken by local authorities to date and encouragement to expand our work in this area. One of the recommendations made by focus group participants was that local authorities use KPIs to track progress being made and to capture the breadth of work being carried out by local authorities. This action has been realised as the LGMA published the first 2022 Local Government Climate Action KPI report in December 2023 and the second report for 2023 is due to be completed mid-year 2024.

We are pleased to note that those who use local authority services have a more positive view of local authorities than those who have not used services. This suggests that perceptions about local authorities improve following direct engagement with our services and our staff. The targeted customer satisfaction surveys that took place in 2023 with customers using libraries and tenants submitting housing maintenance requests, consistently revealed very high levels of satisfaction with staff, regardless of the service people were using. The report also reveals that people who have a strong sense of belonging to their local area report greater satisfaction with service delivery than those who do not feel a sense of belonging. This is important for local authorities to know as it endorses the strong focus on place-making that informs key initiatives driven by local authorities such as Town Centres First. Supporting strong communities and shaping the environment they live, work and socialise in, is what local authorities strive to do, as well as supporting the business community and other stakeholders to come together to support this objective.

These are good messages for the sector, but we also know we must continue to work to improve our communications with people and work with stakeholders as effectively as possible. Through the continued use of this national customer service survey and focus groups, we will monitor and evaluate our performance in order to keep enhancing services and improve our overall service delivery.

Kieran Kehoe
Chair

CCMA Corporate Committee



Cumann Lucht Bainistíochta Contae agus Cathrach
County and City Management Association

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Executive Summary

Respondent profile

- 2,066 participants took part in the 2023 customer service survey. The sample was proportionately representative of the general population by gender, age and size of local authority population.
- 72% of respondents had a strong sense of belonging to their local area and 68% had been living in their local area for more than 20 years, or all their lives.

Awareness of local authority services

29 services were detailed, and respondents were asked whether they were aware local authorities provided the services.

- 99% of respondents were aware that local authorities provided some, or all, of the 29 services listed.
- Awareness levels increased in 2023 when compared with 2022 for 15 services. There was no change for seven services and a minor decrease in awareness for the remaining seven services.
- Respondents aged 55+ demonstrated the highest awareness levels across 23 of the 29 services. Those aged 18-25 had the lowest levels of awareness except for sports, leisure, community, and youth centres, and tourism services.
- Men were more aware that local authorities provided sport, leisure, community and youth centres, as well as the urban and village renewal scheme, fire services and business support services, relative to female respondents.

- Respondents in Munster had the highest levels of awareness for 17 of the 29 services. Regional differences were noted for motor tax with lower awareness that local authorities provided this service in Dublin. Munster reported high awareness for cemeteries while respondents in Dublin were more likely to be aware local authorities provided sports, leisure, community and youth centres.

29 Local Authority Services

Footpaths

Street Cleaning

Street Lighting

Litter Control

Roads

Library Services

Housing

Local Outdoor Leisure Amenities

Recycling Services

Community Supports

Water/Roadside drainage

Planning & Development

Parking & Road Safety

Dog Warden Service

New Housing Dev Support

Promoting County Development

Cemeteries and Burial Grounds

Register of Electors/Elections

Traveller Accommodation

Sports/Leisure & Com/Youth Centres

Homeless Supports

Fire Services

Urban and Village Renewal

Arts & Heritage Services

Environment Protect/Awareness/

Enforcement

Tourism/Events

Motor Tax Collection

Monitoring Waterways/Beaches

Business Support Services

Reported service use

The survey sought to identify how many respondents had used any of the 26¹ services detailed in this section, over the previous year.

- 96% of respondents had used at least one local authority service in the previous 12-months.
- The six most used local authority services were: litter bins, recycling centres, parking, motor tax collection, library services, and local outdoor leisure amenities, the same services as those identified in 2021 and 2022.
- Respondents aged 55+ were more likely to use recycling centres, motor tax and cemeteries and burial grounds. The youngest age cohort (18-24) reported the highest use of roads, parking and sports, leisure, community and youth services.
- Males reported higher use of roads, sports, leisure, community and youth centres and register of electors while a higher percentage of females used libraries.
- Higher rates of service use were observed in the Rest of Leinster and Munster for motor tax and parking. Respondents in the Dublin region reported the lowest use of these services but higher use of litter bins, library services and local outdoor leisure amenities.

Satisfaction with services used

Respondents who reported engaging with one or more service were asked to rate their level of satisfaction.

- Satisfaction rates were more than 70% for nine services and 50% or higher for 20 services.

- Satisfaction was strongest for library services (90%) followed by cemeteries and burial grounds (82%), arts and heritage services (82%), register of electors (81%) and recycling centres (78%).
- Results from two additional targeted surveys in libraries and housing maintenance sections support the view that the national survey customer satisfaction results are most reliable when the sample size is large (i.e., a minimum of 200+ service users).

Channels of engagement

Respondents were asked to select the channels they had used to engage with local authorities over the past five years.

- 70% of respondents reported using websites to engage with their local authority within the past five years. The next commonly used channels of engagement were online, in person, over the phone and email, ranging from 48% to 43%. Numbers engaging using third parties, public meetings and text alerts were smaller.
- Engagement with websites was more prominent within the past two years. Prior to this, in-person contacts with staff had been the preferred mode of engagement. Engagement using email, online services, social media, and text alerts had all increased over time while engagement in public meetings and via letter had decreased.

¹ Footpaths, street cleaning and street lighting were removed from the list of 29 services.

Sources of information

The various sources of information about local authority services were identified by respondents.

- Websites were the primary source of information with 49% using local authority websites and 8% using other websites. Local newspaper (30%) and family and friends (28%) were the second and third most common sources of information.
- A higher percentage of females than males used Facebook as a source of information.
- The older cohorts (65+) preferred traditional sources of information such as local newspapers, local radio, or contacting councillors or local authority staff relative to other age cohorts. Respondents aged 18-24 were least likely to use any of the channels (especially websites) but more likely to use Twitter and posters and leaflets. Overall, engagement through social media channels was higher for those aged between 25-44.
- Respondents in Munster were more likely to get their information from local radio, local newspaper, or face-to-face communication, relative to other regions. Respondents in the Dublin region were least likely to use local newspapers or radio and most likely to get information from posters and leaflets, TV and national newspapers. Local authority websites were used at a higher rate than other regions by respondents in Connacht/Ulster.

Sentiment

Levels of agreement were recorded for 12 statements provided under three themes.

- The statements with the highest level of agreement related to local authorities (i) improving online services (51%), (ii)

becoming more innovative (45%) and (iii) being simple and easy to interact with (43%).

- There were higher levels of neutrality than disagreement across 10 of 12 the sentiments. Disagreement was highest in relation to (i) local authorities keeping people informed (40%) and (ii) knowing the local authority well through seeing advertisement and contacting them (32%).
- There was an increase in agreement over the three years, for four of the sentiments: (i) easy to engage with local authorities; (ii) local authorities dealing with people in a fair and equal manner; (iii) an overall improvement in services; and (iv) knowing the local authority well.
- Agreement levels remained stable across the three years for three sentiments: (i) the local authority keeps me informed; (ii) there has been improved access to service and decision making for minorities; and (iii) improved access to services and decision making for people with disabilities.
- For four sentiments, a drop in agreement was recorded between 2022 and 2023. However, the 2023 agreement levels were improvements when compared with 2021. These sentiments were: (i) local authorities are more customer focused; (ii) more innovative, (iii) have improved online services and (iv) customers are happy with how enquiries were handled.
- The sentiment relating to local authorities being more age friendly was introduced in 2022. Agreement with this sentiment decreased to 25% in 2023 from 32% in 2022.

Further insights

- Respondents who reported using local authority services at some point over the year, were more positive about local authorities and had higher rates of agreement with all sentiment statements compared to respondents who had not used local authority services.
- Respondents with a strong sense of belonging to their local area had higher levels of agreement to all sentiment statements compared to those who did not have a strong sense of belonging to their local area.

Special theme: Digital services

- 47% of respondents found it easy to access local authority digital services. 7% found it difficult to access digital services, the remaining respondents answered neutrally (46%).
- The key barriers to accessing digital services were lack of awareness about online services (48%) and discomfort with using technology (41%).
- Respondents identified a desire for increased support to use online services in local authority offices (50%), better advertising of online services (49%) and phone support to use online services (47%).

Barriers to using digital services

- Lack of awareness of online services
- Uncomfortable using technology
- Service difficult to use/navigate
- Don't like giving my details online
- Lack of access to the internet
- Lack of access to a device
- Lack of accessibility supports

Climate action: Survey Results

- There were varying levels of awareness about the 11 local authority climate action work areas identified. Awareness was highest for the emergency/severe weather management service at 53%.
- Of the 11 work areas, biodiversity enhancement was the top choice for increased local authority involvement. Results ranged between 52% for biodiversity enhancement to 38% for promotion of nature-based solutions to mitigate climate actions.
- The top three activities that respondents were actively involved in were minimising home energy use (90%), shopping to support local producers (81%) and using sustainable travel (61%).
- Over three quarters of respondents (76%) agreed that local authorities should communicate more on severe weather preparation.
- 78% of respondents selected newspaper/radio as a preferred channel for local authority communication on climate action, closely followed by social media (75%).

Climate Action: Focus groups

- People were broadly aware of the key role local authorities played in relation to addressing coastal erosion and fluvial (river) issues and discussed several positive examples. People wanted local authorities to increase work in this area. Respondents felt more joined up thinking was necessary to address flooding issues as well as a reduced reliance on rock armour/grey engineering and an increased use of nature-based solutions.

- There were high levels of awareness about the range of work local authorities were responsible for relating to extreme weather event management and response. People gave very positive feedback on the responsiveness of local authorities but wanted an increased focus on proactive actions and planning for extreme weather events. A more joined up approach was advised as well as increased targeted communication to vulnerable communities about how to respond to and prepare for emergency weather events.
- Biodiversity was a theme that was regarded positively by most participants, with many citing visible examples of rewilding, green areas or initiatives they were aware of. They advised better internal communications within local authorities and with contractors to ensure they were adhering to restrictions and policies. Farmers highlighted the benefits of a partnership approach when promoting and addressing some of the practical impacts relating to biodiversity.
- There was limited awareness about the range of actions local authorities were involved in to reduce emissions. People were most aware of tree planting and hedgerow maintenance as well as active travel measures. Some felt greenways were having a positive impact on local tourism but having little impact on increasing commuting options for rural communities. Generally, participants felt the pace of roll-out could be increased, and more coordination was needed, while acknowledging how contentious some decisions were. Farmers were particularly keen to engage in meaningful dialogue about greenways.
- There was a lot of awareness and positive feedback about local authority work in waste management and recycling. People were keen to see an expansion of public recycling options and actions to supplement the residential recycling. Farmers, impacted by illegal dumping, were interested in a partnering to address the disposal of large bulk items.
- Participants felt that there were a lot of very positive initiatives being led by local authorities that needed to be promoted and used to encourage the increased involvement of a range of stakeholders, especially community groups, in addressing climate change.
- More consultation and partnership were recommended to ensure more joined up thinking and to maximise the involvement of all necessary stakeholders. Participants recognised local authorities were only one stakeholder and that they could not make the change required without the involvement and commitment of other government partners.

Introduction

Background and context

The LGMA commenced tracking various elements of customer service provision after the National Oversight and Audit Commission (NOAC) delegated responsibility for this task to the LGMA in 2020. The approach approved by the County and City Management Association (CCMA) Corporate Committee for 2021-2023 was to undertake the following tasks annually and write up the findings in a single report:

- Conduct an annual national survey of the public to assess levels of awareness, engagement, and satisfaction with local authority services, methods of engagement with local authorities and sentiments levels in relation to customer service delivery generally.
- Hold focus groups to explore emerging themes and findings in more depth.
- Capture case-studies to illustrate examples of good practice relating to customer service.

A Research Advisory Group (RAG) oversaw the delivery of the work programme and reported into the CCMA Corporate Committee. Consultation also took place with NOAC to review findings and identify special themes that would be explored in-depth annually.

While the 2023 report contains the results from the 2023 survey, it also contains a trend analysis with the previous two

years, where relevant. This facilitates the tracking of change over time that the CCMA Corporate Committee were keen to capture.

The report provides very interesting and reliable results in relation to levels of awareness about local authorities' role in providing key services, levels of engagement with those services, the channels used and favoured by different service users and how people feel about services overall. The reliability of the data is confirmed by the consistency of results over three different time periods. However, the report notes that results relating to satisfaction are generalisable only for services where the number of respondents is high.

This report also includes a detailed exploration of the climate action topic through survey questions and a series of focus groups. The findings reveal the real interest and appetite there is amongst the public to address the problem that is climate change. There is strong recognition of the role local authorities play in this area and a call for increased involvement in the area.

Finally, case-studies are provided that illustrate the work taking place to address climate change across the four regions supported by Climate Action Regional Offices (CAROs)².

² Atlantic Seaboard North CARO (based in Mayo County Council), Eastern & Midlands CARO (based in Kildare County Council), Dublin Metropolitan CARO (based in Dublin City Council) and Atlantic Seaboard South CARO (based in Cork County Council)

Methodology

Research objectives

The primary goal of the LGMA customer service research is to assess the performance of the sector in relation to service awareness, engagement, satisfaction, and sentiment. It also seeks to identify the channels through which local authorities can communicate most effectively with service users and the wider public. The findings generated are used by the local government sector to assist in the efficient and effective delivery of services for all members of the public.

More specifically the objectives are to:

- a. Determine the levels of customer satisfaction, engagement, and awareness in relation to services provided by local authorities as well as sentiments about service delivery.
- b. Explore the reason for these responses.
- c. Assist the sector to improve and enhance services and staff training in local authorities.
- d. Assess whether improvements were being made over time i.e., trend analysis.

Research design and methods

A literature review was commissioned to examine the most effective ways to gather information about customer experiences in a public sector setting (Boyle, 2020). This was used to inform a mixed-methods approach, comprising three distinct components:

- **National survey**

A key advantage of the national survey is that large representative samples of the customers can be engaged with at a single point in time. As the data is quantitative in nature, surveys facilitate the production of measurable results and the development of trend data over time. However, they are not an appropriate tool to explore detailed or complex 'why' questions.

- **Focus groups**

Focus groups are used to explore 'why' questions and facilitate the provision of additional information to participants to help understand the topic, if necessary. Participant numbers are restricted so that each participant has sufficient time to speak about the topic in some depth.

- **Case-studies**

Case-studies provide the opportunity to illustrate how service delivery is taking place. They also detail the impact local authorities are having and learnings that can be shared with other stakeholders. to speak about the topic in some depth.

A mixed-methods approach

2022 national survey

REDC conducted the third annual national customer service survey for the LGMA between April 24th and May 18th, 2023. Most respondents completed the survey via the REDC online omnibus, but additional boost surveys were administered to ensure a minimum quota of 50 persons per local authority. Quota controls were implemented to

ensure there was a representative sample of adults aged 18 and above from the Republic of Ireland. The collected data was weighted based on gender, age, region and social class to ensure it represented the national population according to the CSO 2022 Census figures. The four geographic regions used in the report for analysis, correspond to the same regions selected last year, i.e., Dublin, Rest of Leinster, Munster, and Connacht/Ulster as they were of similar population size.

The 2022 national survey template was reviewed, and modifications were made to take account of the previous survey findings, new service and policy developments, and requests for additional information. Each year NOAC identify an additional theme to be explored through the customer service survey and focus groups. In 2023, climate action and access to digital services were selected. The 2023 survey included eight new questions related to these themes.

2023 focus groups

The primary theme explored through the focus groups was climate action. The LGMA had already undertaken extensive research in the area of digitisation of services as part of their work on developing the Local Government Digital and ICT Strategy (2023), so no further exploration was required via focus groups. The content of the focus groups was developed in consultation with local authority CARO staff. The focus groups explored levels of awareness amongst the public about the work being done by local authorities in relation to climate action, the areas they felt local authorities should be prioritising, what information local authorities should be disseminating, and what actions people were taking themselves to try to address climate change.

Eight focus groups were held nationally between May 18th and June 7th, 2023. In total, sixty-one people participated in the climate action focus groups, forty-two females and nineteen males. Just under half (46%) were aged over 65. The focus groups were attended by people from eleven counties: Carlow, Cork, Clare, Dublin, Donegal, Kilkenny, Limerick, Longford, Meath, Tipperary, and Sligo. Three focus groups targeted older people (urban and rural) and one was focused on the farming community, a key stakeholder. Six focus groups were conducted online using Zoom. Two focus groups were facilitated in person.

All focus groups were recorded and transcribed, and inputs were analysed using MAXQDA, a qualitative data analysis software that facilitated coding and analysis of the feedback. To encourage participation, all participants received a €25 One4All voucher after the focus group.

2023 case studies

Four case studies were chosen to showcase local authority examples of climate action initiatives. One case study was nominated from each of the four CAROs:

1. Atlantic Seaboard North
2. Atlantic Seaboard South
3. Dublin Metropolitan
4. Eastern and Midlands

Templates were provided so that the information could be presented in a consistent manner. The template captured information about the initiative, the objectives, how it was developed, the timeline, results and key learnings and/or obstacles.

Findings

This chapter presents the findings of the report under the following themes:

- Respondent profile (gender, age group, region of residence, sense of belonging to the area, duration living in the area)
- Levels of awareness of local authority services
- Levels of local authority service use over the past 12 months
- Levels of satisfaction with local authority services used
- Channels of engagement with local authorities over the past five years
- Information sources about local authority services
- Sentiment about local authority service provision

Under each theme the data is presented under four headings (i) the overall results for all respondents, (ii) gender, (iii) age and (iv) region. Where relevant, a comparison with the 2021 and 2022 survey findings is included.

The report goes on to discuss further insights and present the findings related to the 2023 special themes: climate action and access to digital services.

Respondent profile

A total of 2,066 participants took part in the survey administered between April 24th and May 18th, 2023. This represents an increase in the number of participants when compared with the 2022 and 2021 surveys, where a total of 1,858 and 1,744 participants responded respectively.

Age, gender, and region

All respondents were aged 18 years or older and were categorised under six age bands. The number recruited under each age band was proportionate to the number reported in the CSO Census 2022 figures.

Those aged 35-44 represented the largest number of participants and made up 21% of respondents. The 65+ age group represented 19% of the sample. Eighteen percent of the sample were aged between 45-54 and 17% between were in the 25-34 age group. Respondents in the 55-64 age cohort accounted for 14% of the sample. The lowest representation was in the 18-24 age group, comprising 11% of the respondents.

Fifty-one percent of respondents were female, and 49% were male. Regionally, 29% of respondents were from the Dublin region, 27% from the Rest of Leinster, 27% from Munster and 18% from the Connacht/ Ulster region.

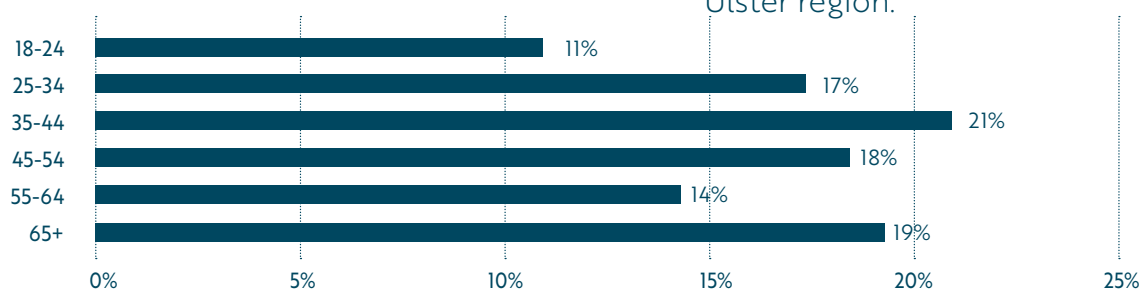


Figure 1: Age profile of respondents

Sense of belonging to the local area

The survey asked respondents about their sense of belonging to their local area and how long they were living in the area. The objective was to use this data to assess whether any correlation existed between sense of belonging or length of time living in an area, and how participants responded to statements relating to local authority services.

In 2023, 72% of respondents had a strong sense of belonging to their local area, 10% did not have a strong sense of belonging and 18% were neutral. Minimal differences were noted between the genders. These results were similar to those presented in the 2022 findings.

Respondents' sense of belonging increased as they aged. Eighty percent of those aged 65+ reported a strong sense of belonging to their local area compared with 71% of those aged between 18 and 24. Those aged 18-34 were more likely to have a weak (13%) sense of belonging to their local area compared to 5% of those aged 65+.

Table 1: Sense of belonging to the local area by gender 2023

	All respondents	Male	Female
N=	2,066	1,011	1,051
Net strong	72%	71%	72%
Net weak	10%	18%	19%
Net neutral	18%	11%	9%

Table 2: Sense of belonging to the local area by age 2023

	All respondents	18-24	25-34	35-44	45-54	55-64	65+
N=	2,066	226	352	435	371	288	392
Net strong	72%	71%	61%	70%	71%	75%	80%
Net weak	10%	13%	13%	12%	11%	8%	5%
Net Neutral	18%	16%	26%	17%	18%	17%	15%

Legend

Highest point

Lowest point

Regionally, those in Munster (77%) and Connacht/Ulster (75%) reported the strongest sense of belonging when compared with the other two regions. Sixty-eight percent of respondents in the Dublin region report a strong sense of belonging and 67% in the Rest of Leinster. This compares to a total of 72% across all respondents. Those in Rest of Leinster and Dublin were also most inclined to have a neutral sense of belonging. For weak sense of belonging, there was a variation across the regions with percentages ranging from 8% in Munster to 13% in the Rest of Leinster.

Duration living in local authority area

Forty-four percent of respondents were living in their local area all their life, and 24% were living locally for over twenty years. Fourteen percent of respondents were living in their area between 11 and 20 years while 19% were living in their area for 10 years or less. There were minimal differences between males and females. These results are almost identical to those of the 2022 survey.

Table 3: Sense of belonging to the local area by region 2023

	All	Dublin	Rest of Leinster	Munster	Connacht / Ulster
N=	2,066	597	554	552	362
Net strong	72%	68%	67%	77%	75%
Net weak	10%	9%	13%	8%	12%
Net neutral	18%	24%	20%	15%	13%

Legend

Highest point Lowest point

Table 4: Years living in the local area by gender 2023

	All	Male	Female
N=	2,066	1,010	1,052
Less than two years	3%	2%	3%
2-5 years	8%	8%	7%
6-10 years	8%	7%	8%
11-20 years	14%	15%	12%
Over 20 years	24%	24%	25%
All my life	44%	43%	45%

Across all age groups, the most frequent duration living in the local area was 'all my life', ranging from 41% for those aged 65+ to 49% for those aged between 18 and 24. Almost half of the respondents aged 65+ had lived in their local area for more than 20 years (48%). For those living in their area between 11 and 20 years there were similar percentages across the following age groups 18-24 (21%), 35-44 (20%) and 45-54 (19%).

Those aged 25-34 were most prevalent amongst those living in an area for less than 5 years, compared with other age cohorts. This was also the group that reported having the weakest sense of belonging to their local area.

Fifty-eight percent of respondents in Munster lived in their area all their lives, 14 percentage points higher than the total for all respondents. In comparison, 38% of those in Connacht/Ulster lived in their local area all their life. For those living in their areas over 20 years the results did not vary significantly across the regions. The Rest of Leinster had slightly higher percentages of respondents living in their areas between 11 and 20 years and over 20 years. Those living in their area between 2 and 5 years were highest in Dublin and Connacht/Ulster. Minimal variation was noted across regions for those living in their area less than two years.

Table 5: Years living in the local area by age group 2023

	All	18-24	25-34	35-44	45-54	55-64	65+
N=	2,066	227	352	436	370	288	392
Less than two years	3%	5%	6%	3%	1%	0%	1%
2-5 years	8%	9%	20%	7%	4%	5%	1%
6-10 years	8%	8%	12%	11%	4%	6%	4%
11-20 years	14%	21%	8%	20%	19%	11%	5%
Over 20 years	24%	8%	9%	12%	29%	35%	48%
All my life	44%	49%	45%	47%	42%	42%	41%

Legend Highest point Lowest point

Table 6: Years living in the local area by region 2023

	All	Dublin	Rest of Leinster	Munster	Connacht / Ulster
N=	2,066	597	554	553	362
Less than two years	3%	3%	3%	2%	3%
2-5 years	8%	10%	6%	4%	10%
6-10 years	8%	8%	9%	5%	9%
11-20 years	14%	14%	17%	10%	16%
Over 20 years	24%	24%	27%	22%	25%
All my life	44%	41%	39%	58%	38%

Legend Highest point Lowest point

Awareness

Local authorities offer a wide range of services to the public. The survey assessed respondents' awareness of local authorities' responsibility in the provision of 29 key services.

Overall service awareness

In 2023, ninety-nine percent of respondents were aware that local authorities provided some, or all, of the 29 services listed. Awareness rates were above 50% for all services, except Business Support Services. The services with the highest awareness levels were consistent

across the three years: footpaths; street cleaning; street lighting; and litter control. There appeared to be a general increase in awareness levels in 2023 when compared with 2022 and 2021.

Fifteen of the 29 services appeared in the high awareness category (i.e., 70% or more of respondents knew local authorities provided the service) in 2023 and 2022, compared to 12 services in 2021. Awareness levels increased in 2023 when compared with 2022 for 14 services. There was no change for eight services and a minor decrease in awareness for the remaining seven services.

Table 7: Percentage of respondents who were aware local authorities provide service

Local Authority Service	N=	2023	2022	2021
Footpaths	1,898	92% ↑	90%	87%
Street Cleaning	1,870	91% ↑	88%	86%
Street Lighting	1,820	88% ↑	87%	82%
Litter Control	1,777	86% =	86%	81%
Housing	1,737	84% ↑	82%	79%
Roads	1,704	83% =	83%	76%
Library Services	1,698	82% =	82%	78%
Local Outdoor Leisure Amenities	1,678	81% ↑	79%	78%
Community Supports	1,634	79% ↑	77%	77%
Planning, Dev & Enforce	1,596	77% ↑	76%	74%
Water/Roadside drainage	1,577	76% =	76%	72%
Recycling Services	1,564	76% ↓	78%	74%
Parking & Road Safety	1,528	74% ↑	72%	63%
New Housing Dev Support	1,522	74% ↑	71%	67%
Dog Warden Service	1,471	71% ↓	72%	65%
Cemeteries & Burial Grounds	1,342	65% ↑	63%	58%
Sports/Leisure & Com/Youth Centres	1,299	63% ↑	60%	61%
County Development	1,286	62% ↓	64%	58%
Register of Electors/Elections	1,261	61% ↓	63%	59%
Traveller Accommodation	1,254	61% =	61%	58%
Urban & Village Renewal	1,208	58% ↑	57%	52%
Fire Services	1,200	58% =	58%	53%
Homeless Supports	1,199	58% ↓	59%	n/a
Arts & Heritage Services	1,165	56% ↓	57%	60%
Environ Protect/Aware	1,141	55% =	55%	48%
Motor Tax Collection	1,126	54% ↑	52%	52%
Tourism/Events	1,117	54% ↑	53%	45%
Monitoring Waterways/Beaches	1,032	50% ↓	51%	45%
Business Support Services	931	45% =	45%	52%

Legend

High awareness 70% +

Medium awareness 50-69%

Low awareness 49 + lower

↑ Increase from 2022

= No change between 2022

↓ Decrease from 2022

Awareness by age category

Awareness levels were higher among older age groups and lower among younger age groups, a finding consistent with the 2022 and 2021 surveys. Those in the 55-64 and 65+ age groups demonstrated the highest awareness levels across 23 of the 29 services. In contrast, individuals aged 18-24 and 24-34 displayed the lowest awareness levels for 24 services. However, those aged 18-24 showed the highest awareness levels

for community supports (84%), sports/leisure & community/youth centres (67%) and tourism/events (60%).

Differences in awareness levels across age groups were most evident for register of electors/elections. Sixty-one percent of all respondents were aware that local authorities delivered this service compared to 33% of those aged 18-24 and 73% of those aged 65+.

Table 8: Awareness of local authority services by age 2022

Service	All	18-24	25-34	35-44	45-54	55-64	65+
N=	2,066	227	352	435	371	289	392
Footpaths	92%	81%	87%	93%	94%	95%	97%
Street Cleaning	91%	81%	88%	89%	95%	94%	94%
Street Lighting	88%	78%	86%	90%	90%	88%	92%
Litter Control	86%	78%	76%	86%	91%	92%	92%
Housing	84%	62%	75%	83%	90%	94%	93%
Roads	83%	69%	80%	86%	86%	82%	85%
Library Services	82%	68%	74%	80%	85%	91%	91%
Local Outdoor Leisure Amenities	81%	61%	78%	82%	83%	87%	89%
Community Supports	79%	84%	80%	73%	81%	84%	78%
Planning, Dev & Enforce	77%	63%	71%	72%	81%	89%	86%
Water/Roadside drainage	76%	70%	72%	76%	81%	77%	80%
Recycling Services	76%	68%	73%	73%	76%	81%	82%
Parking & Road Safety	74%	64%	70%	73%	74%	77%	81%
New Housing Dev Support	74%	64%	69%	68%	79%	77%	82%
Dog Warden Service	71%	41%	58%	72%	79%	84%	83%
Cemeteries & Burial Grounds	65%	41%	51%	67%	72%	74%	76%
Sports/Leisure & Com/Youth Centres	63%	67%	65%	60%	63%	61%	64%
County Development	62%	61%	61%	59%	61%	60%	71%
Register of Electors/Elections	61%	33%	52%	63%	65%	70%	73%
Traveller Accommodation	61%	43%	47%	60%	63%	74%	71%
Urban & Village Renewal	58%	56%	55%	56%	62%	57%	64%
Fire Services	58%	45%	44%	49%	61%	68%	79%
Homeless Supports	58%	52%	52%	60%	58%	64%	61%
Arts & Heritage Services	56%	51%	54%	56%	59%	58%	59%
Environ Protect/Aware	55%	57%	50%	52%	59%	56%	59%
Motor Tax Collection	54%	26%	39%	54%	60%	69%	69%
Tourism/Events	54%	60%	52%	55%	51%	55%	54%
Monitoring Waterways/Beaches	50%	52%	48%	53%	51%	47%	48%
Business Support Services	45%	44%	43%	46%	44%	46%	46%
None of these	1%	3%	2%	0%	0%	0%	0%

Legend

Highest point

Lowest point

Awareness by gender

Awareness levels were similar for males and females for most services. There were four services where there was a variance of five percent or more between genders. In 2023, men had higher awareness of (i)

sport/leisure & community/youth centres, (ii) urban and village renewal, (iii) fire services and (iv) business support services, compared with women.

Table 9: Service awareness variances by gender 2023

	All	Male	Female
N=	2,066	1,010	1,052
Sports/Leisure & Com/Youth Centres	63%	68%	58%
Urban & Village Renewal	58%	62%	55%
Fire Services	58%	62%	54%
Business Support Services	45%	48%	42%



Awareness by region

Respondents in Munster displayed the highest levels of awareness for 17 of the 29 services, a finding similar to that of 2022. Connacht/Ulster and the Dublin region displayed the lowest levels of awareness for 15 and 13 services respectively.

Overall, there were five services with a large variance between the national and regional rates. A variance of +/- 10 percentage points was observed for the following services:

- (i) For sport/leisure & community/youth centres awareness was highest in the Dublin Region (74%), 11 percentage points higher than the total for all respondents, and lowest in the Rest of Leinster at 57%.
- (ii) Awareness of cemeteries and burial grounds was 77% in Munster compared to 65% for all respondents and 58% in the Dublin region.

- (iii) For motor tax, high levels of awareness were evident in Connacht/Ulster (65%), which is in contrast to low levels of awareness in the Dublin region (37%). A difference of +11 and -17 percentage points from the total for all respondents respectively.

- (iv) Awareness for register of electors/elections was lowest in the Dublin region where 51% were aware that local authorities provided this service, 10 percentage points lower than the national total.

- (v) Fifty-eight percent of all respondents were aware of urban and village renewal, 10 percentage points higher than in the Dublin Region where awareness amongst respondents was 48%.

	All	Dublin	Rest of Leinster	Munster	Connacht/ Ulster
N=	2,066	597	554	552	363
Footpaths	92%	92%	91%	93%	90%
Street Cleaning	91%	91%	88%	95%	86%
Street Lighting	88%	89%	88%	87%	88%
Litter Control	86%	85%	86%	89%	83%
Housing	84%	80%	85%	86%	86%
Roads	83%	79%	82%	86%	84%
Library Services	82%	85%	82%	82%	79%
Local Outdoor Leisure Amenities	81%	82%	83%	81%	78%
Community Supports	79%	81%	83%	76%	74%
Planning, Dev & Enforce	77%	76%	80%	78%	74%
Water/Roadside drainage	76%	71%	78%	82%	74%
Recycling Services	76%	76%	74%	78%	74%
Parking & Road Safety	74%	73%	72%	79%	71%
New Housing Dev Support	74%	70%	74%	76%	76%
Dog Warden Service	71%	67%	72%	74%	73%
Cemeteries & Burial Grounds	65%	58%	64%	77%	60%
Sports/Leisure & Com/Youth Centres	63%	74%	57%	60%	58%
County Development	62%	60%	67%	62%	58%
Register of Electors/Elections	61%	51%	65%	65%	66%
Traveller Accommodation	61%	55%	61%	65%	63%
Urban & Village Renewal	58%	48%	62%	66%	60%
Fire Services	58%	54%	62%	59%	59%
Homeless Supports	58%	54%	60%	59%	60%
Arts & Heritage Services	56%	55%	56%	60%	53%
Environ Protect/Aware	55%	54%	59%	55%	53%
Motor Tax Collection	54%	37%	63%	58%	65%
Tourism/Events	54%	52%	57%	56%	50%
Monitoring Waterways/Beaches	50%	46%	51%	57%	44%
Business Support Services	45%	40%	47%	48%	47%
None of These	1%	1%	1%	1%	0%

Legend Highest point Lowest point

Service use

Overall service use

The survey sought to assess respondents' levels of engagement with local authority services during the preceding 12 months. The original list of 29 services was reduced to 26 as services to focus in on services where active engagement was required, therefore footpaths, streetlights and street cleaning were removed.

Ninety-six percent of respondents had used at least one local authority service, up one percentage point compared to 2022. There was no change to the six most used services across the three years: (i) recycling centres; (ii) litter bins; (iii) parking; (iv) motor tax collection; (v) library services and (vi) local outdoor leisure amenities. Apart from litter bins, there was a sustained increase in the use of the remaining five services between 2021 and 2022, as pandemic related restrictions eased. Overall, the differences between 2022 and 2023 were minimal.

Recycling centres were the most used service in 2023, with 68% of respondents using this service. Use of litter bins

closely followed at 67%, down 3% from 2022. Parking services were used by 65% of respondents and 49% used motor tax services. Thirty-nine percent of respondents used libraries, 37% used local outdoor amenities and 35% used road related services.

There were eight services where service use among respondents ranged between 7% and 21%. These services include (i) cemeteries and burial grounds, (ii) sports/leisure & community/youth centres, (iii) tourism and events, (iv) register of electors, (v) arts and heritage services, (vi) community services, (vii) water/roadside drainage and (viii) housing services.

For 11 services, service use was 5% or less. These services were (i) planning development and enforcement, (ii) new housing development supports, (iii) environmental protection, awareness, and enforcement, (iv) monitoring waterways and beaches, (v) dog warden service, (vi) business support services (vii) urban and village renewal scheme, (viii) fire services, (ix) county development, (x) homeless supports and (xi) traveller accommodation.

Table 11: Most utilised local authority services 2021, 2022 and 2023

Service	2021	2022	Increase
Recycling Services	64%	68%	68%
Litter Bins	64%	70%	67%
Parking & Road Safety	51%	64%	65%
Motor Tax Collection	43%	48%	49%
Library Services	31%	38%	39%
Local Outdoor Leisure Amenities	33%	37%	37%

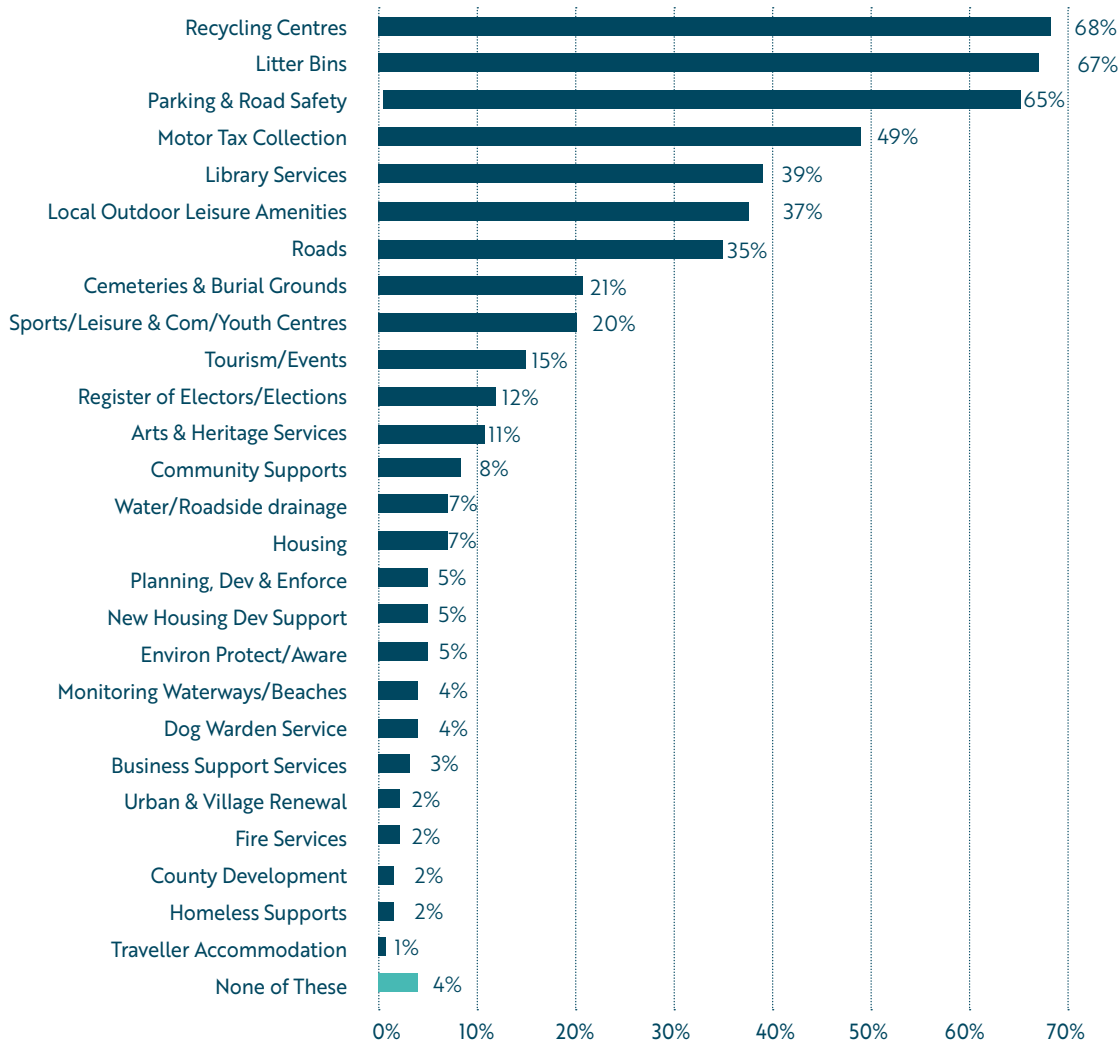


Figure 2: Local authority services used in past 12 months

Service use by age category

The 2023 data revealed different patterns of service use across the age bands. A higher percentage of respondents aged 55+ used recycling centres, motor tax, and cemeteries and burial grounds compared with other age cohorts. Those aged 18-24 reported higher use of parking services, roads, and sports/leisure and community centres relative to older age cohorts. There was a variance of +/- 10 percentage points for four services when compared to the total for all respondents.

(i) Use of recycling service was 11 percent higher for those aged 65+. Seventy-nine percent of respondents in this age cohort used recycling services compared to 68% of all respondents.

(ii) Forty-nine percent of respondents used motor tax, ranging from 27% for those aged 18-24 to 63% for those aged 55-64.

(iii) Service use for roads was higher for those aged 18-24 at 50%, 15 percentage points higher than the total for all respondents. A lower rate of service use was reported among respondents aged 65+ with 21% using roads.

(iv) Use of sports, leisure and community and youth centres was highest for respondents aged 18-24. Thirty-six percent reported using this service, 16 percentage points higher than the total for all respondents.

Table 12: Services used over the past 12 months by age 2023

	All	18-24	25-34	35-44	45-54	55-64	65+
N=	2,066	227	352	435	371	289	392
Recycling Centres	68%	59%	51%	66%	70%	78%	79%
Litter Bins	67%	72%	64%	70%	65%	65%	65%
Parking & Road Safety	65%	67%	65%	66%	63%	66%	65%
Motor Tax Collection	49%	27%	38%	51%	53%	63%	58%
Library Services	39%	38%	34%	42%	40%	41%	39%
Local Outdoor Leisure Amenities	37%	41%	44%	42%	33%	32%	29%
Roads	35%	50%	48%	40%	32%	26%	21%
Cemeteries & Burial Grounds	21%	18%	19%	19%	20%	29%	23%
Sports/Leisure & Com/Youth Centres	20%	36%	25%	26%	19%	9%	11%
Tourism/Events	15%	19%	23%	16%	13%	13%	8%
Register of Electors/Elections	12%	12%	13%	12%	11%	13%	10%
Arts & Heritage Services	11%	14%	17%	11%	10%	9%	9%
Community Supports	8%	12%	8%	8%	8%	5%	6%
Water/Roadside drainage	7%	8%	7%	10%	8%	4%	5%
Housing	7%	7%	7%	11%	7%	6%	4%
Planning, Dev & Enforce	5%	4%	10%	6%	3%	3%	5%
New Housing Dev Support	5%	7%	8%	5%	4%	4%	2%
Environ Protect/Aware	5%	4%	8%	5%	4%	2%	3%
Monitoring Waterways/Beaches	4%	8%	5%	5%	3%	3%	1%
Dog Warden Service	4%	2%	4%	4%	4%	5%	3%
Business Support Services	3%	6%	5%	2%	2%	1%	2%
Urban & Village Renewal	2%	3%	5%	3%	2%	1%	1%
Fire Services	2%	5%	4%	2%	2%	2%	1%
County Development	2%	3%	6%	2%	1%	1%	1%
Homeless Supports	2%	3%	3%	1%	1%	1%	1%
Traveller Accommodation	1%	5%	2%	1%	0%	1%	1%
None of These	4%	6%	6%	4%	3%	4%	4%

Legend Highest point Lowest point

Service use by gender

There were minimal differences in service use between males and females in general. There were only two services where a variance of five percent or more was evident. More males (40%) reported using roads compared with females (31%), a variance that was not present in 2022. Additionally, use of sports/leisure and community/youth centres was higher for males (23%) than females (18%).

Service use by region

The data showed difference rates of service use across the four regions. Higher rates of service use were observed in the Dublin region for litter bins (71%) compared to a lower rate in the Rest of Leinster (61%). Similarly, in the Dublin

region, 41% of respondents used local outdoor leisure amenities compared to 31% in the Rest of Leinster. For library services, use was also highest in the Dublin region at 43% and lowest in Connacht/ Ulster at 33%. For sports/leisure and community centres, service used ranged from 25% in the Dublin region to 16% in the Rest of Leinster.

Conversely, service use for motor tax was lower in the Dublin region, where 41% of respondents used the service, compared to 54% in Munster. Similarly, use of parking in Dublin was below that of other regions with 56% of respondents using this service, compared with between 64% and 72% in the other three regions. Similar patterns were observed in the 2021 and 2022 findings.

Table 13: Variations in service use by gender 2022

Service used in past 12 months	Male	Female
Roads	40%	31%
Sports/Leisure & Com/Youth Centres	23%	18%

Table 14: Services used over the past 12 months by region 2023

	All	Dublin	Rest of Leinster	Munster	Connacht/ Ulster
N=	2,066	597	554	552	363
Recycling Centres	68%	69%	68%	68%	65%
Litter Bins	67%	71%	61%	70%	62%
Parking & Road Safety	65%	56%	72%	70%	64%
Motor Tax Collection	49%	41%	51%	54%	53%
Library Services	39%	43%	37%	41%	33%
Local Outdoor Leisure Amenities	37%	41%	31%	39%	36%
Roads	35%	32%	31%	42%	38%
Cemeteries & Burial Grounds	21%	22%	18%	25%	18%
Sports/Leisure & Com/Youth Centres	20%	25%	16%	21%	18%
Tourism/Events	15%	13%	13%	17%	17%
Register of Electors/Elections	12%	13%	8%	14%	12%
Arts & Heritage Services	11%	12%	10%	13%	10%
Community Supports	8%	7%	7%	8%	9%
Water/Roadside drainage	7%	8%	6%	8%	6%
Housing	7%	6%	6%	9%	8%
Planning, Dev & Enforce	5%	5%	5%	6%	4%
New Housing Dev Support	5%	6%	4%	4%	5%
Environ Protect/Aware	5%	5%	4%	5%	5%
Monitoring Waterways/Beaches	4%	5%	3%	4%	4%
Dog Warden Service	4%	4%	3%	4%	5%
Business Support Services	3%	3%	3%	3%	2%
Urban & Village Renewal	2%	2%	2%	3%	3%
Fire Services	2%	4%	2%	2%	1%
County Development	2%	2%	2%	3%	2%
Homeless Supports	2%	2%	1%	1%	2%
Traveller Accommodation	1%	2%	1%	1%	1%
None of These	4%	4%	6%	3%	3%

Legend Highest point Lowest point

Satisfaction with services used

The survey also explored levels of satisfaction with services used. Respondents who reported engaging with services were asked to rate their level of satisfaction with that service.

Of the 26 services used by respondents, satisfaction rates were highest for library services at 91%. Satisfaction was lowest amongst people who had used homeless supports at 32%, however with a sample size of just 34 people, the results is less reliable.

Table 15: Customer satisfaction results 2023

N=	Satisfaction with Service Used	2023 Net Satisfied	2023 Net Neutral	2023 Net Dissatisfied
813	Library Services	91%	7%	2%
438	Cemeteries and Burial Grounds	82%	15%	3%
235	Arts & Heritage Services	82%	14%	5%
241	Register of Electors/Elections	81%	13%	6%
1,396	Recycling Services	78%	15%	7%
758	Local Outdoor Leisure Amenities	74%	19%	6%
423	Sports/Leisure & Com/Youth Centres	74%	20%	6%
160	Community Supports	74%	17%	9%
1,018	Motor Tax Collection	74%	18%	8%
309	Tourism/Events	69%	25%	6%
49	Fire Services	64%	30%	6%
49	County Development	63%	22%	15%
60	Business Support Services	62%	28%	10%
148	Water/Roadside drainage	60%	24%	15%
82	Monitoring Waterways/Beaches	59%	30%	11%
76	Dog Warden Service	57%	19%	24%
99	New Housing Dev Support	57%	32%	10%
49	Urban and Village Renewal	55%	33%	12%
1,377	Litter Bins	51%	27%	22%
1,352	Parking	50%	33%	17%
111	Planning/Development/Enforcement	46%	30%	24%
96	Environmental Protection/Awareness	45%	35%	20%
148	Housing	44%	23%	33%
27	Traveller Accommodation	42%	45%	13%
731	Roads	33%	36%	30%
34	Homeless Supports	32%	34%	33%

Overall, satisfaction rates of 70% or more were reported for nine services and between 50% and 69% for 11 services. Respondents who were not satisfied with services reported higher levels of neutrality than dissatisfaction, except for dog warden and housing services. Neutrality was highest for respondents who used traveller accommodation at 45% and lowest for libraries at 7%. Dissatisfaction of services ranged from a high of 33% for housing and homeless support services users to a low of 2% for library services.

Sample size and service description

It has already been noted that some caution when assessing customer satisfaction results if the service use was in the past. The longer the time gap the more unreliable the results. The literature is clear that the most accurate data is collected at the point of engagement (Boyle 2020).

In addition, a key consideration when reviewing results is the sample size, as the larger the sample size, the more reliable and generalisable the results (Robson 2002). In this report, the sample size exceeds 500 for seven of the 26 services or exceeds 200 for 12 services.

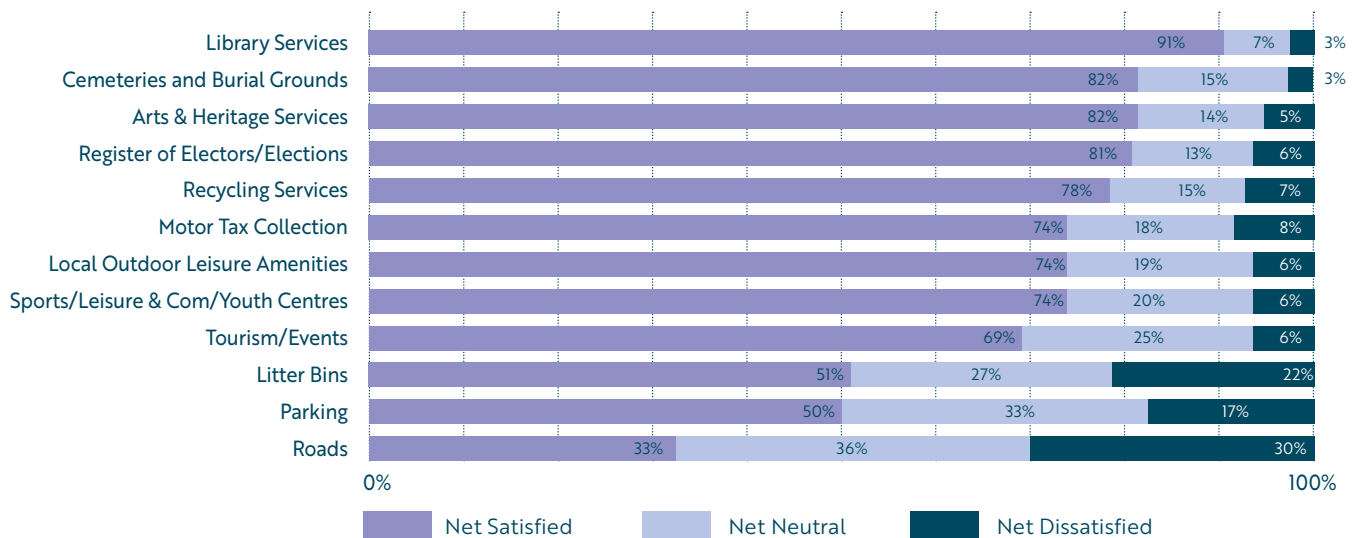


Figure 3: 2023 Satisfaction with local authority services - 200+ service users

Given this, some caution is needed when interpreting results with low numbers of respondents. Added to this is the general service names used to describe services in the survey. For example, 148 people used a housing service. Forty-four percent were satisfied, 23% were neither satisfied nor dissatisfied and 33% were dissatisfied. However, housing is a generic term. It is not possible to identify which housing related service was used. The local government service catalogue³ identified 23 Housing Support Services, 21 Housing Schemes, 5 Housing Maintenance Services, 6 Housing Grants, 8 Housing Delivery Services, and one Housing and Building Standards service. The 148 respondents may have used any one of these services within the previous year.

A review of the five services with the highest satisfaction ratings all had in excess of 200 responses, therefore reliability levels are somewhat high. These services were (i) libraries, (ii) cemeteries and burial grounds, (iii) arts and heritage services, (iv) register of electors, and (v) recycling centres. When compared with 2022, the first year in which the data was collected, there was an increase in the levels of satisfaction across four of the five services, but most notably for the arts and heritage services which rose from 72% in 2022 to 82% in 2023. Recycling saw a small decrease from 80% satisfaction to 78%.

Table 16: Services with the highest levels of satisfaction

Services	2023		2022		Difference
	n=	%	n=	%	
Library Services	813	91%	702	90%	+1%
Cemeteries and Burial Grounds	438	82%	387	78%	+4%
Arts and Heritage Services	235	82%	236	72%	+10%
Register of Electors	241	81%	205	75%	+7%
Recycling Centres	1,396	78%	1,259	80%	-2%

³ <https://services.localgov.ie/en-ie/Options/Categories>

Library services recorded the highest satisfaction rate in both 2022 and 2023. Satisfaction with cemeteries and burial grounds increased by four percentage points when compared with 2022. An increase in satisfaction was also reported for register of electors, seven percentage points higher than 2022. Recycling centres appeared in the top five services for both years, with a small decrease in satisfaction of two percentage points in 2023.

Targeted surveys

While the national survey satisfaction ratings could be a useful barometer for services that were used frequently by a large percentage of the public (e.g., libraries or recycling), the results were less useful for services with lower numbers of service users (e.g., business support or homeless services) or when there were multiple possible service engagement points possible under a service theme (e.g., housing).

In order to gather more accurate sample data, and to test the accuracy of the national survey results, additional targeted surveys were administered by the LGMA across two services in 2023. The first service was libraries, a key service with a larger number of users. The second service was housing maintenance requests, a targeted housing service utilised by housing tenants.

In March 2023 a two-week survey commenced in 60 libraries, targeting people visiting library buildings (not online service users). Over the two-week period it was calculated that almost 124,000 people had visited these libraries and 9,159 completed the survey, a 7% response rate. The survey sought to assess levels of satisfaction with staff engagement, the experience of using the physical library and overall ease of use.

The results confirm the findings of the national survey that general satisfaction with library services and ease of use was very high at 90%. The targeted survey illustrates that library staff were key to the high levels of satisfaction, but equally, the library environment was positively reviewed.

Similarly, over a two-week period in April 2023 social housing tenants submitting housing maintenance requests were provided with the opportunity to complete a customer service survey. Of the 7,112 people who used the service, 409 completed the survey, a 6% response rate.

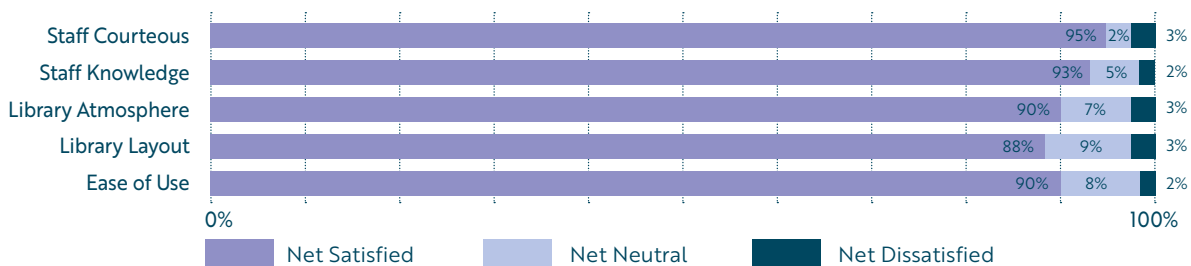


Figure 4: Targeted library survey results 2023

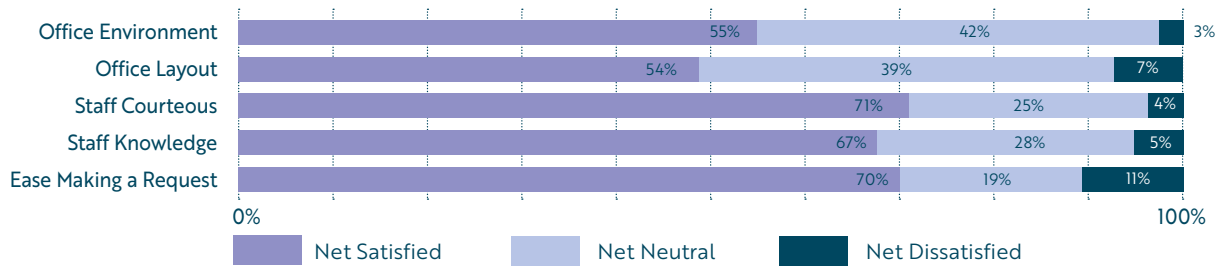


Figure 5: Targeted housing maintenance survey results 2023

The number of respondents was lower for this service relative to the libraries service, but the response rate was only slightly lower (6% for housing maintenance compared to 7% for libraries). Also, the number of responses exceeds those for the national survey (409 targeted responses compared to 148 national responses under the general service heading of housing).

The results provide a more nuanced interpretation of how elements of this particular housing services were rated. The national survey had revealed 44% of 148 housing service users were satisfied and 33% were dissatisfied. Results for the targeted housing maintenance survey were more positive, and provided more insight into the elements of service engagement that people were happy with.

Satisfaction with staff knowledge and courteousness were at 67% and 71% respectively. While not as high as libraries, those that were not satisfied were inclined to be neutral (28% and 25% respectively) rather than dissatisfied (5% and 4% respectively).

The same pattern was evident for office environment and layout. Fifty-five percent were satisfied with the office environment and 54% with the layout while 3% of respondents were dissatisfied with the environment, and 7% dissatisfied with the layout. Neutral responses accounted for

42% of those responding to satisfaction about the office environment and 39% for office layout.

Regarding the overall ease of making a housing maintenance request, 70% were satisfied that it was easy and 11% expressed dissatisfaction while 19% neutral. The 2023 targeted library survey supported findings from the national survey as both revealed high satisfaction rates, and both had high numbers of respondents. The housing maintenance targeted survey results did not align to the national survey satisfaction housing results. In this instance the national survey housing users sample size was small, so may not have been representative. Also, there was no clarity about which housing service respondents to the national survey had used, so there was limited value to the results, and their applicability to service improvement.

These findings highlight the need for a cautious interpretation of the satisfaction results where service user number are low and where it is unclear which specific service is being assessed. Given this, the LGMA will continue to work with sectoral representatives to develop methods to gather data as close to the point of service engagement as possible. The roll-out of the local government digital and ICT strategy is a key opportunity to digitise services and include the facility to capture satisfaction data as part of the process.

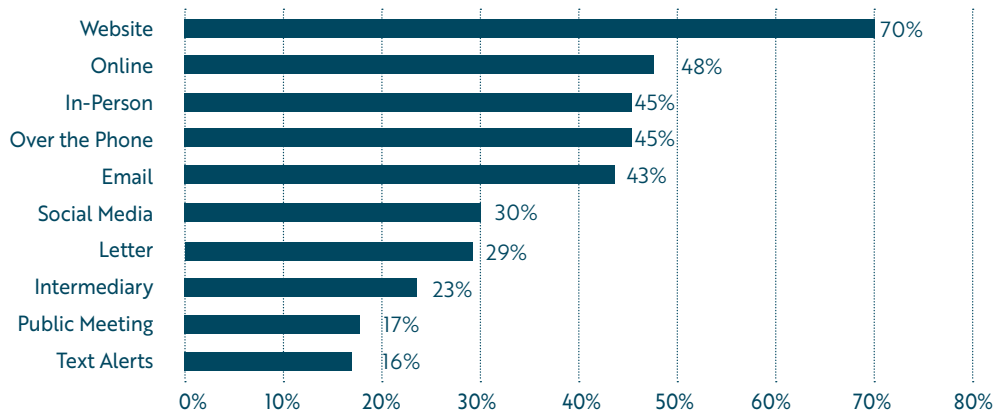


Figure 6: Channels of engagement used within the past five years 2023

Channels of engagement

Respondents were asked what channels they had used to contact or engage with local authorities. Within the past five years, the most common channel of engagement used was websites. Seventy percent of respondents used websites to engage with their local authority. The next commonly used channels of engagement were online, in person, over the phone and email, ranging from 48% to 43%. Thirty percent of respondents used social media and 29% used letters. The percentages engaging using third parties or intermediary (i.e., councillor, interpreter, family member), public meetings and text alerts were between 23% and 16%.

The data was also reviewed by time period. Engagement with websites was more prominent within the past two years. The rate of use increased from 13% if the respondents engaged 1 to 2 years ago, to 20% for engagements that took place between 6-12 months previously and finally to 30% where the engagement was during the previous six months.

Prior to that, i.e., more than 2 years ago, in-person contacts were the most prevalent form of engagement. Engagement using electronic methods increased over time. Use of email, online services, social media and text alerts were higher within the previous two years. Simultaneously, engagement in public meetings and via letter decreased over the same time period.

Table 17: Channels of engagement used by time period 2023

	Website	Online	In Person	Over Phone	Email	Social Media	Letter	Third Party	Public Meeting	Text Alerts
N=	1,445	982	929	924	883	611	597	481	359	322
0-6 months	30%	18%	13%	14%	13%	15%	8%	7%	3%	7%
6-12 months	20%	13%	10%	12%	12%	8%	7%	6%	3%	4%
1-2 years	13%	11%	10%	10%	11%	5%	8%	5%	5%	3%
2-5 years	7%	6%	11%	9%	8%	2%	6%	5%	6%	2%
5 years +	6%	6%	14%	12%	9%	2%	14%	9%	11%	2%
None of these	25%	47%	41%	44%	49%	68%	57%	67%	71%	82%

Legend Highest point Lowest point

Channel of engagement by age

Across the age groupings, it was amongst the oldest and youngest age cohorts that the most extremes were evident. Those aged 65 and older were the least likely of the age groups to use online services or social media. The 18-25 age cohort reported low engagement via website, in-person and phone, relative to other age groups. The 25-34 age group were most likely to attend public meetings as well as use online services, email and social media.

Channel of engagement by gender

There were some variances in channels used by gender. Males were more inclined to engage with local authorities via online, in-person, email and public meeting. Females were more inclined to use social media or engage with local authorities.

Table 18: Channels of engagement with local authorities by age group 2023

Net 5 years	Age						
	All	18-24	25-34	35-44	45-54	55-64	65+
N=	2,066	227	353	435	371	289	391
Website	70%	54%	69%	77%	75%	69%	69%
Online	48%	43%	55%	53%	48%	51%	35%
In-Person	45%	36%	45%	46%	47%	47%	46%
Over the Phone	45%	30%	42%	46%	48%	52%	47%
Email	43%	32%	51%	49%	44%	44%	33%
Social Media	30%	36%	38%	36%	28%	24%	17%
Letter	29%	23%	33%	34%	28%	28%	23%
Third Party	23%	19%	28%	26%	20%	22%	23%
Public Meeting	17%	17%	24%	16%	16%	19%	13%
Text Alerts	16%	21%	16%	15%	15%	18%	12%

Legend Highest point Lowest point

Table 19: Channel of engagement with local authorities by gender 2023

Net 5 years	Gender		Difference
	Male	Female	
N=	1,010	1,051	
Website	70%	69%	1%
Online	51%	44%	7%
In-Person	48%	42%	6%
Over the Phone	45%	44%	1%
Email	46%	39%	7%
Social Media	27%	32%	-5%
Letter	30%	28%	2%
Third Party	25%	22%	3%
Public Meeting	22%	13%	9%
Text Alerts	18%	14%	4%

Legend Highest point Lowest point

Channel of engagement by region

There was one variance of note regionally. Respondents in the Dublin region were least likely to engage with local authorities in-person or over the phone. Conversely, in the Connacht/Ulster region, respondents were most likely to engage in-person or over the phone.

Channels of engagement over 12 months

The data for engagement over the previous twelve months was compared across 2021, 2022 and 2023. The channel where engagement increased most visibly, was in-person engagements. This increased from 14% in 2021, during the pandemic, to 24% in 2023, post pandemic. Approximately one quarter of respondents

were engaging via phone and email during the same period. The number of people using these channels remained constant over the three years with no marked decrease as in-person engagements started to increase.

There was also a gradual increase in engagement via websites, online and social media over the same period. Given the alignment to the pandemic period, this increase was most likely driven by reduced access to in-person services. Overall, people have increased the number of channels used to engage with local authorities.

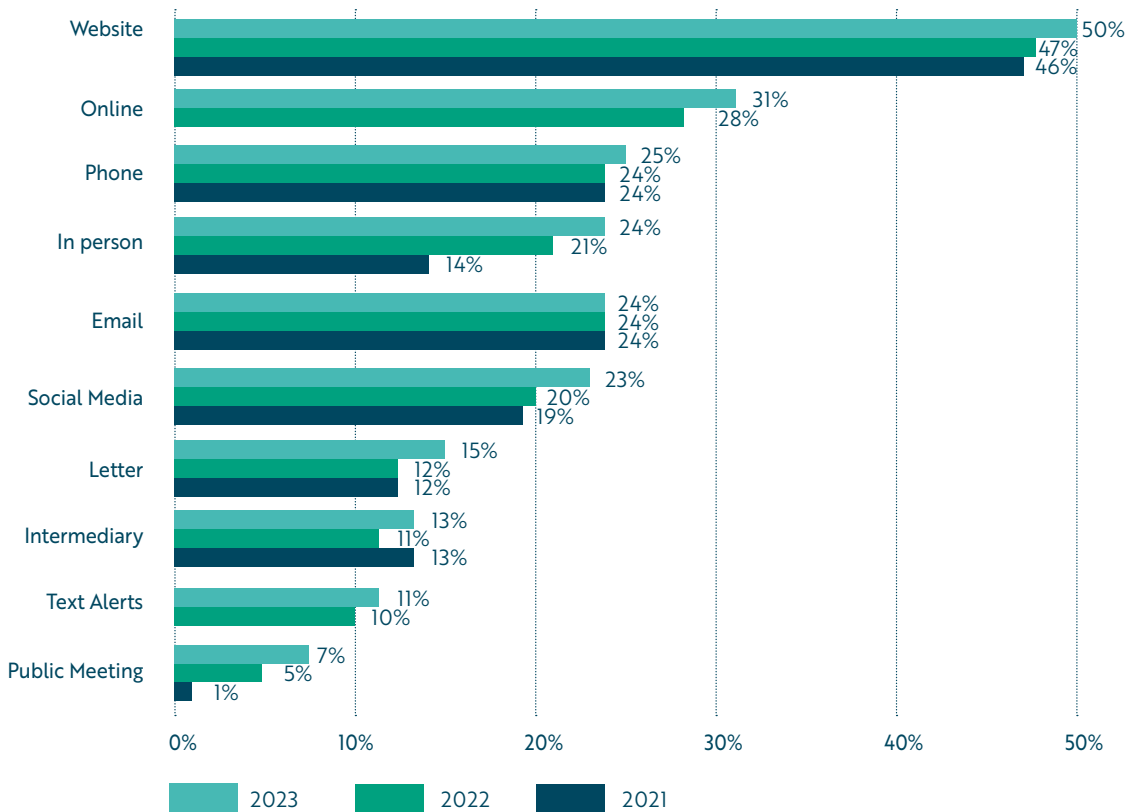


Figure 7: Channels of engagement in the past year 2021-2023

Information Sources

Respondents were asked where they sourced information about their local authority. In 2023, local authority websites were the most frequently used information source at 49%. Local newspapers were a key information source for 30% of respondents while 28% relied on friends and neighbours. The top three most frequently used services were comparable across the three years, with increases noted between 2022 and 2023 for local newspapers (+2%) and friends and neighbours (+3%).

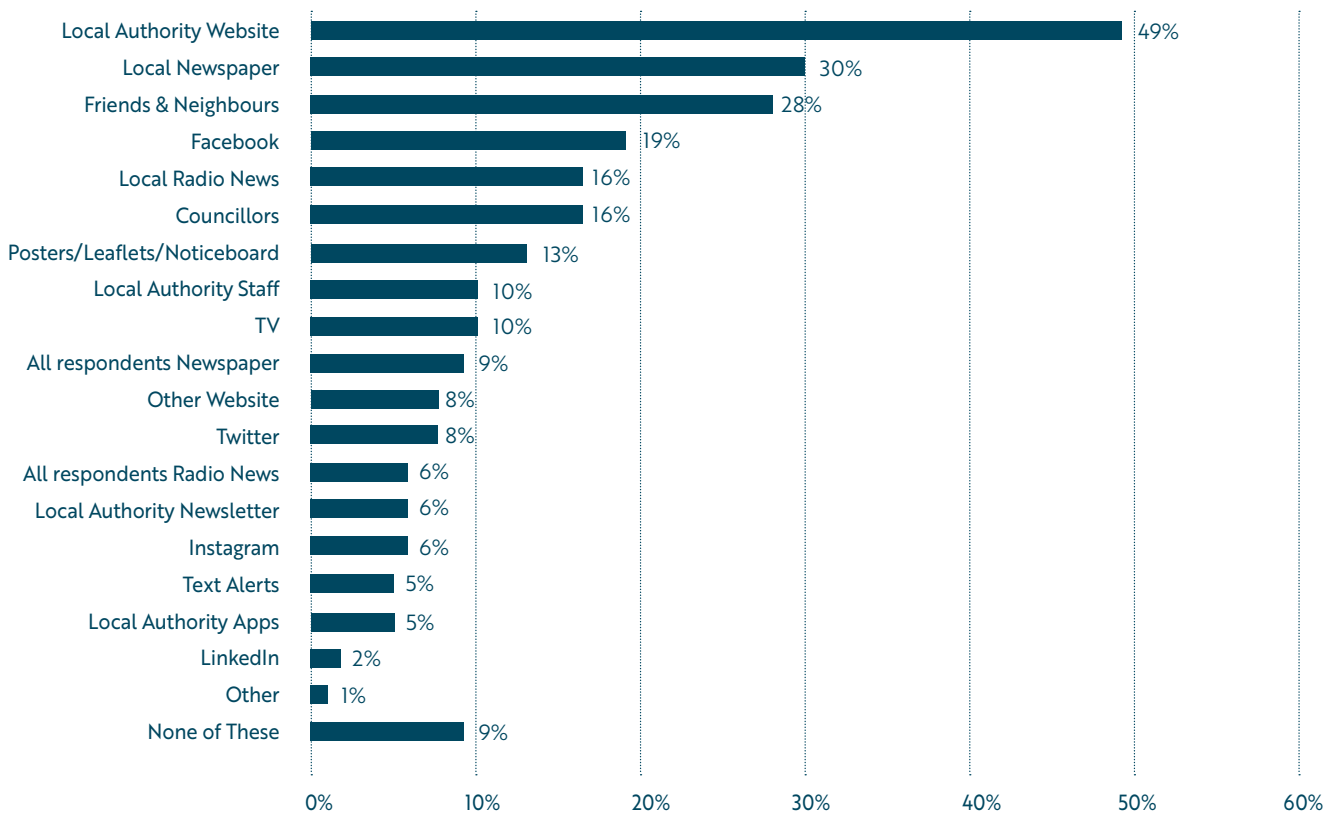


Figure 8: Source of Information about local authorities 2023

Facebook was most popular amongst the social media platforms at 19%. Twitter, Instagram and LinkedIn were used less frequently, with slight increases noted across the three years. In 2023, Twitter was used by 8% of respondents (7% in 2022 and 6% in 2021), Instagram use increased to 6% (4% in 2022 and 2021) and LinkedIn was used as an information source by 2% of respondents (1% in 2022 and 2021).

Local radio (16%), contacting councillors (16%) and seeing posters/leaflets (13%) continue to be an important source of information for many. Contacting local authority staff for information decreased to 10%, down from 14% in 2021 and 11% in 2022. There was an increase in the number of respondents reporting TV as a source of information, from 5% in 2022 to 10% in 2023.

Source of information by age

The data revealed variances in preferred sources of information by age cohort. Respondents aged 65+ were more reliant on traditional sources of information such as local newspapers, friends and neighbours, local radio and contacting councillors. The highest variance related to local radio as 29% of those aged 65+ used this source compared to 8% of those aged 18-24.

The youngest cohort (18-24) had the highest engagement with posters/leaflets/noticeboards (21%), TV (14%) and Twitter (21%). They were least likely to use local authority websites and local newspapers as information sources. Thirty-three percent of those aged 18-24 used websites compared to 57% of those aged 35-44. For local newspapers, the difference ranged from 19% for the youngest age group (18-24) to 45% amongst respondents aged 65+.

Table 20: Source of information about local authorities by age group 2023

	All respondents	18-24	25-34	35-44	45-54	55-64	65+
N=	2,066	227	352	435	371	289	392
Local Authority Website	49%	33%	44%	57%	54%	52%	49%
Local Newspaper	30%	19%	25%	23%	29%	35%	45%
Friends & Neighbours	28%	32%	24%	23%	29%	29%	35%
Facebook	19%	20%	23%	20%	21%	16%	13%
Local Radio	16%	8%	10%	13%	13%	20%	29%
Councillors	16%	9%	12%	13%	14%	17%	26%
Posters/Leaflets/Noticeboard	13%	21%	13%	11%	11%	13%	13%
Local Authority Staff	10%	4%	6%	7%	15%	13%	13%
TV	10%	14%	12%	8%	6%	8%	12%
National Newspaper	9%	9%	9%	7%	6%	9%	14%
Other Website	8%	5%	11%	10%	8%	6%	5%
Twitter	8%	21%	13%	9%	5%	4%	1%
National Radio	6%	6%	7%	4%	3%	7%	9%
Local Authority Newsletter	6%	5%	7%	5%	4%	8%	7%
Instagram	6%	12%	14%	6%	3%	2%	0%
Text Alerts	5%	3%	3%	4%	5%	9%	5%
Local Authority Apps	5%	3%	5%	5%	7%	7%	3%
LinkedIn	2%	10%	4%	1%	1%	0%	0%
Other	1%	2%	1%	1%	1%	1%	2%
None of These	9%	7%	13%	9%	7%	9%	7%

Legend

Highest point

Lowest point

Source of information by gender

There was little variance in information sources used by males or females, apart from Facebook. Twenty-three percent of females used Facebook compared to 14% of males, a finding consistent with the 2022 results.

Source of information by region

In the Dublin region respondents relied on posters and leaflets, TV and national newspapers at a higher rate than the other regions. Seventeen percent used posters and leaflets as an information source compared to a total of 13% for all respondents. TV was reported as an information source by 15% of those in Dublin compared to 5% in the Rest of Leinster and a total of 10% for all respondents. National newspapers were an information source for 14% in the Dublin region, results for the other regions ranged between 5% and 8%.

Local newspapers and Facebook were more commonly used outside of the Dublin region. Twenty-one percent use local newspapers in Dublin compared to 36% in Munster, 32% in Rest of Leinster and 31% in Connacht/Ulster. Thirteen percent of respondents in Dublin reported using Facebook as an information source, eight percentage points lower than the other regions (21%).

Local authority websites were used at a higher rate by respondents in Connacht/Ulster (53%). Respondents in Munster showed a preference for face-to-face communication to get information, a finding comparable to that of 2022. They were more likely to go to friends and neighbours (34%), councillors (18%), and local authority staff (14%) compared with between 26% and 27% of respondents in the other regions used friends and neighbours as an information source.

Table 21: Source of information about local authorities by region

	All	Dublin	Rest of Leinster	Munster	Connacht/ Ulster
N=	2,066	597	554	552	363
Local Authority Website	49%	51%	46%	49%	53%
Local Newspaper	30%	21%	32%	36%	31%
Friends & Neighbours	28%	27%	26%	34%	26%
Facebook	19%	13%	21%	21%	21%
Local Radio	16%	5%	17%	22%	22%
Councillors	16%	16%	15%	18%	12%
Posters/Leaflets/Noticeboard	13%	17%	10%	13%	12%
Local Authority Staff	10%	10%	8%	14%	8%
TV	10%	15%	5%	11%	7%
National Newspaper	9%	14%	7%	8%	5%
Other Website	8%	9%	7%	7%	8%
Twitter	8%	9%	7%	8%	7%
National Radio	6%	7%	5%	7%	5%
Local Authority Newsletter	6%	9%	6%	3%	4%
Instagram	6%	8%	6%	4%	5%
Text Alerts	5%	2%	7%	6%	6%
Local Authority Apps	5%	5%	3%	6%	5%
LinkedIn	2%	4%	2%	1%	3%
Other	1%	3%	1%	0%	1%
None of These	9%	11%	8%	8%	8%

Legend

Highest point

Lowest point

Sentiment

The 2023 survey included 12 sentiment statements across three themes.

Respondents were asked the extent to which they agreed or disagreed with the statements. The results provide an indication of the public's sentiment in relation to the selected topics.

- Communications and service engagement
 - My local authority **keeps me informed** about what they are doing
 - I **know my local authority well** through seeing advertisements and contacting them
 - I am **happy with how enquiries are handled**
 - It is **simple and easy to interact** with my local authority
- Equality and access
 - My local authorities treat people in a **fair and equal way**
 - There has been improved access to services and decision making for **people with disabilities**
 - There has been **improved access** to services and decision making for **minorities**
 - My local authority has become **more age friendly over the past 3 years**⁴

- Improvements in customer service
 - My local authority has become **more customer focused** over the past 3 years⁵
 - My local authority has become **more innovative** over the past 3 years
 - My local authority has **improved online digital services** over the past 3 years⁶
 - The **level of service provided has improved** over the past 3 years⁷

In 2023, the statements with the highest level of agreement were Improved online services (51%), Local authority has become more innovative (45%) and Simple and easy to interact with the local authority (43%). The sentiment with the lowest agreement was My local authority has become more age friendly (25%), however, neutrality for this sentiment was high (60%). Overall, there were higher levels of neutrality than disagreement across 10 of 12 the sentiments. Disagreement was highest for My local authority keeps me informed (40%) and I know my local authority well (32%).

⁴Sentiment added in 2022

⁵ In 2021 it was in the past 5 years

⁶ In 2021 it was in the past 5 years

⁷ In 2021 the wording was 'my local authority is doing enough to provide digital services.' In 2022 the wording was 'my local authority is doing a good job providing online digital services.'

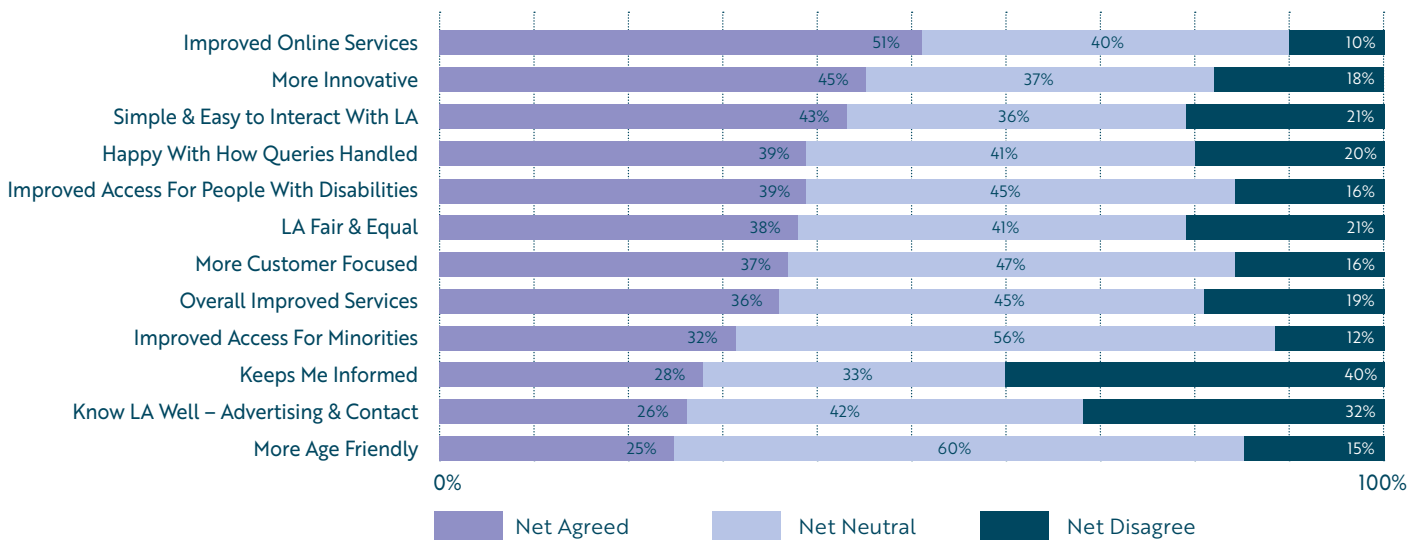


Figure 9: Sentiment statement responses 2023

A look at the sentiments across the three years revealed some fluctuation. There was an increase in agreement each year for four of the sentiments: (i) Simple and easy to interact with local authority, (ii) Treat people in a fair and equal way, (iii) Overall improved services and (iv) I know my local authority well.

Agreement levels remained stable across the three years for three sentiments: (i) My local authority keeps me informed; (ii) Improved access for minorities and (iii) Improved access for people with disabilities.

For four sentiments, a drop in agreement was recorded between 2022 and 2023. However, the 2023 agreement levels were improvements when compared with 2021: (i) Local authorities are more customer focused; (ii) Local authorities are more innovative, (iii) Improved online services and (iv) Happy with how enquiries handled.

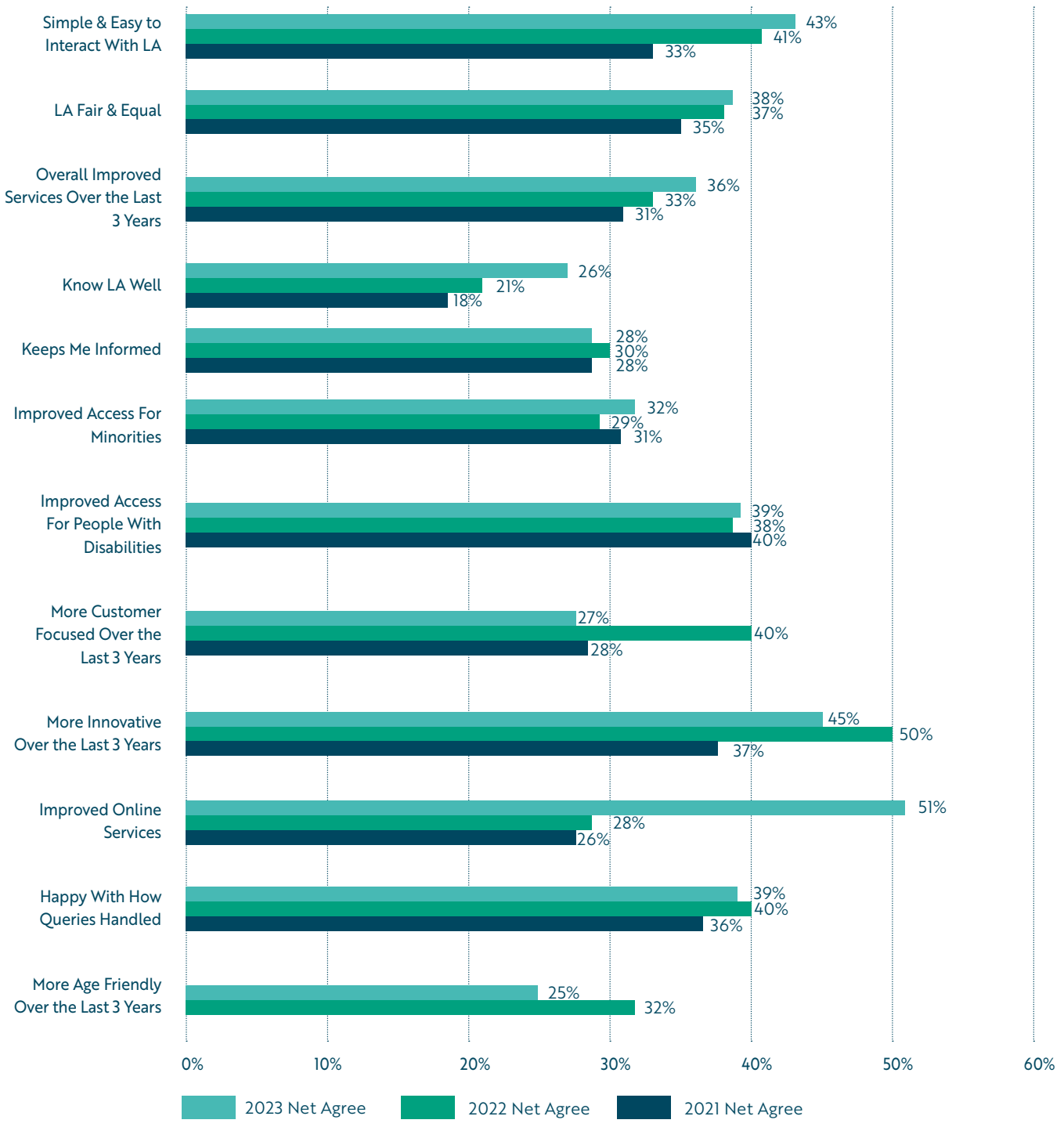


Figure 10: Sentiment agreement 2021-2023

Communications and service provision

There was a steady increase in levels of agreement from 2021 to 2023 for two of the communication and service provision sentiments. Agreement for Simple and easy to interact with local authority increased from 33% in 2021 to 43% in 2023. Agreement with I know my local authority well increased from 18% in 2021 to 26% in 2023.

Agreement with Happy with how queries were handled was 39% in 2023, down one percentage point on the previous year. Agreement with this sentiment in 2023 remained four percentage points higher than 2021 (35%). In 2023, agreement for My local authority keeps me informed was 28%, was two percentage points lower than 2022 but on par with agreement levels in 2021.

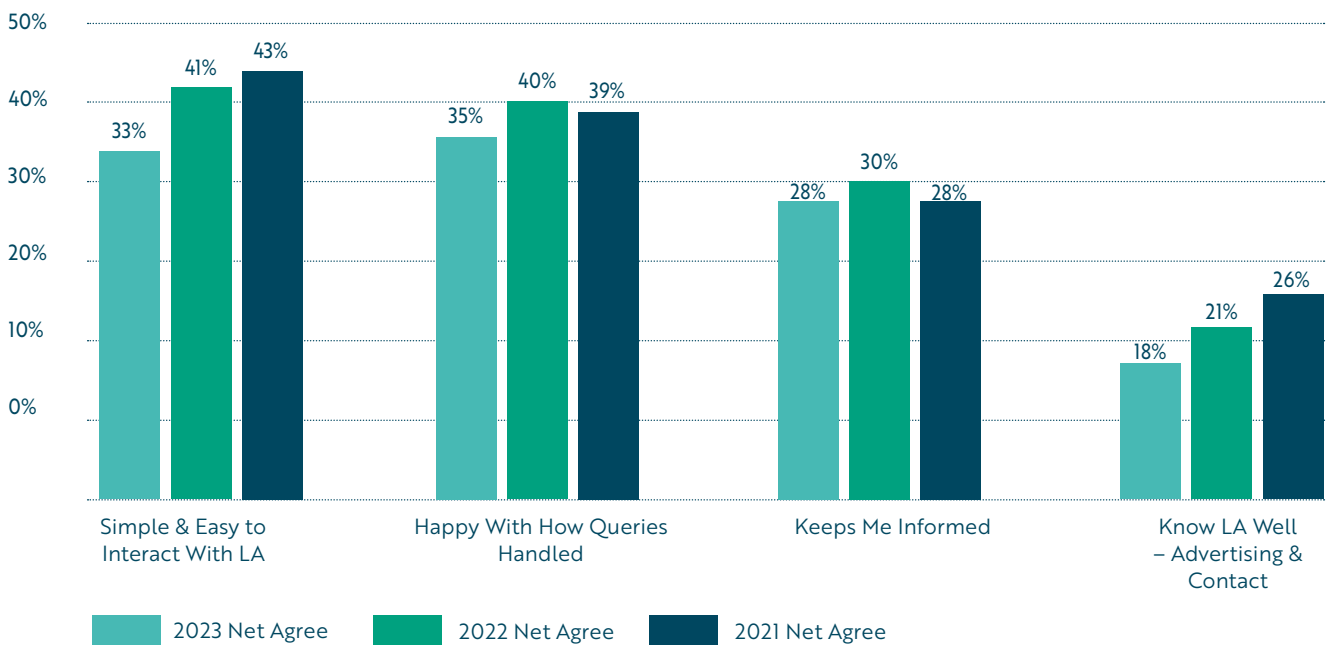


Figure 11: Agreement with communication and service provision sentiment statements 2021, 2022 and 2023

Equality and access

There was an increase in agreement across the three years for Local authorities treats people in a fair and equal manner. In 2023, agreement with this sentiment was 38%, up from 35% in 2021. For Improved access for people with disabilities, small variations in agreement were recorded across the three years. In 2023, agreement with this sentiment was 39% compared to 38% in 2022 and 40% in 2021.

In 2023, 31% of respondents agreed with the statement on Improved access for minorities. This was two percentage points higher than 2022, when agreement levels were 29%. There was a drop in levels of agreement for Local authority has become more age friendly. Agreement with this sentiment was 25% in 2023, seven percentage points lower than 2022. However, respondents were more likely to be neutral (60%) in 2023 rather than dissatisfied (15%).

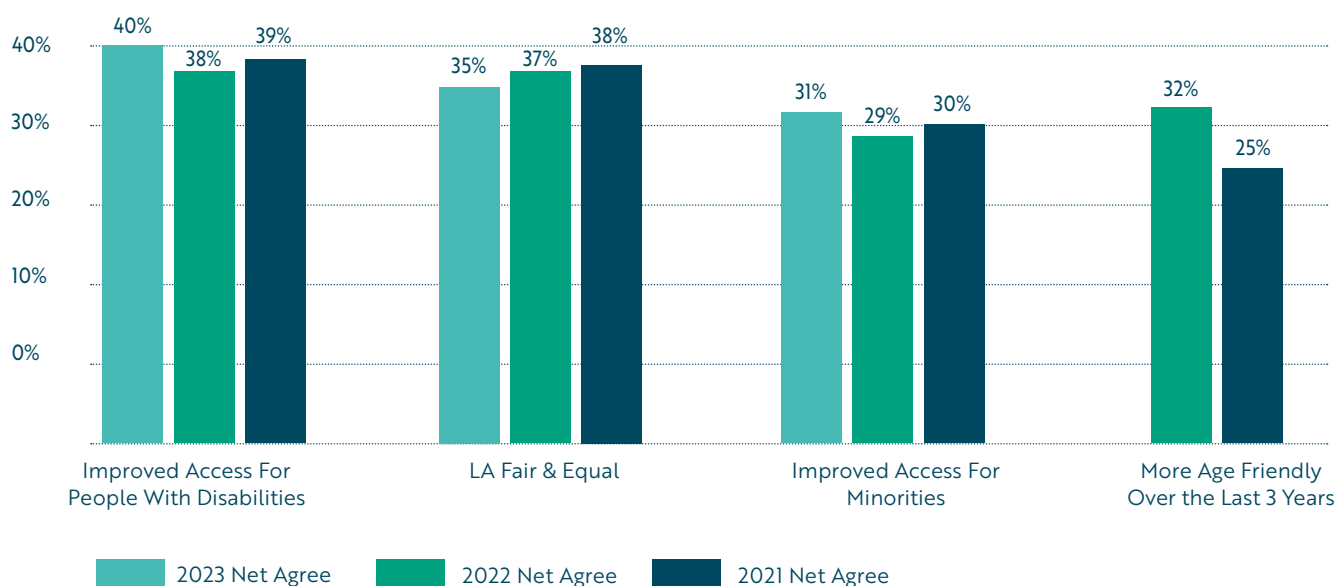


Figure 12: Agreement with equality and access sentiment statements 2021, 2022 and 2023

Improvements in customer service

For three of the four customer service sentiment statements there was a decrease in agreement in 2023 when compared with the previous year. This follows an increase across all sentiments between 2021 and 2022.

For Local authority has become more innovative, agreement was 45% in 2023, compared to 50% in 2022 and 37% in 2021. Agreement with Local authority has become more customer focused was at 37% in 2023, down from 40% in 2022 but up from 28% in 2021. For Overall improved services a steady increase in agreement was seen across the three years, to bring it to 36% in 2023. This represents an increase of four percentage points compared with 2021 (32%).

The wording of the Improved online digital services sentiment was updated substantially in 2022 and to a lesser extent in 2023. It was noted last year that the jump in agreement levels from 26% in 2021 to 58% in 2022 was most likely influenced by the change in wording. Agreement levels remained high in 2023, at 51%, but it represents a drop from 2022.

Table 22: Digital services sentiment 2021, 2022 and 2023

Year	Sentiment	Agreement
2021	My local authority is doing enough to provide digital services	26%
2022	My local authority is doing a good job providing online digital services	58%
2023	My local authority has improved online digital services over the past 3 years	51%

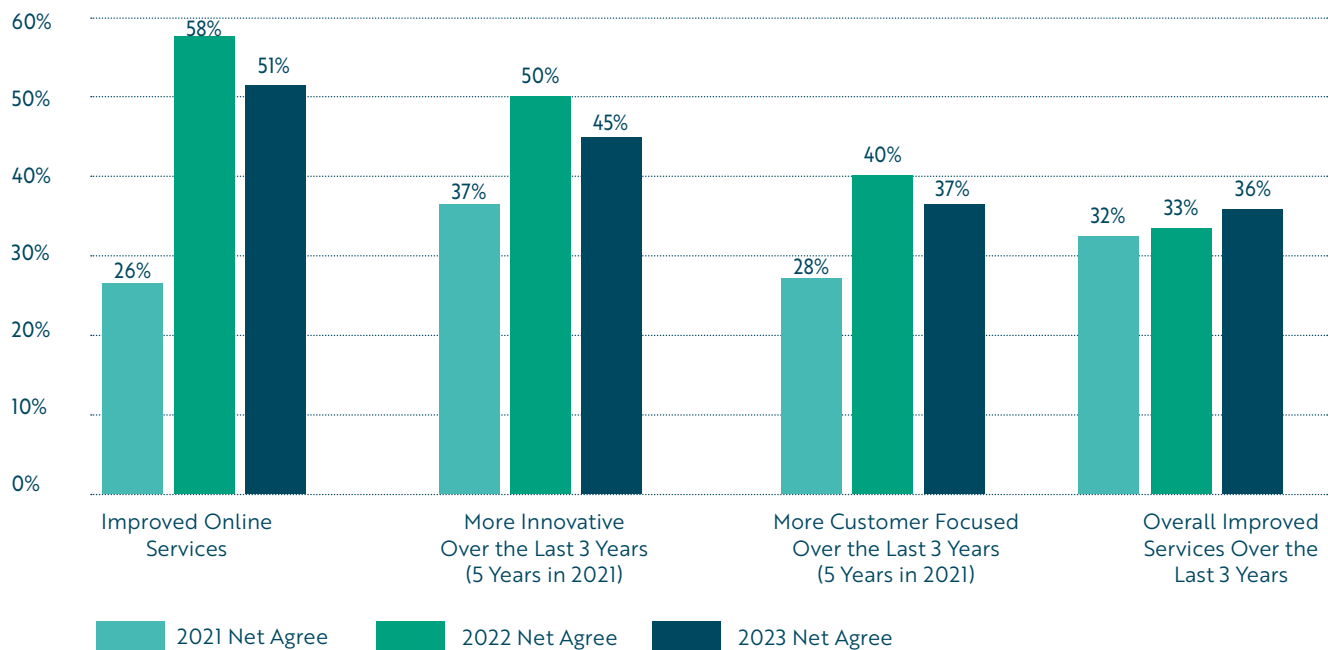


Figure 13: Agreement with improved customer service statements 2021, 2022 and 2023

Further Insights

In 2022 and 2023, the data was further explored to answer questions in relation to the relationship between sentiment, service users and sense of belonging. The review sought to explore the following questions:

- Do service users' responses to the sentiment statements differ to those who had not used services?
- Does a 'sense of belonging' impact on the sentiment of participants to local authorities?

Sentiment of service users vs non-service users

Of the 2,066 survey participants, 96% were service users (n=1,981) and 4% were not (n=85). The data revealed that those who had not used services within the past 12 months were less inclined to agree with any of the sentiment statements by between 6 and 27 percentage points. Therefore, service users, who were better positioned to comment on service provision, had a more positive view of local authorities than those who had not used services.

Table 23: Sentiment of services users and non-service users 2023

Agree with Sentiment	Service users (n=1,981)	Non-Service users (n=85)	Percentage Point Difference
Improved Online Services	52%	24%	-27%
More Innovative	46%	24%	-21%
Simple & Easy to Interact With LA	44%	25%	-19%
Improved Access for People with Disabilities	40%	15%	-24%
Happy How Queries Handled	39%	33%	-6%
LA Fair & Equal	39%	16%	-22%
More Customer Focused	38%	15%	-22%
Overall Improved Services	37%	15%	-21%
Improved Access for Minorities	33%	13%	-19%
Keeps Me Informed	28%	12%	-16%
Know LA Well – Advertising & Contact	27%	14%	-12%
More Age Friendly	26%	6%	-19%

The influence of a sense of belonging on sentiment scores

Survey respondents were asked whether they had a sense of belonging to their local area. The data suggests that sense of belonging had a strong impact on the views of respondents about local authority service provision.

Respondents with a strong sense of belonging to their area (n=898) had higher rates of agreement across all 12 sentiments. For example, agreement with Simple and easy to interact with the local authority was 51% for those with a strong sense of belonging to their local area, eight percentage points higher than the total for all respondents (43%).

Table 24: Sentiment agreement and sense of belonging to the local area 2023

Agree with Sentiment	“Strong” Sense of Belonging to LA Area	All Respondents Sentiment Score	“No Strong” Sense of Belonging to LA Area
N=	898	1,858	108
Improved Online Services	56%	51%	29%
More Innovative	49%	45%	30%
Simple & Easy to Interact With LA	51%	43%	17%
Improved Access for People with Disabilities	44%	39%	17%
Happy How Queries Handled	45%	39%	23%
LA Fair & Equal	43%	38%	21%
More Customer Focused	43%	37%	19%
Overall Improved Services	43%	36%	11%
Improved Access for Minorities	33%	32%	18%
Keeps Me Informed	31%	28%	9%
Know LA Well – Advertising & Contact	31%	26%	12%
More Age Friendly	30%	25%	10%

Survey Special Theme: Digital Services

At the request of NOAC, the special theme of access to digital services was explored through three additional questions in the 2023 survey covering the following themes:

- Ease of access,
- Barriers to access, and
- Local authority support.

Overall results are presented below while a detailed breakdown by age, gender and region can be found in Appendix 1.

Ease of access to local authority digital services

Respondents were asked about the ease of access to local authority digital services. The survey results revealed that almost half of the respondents (47%) found it easy to access local authority digital services. Seven percent of respondents found it difficult to access such services while a large proportion of respondents answered neutrally (46%).

- There was minimal difference between males and females in their response to Ease of accessing online services.
- The 65+ age group had the highest percentage of respondents with a neutral opinion (55%).
- 54% of respondents aged 34-44 selected Easy to access online services, seven percentage points higher than the total for all respondents.
- Regionally, respondents in Muster had the highest score for Easy to access online services (49%). Respondents in Rest of Leinster were more likely to respond neutrally (50%).

Appendix 1

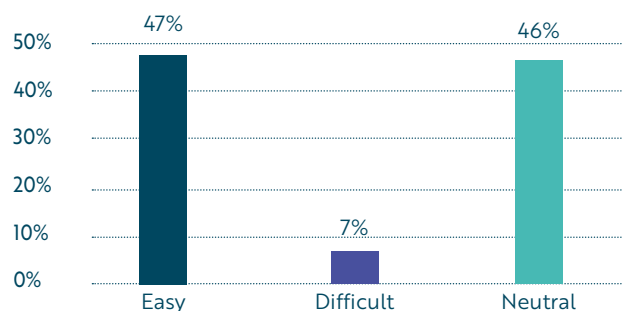


Figure 14: Ease of access to local authority digital services

Barriers to access

The findings illustrate respondents' views on barriers to access local authority digital services. The barriers identified in the survey were:

1. Lack of awareness of online services
2. Uncomfortable using technology
3. Service difficult to use/navigate
4. Don't like giving my details online
5. Lack of access to the internet
6. Lack of access to a device
7. Lack of accessibility supports

Of the seven barriers listed, the most commonly identified barrier was Lack of awareness about online services (48%) followed by Uncomfortable using technology (41%), and Service difficult to use/navigate (34%). Seventeen percent of respondents in the sample did not identify with any of the listed barriers.

- Females were more likely to identify with the barriers to access with higher results for six of the seven barriers listed.
- Respondents at aged 18-24 had a higher response to Lack of awareness of online services (59%) and Lack of accessibility supports (27%).
- Those aged 55-64 were more likely to identify with Uncomfortable using technology (48%) and Lack of access to internet (38%)
- From a regional perspective there was minimal variation, except in Rest of Leinster where the Lack of awareness barrier was identified more frequently than other regions.

Appendix 1

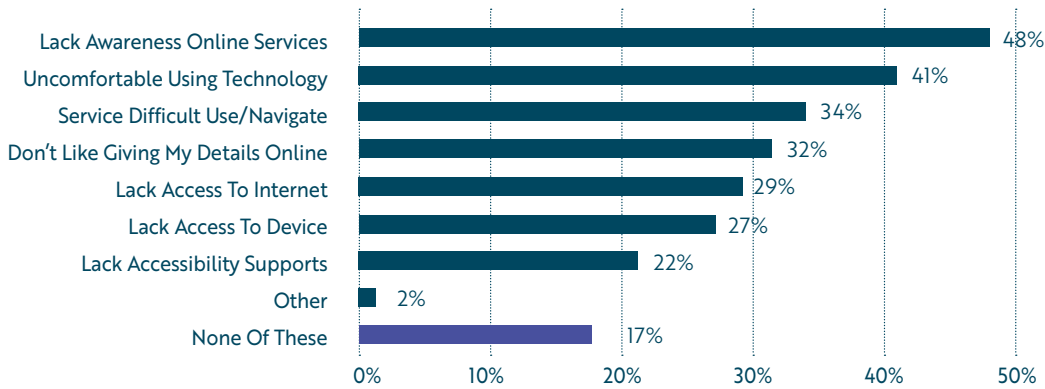


Figure 15: Barriers to accessing local authority digital services

Local authority support

Respondents were presented with a list of seven local authority supports and asked to indicate which would enable more effective access or use of digital services.

Half of the respondents would Like support to use online services in local authority offices (50%) and 49% selected Better advertising of online services, a key recommendation given that Lack of awareness about digital services was the primary reason people gave for not using the service.

The remaining solutions were selected by between 47% and 40% of respondents. They focused on practical solutions such as Phone support, More public Wi-Fi options, Free digital skills training, Online chat, and Public access to computers.

Two percent of respondents answered Other, and seven percent answered None of these.

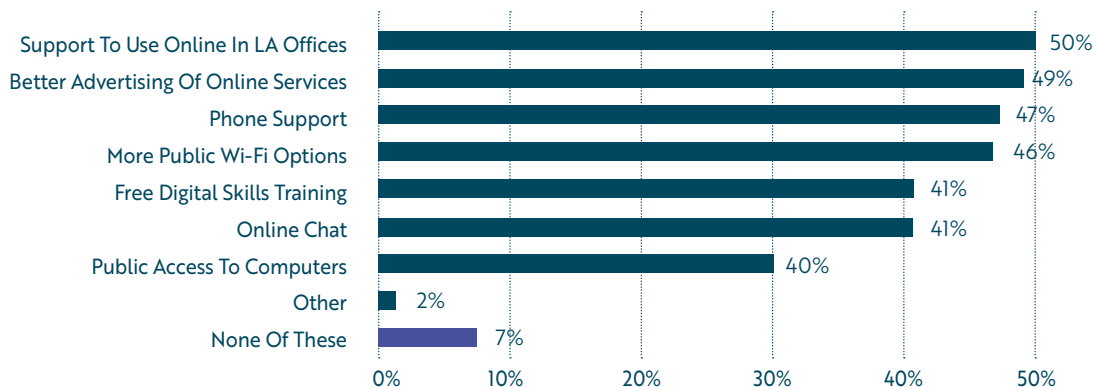


Figure 16: Local authority supports to access digital services

Survey Special Theme: Climate Action

In 2023, climate action was one of the two special themes selected by NOAC for inclusion in the survey. The survey contained five questions related to the topic of climate action covering the following themes:

- Awareness of local authority climate action provision/responsibilities,
- Initiatives local authority should be more involved in,
- Respondent activism in relation to climate action,
- Climate action initiatives local authority should communicate more on, and
- Appropriate channels for communicating about climate action.

Overall results are presented below while a detailed breakdown by age, gender and region can be found in Appendix 2.

Awareness of local authority climate action provision/responsibility

Respondents were asked about their awareness of local authority responsibility in the provision of 11 identified climate action services. Overall, awareness varied across the services, ranging from 53% to 29%. The service with the highest awareness of local authority responsibility was Emergency/severe weather management at 53%. Services with the lowest awareness amongst respondents included Promotion of nature-based solutions and Green enterprise support at 29%.

- Males reported a higher awareness of Flood/coastal erosion management at 52%, 7% higher than females.
- Respondents aged 65+ displayed higher awareness of local authority climate action services overall.
- The initiative with the most difference across regions was Flood/coastal erosion management at 60% in Munster compared to 43% in the Rest of Leinster.

Appendix 2

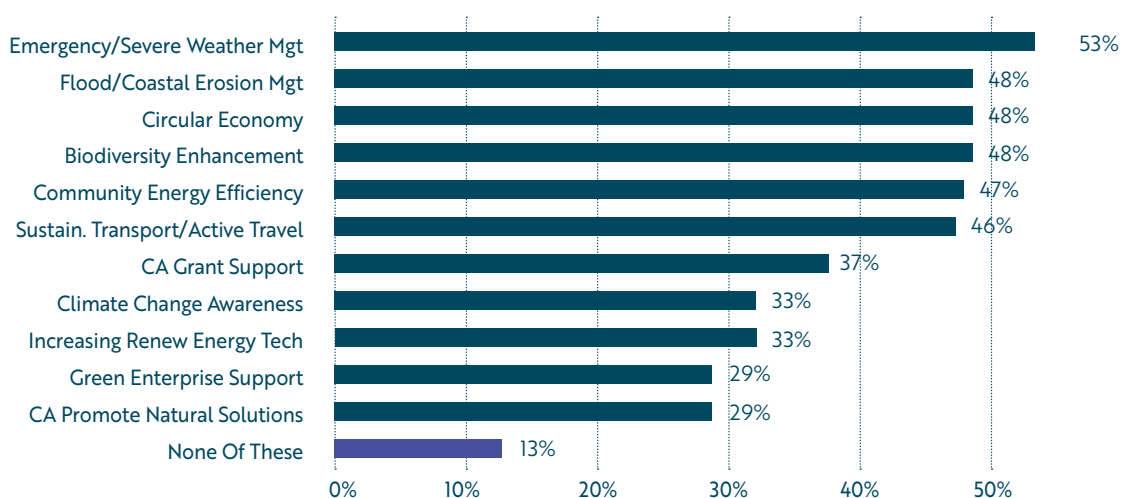


Figure 17: Awareness of local authority climate action provision/responsibility

Initiatives local authority should be more involved in

Respondents were presented with a list of 11 climate action initiatives and asked to identify which services they thought the local authority should be more involved in. Results ranged from 52% for Biodiversity enhancement to 38% for Promotion of nature-based solutions to mitigate climate actions. Nine percent of respondents indicated no preference for any of the initiatives listed.

- Females expressed higher interest than males for local authority involvement in climate change awareness (48%) and green enterprise support (46%).
- Respondents in the 18-24 age group were more likely to believe the local authority should be more involved in increasing renewable energy technology (56%).
- Those aged 65+ were interested in local authority action on emergency/severe weather management (59%).
- Regionally, those in the Dublin region displayed lower levels of agreement for increased local authority involvement in eight of the 11 initiatives listed.

Appendix 2

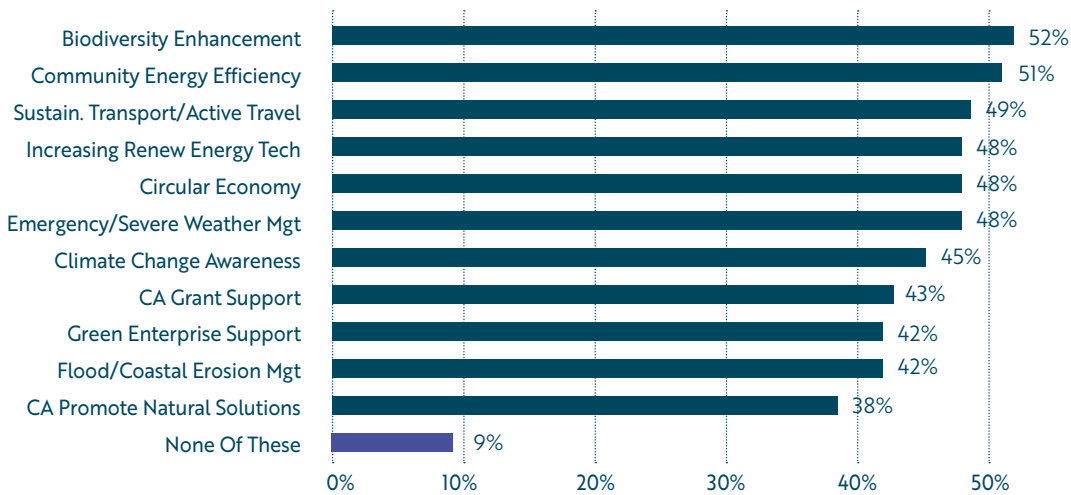


Figure 18: Initiatives local authority should be more involved in

Respondent activism in climate action

Respondents were asked about their own involvement in climate action activism. The most common climate action taken by respondents was Minimising home energy use (90%). Other prevalent actions included Shop/support local producers (81%) and Use sustainable travel (61%). The remaining four actions were reported in lower rates, ranging from 30% for Home retrofit to 14% for Climate initiatives in the local community. Three percent of respondents did not engage in any of the actions listed.

- Gender differences great than 5% emerged for two actions: minimise home energy and home retrofit.
- Younger respondents (18-24) were more likely to use sustainable travel (78%).
- Respondents aged 55-64 reported higher levels of involvement in minimise home energy use (95%).
- Those aged 65+ reported higher involvement with shop/support local producers (88%) and home retrofit (40%).
- Regionally, respondents in Dublin were more likely to use sustainable transport (74%) but less likely to shop/support local producers (72%).

Appendix 2

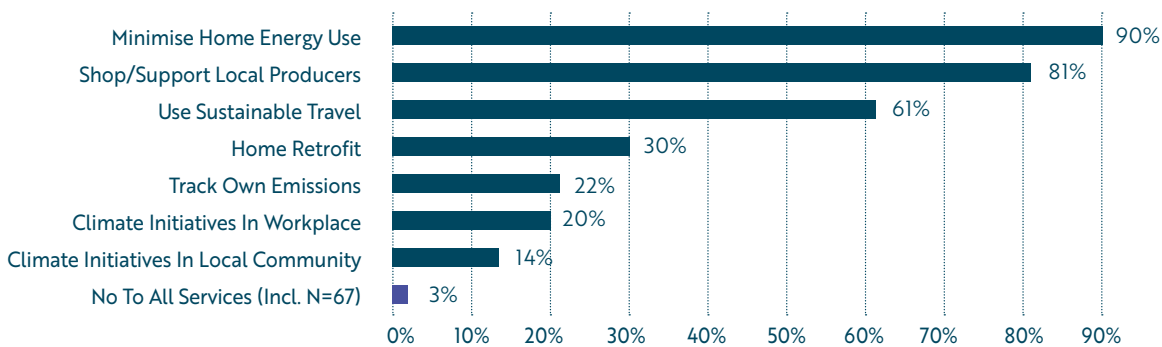


Figure 19: Respondent activism in climate action

Climate action topics local authority should communicate more on

The next question related to climate action topics that local authorities should communicate more about. Of the seven topics presented, between 76% and 57% of respondents, wanted more communication across all the topics. Respondents were most interested in communication on Severe weather preparation (76%) and Infrastructure and services (70%). Climate action business opportunities was selected by 57% of respondents, which was the lowest result. Eight percent of respondents were neutral and 3% did not want more communication on any of the initiatives listed.

- A higher percentage of females (79%) expressed interest in communication on Severe weather preparation than males (72%).
- The 18-24 age group recorded the highest percentages for five out of the seven climate action topics listed.
- Interest in more communication on Climate action business opportunities was 69% for those aged 18-24. This compares to a 52% response among those aged 65+, a difference of 17%.
- Those aged 55+ displayed the highest interest in Severe weather preparation (82%).
- Regionally, interest in more communication on local authority climate action was highest for respondents in Munster and lowest for those living in Connacht/Ulster and Dublin.

Appendix 2

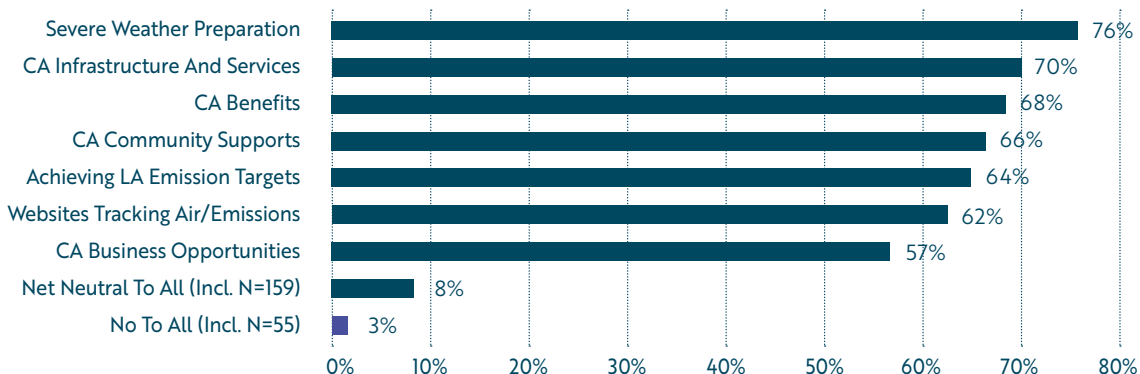


Figure 20: Climate action topics local authority should communicate more on

Appropriate channels for communicating about climate action

The next question explored appropriate channels of communication. Respondents were presented with a list of five communication channels. Over three quarters of respondents (78%) selected Newspaper/radio as an appropriate channel for communicating about climate action, followed closely by social media (75%). Other channels included Public meetings (69%), Newsletter or Text alerts (65%) and dedicated Engagement clinics (48%). A small percentage of respondents answered neutrally to all communications channels (6%) while 3% did not prefer any channel listed.

These results were similar to those relating to the general channels of engagement explored earlier in the report with the exception of the high number of people who identified Public meetings as an appropriate channel for getting information to the public in relation to climate action. This finding was explored more in the focus groups.

- Minimal differences were noted between the genders. 5% more females than males selected social media.
- There was a higher preference for newspaper/radio (83%) and newsletter or text alerts (72%) among the 65+ age cohort.
- The youngest age cohort (18-24) were most interested in social media at 81% compared to 61% of those aged 65+. Respondents aged 25-34 demonstrated the most neutrality.
- Respondents in Munster recorded the highest percentages on all five channels including 73% for public meetings compared to 65% in Dublin.

Appendix 2

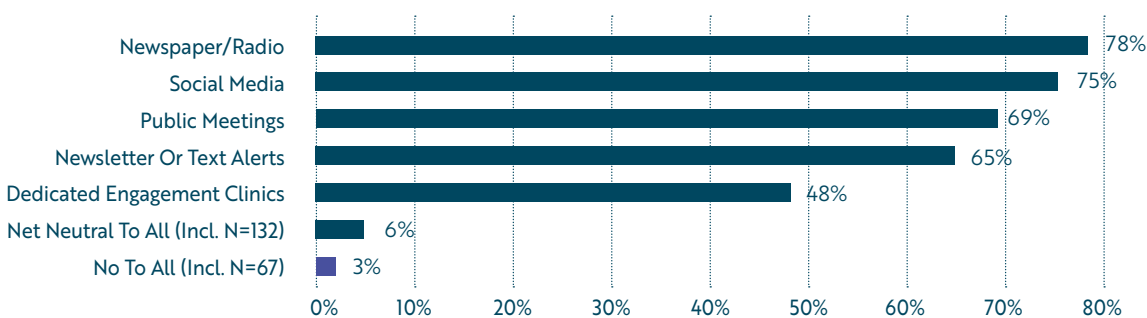


Figure 21: Appropriate channels for communicating about climate action

Focus Groups Special Theme: Climate Action

The eleven themes that had been identified for the survey were refined further into five themes to be explored through the focus groups. They were:

- **Theme 1:** Coastal erosion/fluvial issues.
- **Theme 2:** Planning for extreme weather events.
- **Theme 3:** Biodiversity.
- **Theme 4:** Reducing emissions.
- **Theme 5:** Waste management.

Focus group findings:

The focus groups were structured to explore levels of awareness in relation to local authority activity and responsibility under each of the themes. After the initial scoping conversations concluded, a list of key areas of work under each heading was provided to participants. This facilitated a more in-depth and nuanced review of what local authorities were doing well or could improve upon. Once all five themes were explored, participants were asked about the type of information local authorities should be providing about climate action and how best to communicate with and involve the community.

Coastal erosion/fluvial issues

Most of the focus group participants had some awareness about what local authorities were doing to address coastal erosion and fluvial (river) issues. Many positive examples were mentioned as participants named schemes or projects they were aware of, and listed actions taken locally to prevent flooding.

Local authority services: coastal erosion and fluvial issues

1. Roads (maintenance)
2. Coastal management
3. Flood alleviation services
4. Road design & planning
5. Environmental services
6. Finance
7. Office of Public Works (OPW) CFRAM programme
8. Grants/events/initiatives

Overall, participants felt it was important that local authorities increase the amount of work done in this area, as occurrences were becoming more frequent. In the delivery of the work, people were looking for more innovation and nature-based solutions, a longer-term view to be taken to developing solutions, and more joined up thinking.

There were two specific issues that participants discussed in detail. The first related to the use of rock armour and other grey engineering solutions. While there was an appreciation that they were necessary in certain cases to protect against coastal erosion and flooding, many people wanted their local authorities to consider complementing them with more nature-based solutions, like using marram grass planting. The second topic related to fluvial flooding. There was a perception that tactical solutions were often put in place instead of more strategic and joined-up solutions. Participants acknowledged the complexity of flood relief works and how measures in one area can impact another area and proposed increased communication between local authorities and agencies to address this as well as comprehensive assessments of the impact of local authority actions on the wider environment. They also advised increased information sharing across agencies.

Extreme weather events

There was a broad awareness across all focus groups that local authorities had a key role to play in responding to extreme weather events. There was a lot of positive feedback about the response to ice, snow, floods, gorse fires, high tides, and fallen trees. There was positive feedback about the speedy, efficient, and effective reactions of local authorities, by gritting roads, providing salt, sandbags, removing fallen trees, clearing drains, etc.

Participants felt it would be beneficial if local authorities were more proactive and increased their planning and preparation for extreme weather events (for example, keeping drains clear, removal of dangerous trees and more green spaces to increase drainage and provide shelter from extreme heat, or winds). The need for a more joined up approach to flood prevention was a key focus of discussions, as participants stressed the need to manage activities on flood plains more effectively. A partnership approach with local community groups and farmers to help identify hazards and solutions was mentioned.

There was an emphasis on the importance of well-developed networks, community engagement and chains of communication to ensure that vulnerable people were informed about what to do before, during or after extreme weather events, particularly elderly people living in rural areas who could become isolated.

Local authority services: extreme weather events

1. Planning and preparation emergency response and clean-up operations
2. Winter ready campaign
3. Severe weather event team
4. Emergency response team
5. Fire services
6. Municipal district offices
7. Roads' maintenance divisions
8. Environment divisions
9. Corporate team & human resources
10. Finance
11. Civil defence
12. Grants/events/initiative

Biodiversity

Participants were very positive and engaged in relation to the biodiversity theme. Most participants were aware of the work local authorities were doing in relation to promotion and enhancement of habitats, rewilding, tree planting and hedgerows as well as upkeep of green areas and parks. They were also aware of many of the community initiatives such as 'No Mow May' and biodiversity events.

There was strong support and recognition about the importance of biodiversity, and participants encouraged local authorities to increase their work in this area. Two areas of improvement were identified.

The first related to improved communications across local authorities so that all staff and contractors were fully aware of key requirements or innovations being promoted or enforced by local authorities. For example, they need to be aware of protocols, bans or restrictions on activities such as grass or hedge cutting, management of invasive species, or the use of nature-based solutions (rather than grey engineering solutions).

The second point made related to increased engagement with community stakeholders, particularly the farming community. There were times when farmers needed to know who to engage with in local authorities to address issues such as potential safety hazards, like the need to cut grass verges or hedges that were forcing pedestrians out on to the road, during the hedge cutting ban.

Local authority services: biodiversity

1. Promotion & enhancement of habitats, rewilding, planting of native trees, hedgerows
2. Heritage and biodiversity officers
3. Land use and planning services
4. Parks and landscapes
5. Community development
6. Arts and creativity
7. Grant supports, events, or initiatives

Reducing emissions

There was a high level of awareness about the role of tree planting and maintaining hedgerows in reducing emissions, with many aware of specific tree planting projects in progress. However, awareness about the other work local authorities were carrying out to reduce emissions was low.

Once prompted, most people were generally aware of many of the active travel measures, especially the greenways in their area, the increase in electric vehicle (EV) infrastructure, and retrofitting of the social housing stock. Replacement of streetlight bulbs with LED bulbs was identified as a very positive initiative. Participants were broadly supportive of these measures.

In rural areas, there was a sense that greenways were contributing towards tourism but having a lesser impact on facilitating active travel for commuters in these areas. People expressed a desire for better planning and more joined-up thinking in relation to active travel infrastructure, EV infrastructure and public transport. They also wanted the pace of roll-out to be quicker, and for delays to be addressed but acknowledged that there was a lot of contention when selecting routes, etc. Farmers were keen to have meaningful engagement about the development of greenways with all relevant stakeholders. More generally, some participants felt that there was a possibility that the good work being done by the local authority in reducing emissions could be undermined by the development of data centres.

Local authority services: reducing emissions

1. Tree planting
2. EV infrastructure
3. EV fleets
4. Active travel (blue/green ways, cycles lanes)
5. Retrofitting social housing
6. Grants/events/initiatives

Waste management

People were very positive about the local authority's role in relation to waste management and recycling, with plenty of awareness about innovative projects locally. Overall, people wanted more services rolled-out under this theme.

While it was acknowledged that people should be encouraged to bring their waste home, participants did think providing more recycling options for people using public bins would be beneficial. They also proposed development of specific services, such as composting options for Tidy Towns, given the challenge of bringing large volumes of this type of waste home. There was a view expressed that recycling charges discouraged some people from using the civic amenity centres, while bin charges posed problems for some cohorts.

Participants wanted more information about how to dispose of bulky items and proposed amnesties and targeted collections or drop off points for items such as mattresses, paint, and certain hazardous waste. Initiatives to encourage decluttering or discourage 'hoarding' were also encouraged by older participants. While many of these services already existed, there was a sense that they needed to be promoted more, and in some cases, standardised across all local authorities. Some participants were also concerned about pollutants entering waterways.

Farmers were directly impacted by illegal dumping, especially large bulk items like mattresses, tyres, and burnt-out cars and were keen to encourage good communication and partnerships with local authorities to address the issue.

Local authority services: waste management

1. Promoting circular economy – reduce, reuse, recycle
2. Environmental protection
3. Parks and landscapes
4. Public realm & regeneration
5. Community initiatives
6. Grants/events/initiatives

Information about climate action

In considering the type of information people wanted from their local authorities, there was a strong interest in information about positive climate stories in a bid to garner wider support of the community and bring people onside so they would become more involved. There was an emphasis on the sharing of information on green/climate related initiatives locally. Participants also wanted information about good practices that could be shared across local authorities, that illustrated the variety and innovation of solutions.

There was a desire for Key Performance Indicators (KPIs) to be developed and communicated nationally and locally as participants were interested in knowing how well their county is doing in terms of national performance levels.

Climate action communication channels

In relation to preferred communication channels, multi-channel communications were preferred, where a mix of traditional and digital media channels were used. Older people preferred more traditional channels with a strong emphasis on creating opportunities for face-to-face engagement.

Several people suggested 'expo' or symposium type events to showcase the work of local authorities and community and voluntary organisations. They would inform people about actions being taken, as well as help to get buy in from the public and signpost how to get involved in initiatives. Furthermore, there was a clear sense that local authorities need to promote climate action in more obvious ways on their website, print media and social channels with a strong preference for regular updates via newsletters/bulletins that contain explicit references to climate action. Participants called for the introduction of bigger publicity campaigns that would promote various local authority initiatives

and actions. These campaigns should also enhance knowledge and collaboration among different groups in society and generally get people thinking together and actively involved.

Overall, the focus group participants highlighted the need for more consultation and partnership from local authorities on the important issue of climate action. They also recognised that local authorities were only one stakeholder in the climate action issue and that local authorities cannot do it alone. Given this, they emphasised the need for more engagement between local authorities and other government departments.



Conclusions

This report revealed consistent findings in relation to levels of awareness about local authority services and levels of service engagement compared with previous years. The analysis by gender, age and region revealed some nuances that exist. For example, young people had low levels of awareness that local authorities were providing the services they used but were the most frequent users of many of the services. The report also highlighted that older people were more knowledgeable about local authority services and that they had a preference for in-person engagement and relied on traditional media for information about their local community and the services provided by local authorities. In contrast, younger people favoured social media, but not website use, when seeking information.

There were few variances between the genders other than engagement with community, youth, and leisure centres. Regionally it was noted that engagement with local authorities outside the Dublin region was more inclined to be through personal contact rather than online or email.

This year's report highlighted the need for developing systems to collect customer satisfaction data at the point of engagement. While the annual survey can provide some insights into how satisfied people were about services, the number of service users responding was often too low to be regarded as a representative sample. Also, the name of the service used in the survey was often quite general. For

example, it was not possible to tell which of the 80 or so housing related services a respondent had used when they selected housing as the service in the survey. Work has commenced on identifying services where embedded surveys can be used to get feedback at the point of engagement.

The sentiments explored with respondents revealed that local authorities still need to work to improve communications. However, improvements were noted over the three years reviewed. Results were most positive in relation to ease of engaging with local authorities and levels of innovation and improvements in online service provision.

Once again, the findings revealed that those who had a strong sense of belonging to their local area had the most positive view of local authorities, as did people who had used local authority services (compared with people who had not used local authority services).

The survey briefly explored the barriers to engaging with digital services and the primary reason was lack of awareness that online services were available, a problem that local authorities can address.

A more detailed exploration of climate action was carried out using the survey and focus groups. The findings highlighted the keen interest people had in addressing climate action and the key role they wanted local authorities to play in bringing stakeholders together and mobilising local communities and individuals.

Case studies

Survey respondents were very positive and supportive of the extensive work being done by local authorities to date. Awareness was highest in relation to severe weather responses, biodiversity, flooding and coastal erosion management, the circular economy, active travel and energy efficiency initiatives. Respondents were also playing their part in trying to address climate change with most reporting changes made to their personal life to address climate change, such as minimising energy use in the home, shopping locally or using sustainable transport.

Overall, focus group participants wanted local authorities to take the lead locally in bringing key stakeholders together to jointly problem solve by taking a long-term approach to mitigation and adaptation. Finally, participants also called for KPIs to illustrate and track the work being done. The LGMA published the first Local Government Climate Action KPI report in December 2023 that addresses this request.

This section presents four case studies to illustrate some of the climate action initiatives in place across the sector. One case study was nominated from each of the four Climate Action Regional Offices (CARO):

1. **Atlantic Seaboard North** - Weather Impact REGISTER App WIRE
2. **Atlantic Seaboard South** - Development of Guidance for Local Authorities on the Climate Adaptation of Regional & Local Roads (GLACARLR)
3. **Dublin Metropolitan** - Línte na Farraige - Lines of the Sea
4. **Eastern and Midlands** - Local Authority Climate Action Training Programme

The objectives of the case studies are to capture learnings around the delivery of various initiatives, share best practice, and create a valuable resource that can inform the future development of customer service provision in climate action across the local government sector.

The vision set out in Better Public Services 2030 is 'inclusive, high quality and integrated Public Service provision that meets the needs and improves the lives of the people of Ireland' (Better Public Service, 2023). The case studies highlight how the CAROs are working with local authorities to deliver climate policies and behavioural change within their own organisations while empowering citizens and enterprise to embrace the need for climate action.

Case Study One

Weather Impact Register App WIRE

Atlantic Seaboard North CARO

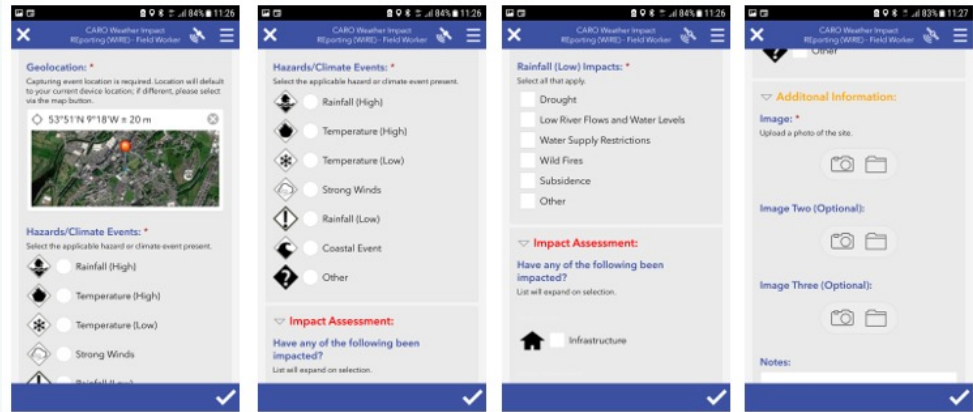
CARO	Atlantic Seaboard North CARO
Title	Weather Impact Register App – WIRE
Brief description of the initiative	<p>All sectors of society are being impacted by events and trends associated with climate change. These impacts include damage and service interruptions to critical infrastructure, cultural and natural capital, water quality, flooding, water resources and community services.</p> <p>In developing the local authority adaptation strategies in 2019, the baseline assessments highlighted the lack of historic data available on the impacts of climate events/trends.</p> <p>The WIRE app provides a simple tool for local authorities (and other state agencies) to record and collate the actual impacts and some of the associated costs of climate change in their areas. The GIS-based dataset, together with the dashboard and filters developed alongside the app, will provide a spatial distribution of risks and vulnerability, and help identify the increasing severity and frequency of events that will inform climate adaptation planning. The dataset will build over time but already the data recorded is highlighting areas of repeated flooding events that will prioritise those areas for actions and support evidence-based and cost-effective solutions.</p> <p>Climate Ireland, the Office of Public Works (OPW) and other state agencies are also looking to access the app and the datasets that it will produce to support cross-sectoral climate adaptation planning.</p>
Objectives	<p>The objectives were to be user-friendly, mobile handheld based with a supporting map-based dashboard to analyse data.</p> <p>No consistent methodology existed for capturing the impacts of weather and climate events within the local authority sector. Previous reporting was sporadic and generally existed only if funding was available to deal with a specific event. Smaller costs for dealing with climate and weather events were being absorbed by other budgets and not being identified or collated to inform future planning.</p> <p>We looked to other European Union (EU) practices and data gathering options and became aware of various ArcGIS tools that allow the capture and return of accurate field data with map-driven forms. Collaborating with staff of all levels within the sector, we developed an app for use on a mobile phone with a series of forms, drop-down menus, and functions to enable a large amount of data to be collected simply.</p>

<p>Objectives</p>	<p>The associated map viewer and data dashboard to view and analyse the collected data provides a spatial representation to local authority users of what climate hazards are already impacting their communities and the frequency, severity, and some costs related to those impacts.</p> <p>The WIRE app is a simple user-friendly system that links to other systems and generates substantial amount of reporting material automatically to support local authority adaptation planning.</p>
<p>How was the initiative developed</p>	<p>All the local authority adaptation strategies identified the need to gather and organise data on the impacts of weather events locally. The proposal to develop a system to meet this need was communicated early to all local authorities through the Climate Action Regional Office (CARO) network. Through the National Adaptation Steering Group and through working with Climate Ireland, we also informed government departments/agencies involved in climate adaptation of the system being developed and got input on how the system could be structured so as to also meet their needs.</p> <p>To ensure the system was designed to facilitate a national roll-out, we engaged with most of the local authorities through workshops and meetings, and either directly or indirectly through the CARO network. This had the added benefit that the local authorities were both invested in the project and aware of progress.</p> <p>Local authority users have had input into the development through various workshops and events that allowed us to better understand their needs and what practical information to collect during an event. Alpha testing of the app was conducted by Mayo County Council staff, and Beta testing was rolled out to a number of users in each of the thirty-one local authorities and feedback incorporated into the final system.</p> <p>The tool is a technology-based application, simple to use and produces a dataset of valuable information for those involved in developing emergency response, adaptation planning as well as supporting planners to make informed decisions on future development.</p> <p>The dataset from the WIRE system will also be incorporated into a new cross-sectoral 'Climate Change Risk & Vulnerability' tool that we are currently developing with Climate Ireland to help calibrate those projections and to identify impacts already occurring. A series of short video tutorials was also developed and available with the tools on a new WIRE Hub page.</p> <p>We provided regular updates on progress to stakeholders through meetings and promoted the system in sectoral publications, such as Council Review.</p>

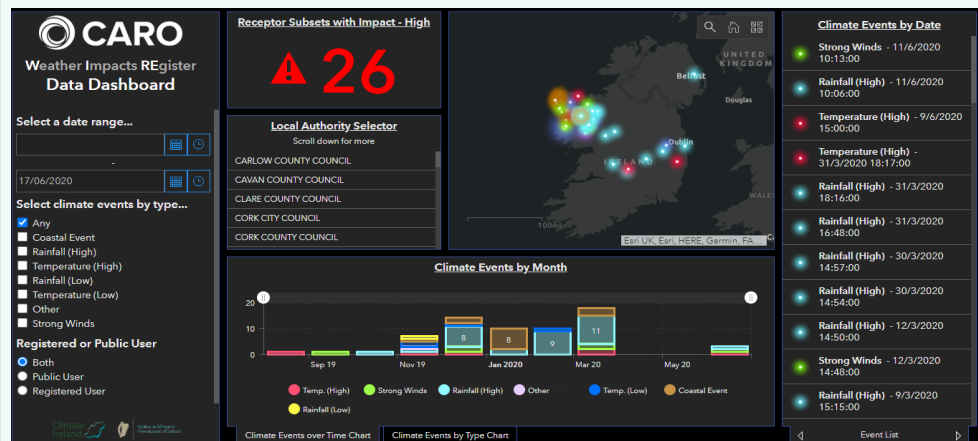
Case Study One (Contd)

<p>How was the initiative developed</p>	<p>The initiative was one of eight projects that received grant assistance under the first Public Sector Innovation Fund, launched in 2019 - €25,000 was made available to the CARO towards the development of the app and system.</p> <p>The concept design, user interface and graphics were developed by CARO inhouse, with support from Climate Ireland and input from local authorities through a series of workshops, which commenced in February 2020.</p> <p>The Economic and Social Research Institute (ESRI) were engaged to develop these proposals on the ArcGIS Online and Survey123 platforms.</p>
<p>Identify the service area/s impacted by the challenge</p>	<ul style="list-style-type: none"> • Roads and transport • Housing • Emergency services • Environment
<p>Results</p>	<p>The system is relatively new, and the dataset will develop over time and provide more valuable information that will identify areas at particular risk from climate events.</p> <p>These identified areas will be prioritised for more detailed risk and vulnerability assessment and adaptation planning. The detailed records of the severity of these events and the frequency of when they impacted a particular area will support evidence-based decision making and investment. An example of this already becoming evident from the limited dataset is a road in north Mayo that anecdotally experiences regular coastal flooding, particularly during surge events. The database has already recorded two such incidents in 2020, together with photographs and information on temporary road closures put in place for the duration of the flood. This type of information will help justify and support a flood alleviation project in the future.</p>
<p>Key learnings and/or obstacles for the local authority</p>	<p>Key learnings</p> <p>The dataset is relatively new (started in February 2020), and the benefits will increase as the information gathered from weather events are collected. Some of these benefits will only be realised in a number of years when adaptation projects and appropriate solutions are developed that can be assessed against a robust dataset that includes the scale of the hazards and the associated cost of repairs and clean-up.</p> <p>There are also benefits to be gained in the short-term. Aside from the fact that the system provides for a consistent approach to the collection of weather impact data across the local authority sector, benefits also include:</p> <ul style="list-style-type: none"> • Reduced amount of time spent managing and analysing data and weather impacts/risks. • Improved quality and consistency of information. • Better capture of the real costs associated with the impacts of weather events that have been absorbed into general expenditure. This will also facilitate a more robust cost-benefit analysis of adaptation projects in the future. <p>Key obstacles</p> <ul style="list-style-type: none"> • The capturing of events is dependent on staff co-operation.

Additional Information



Example of dropdown menus for collection of data on the ground



System dashboard that provides tools to filter and analysis that data captured

Case Study Two

Development of Guidance for Local Authorities on the Climate Adaptation of Regional & Local Roads (GLACARLR)

Atlantic Seaboard South CARO

CARO	Atlantic Seaboard South CARO
Title	Development of Guidance for Local Authorities on the Climate Adaptation of Regional & Local Roads (GLACARLR)
Brief description of the initiative	<p>Combatting climate change is one of the world's greatest challenges. Ireland has committed to taking the necessary action to reduce its greenhouse gas emissions and increase our resilience to current and projected future impacts of climate change. The Climate Action and Low Carbon Development (Amendment) Act 2015 and 2021 requires the country to achieve the national climate objective of transitioning to a climate resilient, environmentally sustainable, biodiversity rich and carbon neutral economy by the end of 2050. The local government sector is identified as having an important leadership role as a key mobiliser of climate action at local and community levels.</p> <p>In 2019, the 31 local authorities were mandated through the National Adaptation Framework to prepare climate adaptation strategies. A significant need identified in the strategies was the future proofing of road assets from the effects of climate change e.g., flooding and temperature effects. Climate Action Regional Offices (CAROs) engaged with the Department of Transport (DoT) and the County and City Management Association (CCMA) to lead a project that would address the climate change issues into the future and develop knowledge, guidance and the tools required by local authority roads directorate practitioners to tackle the challenges presented by these issues.</p>
Objectives	<p>The objective of the project are as follows:</p> <ol style="list-style-type: none">1. Inform roads staff of the importance of appropriate planning for climate change and implementation of climate adaptation procedures.2. Develop a range of design, maintenance and rehabilitation strategies and approaches to adapt the regional and local road network for climate events and reduce the risk of damage and loss of function.

How was the initiative developed

In 2015, the Climate Action & Low Carbon Development Act established the National Adaptation Framework, which in turn, mandated the local authorities to prepare 31 climate adaptation strategies. The strategies identified climate related issues for the regional and local road network, underpinned by local authority beliefs that road assets needed to be future-proofed. The Atlantic Seaboard South CARO proposed a new initiative to develop a climate adaptation project that would provide road directorate personnel with the knowledge and tools to adapt to climate related issues on the regional and local road network, managed by local authorities. A proposal was supported by the DoT and the CCMA leading to the commencement of the project. The key themes that provided the basis for the project are:

1. Integrate climate considerations into design, construction, and maintenance of road assets.
2. Create an inventory and map vulnerable road locations.
3. Vulnerability and risk assessments of road infrastructure.
4. Develop action plans and prioritisation of adaptations interventions.

The project objectives are based on the importance of planning for climate change impacts, creation and implementation of climate change procedures and developing relevant strategies and knowledge to help implement them. The objectives are intended to be implemented through the provision of knowledge and guidance documents, leading to the development of operational procedures by local authorities, and by enhancing the existing asset management system managed by the Road Management Office (RMO).

A Project Working Group (PWG) consisting of CARO personnel and representatives of five local authorities, the DoT, the CCMA Climate Action, Transport, Circular Economy and Networks (CATCEN) Committee, Munster Technological University (MUT) and the RMO. The PWG provides guidance, direction, and feedback for the duration of the project. Project oversight is provided by the CARO Regional Steering Group, the DoT, and the CCMA.

Project resources include a project manager and a project facilitator and when necessary, an engineering consultant. These are funded by the DoT. The project is ongoing. To date, trials/ pilot projects have not been required but are likely for future development of the project. Each project milestone output is sent for consultation to transport sector stakeholders, reviewed by the PWG, the DoT and the CCMA in advance of any formal issue process.

Case Study Two (Contd)

<p>Timeline</p>	<p>The initiative is ongoing. The project commenced in 2020 with a scoping report (Phase 1) that set the tasks for the delivery stage which commenced in 2021. The first output from the project was in 2020 with the Climate Adaptation Works, Prioritisation Methodology report, which assists DoT with the allocation of roads climate allocation grants to local authorities. The latest output from the project is the Climate Adaptation Strategy for Regional & Local Roads report, which was published by the Minister for Transport in April 2023. This has moved to its implementation stage and collaboration with DoT is currently ongoing to deliver on the strategy actions. The project is not a fixed term initiative. Work is also ongoing on other significant and relevant topics relating to green public procurement and carbon management in the local authority roads sector. These are topics identified by local authorities as requiring knowledge and guidance. Financial control of the project is provided by the Roads Division of the Department of Transport.</p>
<p>Identify the service area/s impacted by the challenge</p>	<ul style="list-style-type: none"> • Road Maintenance. • Road Licenses and Permits. • Road Networks. • Road Safety. • Road Schemes. • Severe Weather
<p>Results</p>	<p>The initiative is ongoing. The project commenced in 2020 with a scoping report (Phase 1) that set the tasks for the delivery stage, which commenced in 2021.</p> <ol style="list-style-type: none"> 1. The first output from the project was in 2020 with the Climate Adaptation Works, Prioritisation Methodology report, which assists the DoT with the allocation of roads climate allocation grants to local authorities. The methodology involves gathering pre-determined data relating to climate impacted locations and proposed works interventions from each local authority. This is used by the DoT to prioritise funds to local authorities through the Climate Adaptation and Resilience Programme, in place since 2020. 2. The latest output from the project is the Climate Adaptation Strategy for Regional & Local Roads report, which was published by the Minister for Transport in April 2023. This has moved to its implementation stage and collaboration with the DoT is currently ongoing to deliver the strategic actions. <p>The positive impact on stakeholders (item 1 above) is the focused prioritisation of funding allocations to climate related interventions on the regional and local roads. Much of the data gathering required here is known by local authorities already given their operational management role.</p>
<p>Key learnings and/or obstacles for the local authority</p>	<p>The initiative is ongoing, and the full implications of the implementation are yet to be realised. New initiatives will potentially require additional resources on implementation, whether in the short term e.g., upskilling or, in the long term in terms of dedicated resources. The structure of the Climate Adaptation Strategy for Regional & Local Roads report has been to enhance existing systems e.g., the MapRoad Pavement Management System rather than create new systems and also to provide reference guidance for existing resources; and thereby, minimise the demand for additional resources.</p>
<p>Additional Information</p>	<p>gov.ie - Climate Adaptation Strategy for Regional and Local Roads Document (www.gov.ie)</p>

Case Study Three

Línte na Farraige - Lines of the Sea

Dublin Metropolitan CARO

CARO	Dublin Metropolitan CARO
Title	Línte na Farraige - Lines of the Sea
Brief description of the initiative	<p>The project consists of a set of solar powered, visual light installations, placed across Irish coastal sites in Dublin, Wexford, and Galway. The light installations were accompanied by information and resource materials, such as information boards, a website, a communications strategy, and workshops.</p> <p>The Light Emitting Diode (LED) lines of light represent future storm surge heights, based on sea level rise predictions from the Intergovernmental Panel on Climate Change (IPCC) Report AR6, and historic storm surge data.</p> <p>The sites chosen for the installations are the Spanish Arch (Galway), Wexford Harbour (Wexford) and the Martello Tower in Blackrock Park (Dún Laoghaire-Rathdown). A trial installation was also carried out at Balbriggan Lighthouse (Fingal). These sites were chosen by the project team and the artists as they are located by the coast, have a high footfall, and are areas of natural beauty and/or historic importance that have suffered the effects of extreme weather events in living memory. The buildings and structures chosen are listed as both national monuments and protected structures.</p>
Objectives	<p>The objective of Línte na Farraige was to connect the public visually and tangibly to the risks from future sea level rise and storm surges.</p> <p>At the heart of these installations is the desire to evoke an emotional reaction from the public, engaging broader understanding of the impacts of climate change and the need for collective action to reduce greenhouse gas emissions.</p> <p>The sites collectively demonstrate that the rate and amount of future sea level rise, is yet to be determined and can be influenced by our collective societal behaviours going forward.</p>
How was the initiative developed	<p>Helsinki based artists Timo Aho and Pekka Niittyvirta designed the installation concept. They seek meaningful ways to address topical phenomena and societal challenges in public spaces. Their previous collaboration in 2018, Lines (57° 59 ' N, 7° 16 'W) illuminated the catastrophic future of sea level rise, with three synchronised lines of light, at Taigh Chearsabhagh Museum and Art Center, Scotland. Their recent collaborations include: WAM Turku City Art Museum, Finland; Google Arts and Culture, Untitled Art / FB art, Miami.</p>

Case Study Three (Contd)

How was the initiative developed

Línte na Farraige builds on these previous works and adds a novel dimension, by including renewably-powered multiple locations around the coast of a single country, with an emphasis on empowering the public to participate in climate action through websites, television and radio footage, drone footage of all installations, social media, school workshops and launch events.

The installations consist of horizontal lines of LED lights showing future sea level rise and storm surge heights. Artworks are installed at coastal buildings/structures, with the mounting arrangement dependent on the type of structure and any designations in place i.e., national monument, protected structure status. In two of the three agreed locations (Martello Tower Blackrock Park, Dublin, and Spanish Arch Galway), detailed designs were developed and submitted to the National Monument Service in the Department of Housing, Local Government and Heritage for approval as the buildings were listed as national monuments and are also protected structures. Consent was received prior to proceeding with works at the sites.

A collaborative team worked with the artists on the delivery of Línte na Farraige. The team included scientists and researchers from Trinity College Dublin (TCD), Maynooth University and University College Cork (UCC). The wider project team also included staff from the Dublin Climate Action Regional Office (CARO), the Marine Institute, Algorithm and Native Events. The local authorities involved in the project are Galway City Council, Wexford County Council, Dún Laoghaire-Rathdown County Council and Fingal County Council. Dublin CARO managed the project and chaired monthly meetings ahead of the project installation.

As part of the monitoring and evaluation of the overall Creative Ireland Climate Action funding, a selection of the fifteen final projects funded were selected for further research and evaluation. This included the Línte na Farraige project. Researchers from Science Foundation Ireland Research Centre for Energy, Climate and Marine (MaREI) conducted in-person and online surveys with members of the public. Surveys were completed during the installation launch events and online by following a link on project information boards and postcards. Some relevant findings include:

- According to the MaREI research findings, the project successfully created engagement among participants, with 62% and 14% either agreeing or strongly agreeing, respectively, that the project made them feel more engaged with climate action.
- Of those that provided reasoning, it was felt that the project helped them to visualise the future impacts of climate change in a way that data or reports could not.
- Of those that provided reasoning, it was felt that the project helped them to visualise the future impacts of climate change in a way that data or reports could not.
- Fifty-eight percent of participants agreed that they felt more informed about climate change after participating in a Línte na Farraige launch event.

Timeline	The project application was submitted to the Creative Climate Action Fund in May 2021. Launch events at the three sites took place in Galway (September 2022); Wexford (October 22); and Dublin (February 2023). The Dublin and Galway installations are still in-situ.
Identify the service area/s impacted by the challenge	<ul style="list-style-type: none"> • Arts and Culture • Environment
Results	<p>In terms of monitoring and evaluation as well as impact on the public, researchers from Science Foundation Ireland Research Centre for Energy, Climate and Marine (MaREI) conducted in-person and online surveys with members of the public in relation to the Línite na Farrage project. Surveys were completed during the installation launch events and online by following a link on project information boards and postcards. Some relevant findings include:</p> <ul style="list-style-type: none"> • According to the MaREI research findings, the project successfully created engagement among participants, with 62% and 14% either agreeing or strongly agreeing, respectively, that the project made them feel more engaged with climate action. • Of those that provided reasoning, it was felt that the project helped them to visualise the future impacts of climate change in a way that data or reports could not. • Fifty-eight percent of participants agreed that they felt more informed about climate change after participating in a Línite na Farrage launch event. <p>One key outcome from the project is that it demonstrated that renewable energy could be used by local authorities for organised events.</p>
Key learnings and/or obstacles for the local authority	<p>Key learnings</p> <ul style="list-style-type: none"> • It was realistic to complete a national project using the existing CARO structures to identify key stakeholders. • It was possible to use renewable energy for powering the lights. • It was possible to work with universities and other organisations on large projects. <p>Key obstacles</p> <ul style="list-style-type: none"> • In two of the three agreed locations (i.e., Martello Tower Blackrock Park, Dublin, and Spanish Arch Galway), detailed designs were developed and submitted to the National Monument Service in the Department of Housing, Local Government and Heritage for approval as the buildings were listed as national monuments and are also protected structures. Consent was received prior to proceeding with works at the sites. <p>Because the light installations at each site only illuminated between dusk and dawn, three hours either side of high tide, a novel bespoke system needed to be developed to detect water levels, communicate with Marine Institute tide servers and, using those inputs, control (on/off) the LED light strips.</p>
Additional Information	<p>Project Website: www.lintenafarrage.com Project Video: https://vimeo.com/802710465/32870c43c3?share=copy</p>

Case Study Four

Local Authority Climate Action Training Programme

Eastern and Midlands CARO

CARO	Eastern and Midlands CARO
Title	Local Authority Climate Action Training Programme
Brief description of the initiative	<p>Combating climate change is one of the world’s greatest challenges. Ireland has committed to take the necessary action to reduce its greenhouse gas emissions and increase our resilience to the current and projected future impacts of climate change. The Climate Action and Low Carbon Development (Amendment) Act 2021 requires the country to achieve the national climate objective of transitioning to a climate resilient, environmentally sustainable, biodiversity rich and carbon neutral economy by the end of 2050. Towards achieving effective climate action, the local government sector, in particular, is identified as having an important leadership role as a key mobiliser of climate action at local and community levels.</p> <p>The Local Authority Climate Action Training Programme (LACATP), is a culmination of efforts from a range of contributors, managed by the Climate Action Regional Offices (CAROs) in collaboration with the Local Authority Services National Training Group (LASNTG) and supported by the Department of the Environment, Climate and Communications (DECC). It seeks to further build capacity of 29,000 local authority staff and 949 elected members to deliver on ambitious climate action initiatives, including both local authority emission reduction, energy efficiency and climate resilience targets as well as enabling, facilitating, and coordinating wider climate action initiatives at local and community level.</p> <p>The training programme is unique across European municipalities in the volume of participants targeted for the purpose of re-positioning the entire local government sector to confront the challenges of climate change across its full range of services and functions.</p>
Objectives	<p>In targeting 29,000 staff and 949 elected members, the objectives of the LACATP include:</p> <ul style="list-style-type: none"> • To raise awareness of the role of local authorities in leading climate action at local and community levels. • To build capacity of climate action teams to deliver local climate action measures across all local authority functions. • To harness the leadership role of local authority elected members and senior staff in driving effective climate action. • To empower local authority staff to promote behavioural change and encourage positive climate action across local communities. • To mobilise local authority staff to implement practical outdoor climate action measures. • To translate climate policy and embed climate action into particular local authority functions.

<p>Objectives</p>	<p>These objectives have been achieved to date through the delivery of 422 days of training events across a range of training courses under the six training pillars of the Climate Action Training Programme titled: Championing Leadership; Raising Awareness; Building Capacity; Empowering Change; Delivering Action; and Actioning Policy. Each training pillar targets specific groupings within the local authority.</p> <p>For example, under the Championing Leadership pillar, the leadership grouping of each local authority including senior management and elected members were targeted, with over 1,300 people participating. Under the Raising Awareness pillar, all local authority staff (from grades 3 to 7) were targeted with approximately 14,000 staff having completed this course to date.</p>
<p>How was the initiative developed</p>	<p>The Local Authority Climate Action Training Programme was developed in response to action 150 of the National Climate Action Plan 2019, which called to 'support the development of local authority climate action leadership and capacities.' As part of their work programme at that time, the CAROs prepared a Training Strategy that identified the potential training requirements of the local government sector towards building capacity to deliver climate action, as well as the key strategic partners required to deliver on these training requirements.</p> <p>The Training Strategy fed into the development of a Training Plan aimed at meeting the objectives set out in the Training Strategy. The Training Plan set out short, medium, and long-term training requirements of the local government sector to meet the obligations placed on the sector to develop and implement its own climate action measures, as well as build capacity within the sector to lead on, coordinate and facilitate climate action at local and community levels. The Training Plan was approved by both the County and City Management Association (CCMA) and the Association of Irish Local Government (AILG) in 2019. The Local Authority Climate Action Training Programme 2020-2023 was developed to operationally deliver the Local Authority Climate Action Training Plan through a suite of training pillars established to target specific groupings and meet the short-term needs of the sector. The six training pillars are:</p> <ul style="list-style-type: none"> • Championing Leadership • Raising Awareness • Building Capacity • Empowering Change • Delivering Action • Actioning Policy <p>In developing the range of training courses under the training pillars, the CAROs worked with expert partners in a highly collaborative manner to develop and bring about meaningful outputs for the benefit of local authority staff and elected members. This was undertaken in a coordinated way that saw the CAROs engage with stakeholders (For example, third level educational sector, subject matter experts, and other training providers) on an individual basis and, in many cases, jointly to design, develop, and deliver training. The Building Capacity programme is an example of this whereby distinct stakeholders worked together from design stage to the delivery of a unique programme to local authority Climate Action Team members between 2021-2023.</p>

Case Study Four (Contd)

<p>How was the initiative developed</p>	<p>Since it commenced in 2020, the LACATP has developed and delivered tailored training courses to local authority staff to build their capacity to deliver on climate action targets. This has led to the mainstreaming of climate change considerations into all plans and policies of the local authority including, County Development Plans, Local Area Plans, Service Delivery Plans, etc. The local government sector is repositioning to lead and drive local efforts as part of achieving national targets, facilitating, and supporting all sectors in delivering their own climate action targets and activation of Decarbonising Zones (DZs) in each local authority area. Through the capacity built within the local authority sector through the Climate Action Training Programme, all citizens will now benefit from more informed decision-making on climate action, better policies that fully consider climate change, as well as enhanced climate action activities through the development of climate action plans that will deliver on climate action targets and also facilitate local climate action.</p> <p>The LACATP was funded by the Department of Environment, Climate and Communications (DECC). DECC committed to funding the programme amounting to €2,175,000 over the four-year period 2020-2023. The delivery of the training programme was managed by Kildare County Council, as the lead authority for the Eastern and Midlands Climate Action Regional Office (CARO), in collaboration with Tipperary County Council, as the lead authority for the Local Authority Services National Training Group (LASNTG).</p>
<p>Timeline</p>	<p>With the Training Strategy and Training Plan developed and approved in 2019, the LACATP commenced in 2020 with the first phase (short-term need requirements) expected to conclude at the end of 2023. Since the start of the programme, the CAROs have continuously worked with expert partners to develop, test, and pilot each course, refining elements iteratively where needed. Each course was then rolled out on a phased basis to the wider target local authority staff and elected members. With the support of, and management of the delivery of the programme conducted by the LASNTG. Approximately 23,000 places across the suite of training pillars were provided to date with further training continuing until the end of 2023.</p>
<p>Identify the service area/s impacted by the challenge</p>	<p>The aims of the training programme worked to build capacity and mainstream climate action considerations across the full range of services and functions of local authorities and, in this regard, it covered a significant and varied range of topics including:</p> <p>Age Friendly – promoting climate action through age friendly initiatives.</p> <p>Air Quality – addressing air quality as a co-benefit of taking effective climate action and deriving health and wellbeing outcomes.</p> <p>Building Control – need for increased energy efficiency across the built environment; energy rating enforcement; building regulations enforcement; construction products regulations enforcement.</p> <p>Business & Enterprise Support – identifying the economic opportunities that can be realised in the pursuit of climate action and incorporating greening solutions to business and enterprise in to maintain competitiveness.</p>

Identify the service area/s impacted by the challenge

Civil Defence – civil defence community assistance; civil defence emergency response to severe weather events.

Community Development – supporting climate action at the community levels and promoting behavioural change and achieving an equitable and just transition to climate neutrality.

Community Funding – supporting community facing staff and community climate action officers in the promotion of initiatives, behavioural change and implementation of community funding to maximise climate outcomes.

Development Management – integrating climate action as a core principle of sustainability as part of land use and development planning and implementation in terms of building resilience to climate change. For example, flood management; combatting urban heat and tackling the source of emissions through integrated transport and land use management; compact growth and promoting a modal shift.

Environmental Awareness – achieving Sustainable Development Goals (SDGs) through climate action; climate through the lens of environmental awareness initiatives; communicating about climate.

Environmental Protection – protection of natural environment and promotion of nature-based solutions to climate change; biodiversity awareness initiatives; biodiversity information and advice; pollinator initiatives.

Health and Wellbeing – health and wellbeing initiatives to target and better health outcomes from delivering climate actions at community and individual levels.

Heritage – protection and resilience of built heritage; built heritage investment scheme; county heritage grant; heritage regeneration initiatives; historic monuments advisory committee support; national tree week initiatives.

Housing Maintenance – housing retrofits to achieve targets and reap co-benefits of lowered energy bills, improved air quality and health outcomes; housing repairs and maintenance; housing thermal upgrades.

Local Authority Plans – mainstreaming climate considerations into plans including, biodiversity action plan; climate adaptation strategy; development plans; climate change action plan; corporate plan; heritage plan; local area plans; local development strategy; transport strategy; tree management strategy; wind energy strategy.

Major Emergency Management – major emergency incident information and advice; major emergency management in response to severe weather events.

Road Maintenance – impacts of climate change on roads and support on integrating climate considerations into design standards; bridge maintenance; drain and gully management; public lighting retrofit and maintenance for energy efficiency; road surface maintenance; roads winter maintenance.

Road Networks – deprioritising car dependency; promoting modal shift and provision of active travel infrastructure.

Severe Weather – response coordination; flood defence maintenance; flood relief schemes; severe weather emergency response.

Case Study Four (Contd)

<p>Identify the service area/s impacted by the challenge</p>	<p>Traffic and Parking – park and ride facilities; placemaking to promote climate action and reduce dependency on car transport; promotion of public transport.</p> <p>Waste Management – waste facility Regulations Enforcement, promotion of circular economy.</p> <p>Water Quality – river and lake water quality monitoring; river flow monitoring; stream grid maintenance.</p>
<p>Results</p>	<p>Through the delivery of the Local Authority Climate Action Training Programme (LACATP) over the four-year period 2020-2023, numerous courses under the six training pillars were developed, piloted, refined and delivered across the country to local authority staff and elected members. Overall and to date, training was provided over 422 training days to staff in different roles and grades across the sector with approximately 23,000 places taken up by participants across the range of courses.</p> <p>Having completed one or more training courses, local authority staff and elected members brought that knowledge back with them to their current and future roles and began to incorporate / mainstream climate change considerations and climate action initiatives into their work programmes as well as all local authority plans and policies, including county development plans, local area plans, and service delivery plans.</p> <p>The success of the programme to date has led to other government departments seeking out the CARO's and LASNTG's knowledge and advice on rolling out their own climate action training programmes across government departments and the wider public sector.</p>
<p>Key learnings and/or obstacles for the local authority</p>	<p>Key Learnings</p> <p>Over the course of the four years, the LACATP provided online, hybrid and in-person training. This was one of the first local authority training programmes to be delivered this way. The approach taken was flexible and innovative as learnings were taken on board. The methodology saw the training responses being graduated and amended to take on board changes in the evolving policy and political environment.</p> <p>Additionally, its delivery confronted and addressed the challenges presented by the Covid-19 pandemic and the associated public health restrictions. The training programme diversified accordingly and demonstrated flexibility without compromising on quality and training experience for the target training groups.</p>
<p>Key learnings and/or obstacles for the local authority</p>	<p>Training to date has delivered on its objectives to raise awareness and to build capacity of local authority staff and the training courses have been well received. However, there is a need to remain focused and relevant yet also flexible to ensure future training aligns with the needs, ambitions, and the effective delivery of the sector on climate action to meet local as well as national expectations.</p>
<p>Additional Information</p>	<p>Local Authority Climate Action Training Programme – Information on Training Courses Training & Events - CARO</p> <p>Local Authority Climate Action Training Programme – Further Information Local Authority Climate Action Training LASNTG</p>

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Appendix

Appendix 1 Digital Services: Age, Gender and Region

Table 25: Ease of access to local authority digital services by total, gender, age, and region

Net Ease of Access	All	Gender		Age						Region			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Dub	RoL	Mun	Conn/UL
N=	2,066	1,010	1,052	227	352	435	371	289	392	597	554	552	363
Net Easy	47%	47%	46%	49%	45%	54%	49%	47%	38%	48%	44%	49%	46%
Net Difficult	7%	8%	6%	7%	9%	8%	6%	7%	7%	8%	6%	7%	8%
Net Neutral	46%	44%	48%	44%	47%	39%	45%	46%	55%	44%	50%	44%	47%

Legend Highest point Lowest point

Table 26: Barriers to access by total, gender, age, and region

Barriers to Access	All	Gender		Age						Region			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Dub	RoL	Mun	Conn/UL
N=	2,066	1,010	1,052	227	352	435	371	289	392	597	554	552	363
Lack Awareness Online Services	48%	45%	50%	59%	53%	44%	43%	47%	45%	46%	51%	46%	46%
Uncomfortable Using Technology	41%	36%	46%	38%	36%	35%	44%	48%	45%	42%	41%	38%	42%
Service Difficult Use/Navigate	34%	34%	33%	30%	37%	34%	32%	38%	30%	38%	31%	32%	33%
Don't Like Giving My Details Online	32%	28%	35%	29%	27%	33%	33%	34%	33%	33%	31%	30%	33%
Lack Access to Internet	29%	24%	33%	20%	24%	26%	32%	38%	31%	25%	30%	29%	32%
Lack Access to Device	27%	22%	31%	20%	21%	25%	28%	34%	30%	26%	27%	27%	27%
Lack Accessibility Supports	22%	22%	23%	27%	27%	24%	19%	23%	16%	24%	18%	26%	21%
Other	2%	2%	2%	0%	2%	1%	4%	3%	3%	2%	2%	2%	2%
None Of These	17%	17%	17%	13%	20%	17%	18%	16%	18%	17%	16%	19%	16%

Legend Highest point Lowest point

Table 27: Local authority supports by total, gender, age, and region

Local Authority Supports	All	Gender		Age						Region			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Dub	RoL	Mun	Conn/UL
N=	2,066	1,010	1,052	227	352	435	371	289	392	597	554	552	363
Support to Use Online in LA Offices	50%	44%	55%	40%	43%	44%	52%	60%	58%	52%	49%	50%	46%
Better Advertising of Online Services	49%	49%	48%	49%	46%	46%	47%	52%	53%	47%	49%	49%	47%
Phone Support	47%	43%	50%	35%	35%	40%	52%	61%	56%	47%	43%	50%	46%
More Public Wi-Fi Options	46%	44%	48%	49%	47%	47%	43%	49%	43%	45%	44%	50%	45%
Free Digital Skills Training	41%	36%	47%	33%	41%	41%	37%	45%	47%	41%	44%	39%	42%
Online Chat	41%	37%	45%	41%	45%	46%	41%	38%	32%	43%	38%	41%	43%
Public Access to Computers	40%	37%	43%	40%	36%	36%	40%	42%	47%	39%	37%	42%	44%
Other	2%	2%	1%	0%	2%	2%	2%	0%	2%	2%	2%	2%	1%
None of These	7%	7%	6%	7%	11%	8%	3%	5%	5%	5%	8%	7%	7%

Legend Highest point Lowest point

Appendix 2

Climate Action: Age, Gender and Region

Table 28: Awareness of local authority climate action provision/responsibility by total, gender, age, and region

Services	All	Gender		Age						Region			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Dub	RoL	Mun	Conn/UL
N=	2,066	1,010	1,052	227	352	435	371	289	392	597	554	552	363
Emergency/ Severe Weather Mgt	53%	51%	55%	37%	40%	51%	59%	63%	64%	47%	55%	60%	50%
Flood/Coastal Erosion Mgt	48%	52%	45%	41%	41%	45%	51%	54%	57%	45%	43%	60%	46%
Circular Economy	48%	48%	47%	39%	39%	45%	50%	55%	56%	49%	45%	50%	46%
Biodiversity Enhancement	48%	47%	48%	44%	46%	46%	41%	54%	54%	46%	50%	49%	44%
Community Energy Efficiency	47%	46%	48%	36%	39%	48%	49%	51%	54%	46%	46%	49%	46%
Sustain. Transport/ Active Travel	46%	46%	47%	46%	44%	44%	47%	50%	46%	46%	40%	55%	42%
CA Grant Support	37%	35%	38%	35%	33%	36%	36%	36%	42%	30%	39%	40%	38%
Climate Change Awareness	33%	33%	33%	35%	33%	34%	28%	33%	36%	31%	34%	35%	32%
Increasing Renew Energy Tech	33%	33%	33%	36%	31%	34%	34%	31%	31%	29%	33%	37%	31%
Green Enterprise Support	29%	29%	29%	29%	24%	30%	32%	30%	29%	27%	31%	30%	27%
CA Promote Natural Solutions	29%	30%	27%	30%	31%	30%	27%	24%	29%	29%	26%	31%	28%
None Of These	13%	13%	12%	13%	18%	13%	11%	11%	10%	12%	14%	11%	16%

Legend Highest point Lowest point

Table 29: Initiatives local authority should be more involved in by total, gender, age, and region

Services	All	Gender		Age						Region			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Dub	RoL	Mun	Conn/UL
N=	2,066	1,010	1,052	227	352	435	371	289	392	597	554	552	363
Biodiversity Enhancement	52%	50%	53%	42%	49%	47%	50%	61%	59%	49%	51%	55%	52%
Community Energy Efficiency	51%	51%	51%	51%	47%	48%	52%	52%	55%	49%	51%	51%	53%
Sustain. Transport/ Active Travel	49%	49%	49%	47%	48%	48%	52%	51%	47%	47%	49%	49%	53%
Increasing Renew Energy Tech	48%	47%	50%	56%	48%	42%	49%	51%	50%	44%	53%	49%	48%
Circular Economy	48%	49%	47%	40%	41%	44%	51%	53%	55%	47%	47%	50%	46%
Emergency/ Severe Weather Mgt	48%	47%	48%	37%	41%	42%	51%	53%	59%	43%	46%	53%	49%
Climate Change Awareness	45%	41%	48%	46%	47%	43%	39%	48%	45%	43%	43%	49%	44%
CA Grant Support	43%	40%	46%	31%	38%	41%	46%	51%	49%	38%	44%	45%	46%
Green Enterprise Support	42%	39%	46%	37%	42%	39%	43%	46%	46%	42%	43%	43%	39%
Flood/Coastal Erosion Mgt	42%	41%	42%	30%	33%	37%	44%	49%	54%	39%	37%	48%	44%
CA Promote Natural Solutions	38%	37%	39%	36%	41%	39%	38%	39%	37%	34%	40%	39%	41%
None Of These	9%	9%	8%	8%	12%	9%	8%	8%	6%	11%	9%	6%	8%

Legend Highest point Lowest point

Table 30: Respondent activism in climate action by total, gender, age, and region

Climate Actions	All	Gender		Age						Region			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Dub	RoL	Mun	Conn/UL
N=	2,066	1,010	1,052	227	352	435	371	289	392	597	554	552	363
Minimise Home Energy Use	90%	88%	93%	87%	87%	88%	91%	95%	94%	88%	90%	92%	91%
Shop/Support Local Producers	81%	79%	82%	73%	78%	76%	85%	84%	88%	72%	84%	86%	82%
Use Sustainable Travel	61%	63%	59%	78%	67%	56%	54%	56%	63%	74%	58%	58%	49%
Home Retrofit	30%	33%	27%	21%	25%	29%	31%	27%	40%	27%	33%	29%	30%
Track Own Emissions	22%	23%	20%	22%	28%	23%	21%	16%	19%	22%	23%	21%	20%

Legend Highest point Lowest point

Table 31: Climate action topics local authority should communicate more on by total, gender, age, and region

Climate Action Topics	All	Gender		Age						Region			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Dub	RoL	Mun	Conn/UL
N=	2,066	1,010	1,052	227	352	435	371	289	392	597	554	552	363
Severe Weather Preparation	76%	72%	79%	69%	65%	75%	79%	82%	82%	72%	75%	80%	75%
CA Infrastructure And Services	70%	71%	68%	75%	66%	70%	70%	72%	69%	69%	70%	71%	70%
CA Benefits	68%	66%	70%	77%	66%	65%	66%	68%	70%	68%	69%	69%	65%
CA Community Supports	66%	64%	69%	72%	67%	67%	64%	67%	64%	66%	66%	71%	61%
Achieving LA Emission Targets	64%	63%	64%	61%	62%	63%	64%	67%	65%	61%	66%	66%	61%
Websites Tracking Air/Emissions	62%	62%	62%	66%	61%	64%	63%	57%	62%	61%	64%	63%	61%
CA Business Opportunities	57%	57%	58%	69%	59%	56%	57%	54%	52%	55%	56%	63%	54%
Net Neutral to All (Incl. N=159)	8%	7%	8%	6%	11%	9%	6%	6%	7%	7%	8%	7%	10%
No to All (Incl. N=55)	3%	4%	2%	2%	4%	3%	4%	2%	1%	3%	2%	3%	3%

Legend Highest point Lowest point

Table 32: Appropriate channels for communicating about climate action by total, gender, age, and region

Communication Channels	Gender			Age						Region			
	All	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	Dub	RoL	Mun	Conn/UL
N=	2,066	1,010	1,052	227	352	435	371	289	392	597	554	552	363
Newspaper/Radio	78%	77%	79%	75%	76%	76%	78%	78%	83%	75%	78%	83%	75%
Social Media	75%	72%	78%	81%	80%	77%	78%	74%	61%	71%	75%	79%	74%
Public Meetings	69%	68%	70%	73%	66%	69%	67%	71%	70%	65%	68%	73%	69%
Newsletter or Text Alerts	65%	65%	66%	64%	60%	61%	65%	71%	72%	63%	66%	68%	65%
Dedicated Engagement Clinics	48%	49%	47%	46%	50%	49%	48%	48%	45%	46%	48%	51%	46%
Net Neutral to All (Incl. N=132)	6%	6%	7%	6%	10%	7%	6%	5%	5%	5%	6%	6%	9%
No to All (Incl. N=67)	3%	5%	2%	5%	4%	3%	4%	2%	2%	4%	3%	1%	4%

Legend Highest point Lowest point

