Fermanagh and Omagh District Council: Resident Survey Results (2021)

12 April 2021

Fermanagh and Omagh Residents' Survey 2021

- **Aims:** Resident feedback, performance monitoring, inform decision making, and support community planning

- **Topics included:**
  - Awareness of services / online
  - Contact, communication and engagement
  - Resident's perception of their local area incl. involvement in decision making
  - Tourism
  - Perception of the Council, responding to local need and overall satisfaction
  - Health and wellbeing
  - Community participation / volunteering
  - Impact of Covid-19 pandemic

- **Representative sample:** telephone survey; 1002 residents and statistically robust (±3.1%); analysis by DEA and other factors

- **Note on reporting:** differences alluded to in the report commentary are statistically significant at the 95% level
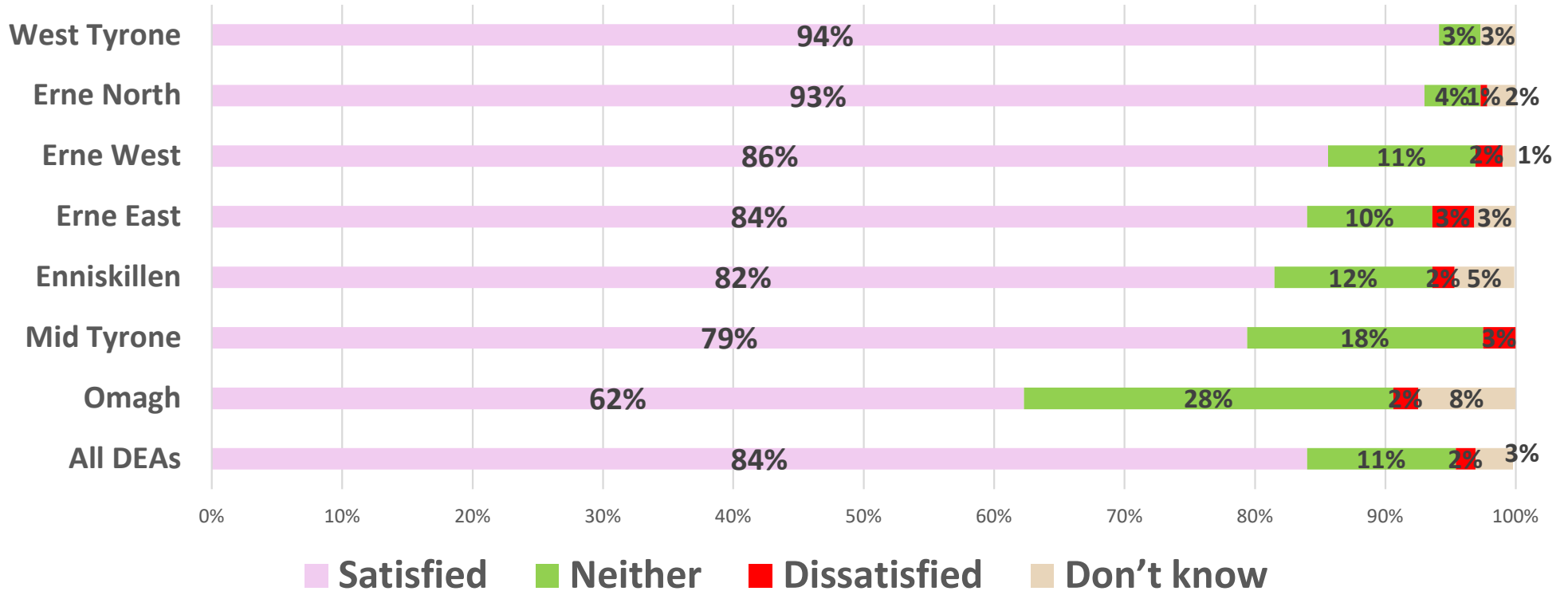
Awareness of Council services

I am going to read out a short list of services and please say which, if any, you think are provided by Fermanagh and Omagh District Council. (Base=1002)
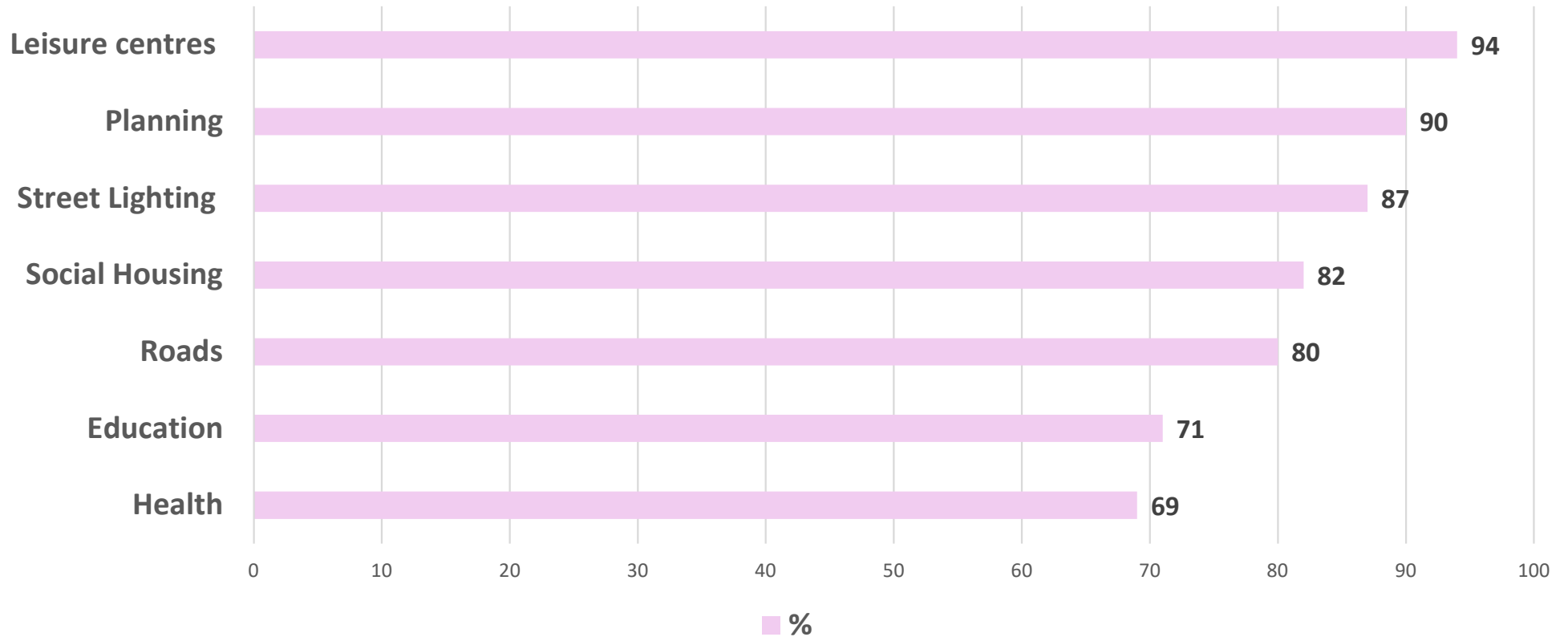
Service	%
Leisure centres	94
Planning	90
Street Lighting	87
Social Housing	82
Roads	80
Education	71
Health	69

■ %

Awareness and use of Council services including contact experience

Awareness of online services

Awareness of online services Base=1002)

Service	Value
Booking activities in Council leisure centres	82
Ticket sales at arts venues (Ardhowen Theatre etc.)	82
Licensing (Dogs, Entertainment, Trading)	69
Registration (Births, Deaths, Marriages)	65
Applying for certification (property / safety)	60
Information provision / workshops (grants, business support etc.)	58
Aware of at least one online service	86

- **Lower levels of awareness [65+, 69%: c2de, 81% vs. abc1, 90%: disabled, 73% vs. non-disabled, 90%: econ inactive, 74% vs. Econ. Active, 91%: low education, 75%: high, 91%: lower in Omagh, 70%]**
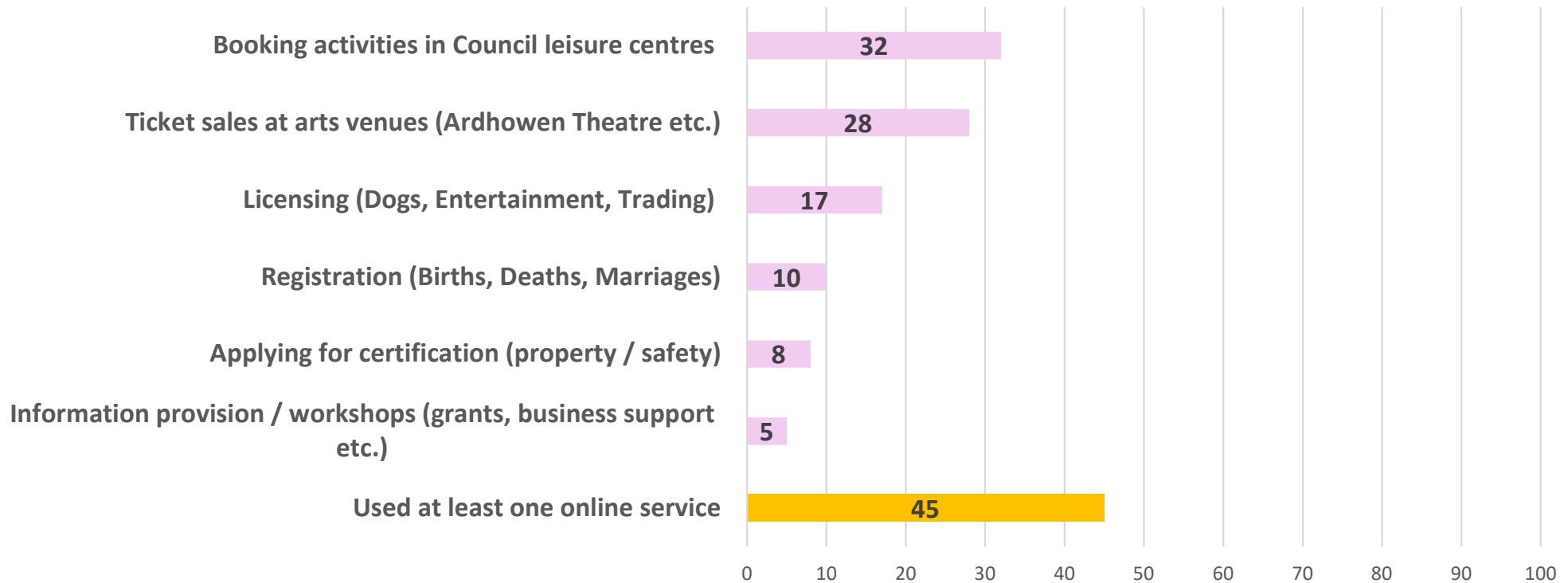
Positive contact experience
(89% vs. 79% in 2018 – significant uplift)

Fermanagh & Omagh
District Council
Comhairle Ceantair
Fhear Manach agus na hÓmaí

- **39% had contacted Council in last 12 months (2017, 22%)**

- **Contact mostly by phone (46%), email (39%) and social media (15%)**
  - **[2017: phone, 16%: email, 4%: social media, 3%]**

- **Contact more likely: women (43% vs. 35%); 35-64 (44%); better educated, 45%; Erne North, 49% - lowest Omagh 26%;**

How would you rate your experience of your most recent contact? (base=389)

Rating	%
Excellent	26
Good	63
Fair	8
Poor	3
Very poor	0

%
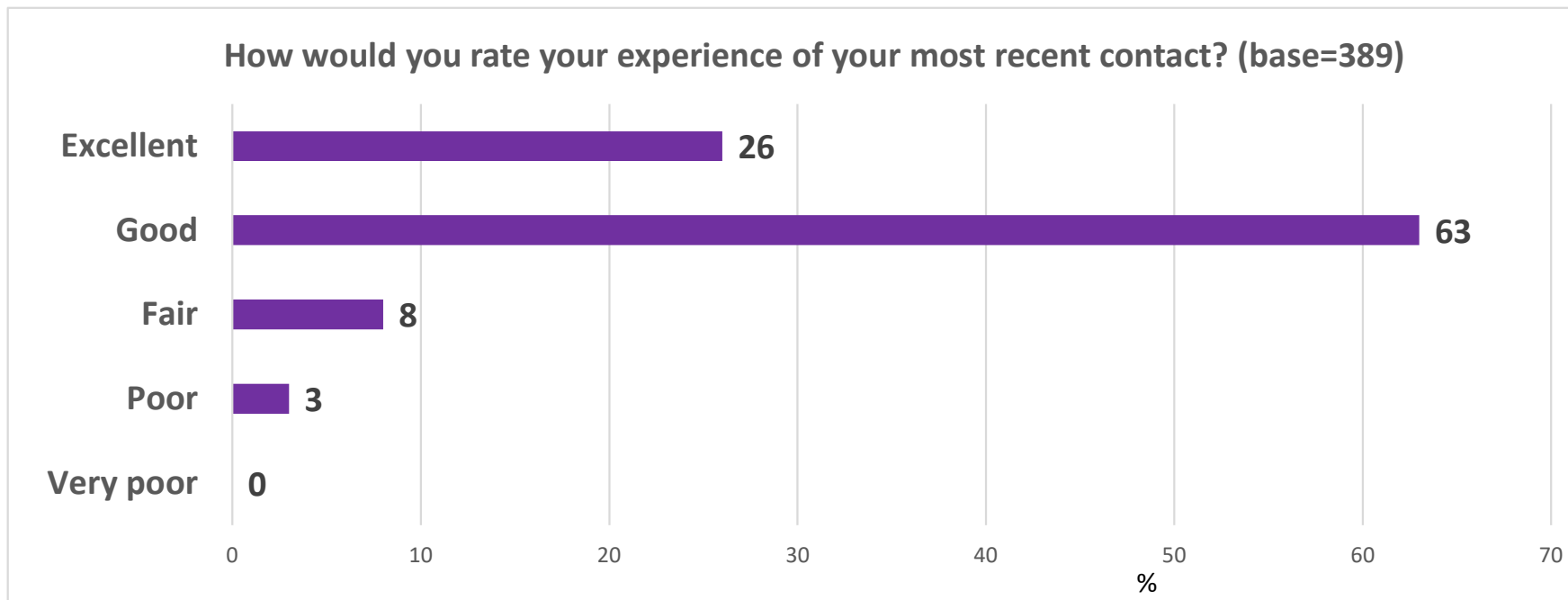
- Anytime made contact service not good.

- Didn't action it.

- I'm still waiting.

- I'm still waiting on street cleaners.

- My son has disability and they were taking the money although he could not use that the pool. I cancelled my direct debit.

- Never replied back.

- No answer.

- No reply on phone - no one answered.

- The problem wasn't solved. Spoke to a man about the litter on the road and its still there.

- They said they would phone but they never.

- Wasn't given the correct volume of food-baskets needed.

- Well, they came out to replace the septic tank when the next door neighbour was having a funeral. The timing was bad and they didn't wait or show respect. The noise was bellowing from the septic tank - wasn't very good and then the gentleman swore when we asked him to stop.

Council Website

Website continues to be important…

- **40% had visited Council website (2017, 20%)**

  - **Women**
  - **ABC1s and better educated**
  - **Erne North**
  - **Less likely among over 65s and those with a disability and economically inactive**

- **Get info on services (44%), opening times (19%) and Covid (15%)**

- **96% able to find info looking for (2017, 95%)**

- **71% satisfied with Council website (2017, 89%)**

Covid-10 Pandemic

Responding to the challenges of Covid-19

How do you feel the Council has responded to the challenges of providing services during the pandemic?(base=1002)
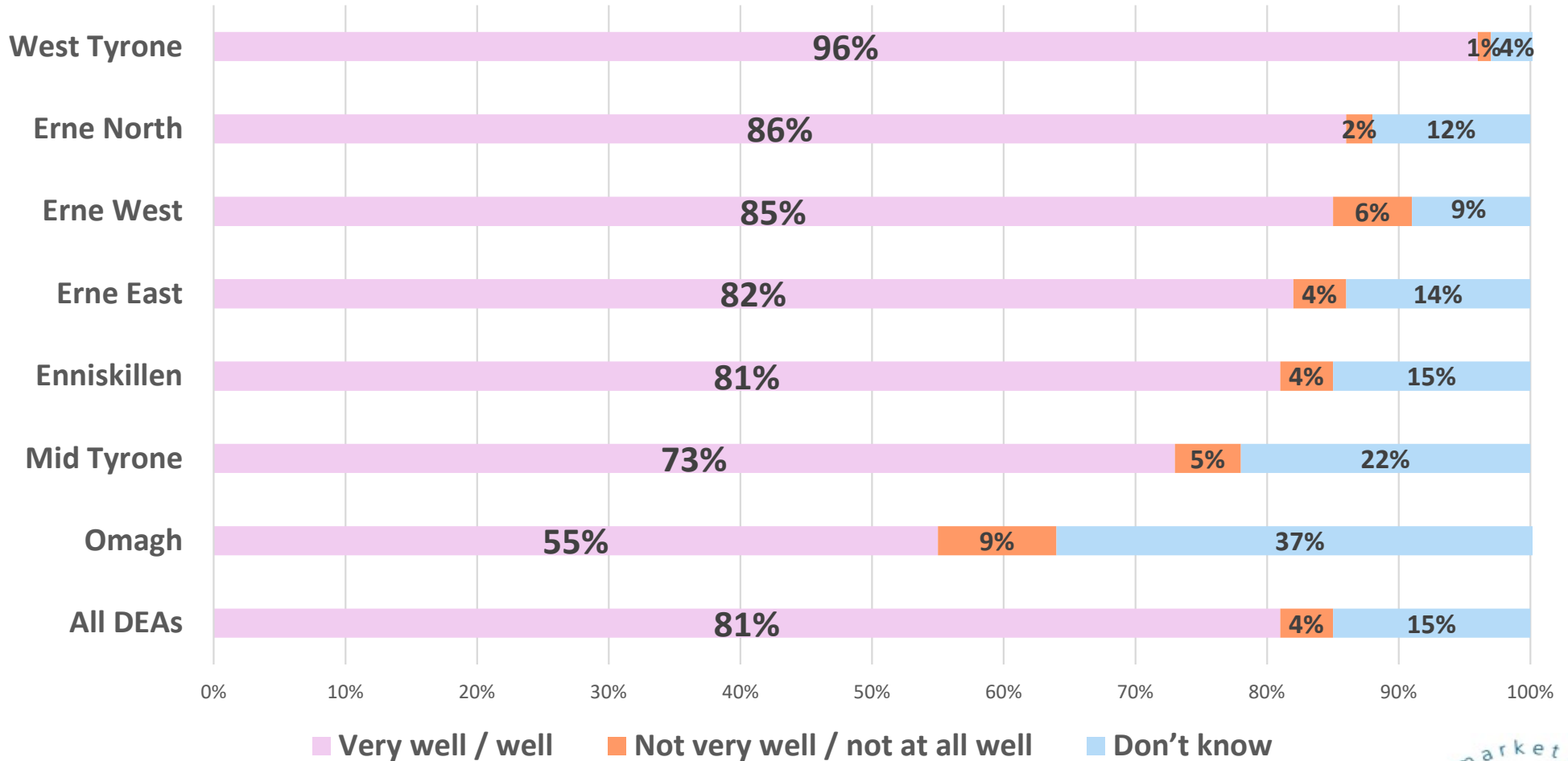
Response	%
Very well	28
Well	53
Not very well	3
Not at all well	1
Don't know	15

- **81% say Council has responded 'very well' or 'well' (GB, 83%)**

- **Aged 65+ (72%)[16-34, 82%; 35-64, 85%];**

- **ABC1 (86%), C2DE (76%);**
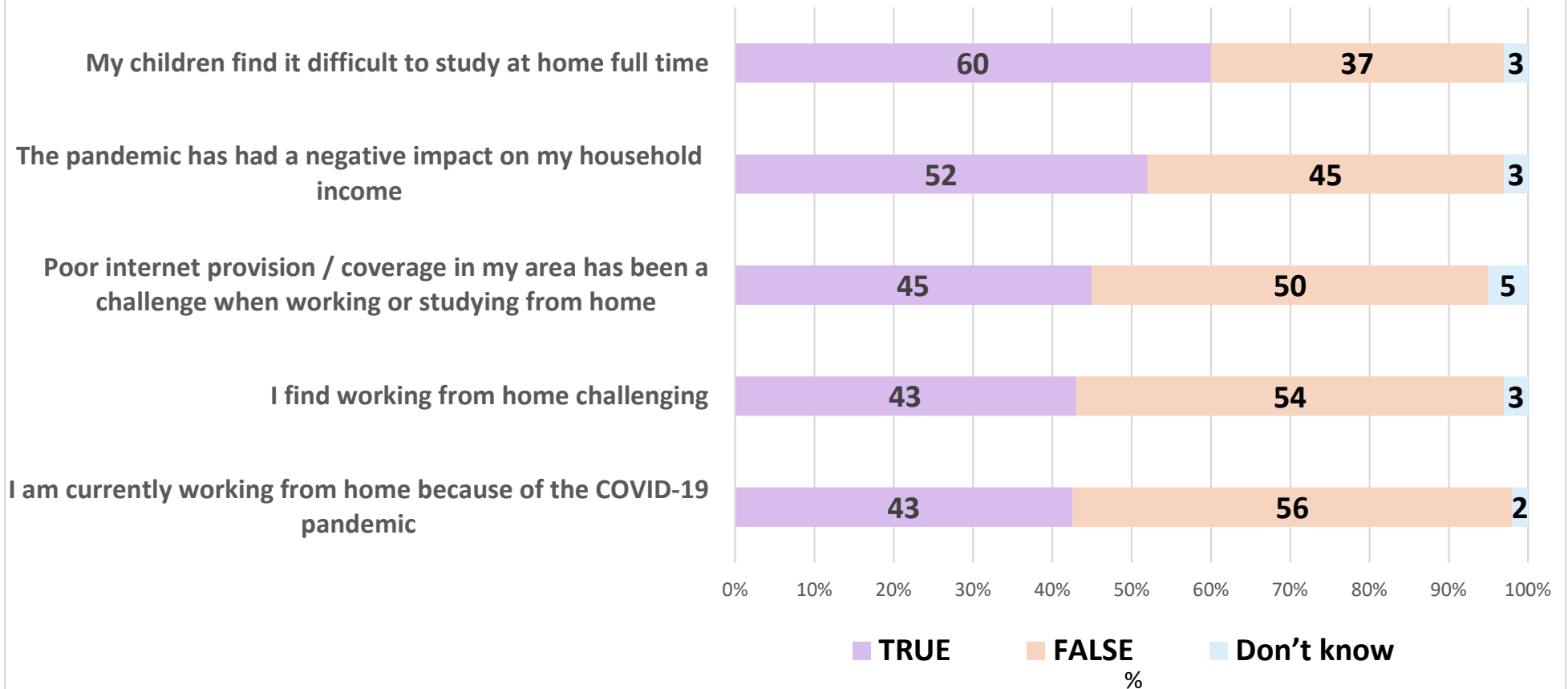
Impact of pandemic: negative impact on HH income

Fermanagh & Omagh District Council
Comhairle Ceantair Fhear Manach agus na hÓmaí

Pandemic having a negative impact on HH income by DEA?   (Base=1002)

DEA	TRUE	FALSE	Don't know
Omagh	67%	25%	8%
Erne North	65%	35%	
Erne West	61%	33%	5%
Mid Tyrone	56%	41%	3%
Erne East	45%	53%	2%
Enniskillen	37%	60%	3%
West Tyrone	32%	67%	1%
All DEAs	52%	45%	3%

■ TRUE   ■ FALSE   ■ Don't know

social market research
SMR
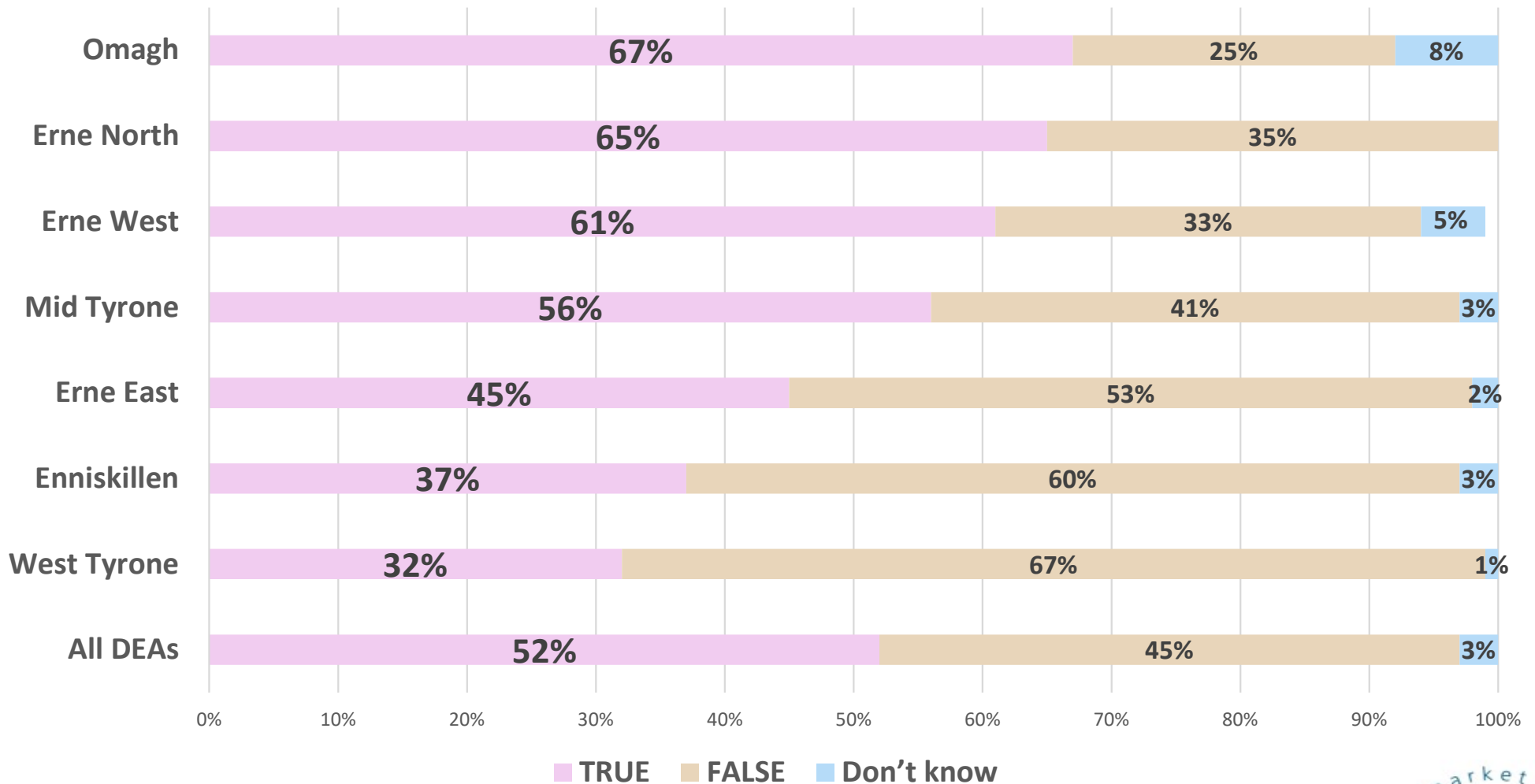
Impact of pandemic: **poor internet provision / coverage a challenge** when working / studying from home

Poor internet provision / coverage has been challenging when working / studying from home by DEA? (Base=1002)
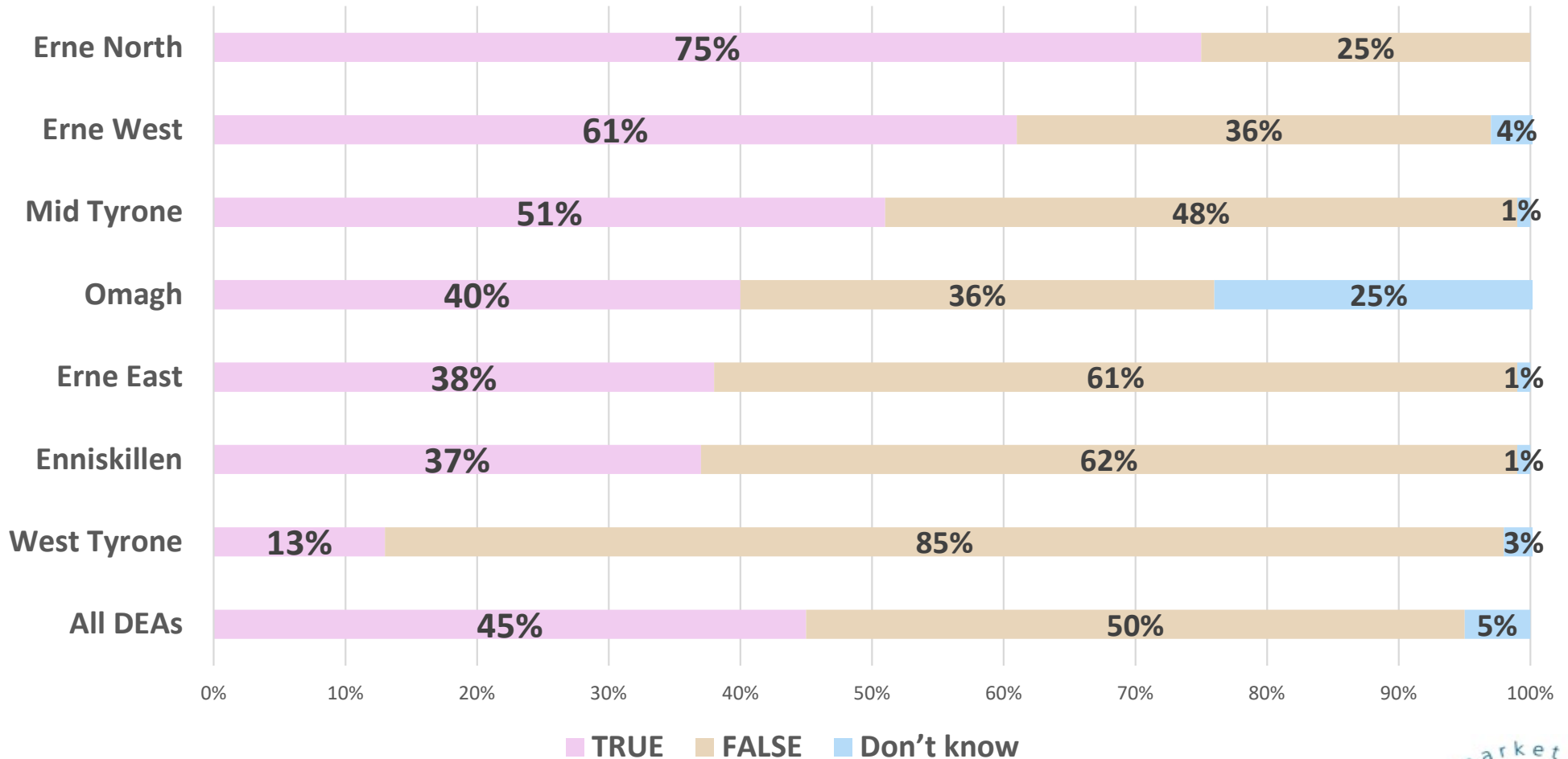
DEA	TRUE	FALSE	Don't know
Erne North	75%	25%	
Erne West	61%	36%	4%
Mid Tyrone	51%	48%	1%
Omagh	40%	36%	25%
Erne East	38%	61%	1%
Enniskillen	37%	62%	1%
West Tyrone	13%	85%	3%
All DEAs	45%	50%	5%

Information, Communication and Engagement

Information and communication

- **83% find it easy to get info on Council services or events (7% difficult)**

Best way for the Council to communicate with you to let you know what is going on across the Council? (base=1002)

Category	%
Council newsletter / leaflets / flyers / magazine	48
Social media (Facebook, Instagram, Twitter etc.)	18
Email	17
Press (local papers / Radio	11
Events / workshops / consultations	4
Other	1
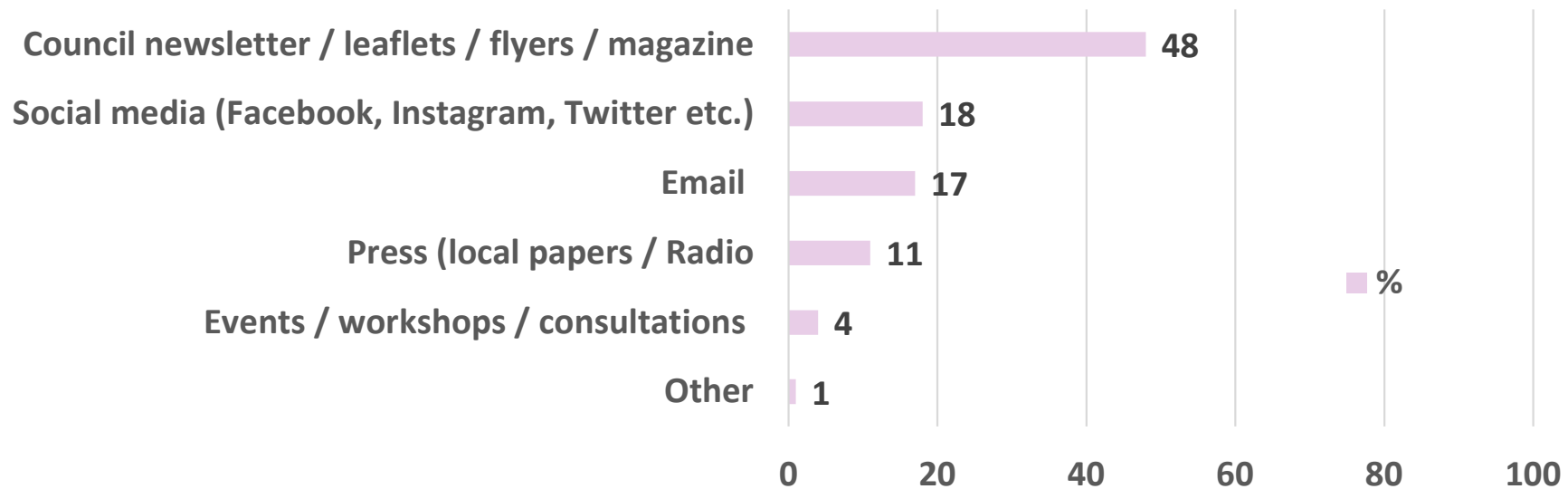
- **65+ prefer Council newsletter, leaflets etc. (68%) and press (20%)**
- **Younger residents more social media (29%)**
- **ABC1 (more email, 21%)**

- **inFO magazine (65% could recall receiving it: 83% read or skimmed it; 74% support continuing with hard copy)**

Information find useful in InFO

Base=542	%
Local news about the area	21
Waste management information - bin calendar/recycling information holidays affecting bin collections	20
All of it/very useful/very informative/lots of things	14
Information about upcoming events	9
Contact numbers for services/councillors and departments	9
Progress updates about council expenditure/activities - where the money is spent	6
Updates on council meetings, future plans/development and improvements	5
Reinforce information about services	4
Covid-19 /pandemic information/updates	3
Adverts for local businesses	2
What they are doing about climate change	2
Young people and child activities	1
The fun pages/entertainment	1
Energy saving tips	1
Don't find anything useful/don't use it	1
I like the variety of subjects/topics it covers	1
Information about local scams/crime information/crime prevention information	1
Health and wellbeing information	1
Information about jobs/employment	*
Not much	*
Their views on climate change	*
Other	2
Don't know	7
* less than 0.5%	

Suggestions on content for InFO

	%
Covid-19/pandemic information/advice/updates	10
Local community information/news	8
Contact numbers for services	8
Its fine as it is/they cover everything required	8
Waste disposal - bin collection dates, recycling timetables	6
Updates regarding ongoing projects or plans	4
Event/entertainment information	4
Information on new and existing services	4
Breakdown of how money is being spent	2
Improvements going on in the area	1
Opening times	1
Get the information online already/should be put online/save money	1
What they are going to prioritise after Covid-19	1
Details about rates/rents	1
Information on recycling	1
Fun pages/entertainment/more for children	1
Adverts for local businesses	1
Business support information	1
Other	3
Don't know	39
* less than 0.5%	

Overall, how well informed do you think the Council keeps residents about the services and benefits its provides by DEA? (base=1002)

DEA	Very or fairly well informed	Not very or not at all well informed	Don't know
West Tyrone	96	1	4
Erne West	83	10	7
Mid Tyrone	81	12	8
Erne North	81	7	12
Enniskillen	78	11	12
Erne East	67	23	10
Omagh	56	17	27
All Areas	79	10	11

■ Very or fairly well informed   ■ Not very or not at all well informed   ■ Don't know
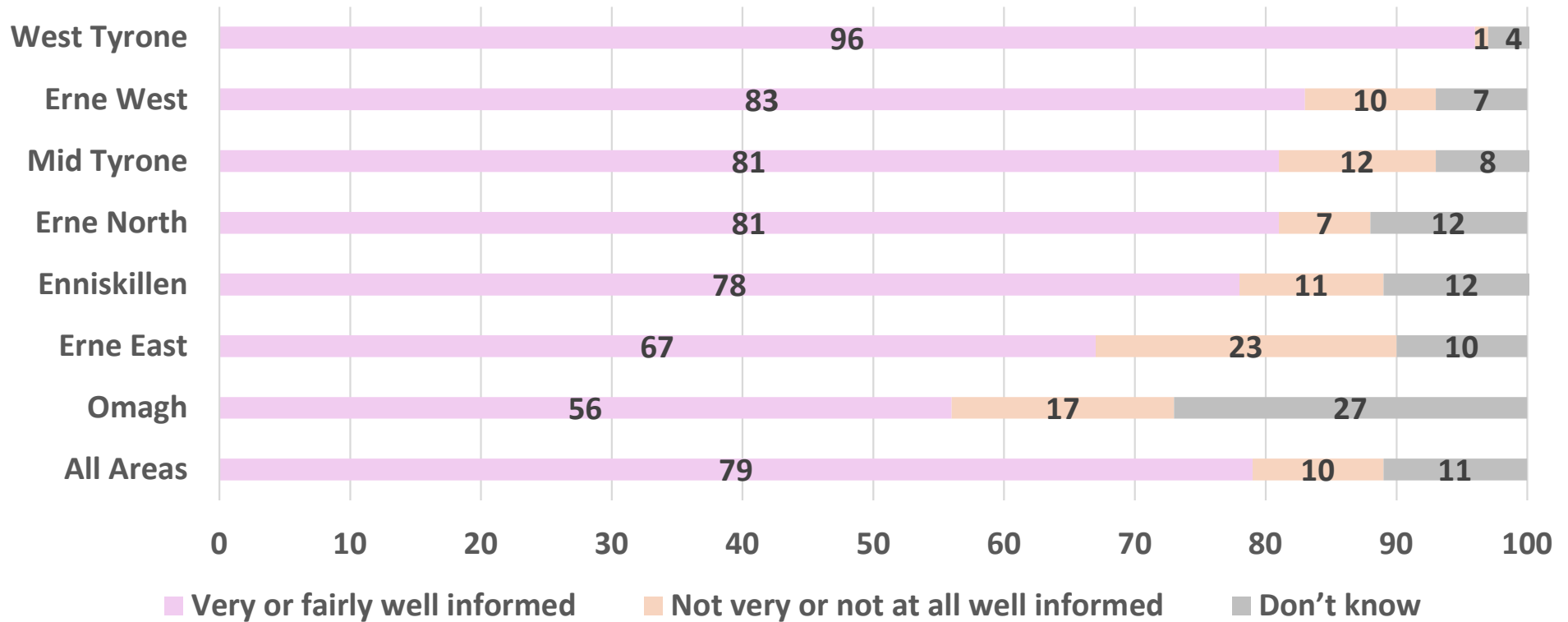
- **More positive:** women (81% vs. 77%), those aged 35-64, 85%, ABC1s (86% vs. 72%), better educated (90% vs. less well educated, 78%)

- **15% engage with Council via social media**
  - (61% a positive experience, 2% negative, 37% neither)

SMR

72% satisfied with level of engagement Council offers local residents (2017, 57%)

Fermanagh & Omagh District Council
Comhairle Ceantair
Fhear Manach agus na hÓmaí

Overall, how satisfied or dissatisfied are you with the level of engagement the Council offers to local residents by DEA? (Base=1002)

DEA	Satisfied	Neither	Dissatisfied	Don't know
West Tyrone	93%	4%		3%
Erne North	80%	7%	1%	14%
Erne West	77%	13%		9%
Mid Tyrone	73%	21%	1%	4%
Enniskillen	65%	16%		19%
Erne East	52%	33%		15%
Omagh	43%	43%		15%
All DEAs	72%	17%		11%

Legend: ■ Satisfied ■ Neither ■ Dissatisfied ■ Don't know
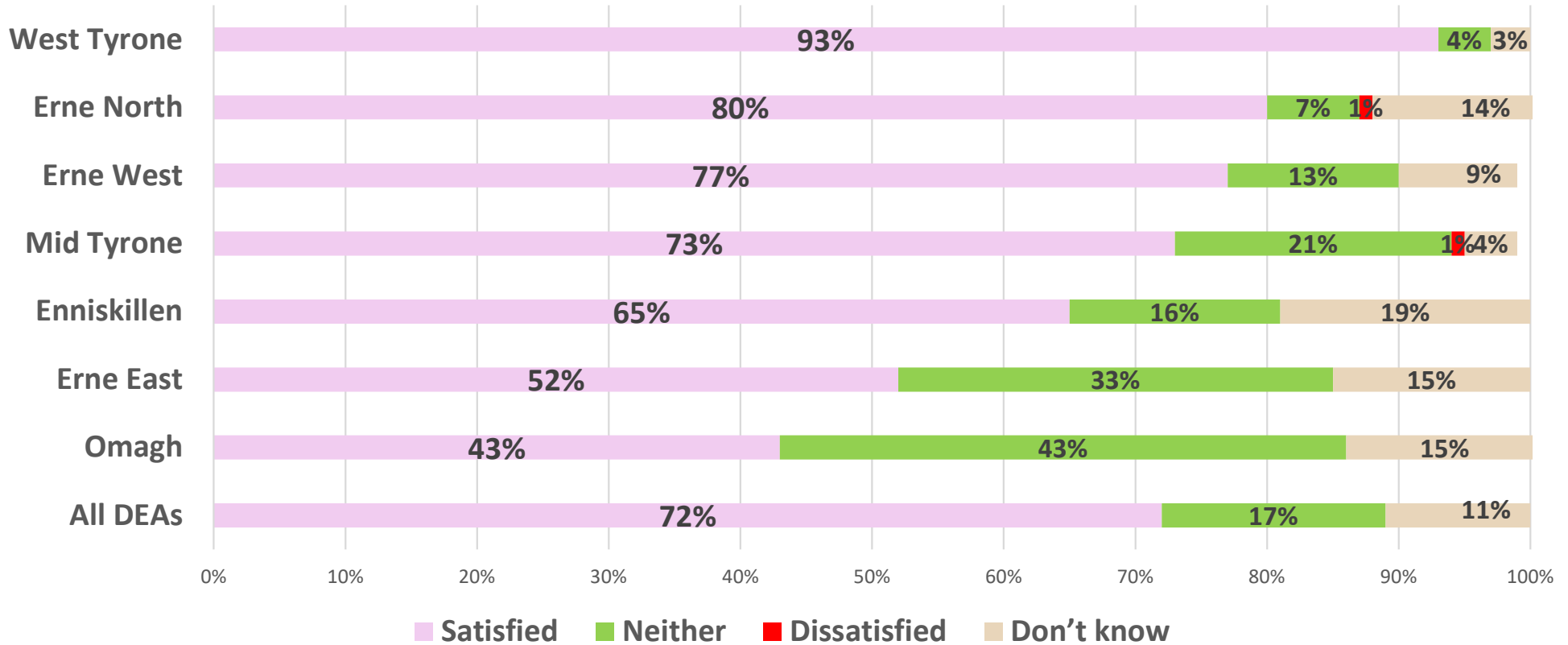
More satisfied: 35-64, ABC1s, non-disabled, econ active, better educated

[not aware of food parcels going out; planning; more visibility; roads]

SMR social market research

Bought a site council holding everything up.

By the time she heard about the food parcels going out it was too late.

Councillors in his local area aren't engaging the people with any of the planning processes (of which he works).

Cycle paths not well kept / signposted. Water service not good. Too many trees being cut down. None of these concerns are being engaged with.

Had to ring 4 separate people to get a straight answer.

I never hear anything about the council.

It doesn't seem like the council really engages with people who are more rural. Hardly ever hear from them.

Never see anything from council.

No correspondence.

Not hands on enough.

Not really making an effort to engage with herself over the piece.

Not seen any.

Street cleaning.

The council, in his eyes, are doing nothing.

The roads are not good enough (too narrow) and the council isn't doing much about it since they split the councils.

They don't really do very much that he can see.

They don't seem to engage much on things like salting roads or making country roads safer. There's not much of a discussion, and if there is, it isn't being taken to people like himself.

They don't want to do anything except sit in vans.

They have been late with their information too many times.

They have done nothing for us in her area.

They need to be more visible.

They tell you things after they decide.

Would like there to be more engagement, especially with those more rural.

You never see them.

Resident's Local Areas including Decision Making

Single most important thing that makes you proud of your local area (n=1002)

	%
Community spirit/looking after each other	19
Scenic beauty/mountains/lakes/farmland	18
Clean/tidy/well kept	11
The People	10
Safe/peaceful/quiet	8
Friendly/welcoming	5
Good place/nice/idyllic place to live/bring up children	4
My home/family/friends	4
Good neighbours	3
Good local amenities/facilities/pubs/restaurants/shops	2
Leisure activities/facilities/walkways/boardwalk	2
Good education/schools	1
Entertainment/local events/music/good social scene	1
Good housing	1
Historical buildings - The Castle, Florence Court	1
Other	2
Don't know	8

SMR
social market research

Fermanagh & Omagh
District Council
Comhairle Ceantair
Fhear Manach agus na hÓmaí

Tourists / visitors welcome in my local area by DEA?   (Base=1002)

DEA	Agree	Neither	Disagree	Don't know
Erne North	98	1		1
Erne East	98	2		
Erne West	97		2	1
West Tyrone	94	3		3
Enniskillen	92	3	1	4
Mid Tyrone	81	7	11	1
Omagh	80	14	3	3
All DEAs	92	4	2	2

■ Agree   ■ Neither   ■ Disagree   ■ Don't know

SMR social market research
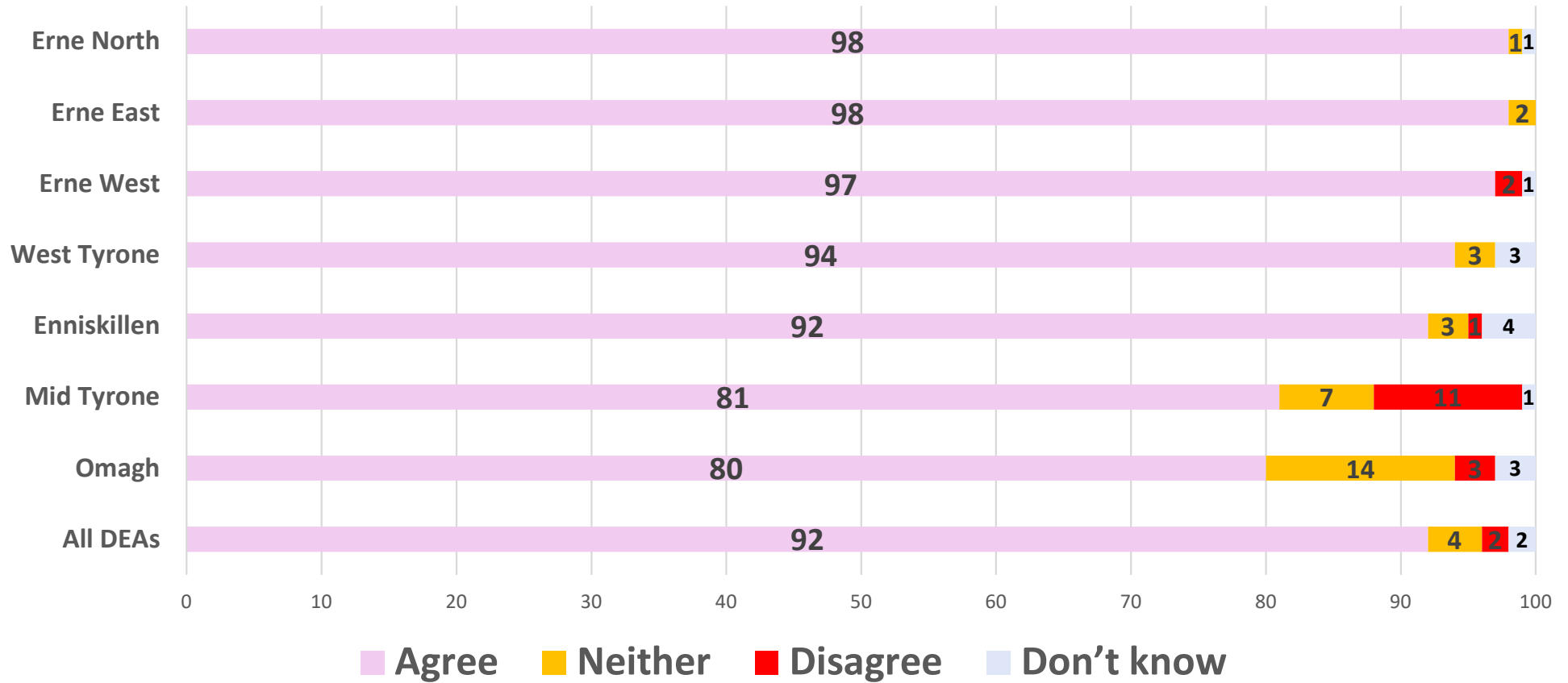
81% say tourists / visitors are well catered for in their local area

Tourists / visitors are well catered for in my local area by DEA?   (Base=1002)

DEA	Agree	Neither	Disagree	Don't know
Erne East	95	2	3	
Erne North	92	3	3	3
Erne West	91	6	2	1
West Tyrone	91	3	2	4
Enniskillen	81	7	7	5
Omagh	66	15	10	9
Mid Tyrone	50	14	33	3
All DEAs	81	7	9	4

Legend: Agree · Neither · Disagree · Don't know

SMR social market research
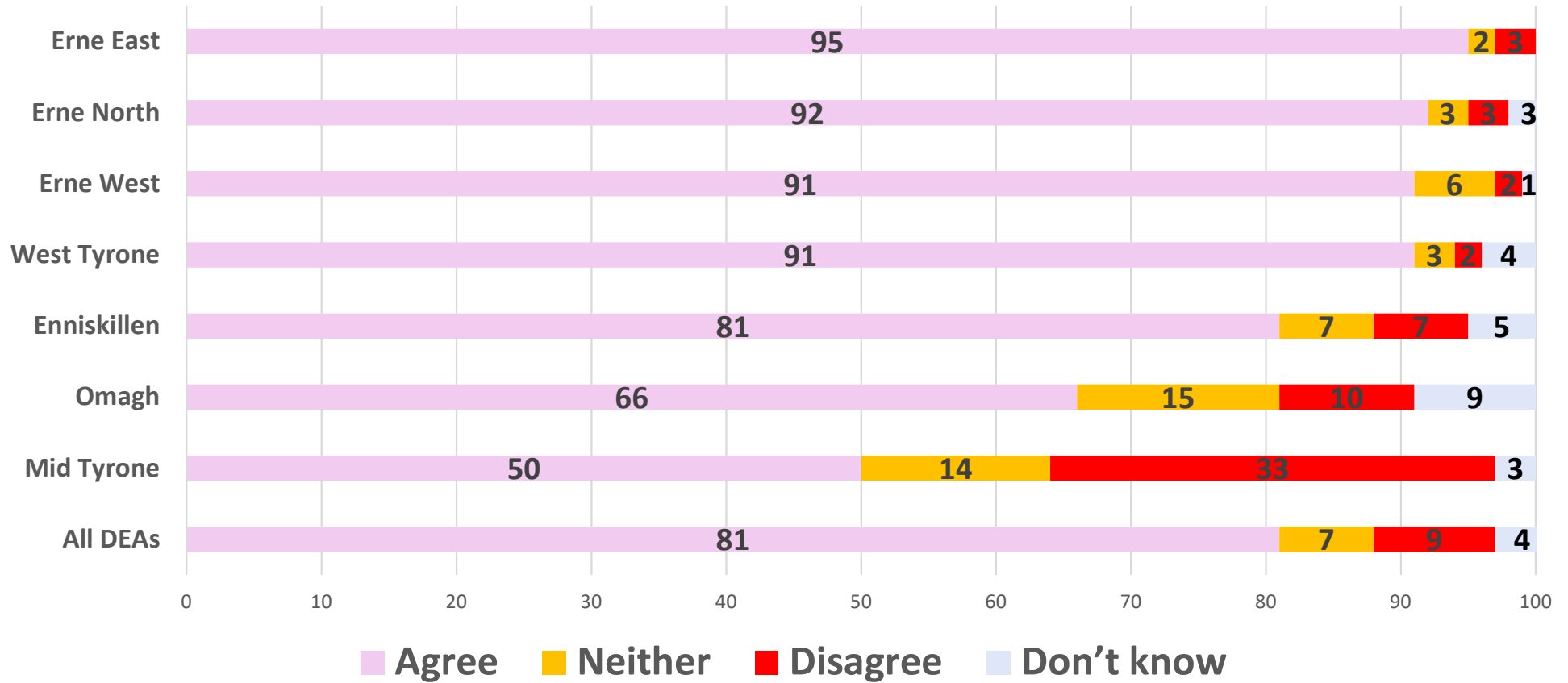
85% say tourists / visitors are important for the economy in their local area

Tourists / visitors are important for the economy in my local area by DEA? (Base=1002)

DEA	Agree	Neither	Disagree	Don't know
Erne North	98	1		1
Erne East	98	2		
Erne West	94	4	1	1
West Tyrone	92	4	1	3
Enniskillen	88	4	2	6
Omagh	73	18	4	6
Mid Tyrone	68	14	11	7
All DEAs	85	7	3	5

■ **Agree** ■ **Neither** ■ **Disagree** ■ **Don't know**

social market research
SMR
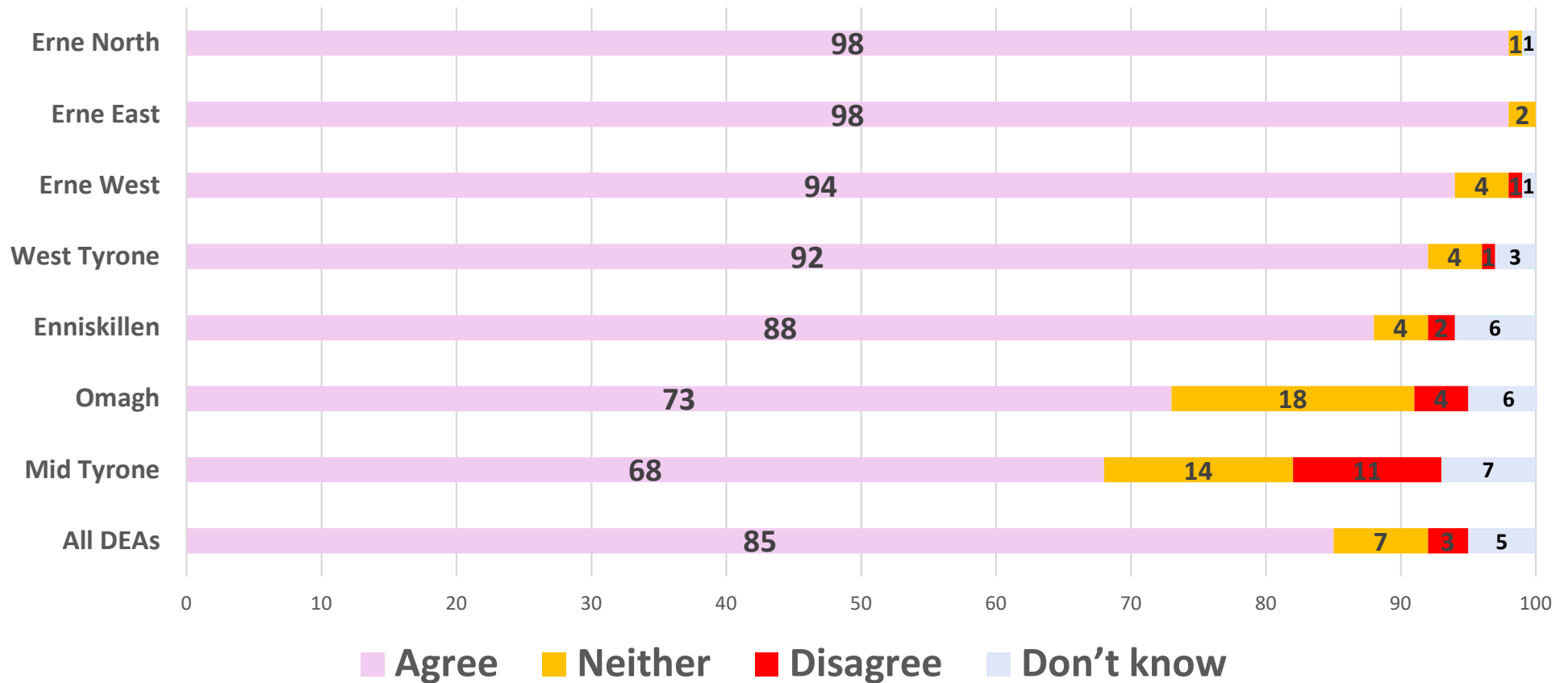
92% agree their local area has a strong sense of community

My local area has a strong sense of community by DEA?   (Base=1002)

DEA	Agree	Neither	Disagree	Don't know
Erne North	98	1		1
Omagh	98	1		1
Erne East	97	2	1	
Enniskillen	96	2	1	1
Erne West	90	7		3
West Tyrone	90	6		4
Mid Tyrone	86	12	2	
All DEAs	92	5	1	2
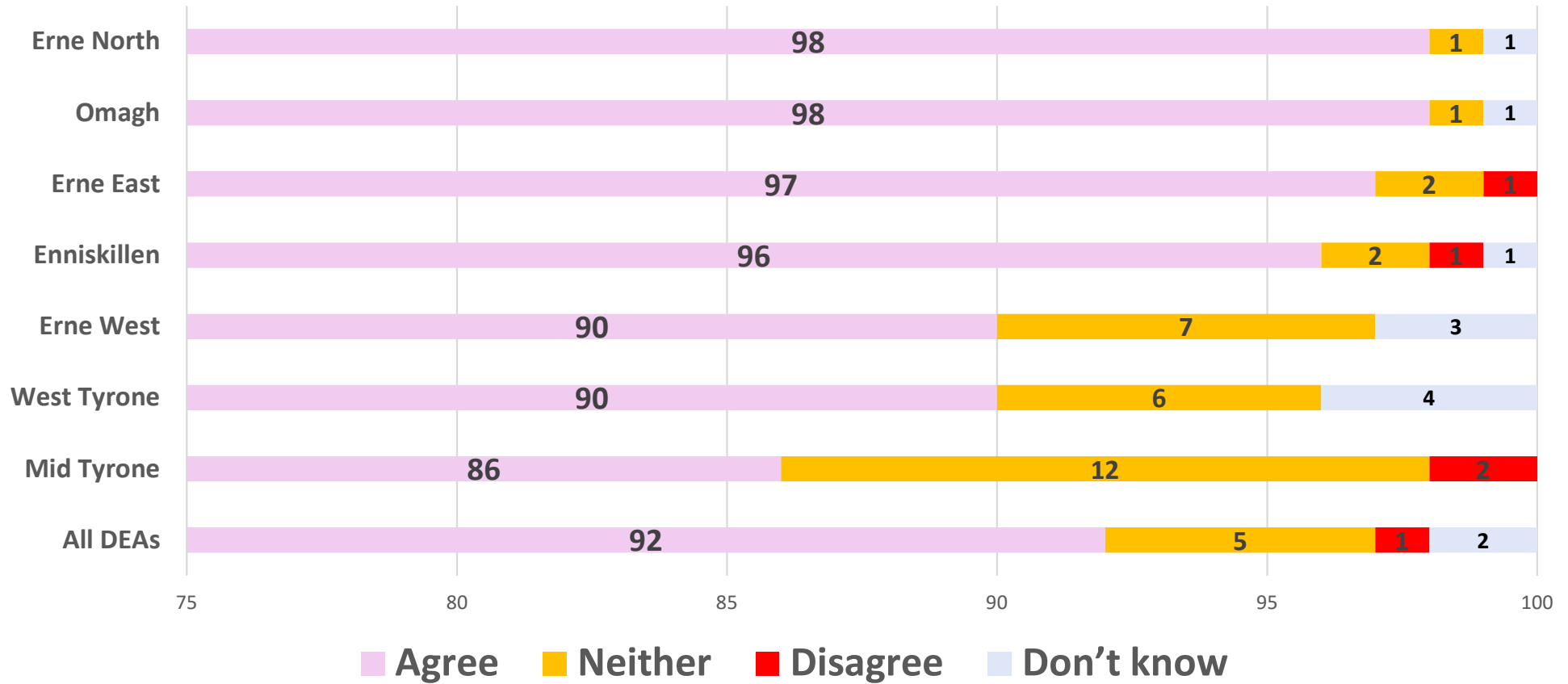
Higher levels of agreement: ABC1s, better educated

87% agree their local area is a place where people from different religions and political backgrounds get on well together

My local area is a place where people from different religions and political backgrounds get on well together by DEA?   (Base=1002)
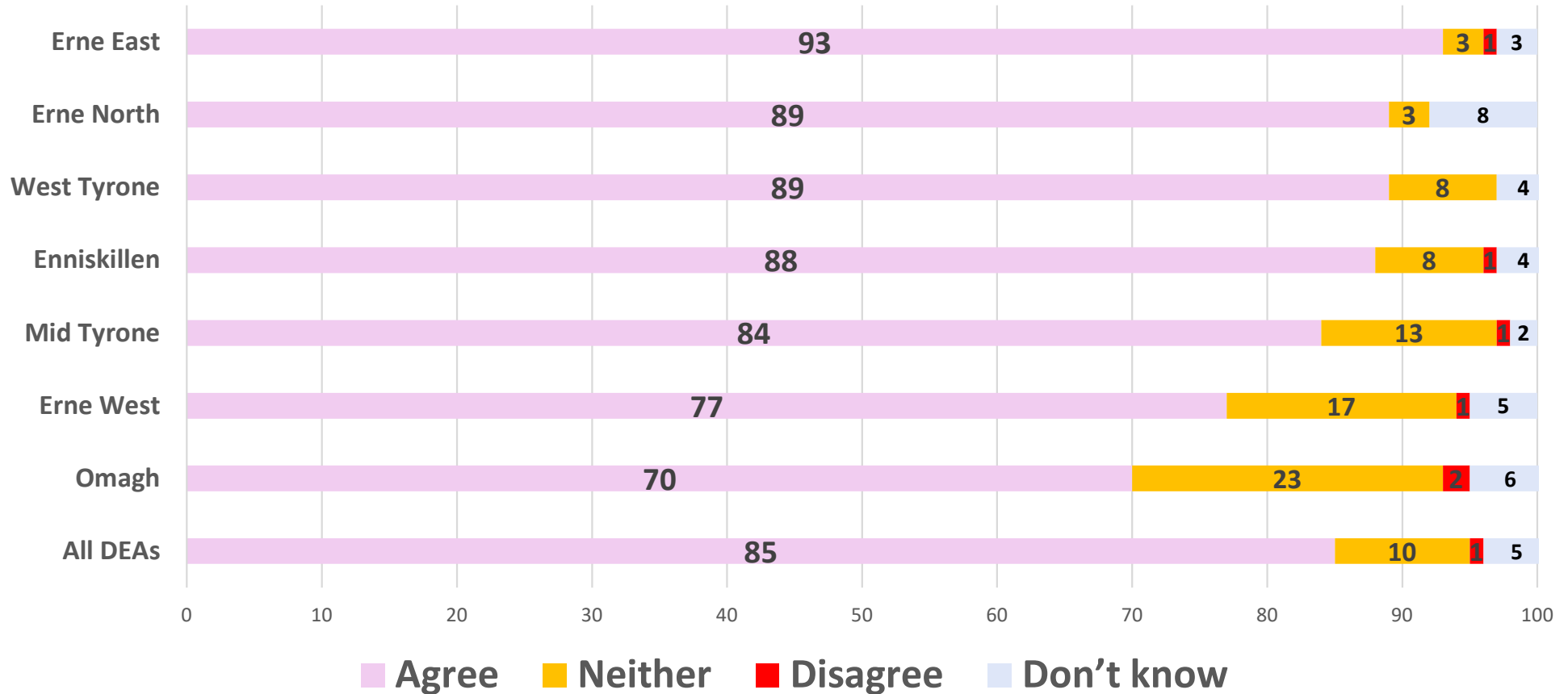
DEA	Agree	Neither	Disagree	Don't know
Erne North	95	3		2
Erne East	93	4	1	2
Enniskillen	92	6	1	1
West Tyrone	89	7		4
Mid Tyrone	83	13	3	2
Erne West	78	17	1	4
Omagh	72	21	1	7
All DEAs	87	9	1	3

■ Agree   ■ Neither   ■ Disagree   ■ Don't know

92% agree their local area is seen as welcoming to others

My local area is seen as welcoming to others by DEA?   (Base=1002)

DEA	Agree	Neither	Disagree	Don't know
Erne East	98	1	1	
Erne North	98	1		2
Enniskillen	96	2	1	1
West Tyrone	91	5		4
Mid Tyrone	91	9		
Erne West	86	8	1	5
Omagh	77	17	2	4
All DEAs	92	6	1	2

Agree   **Neither**   **Disagree**   **Don't know**

Higher levels of agreement: ABC1s

SMR
social market research

Fermanagh & Omagh District Council
Comhairle Ceantair Fhear Manach agus na hÓmaí
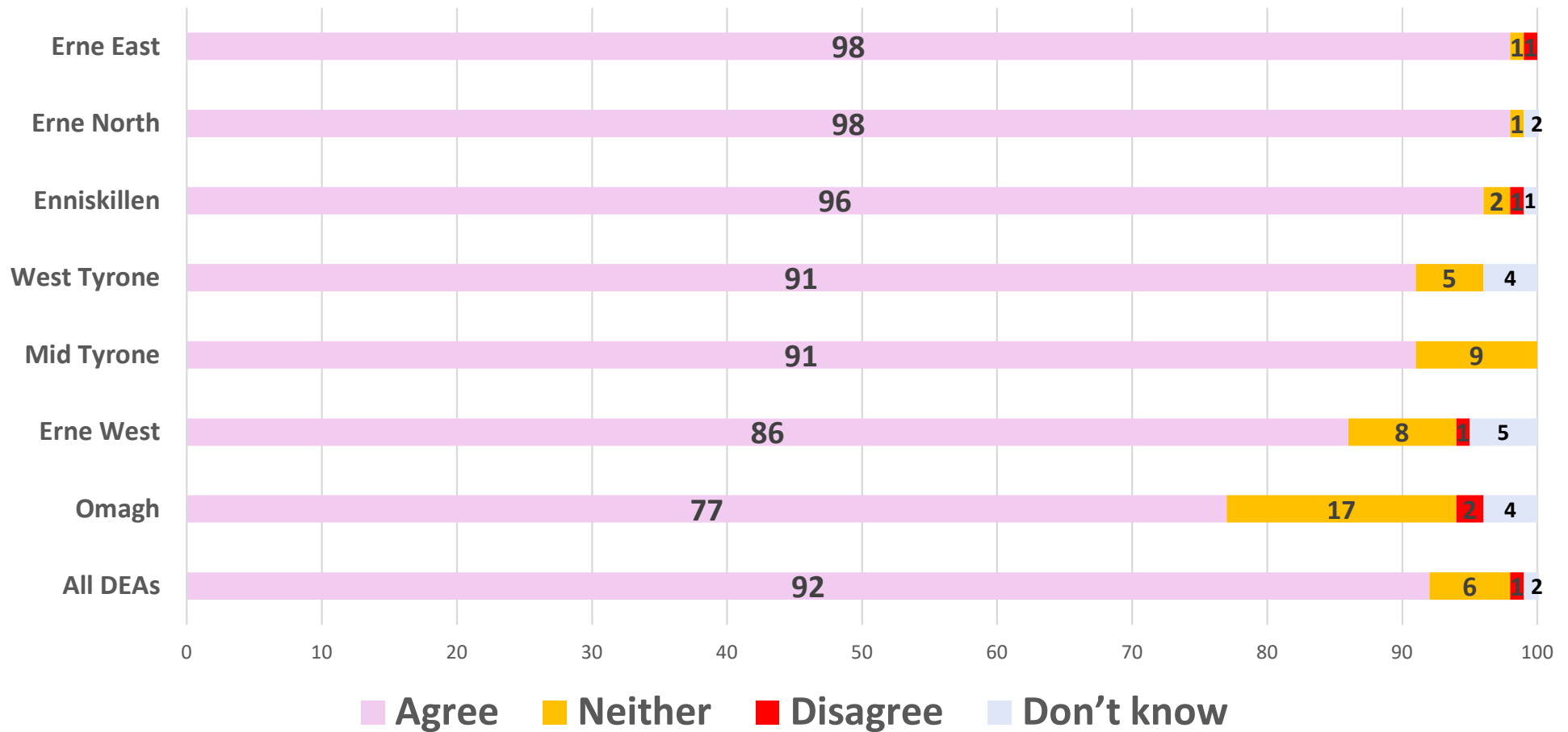
21% say they are involved in decision making in their local area (no significant difference by DEA.)

Involvement in decision making in your local area by DEA?   (Base=1002)

DEA	Value
Erne West	27
Erne North	23
Erne East	22
Enniskillen	21
All DEAs	21
Mid Tyrone	21
West Tyrone	20
Omagh	18
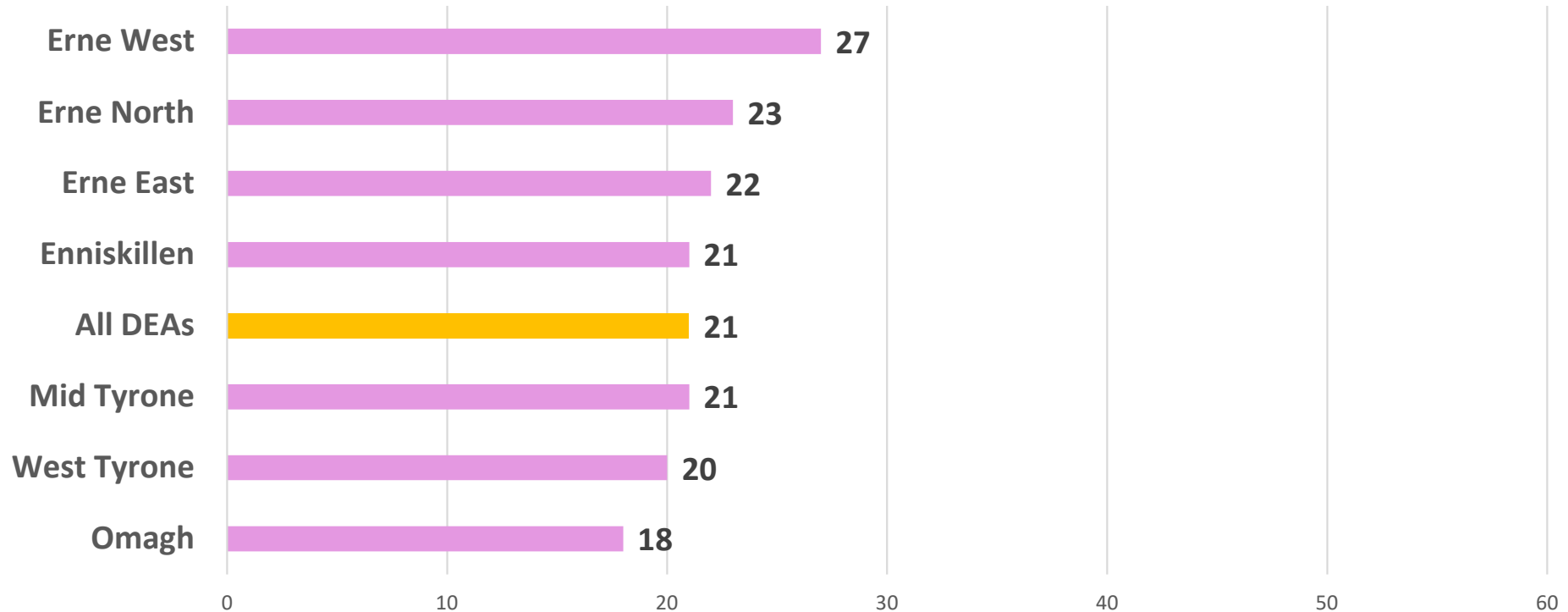
- **More involved:** women, ABC1s, econ. active

- **8% would like to be more involved**

  - **(5% of those not involved: 18% of those currently involved)**

SMR social market research

- A community focus group

- Being invited to participate in remote meetings / easier access

- Being involved in local meetings

- Better people in charge

- Confidence in public speaking / more confidence to get involved

- Surveys on local issues

- More free time

- I don't know how to / knowing how to get involved / knowing where to start

- Would be more proactive when things get back to normal (post pandemic)

- Information relating to community meetings (dates and times)

- Input being taken on board and actioned

- Don't know how to use a computer

- Engage through social media

- More meetings

- Raise awareness of how you can become involved

Concerns about living in your local area

Single thing that would concern you most about living in your local area (Base=1002)

Concern	Value
No concerns / nothing	25
Road conditions / safety / maintenance	11
Crime/ASB/lack of community policing	8
Covid-19 pandemic	6
Employment / unemployment / jobs / economy	4
Outside tourists travelling into the area	4
Littering / fly tipping	4
Business closures	3
Lack of youth activities / opportunities	2
Dog fouling	2
Loss of high street / amenities	2
Lack of affordable housing	1
Cost of living	1
Speeding	1
Lack of public transport	1

Fermanagh & Omagh District Council
Comhairle Ceantair Fhear Manach agus na hÓmaí

SMR — social market research

91% satisfied with local area as a place to live (2017, 86%: GB, 82%: BCC, 85%)

Overall, how satisfied or dissatisfied are you with your local area as a place to live by DEA? (Base=1002)
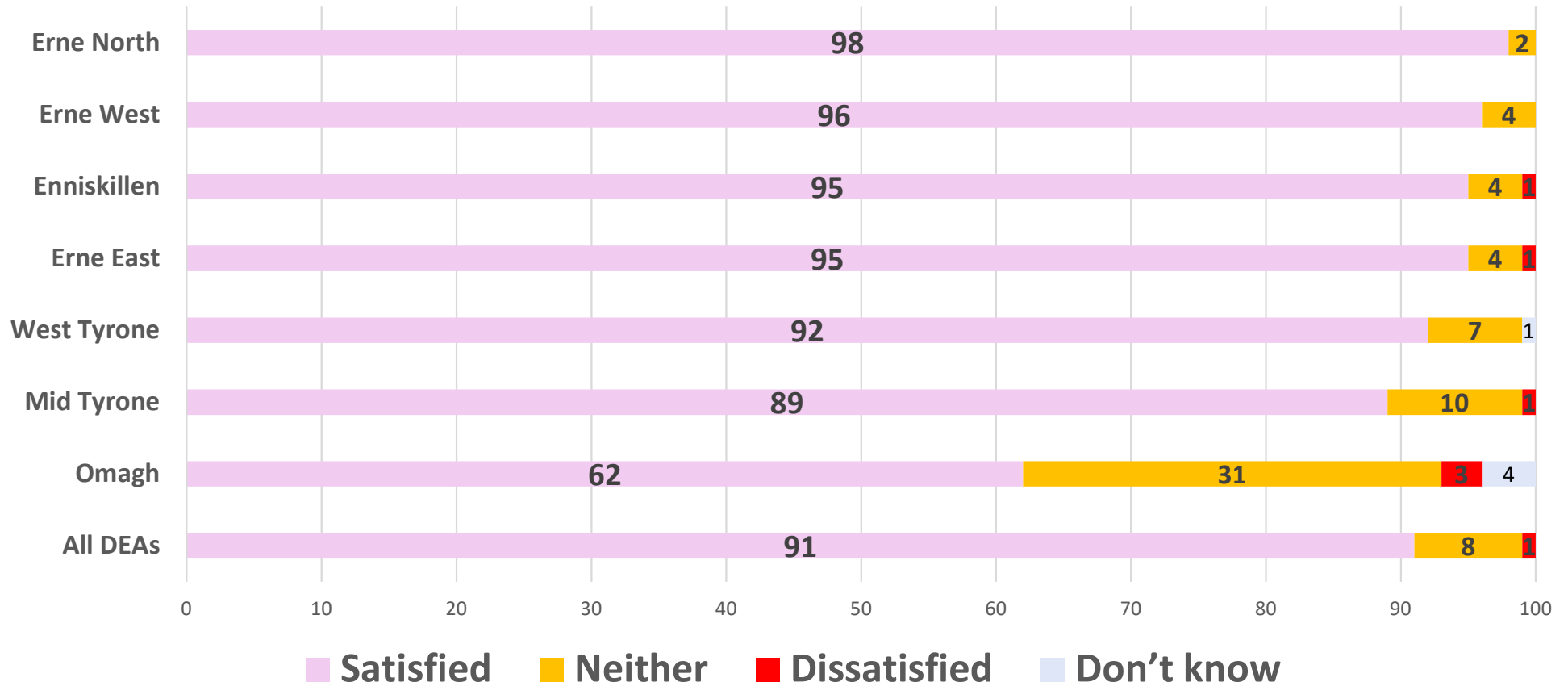
DEA	Satisfied	Neither	Dissatisfied	Don't know
Erne North	98	2		
Erne West	96	4		
Enniskillen	95	4	1	
Erne East	95	4	1	
West Tyrone	92	7		1
Mid Tyrone	89	10	1	
Omagh	62	31	3	4
All DEAs	91	8	1	

■ Satisfied ■ Neither ■ Dissatisfied ■ Don't know

Council Responding to Needs of Residents and Council Reputation

To what extent to do think the Council responds to the needs of local residents by DEA?
(Base=1002)

DEA	Great deal / fair amount	Not very much / not at all	Don't know
West Tyrone	93%	3%	4%
Erne North	87%	4%	10%
Erne West	86%	8%	6%
Erne East	80%	11%	10%
Enniskillen	76%	9%	15%
Mid Tyrone	68%	11%	21%
Omagh	60%	17%	23%
All DEAs	79%	8%	12%

■ Great deal / fair amount   ■ Not very much / not at all   ■ Don't know
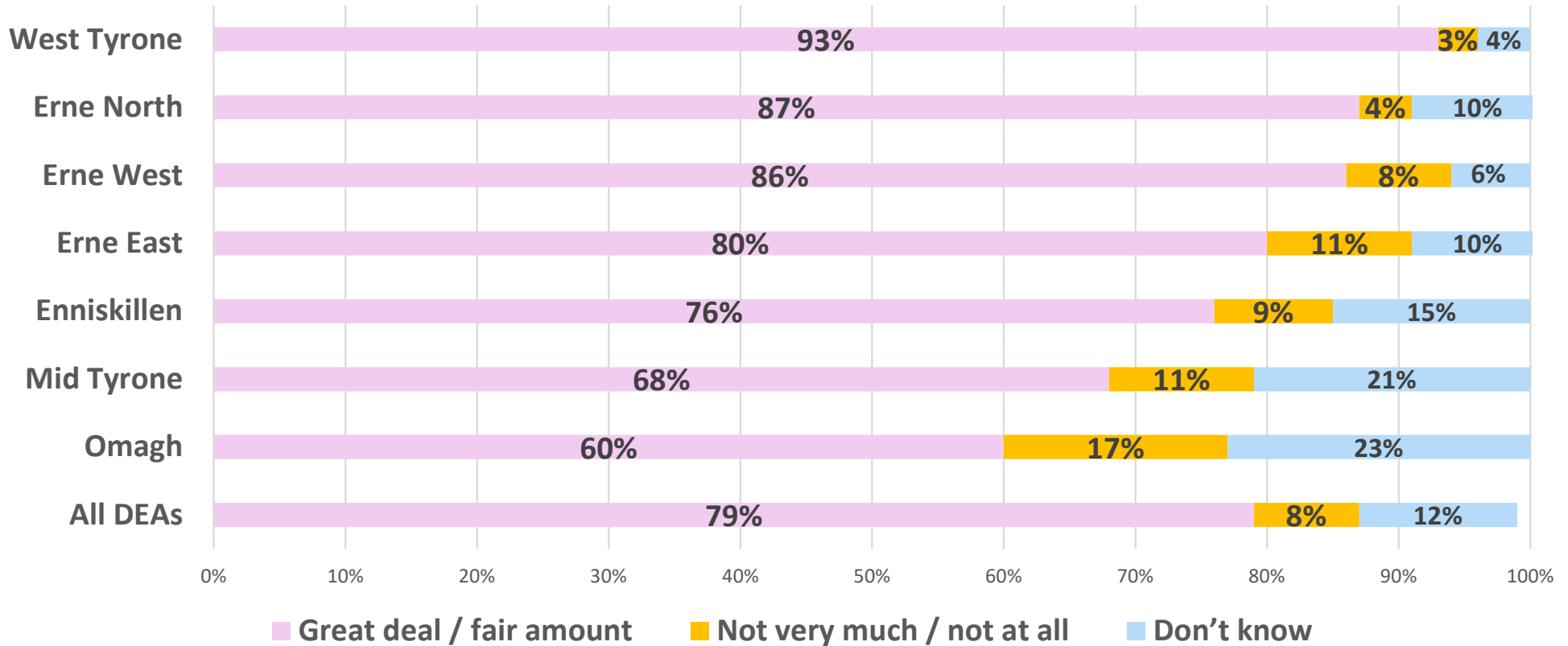
More likely to say a 'great deal' or 'fair amount': **ABC1s, better educated**

social market research
SMR

72% rated reputation of Council 'excellent' or 'good (2017, 58%: BCC, 52%)

How would you rate the reputation of Fermanagh and Omagh District Council by DEA?
(Base=1002)

DEA	excellent/good	fair	poor/very poor	don't know
West Tyrone	93%	4%		3%
Erne North	85%	12%	1%	2%
Mid Tyrone	79%	16%	3%	3%
Enniskillen	76%	17%	3%	4%
Erne West	75%	21%	2%	2%
Erne East	68%	21%	3%	7%
Omagh	54%	36%	2%	9%
All DEAs	78%	16%	2%	4%

Legend: excellent/good · fair · poor/very poor · don't know
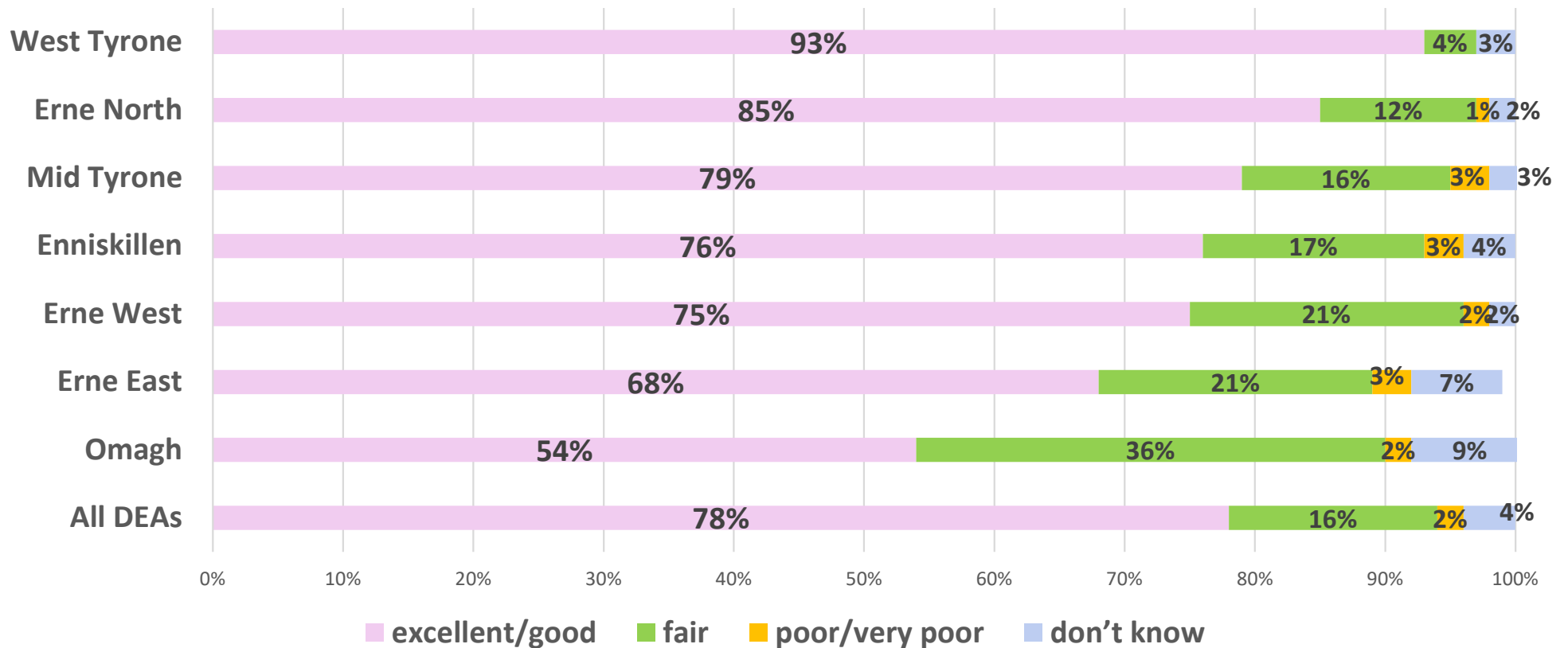
More likely to rate as 'excellent' or 'good': ABC1s, better educated

Resident Health and Wellbeing

Self-rated health status (81% excellent or good) [80% for NI; 2017, 86%]

How is your health in general by DEA? (Base=1002)

DEA	very good / good	fair	bad/very bad
Erne West	90%	9%	1%
Erne North	84%	15%	1%
West Tyrone	83%	16%	1%
Mid Tyrone	81%	16%	3%
Enniskillen	79%	16%	5%
Erne East	79%	20%	1%
Omagh	70%	26%	4%
All DEAs	81%	17%	2%
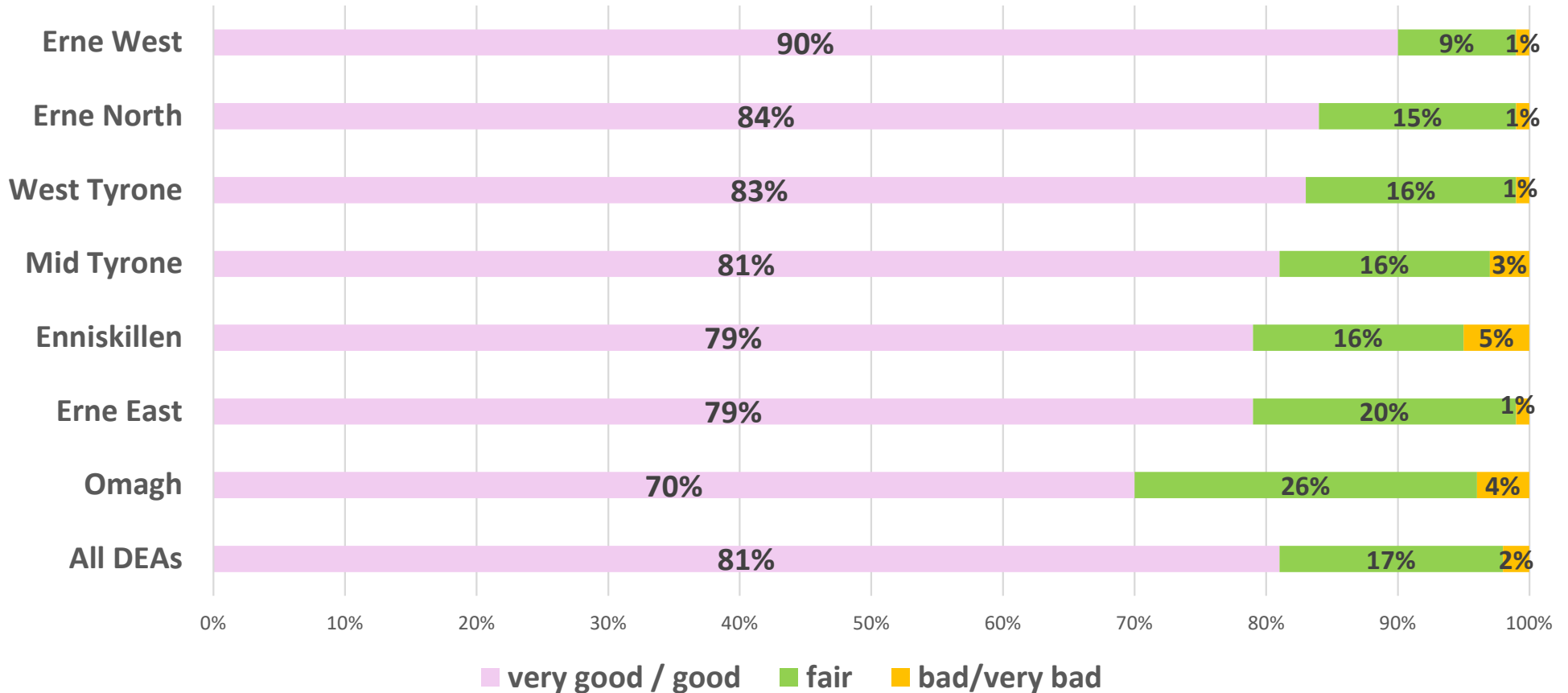
More likely to rate as 'very good' or 'good': young people, ABC1s, non-disabled, economically active, better educated

Self-rated health status (scaled from 1 to 5 – higher score better perceived health)

Self reported health status
[mean scores with higher score indicating better health status] (base=1002)

Category	Score
Male	4.10
Female	4.10
16-34	4.40
35 to 64	4.10
65+	3.50
ABC1	4.20
C2DE	3.90
Enniskillen	4.10
Mid Tyrone	4.20
Omagh	3.90
Erne North	4.00
Erne East	3.90
West Tyrone	4.20
Erne West	4.10
Overall Score	4.10
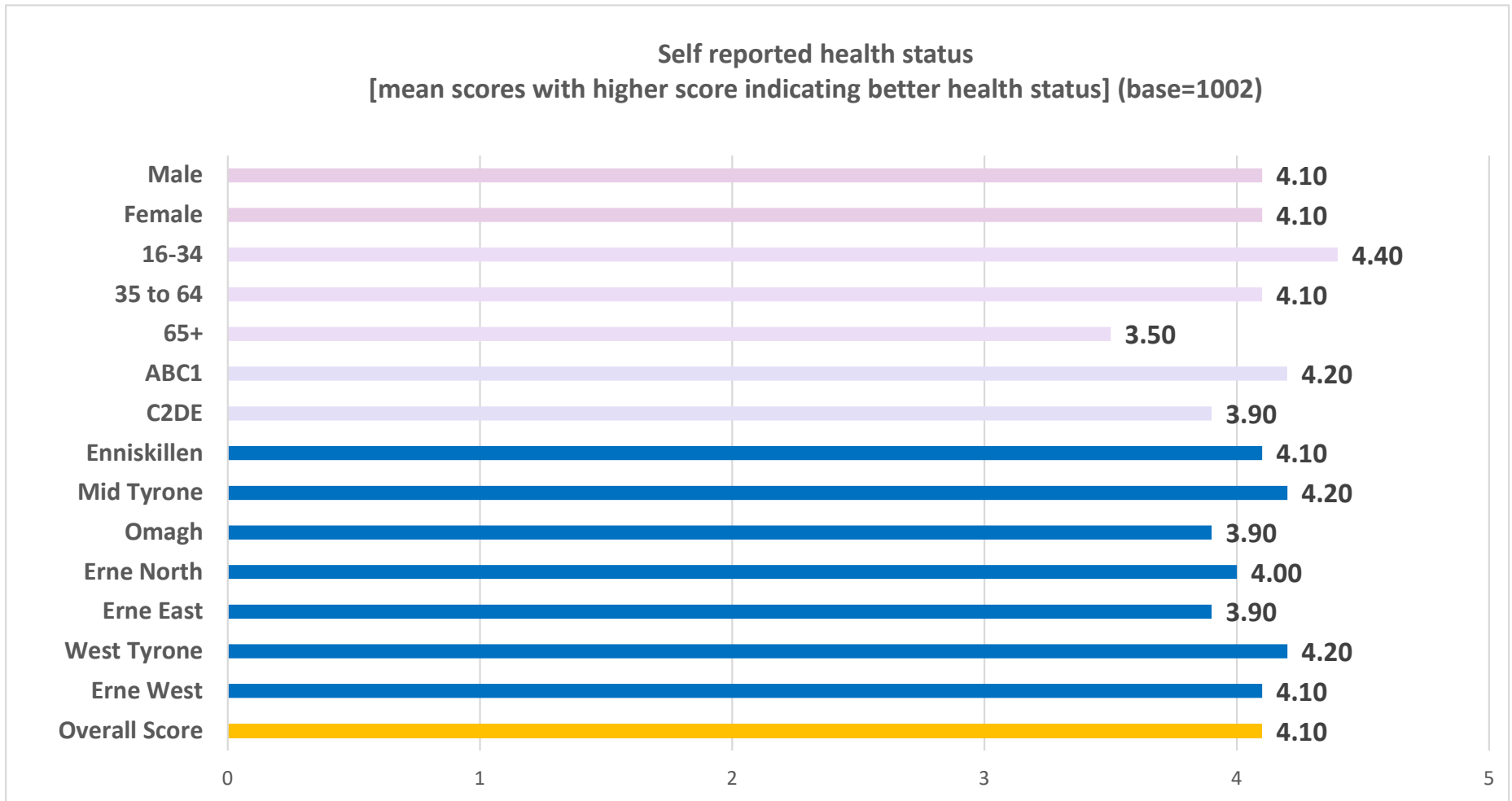
Age, social class and DEA differences statistically significant

Control over daily life (scaled from 1 to 4 – higher score indicates more control)

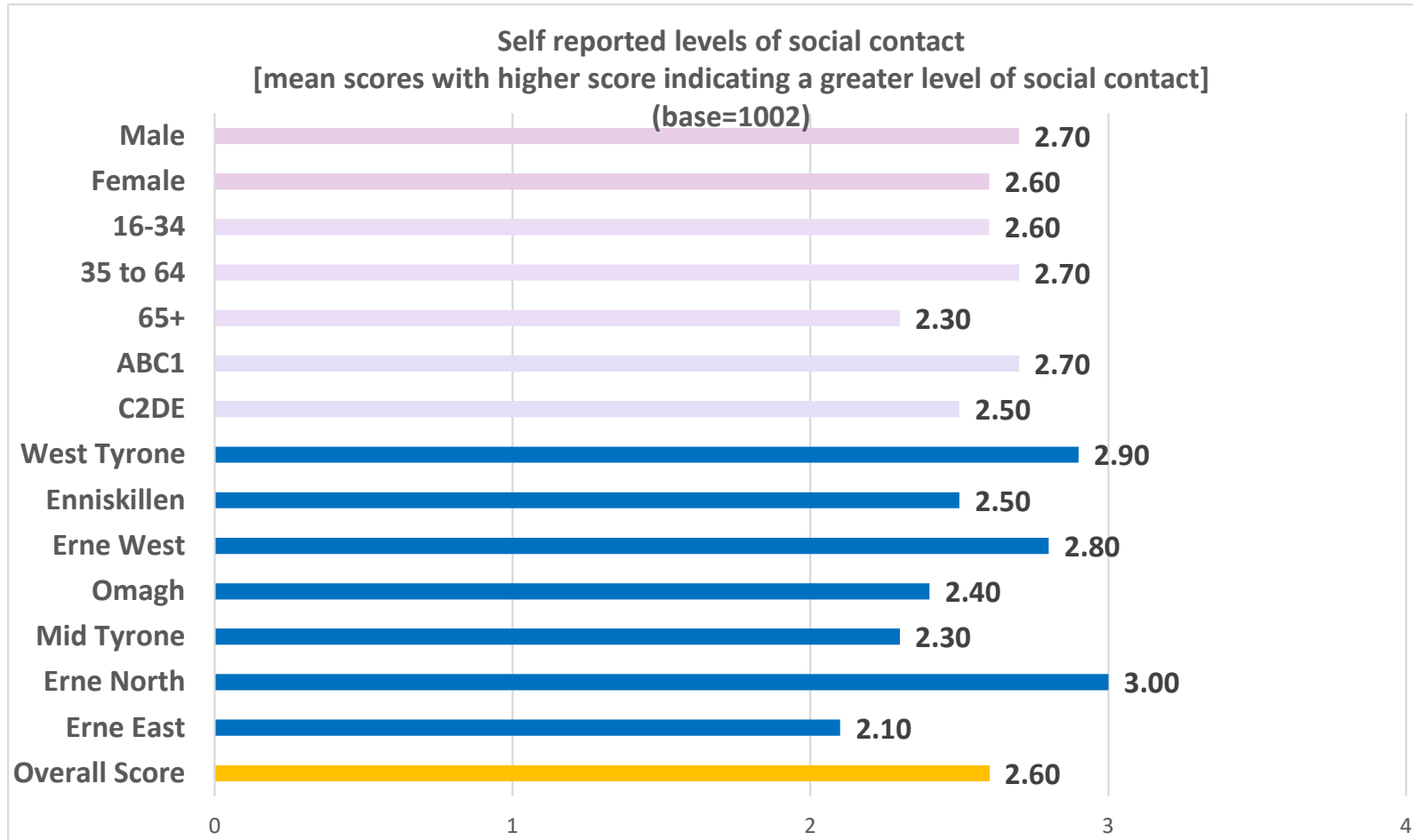Self reported control over daily life
[mean scores with higher score indicating more control] (base=1002)

Category	Score
Male	3.20
Female	3.00
16-34	3.20
35 to 64	3.20
65+	2.90
ABC1	3.20
C2DE	2.90
Enniskillen	2.80
West Tyrone	3.60
Erne West	3.00
Omagh	2.80
Mid Tyrone	3.20
Erne North	3.30
Erne East	2.60
Overall Score	3.10
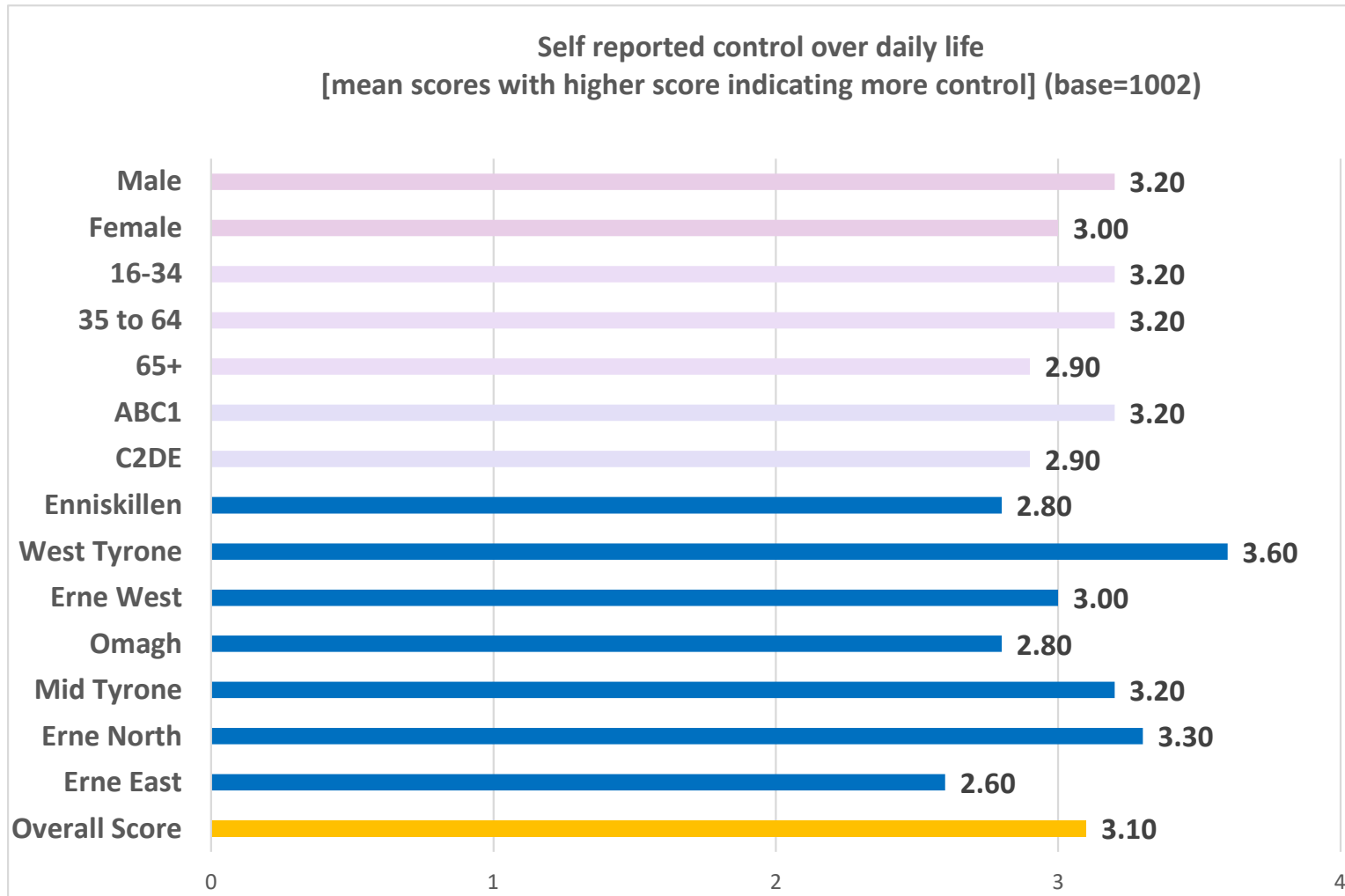
Gender, age, social class and DEA differences statistically significant

Social contact (scaled from 1 to 4 – higher score indicates more social contact)

Self reported levels of social contact
[mean scores with higher score indicating a greater level of social contact]
(base=1002)

Category	Score
Male	2.70
Female	2.60
16-34	2.60
35 to 64	2.70
65+	2.30
ABC1	2.70
C2DE	2.50
West Tyrone	2.90
Enniskillen	2.50
Erne West	2.80
Omagh	2.40
Mid Tyrone	2.30
Erne North	3.00
Erne East	2.10
Overall Score	2.60

Age, social class and DEA differences statistically significant
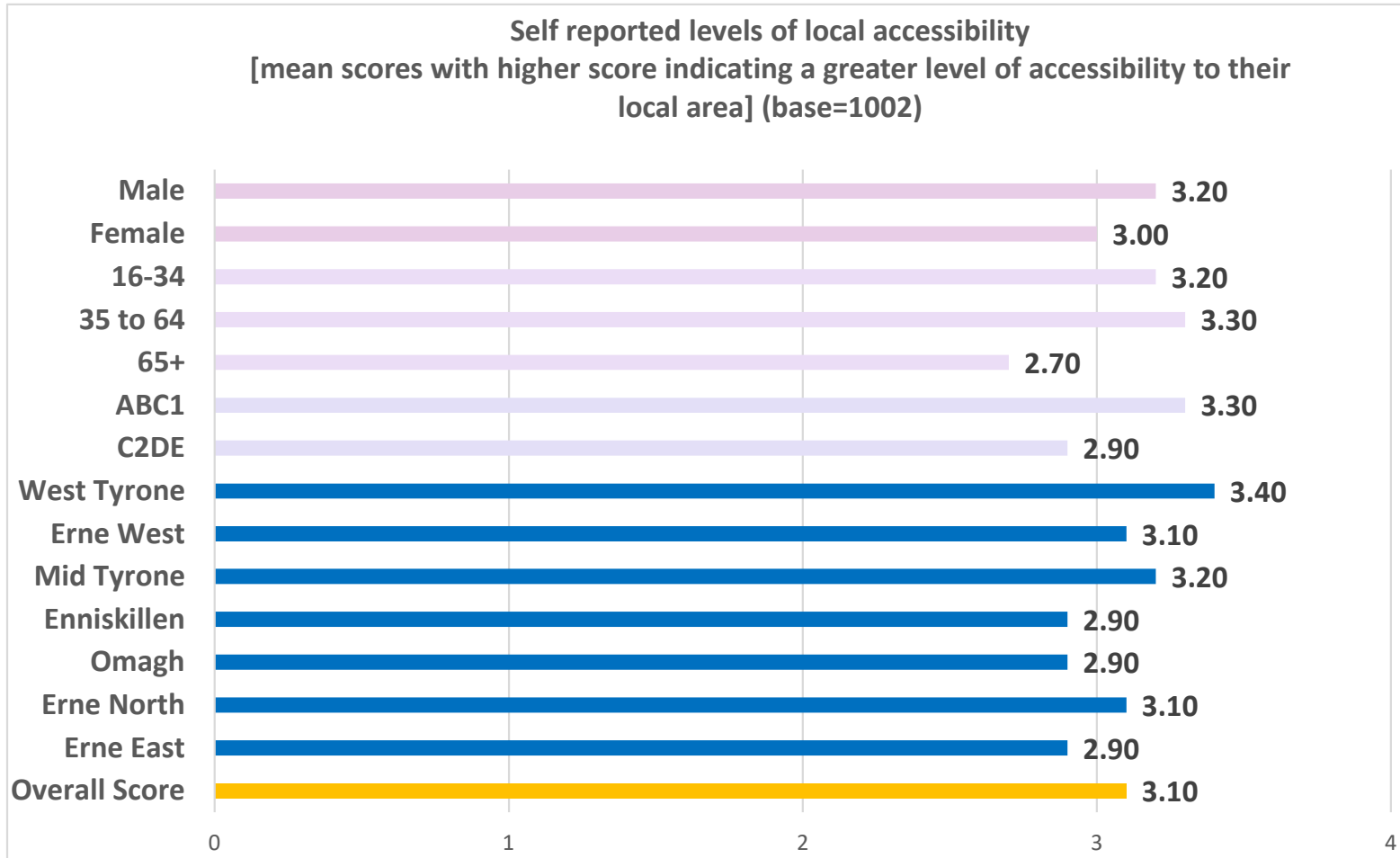
Spending personal time and enjoyment
(scaled from 1 to 4 – higher score indicates more personal time and enjoyment)

Self reported enjoyment from free time
[mean scores with higher score indicating a greater level of enjoyment] (base=1002)

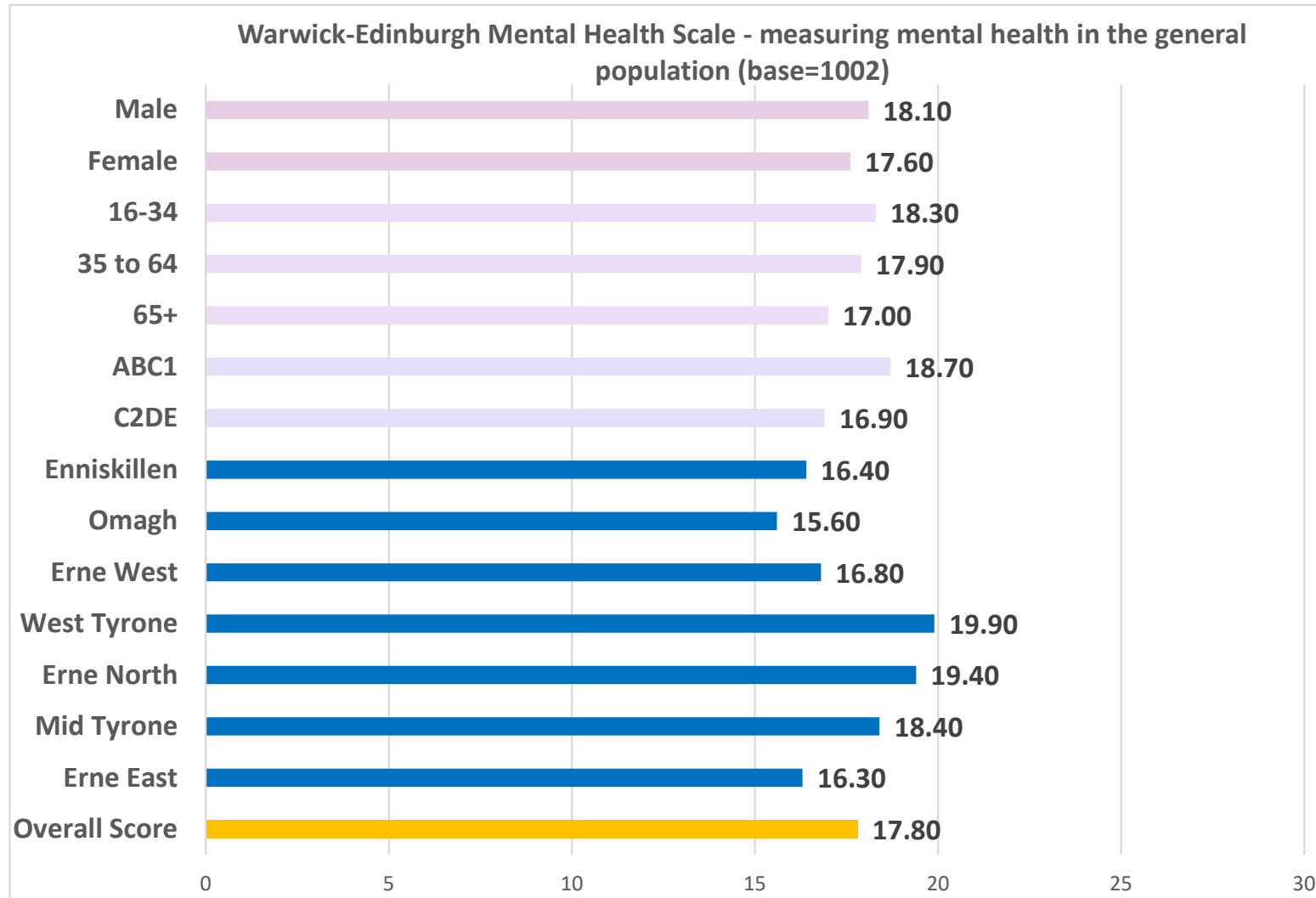| Category	Score
Male	2.70
Female	2.60
16-34	2.60
35 to 64	2.80
65+	2.50
ABC1	2.80
C2DE	2.60
West Tyrone	2.80
Enniskillen	2.60
Erne West	2.80
Omagh	2.50
Mid Tyrone	2.60
Erne North	2.90
Erne East	2.20
Overall Score	2.70

Age, social class and DEA differences statistically significant

Warwick-Edinburgh Mental Health Scale
(scored from 7 to 35 – higher score indicates better mental health)

Warwick-Edinburgh Mental Health Scale - measuring mental health in the general population (base=1002)

Category	Score
Male	18.10
Female	17.60
16-34	18.30
35 to 64	17.90
65+	17.00
ABC1	18.70
C2DE	16.90
Enniskillen	16.40
Omagh	15.60
Erne West	16.80
West Tyrone	19.90
Erne North	19.40
Mid Tyrone	18.40
Erne East	16.30
Overall Score	17.80
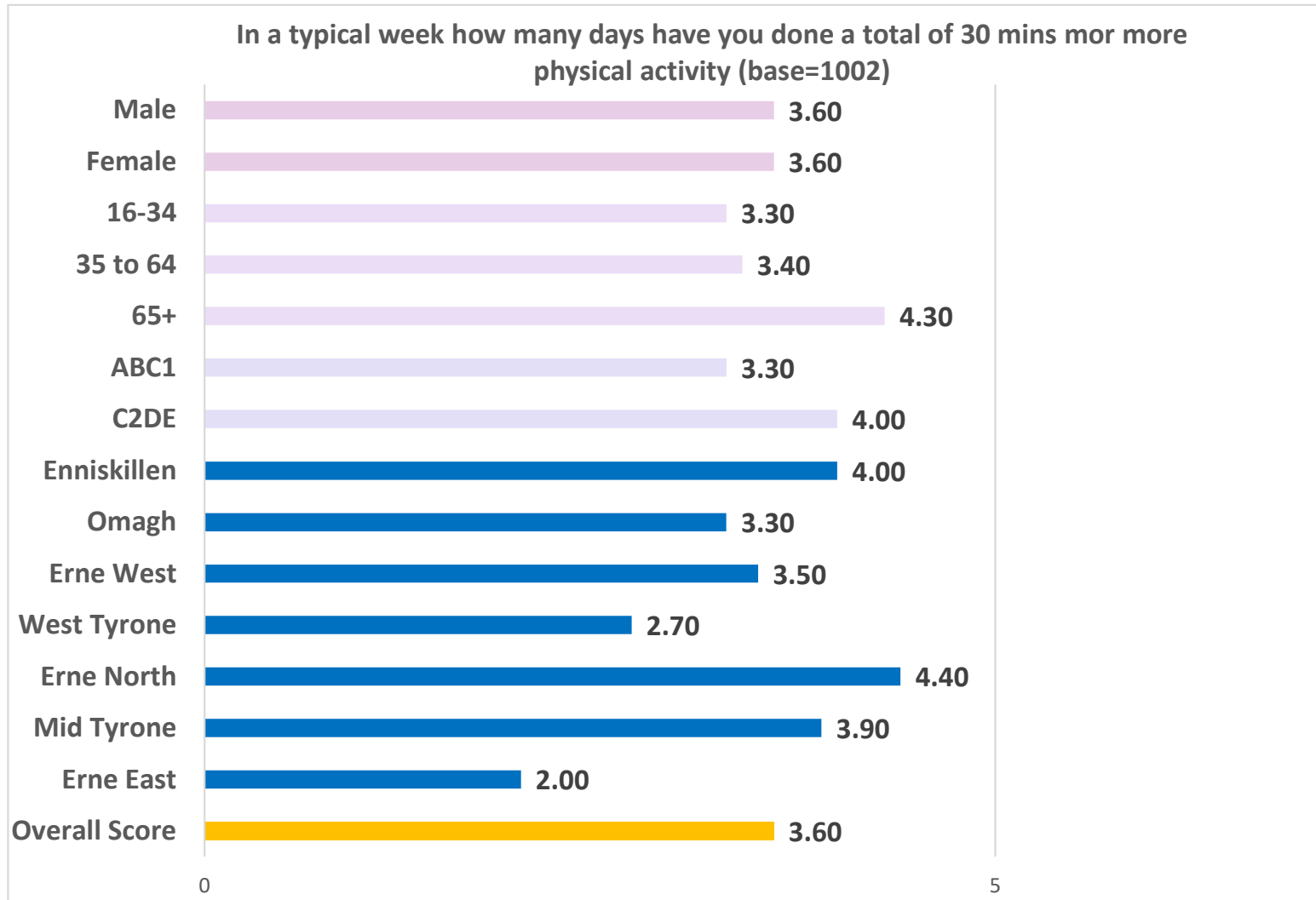
Gender, age, social class and DEA differences statistically significant
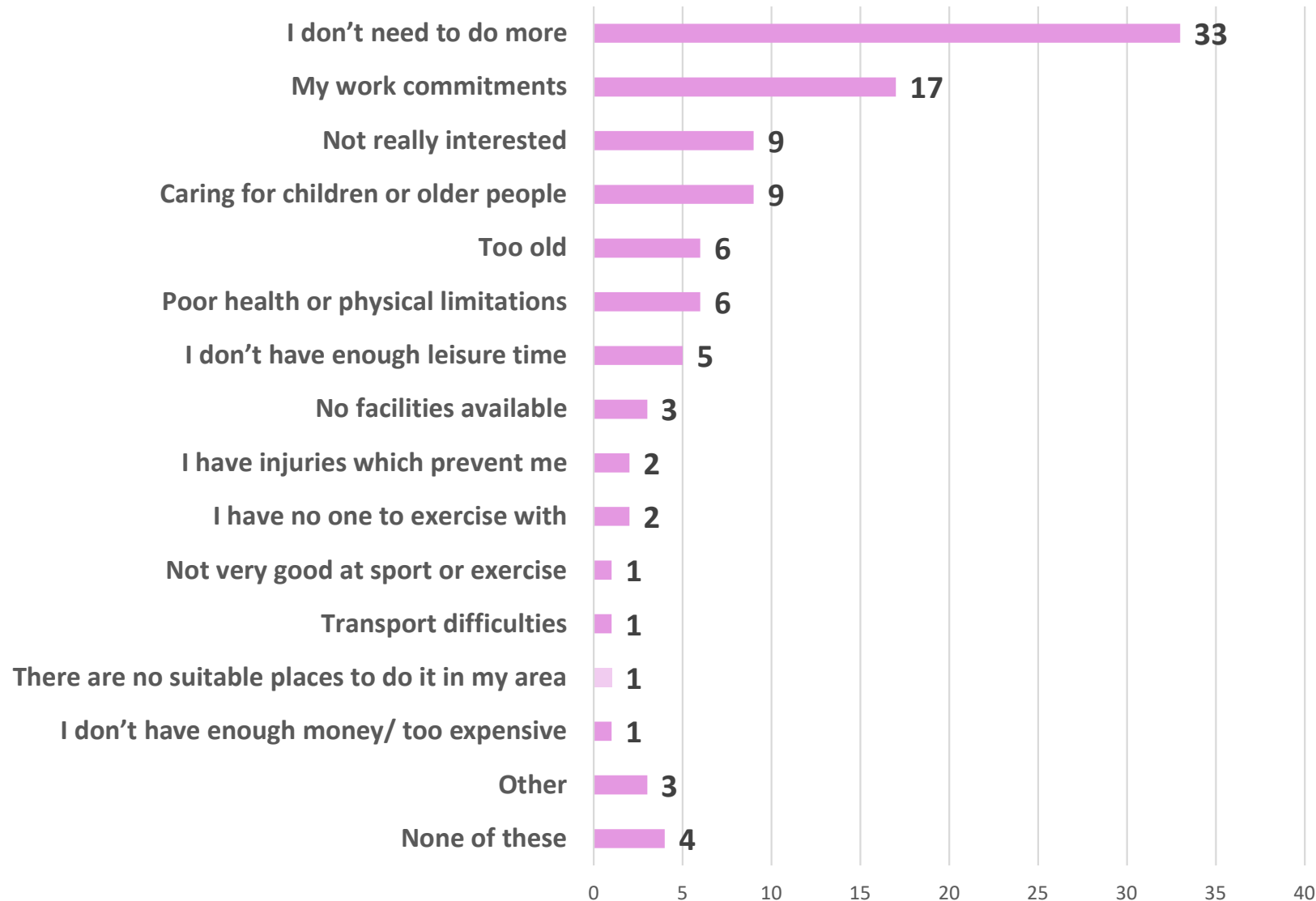
Participating and Volunteering in Local Communities

28% regularly take part in local groups or community activities (22% in 2018)

Fermanagh & Omagh District Council
Comhairle Ceantair Fhear Manach agus na hÓmaí

Regularly take part in local groups or community activities (base=1002)

Category	Value
Male	31
Female	26
16-34	31
35 to 64	29
65+	24
ABC1	34
C2DE	23
Enniskillen	22
Omagh	16
Erne West	19
West Tyrone	24
Erne North	43
Mid Tyrone	32
Erne East	39
All	28

Social class and DEA differences statistically significant

SMR social market research
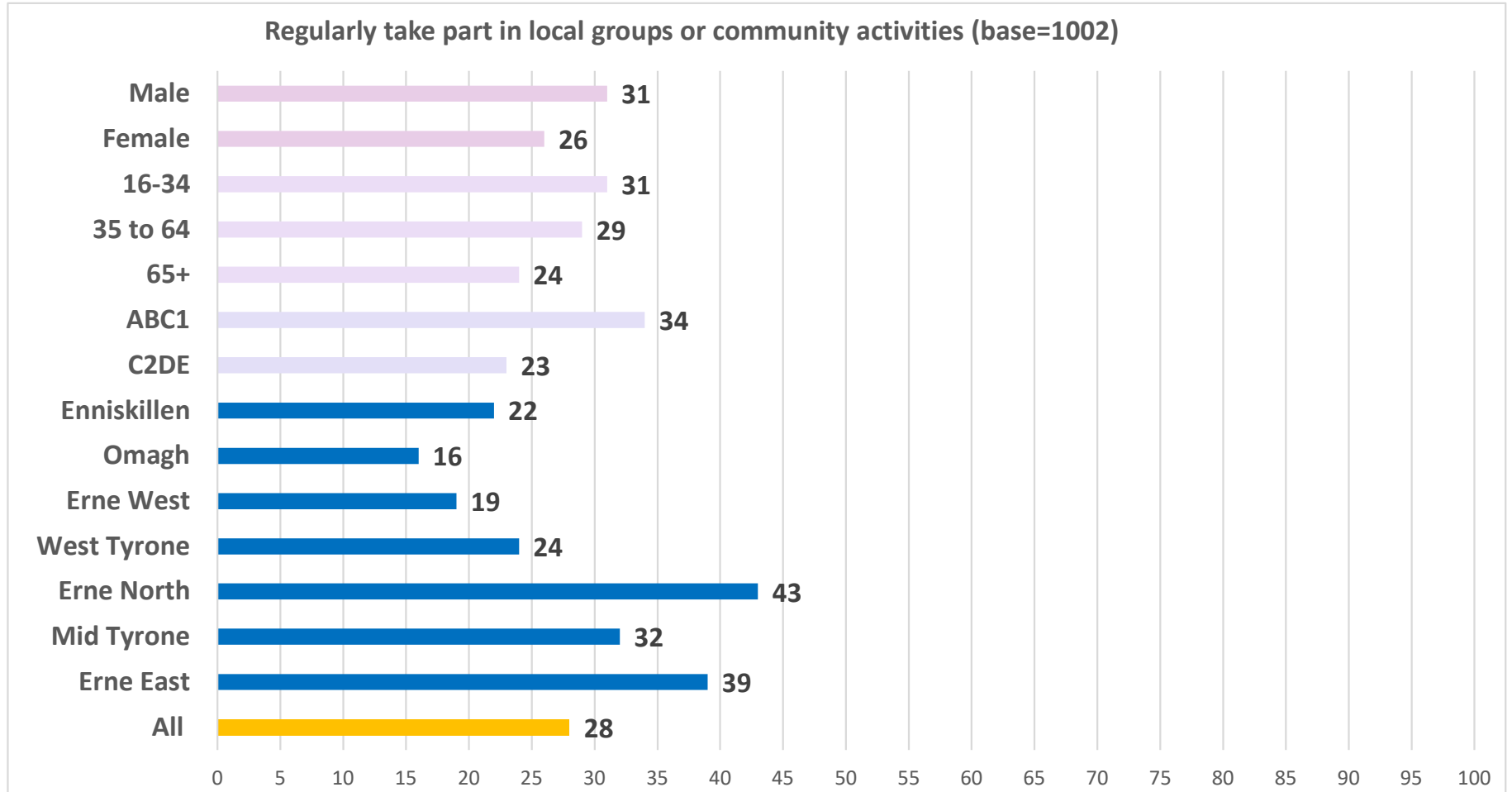
25% volunteered in last 12 months (22% in 2018)

Fermanagh & Omagh District Council
Comhairle Ceantair Fhear Manach agus na hÓmaí

Have you undertaken any work or activities on a voluntary basis in the last 12 months?
(base=1002)

Category	Value
Male	24
Female	25
16-34	28
35 to 64	27
65+	16
ABC1	30
C2DE	19
Enniskillen	15
Omagh	15
Erne West	17
West Tyrone	27
Erne North	42
Mid Tyrone	27
Erne East	20
All	25
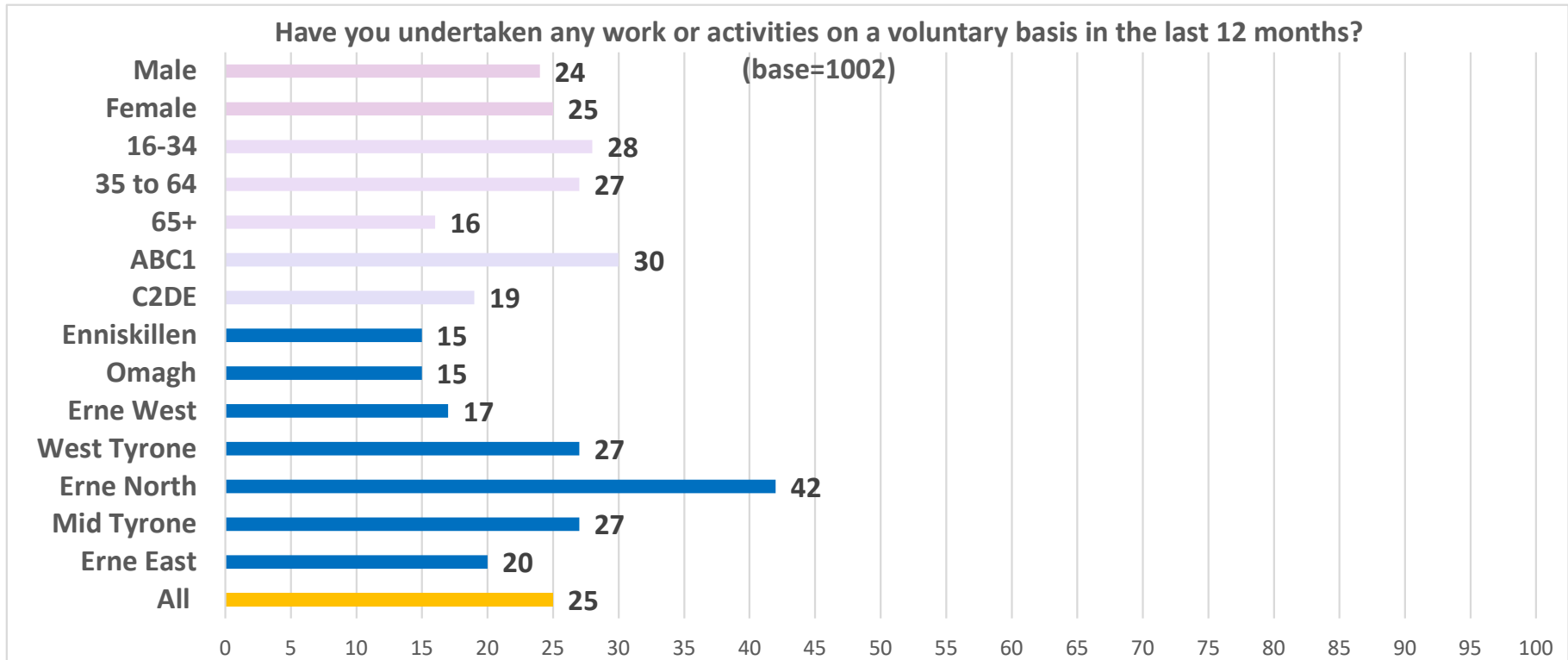
Age, social class and DEA differences statistically significant

45% of volunteers do so at least once a week (35%, less than once a week but at least once a month: 19% less than once a month: 2% don't know)
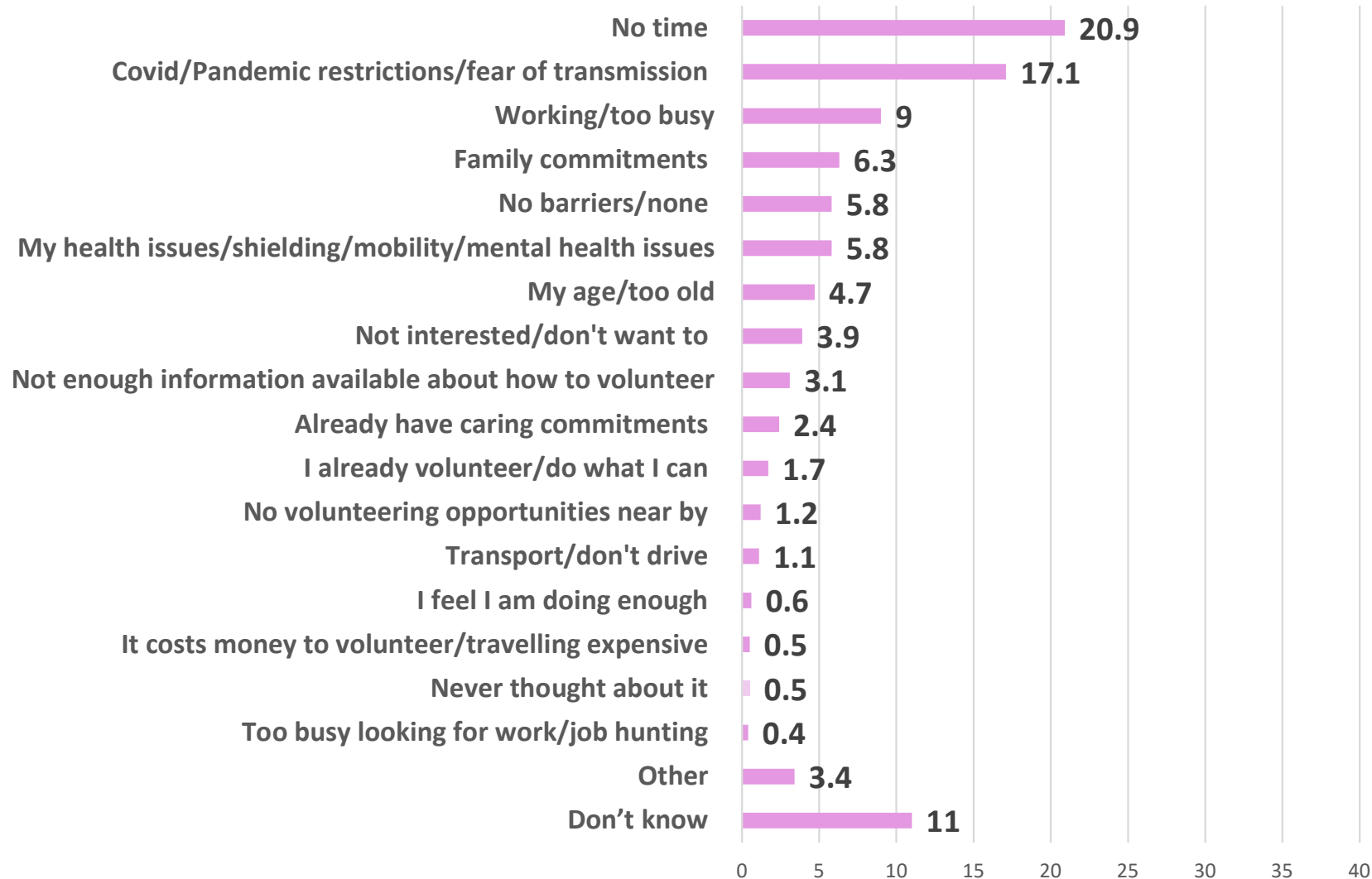
31% had volunteered for less than a year, 39% for 1-5yrs, 28% more than 5 yrs

16% of volunteers had received training in providing voluntary / unpaid help with 14% saying they would benefit from further training

SMR social market research

Volunteering help on last occasion provided (n=246)

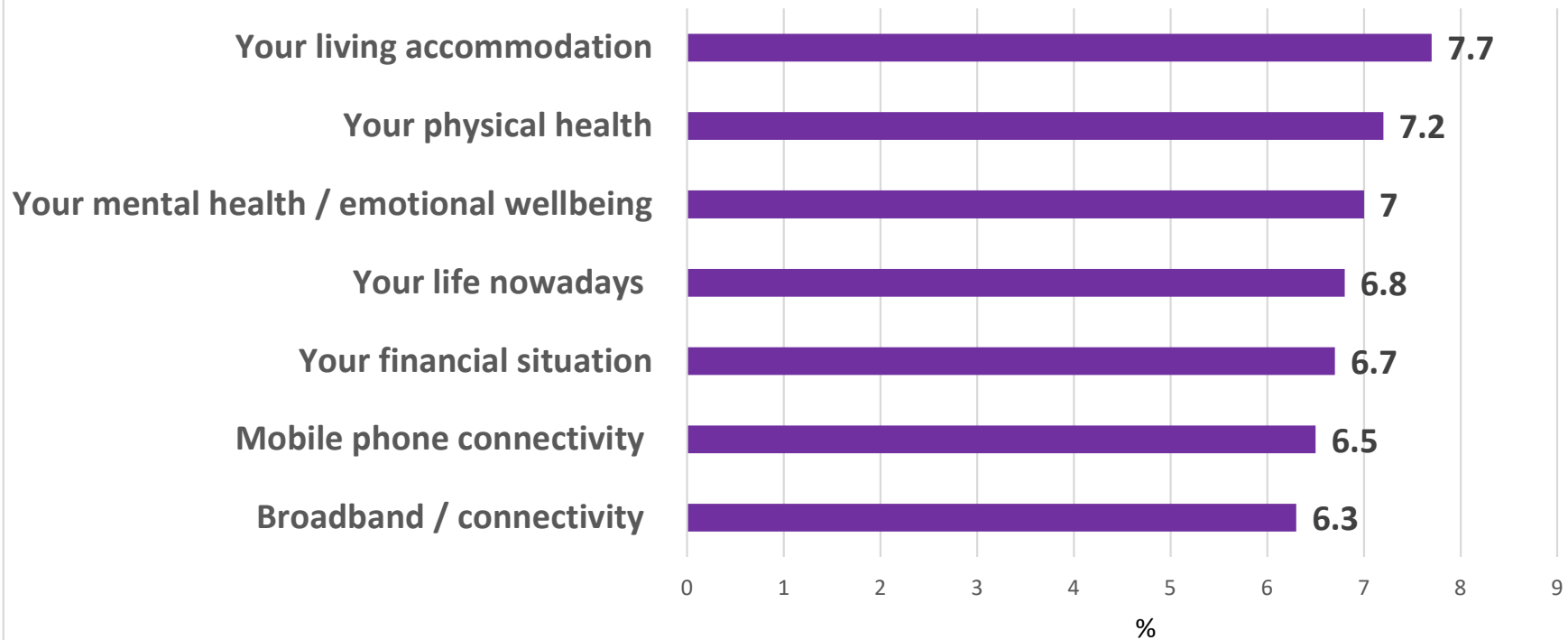|	%
Church / faith-based organisation	34
Doing food shopping	18
Via a sports club	11
Providing food support (other than shopping), e.g. help at foodbanks / comm. food larders, or delivering food parcels or hot meals	7
Helping with household tasks, such as cleaning and gardening	5
Collecting and delivering prescriptions	4
Walking dogs or providing other help with pets	3
Befriending or keeping in touch with someone who is at risk of being lonely	3
Collecting pensions, collecting benefits or organising bill payments on someone's behalf	2
Providing transport to medical appointments or hospital	2
Helping at organisations or charities which support people's physical and mental health	2
Helping at organisations / charities which support people who face challenges such as poverty, disability or homelessness	2
Doing something else	6

Resident Satisfaction with Different Aspects of Life

Satisfaction with your life nowadays

On a scale from 0 to 10 (where 0='not at all satisfied' and 10='completely satisfied', overall how satisfied are you with YOUR LIFE NOWADAYS (base=1002)

Category	Score
Male	6.70
Female	6.90
16-34	6.80
35 to 64	6.90
65+	6.70
ABC1	7.10
C2DE	6.60
Enniskillen	6.80
Mid Tyrone	6.90
Erne West	6.50
Omagh	5.90
Erne East	6.10
West Tyrone	7.10
Erne North	7.50
Overall Score	6.80
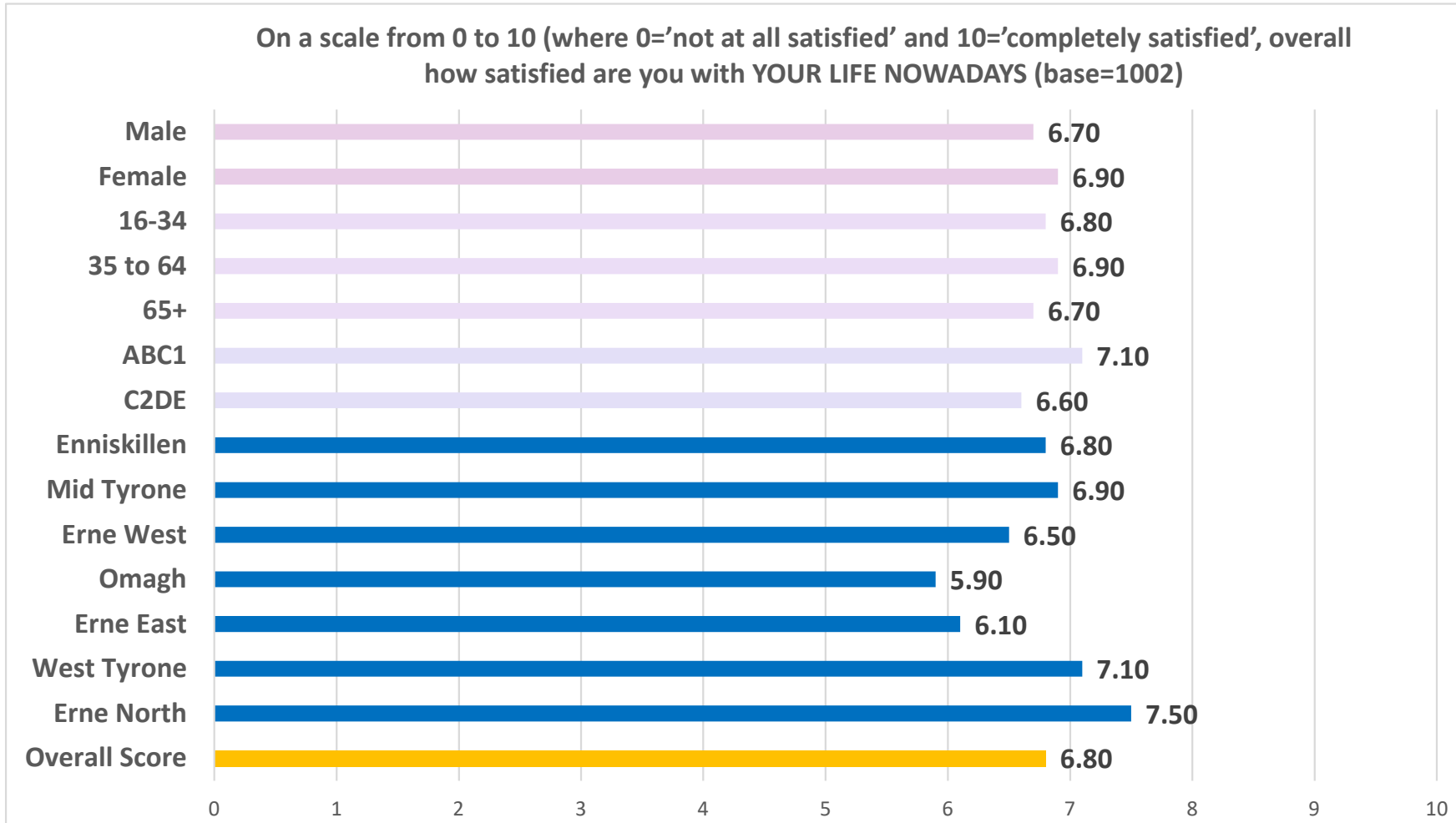
Gender, social class and DEA differences statistically significant

Satisfaction with your physical health

On a scale from 0 to 10 (where 0='not at all satisfied' and 10='completely satisfied', overall how satisfied are you with YOUR PHYSICAL HEALTH (base=1002)

Category	Score
Male	7.30
Female	7.10
16-34	7.90
35 to 64	7.30
65+	6.40
ABC1	7.50
C2DE	6.90
Enniskillen	7.10
Mid Tyrone	7.00
Omagh	6.40
Erne West	7.30
Erne East	6.80
West Tyrone	7.60
Erne North	7.90
Overall Score	7.20

Gender, age, social class and DEA differences statistically significant

Satisfaction with your mental health and emotional wellbeing
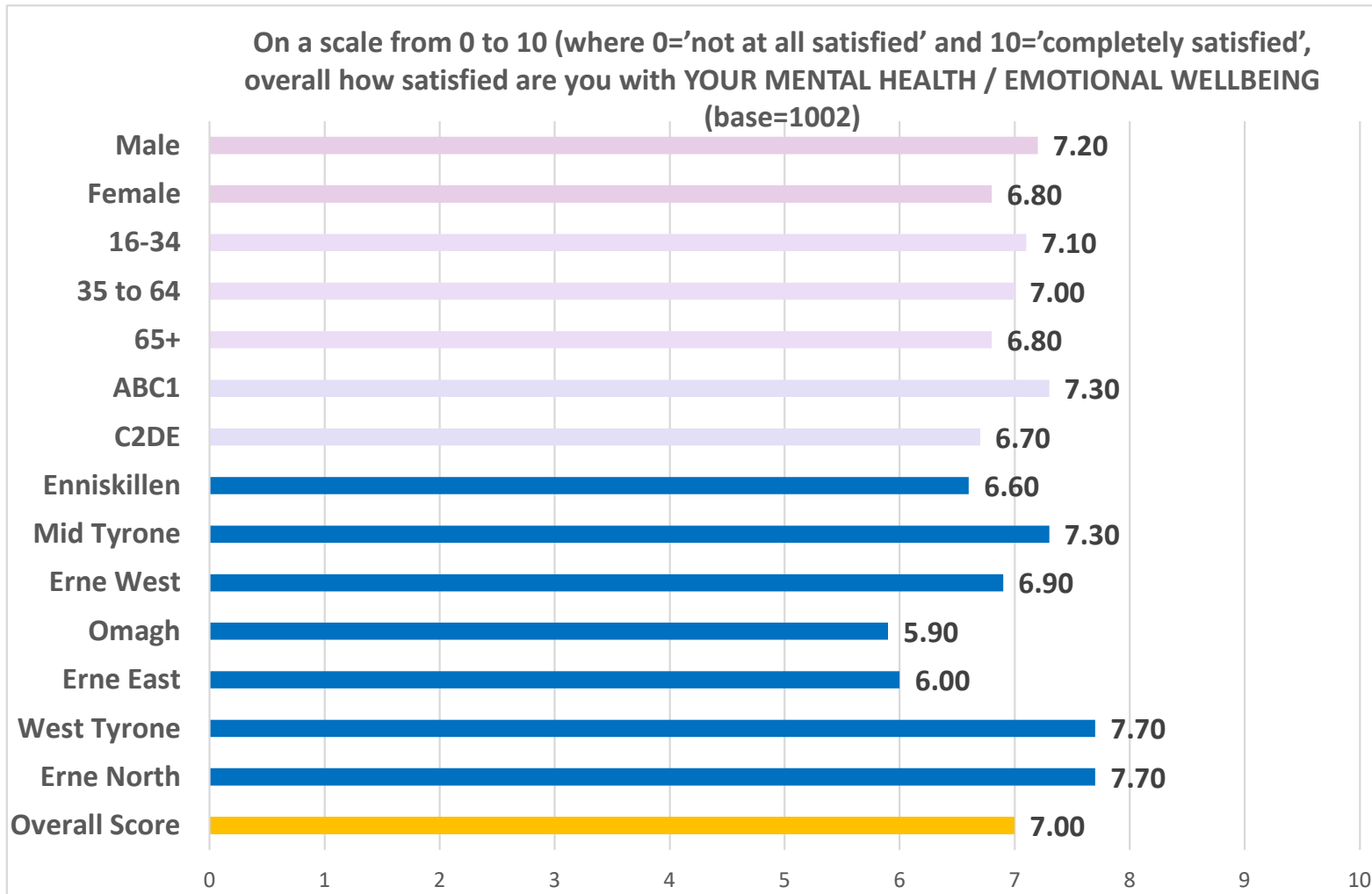
On a scale from 0 to 10 (where 0='not at all satisfied' and 10='completely satisfied', overall how satisfied are you with YOUR MENTAL HEALTH / EMOTIONAL WELLBEING (base=1002)
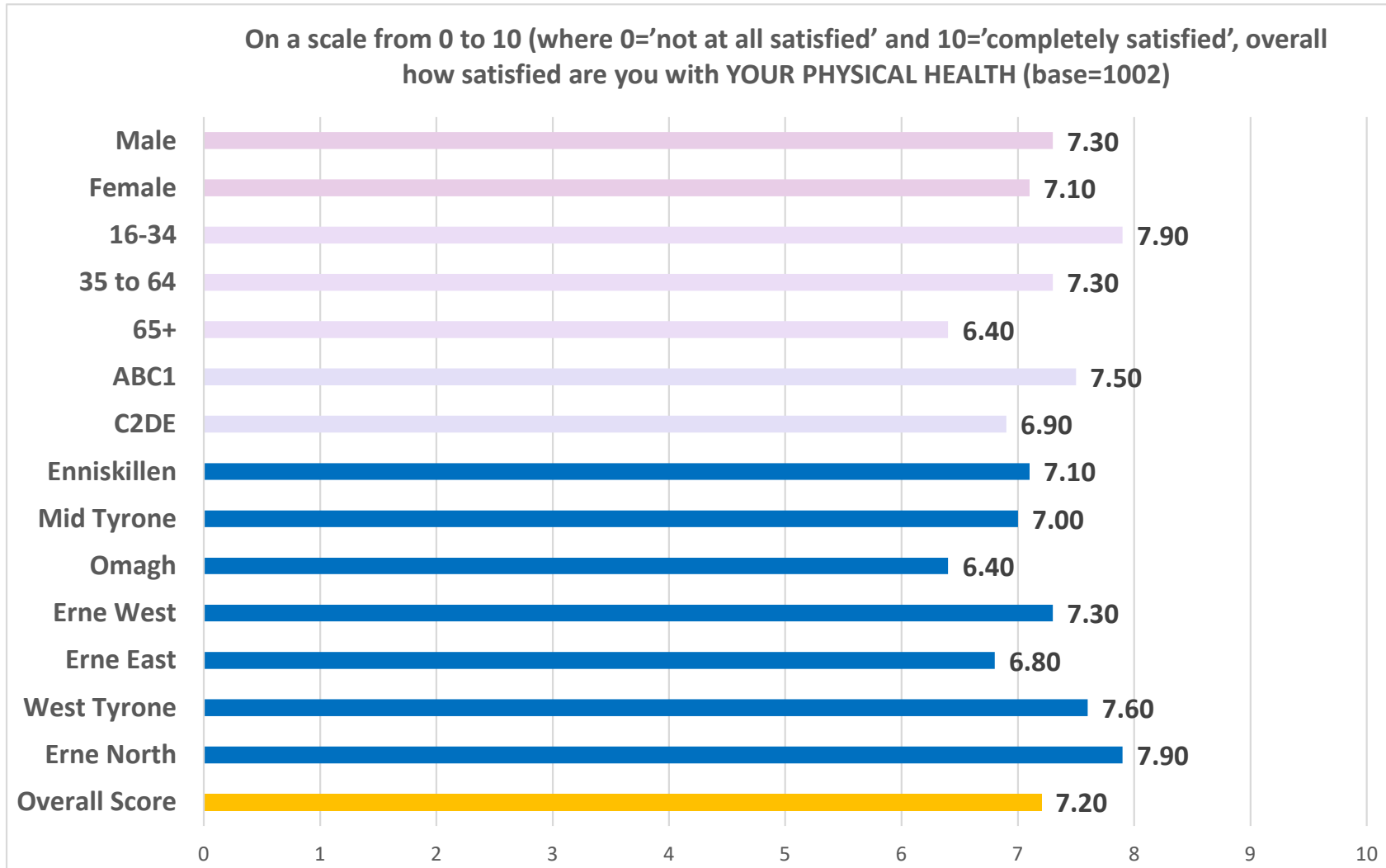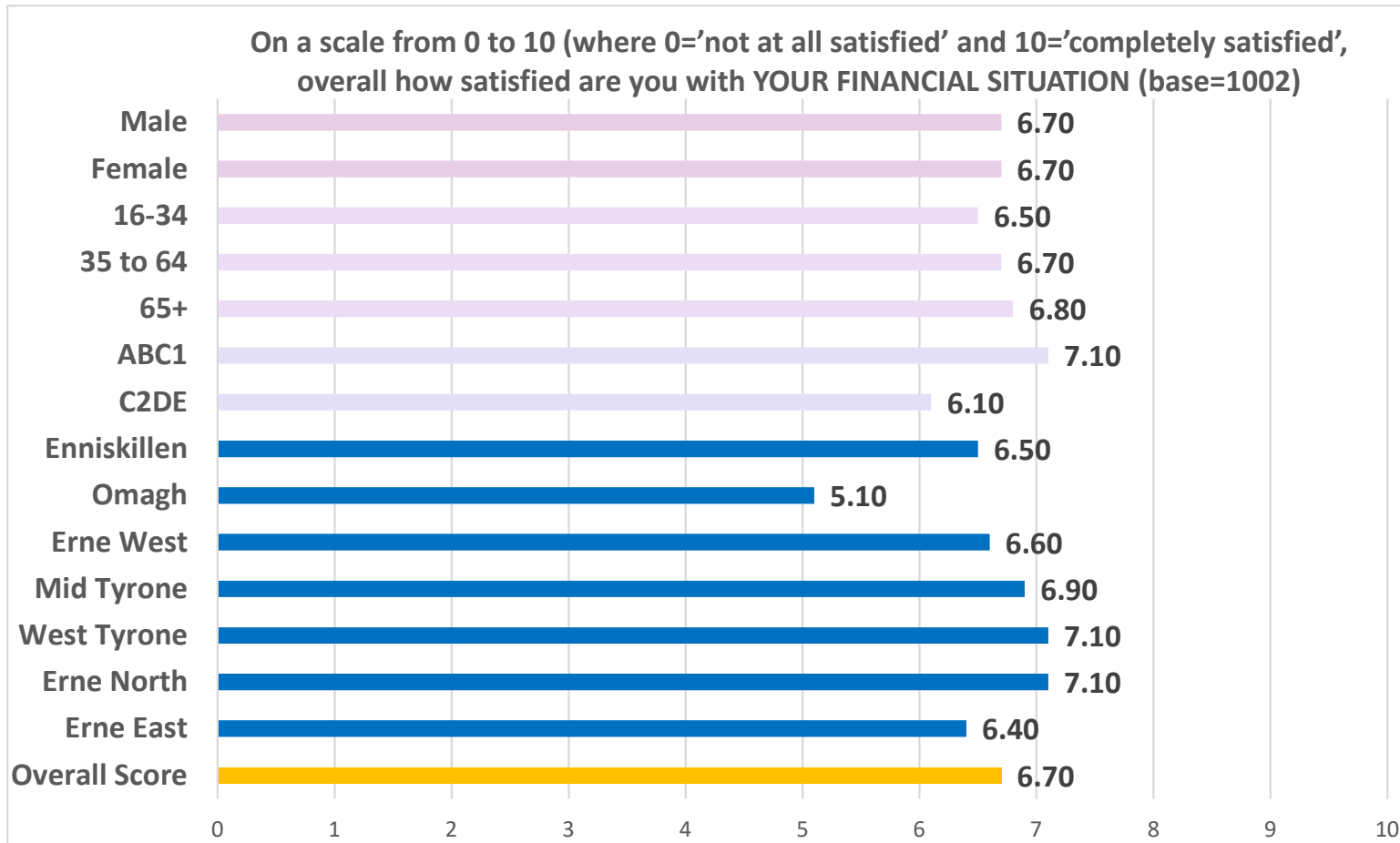
Category	Score
Male	7.20
Female	6.80
16-34	7.10
35 to 64	7.00
65+	6.80
ABC1	7.30
C2DE	6.70
Enniskillen	6.60
Mid Tyrone	7.30
Erne West	6.90
Omagh	5.90
Erne East	6.00
West Tyrone	7.70
Erne North	7.70
Overall Score	7.00

Gender, social class and DEA differences statistically significant

Satisfaction with your living accommodation

On a scale from 0 to 10 (where 0='not at all satisfied' and 10='completely satisfied', overall how satisfied are you with YOUR LIVING ACCOMMODATION (base=1002)

Category	Score
Male	7.70
Female	7.60
16-34	7.60
35 to 64	7.80
65+	7.60
ABC1	8.00
C2DE	7.30
Mid Tyrone	8.10
Enniskillen	7.50
Erne West	7.40
Erne East	7.60
Omagh	6.20
West Tyrone	7.70
Erne North	8.40
Overall Score	7.70
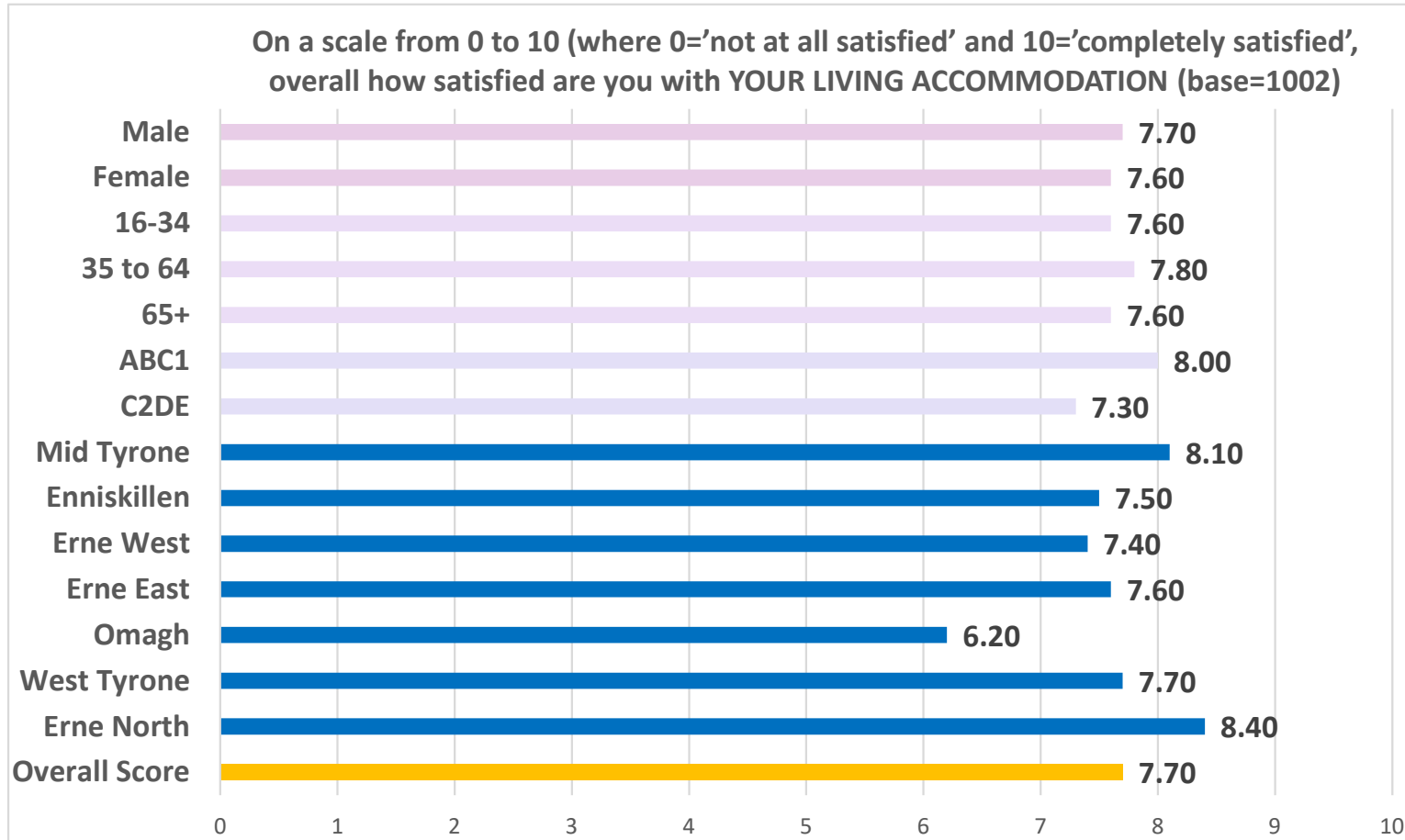
Social class and DEA differences statistically significant

Satisfaction with your broadband connectivity
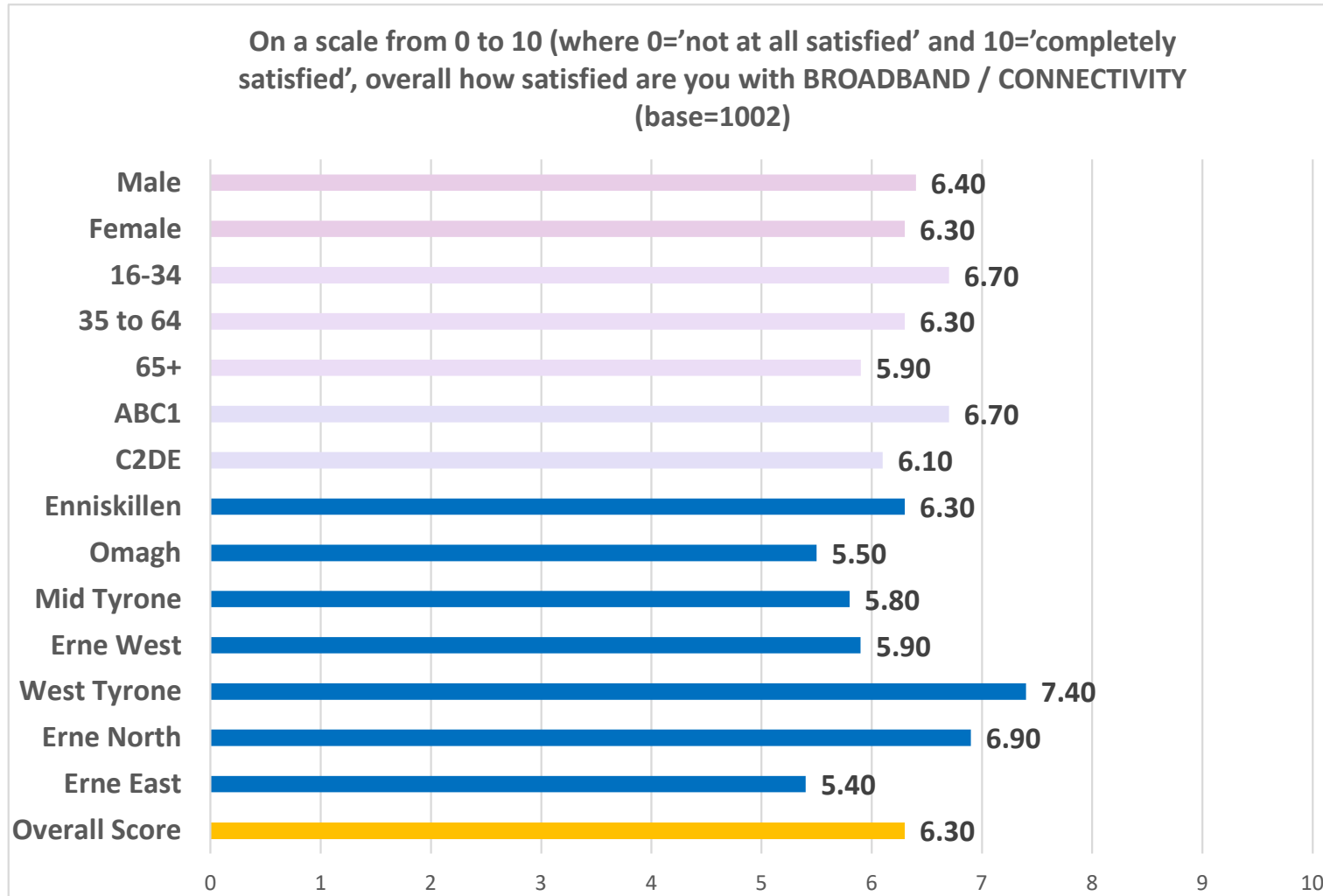
On a scale from 0 to 10 (where 0='not at all satisfied' and 10='completely satisfied', overall how satisfied are you with BROADBAND / CONNECTIVITY (base=1002)

Category	Score
Male	6.40
Female	6.30
16-34	6.70
35 to 64	6.30
65+	5.90
ABC1	6.70
C2DE	6.10
Enniskillen	6.30
Omagh	5.50
Mid Tyrone	5.80
Erne West	5.90
West Tyrone	7.40
Erne North	6.90
Erne East	5.40
Overall Score	6.30

Age, social class and DEA differences statistically significant

Satisfaction with your mobile phone connectivity
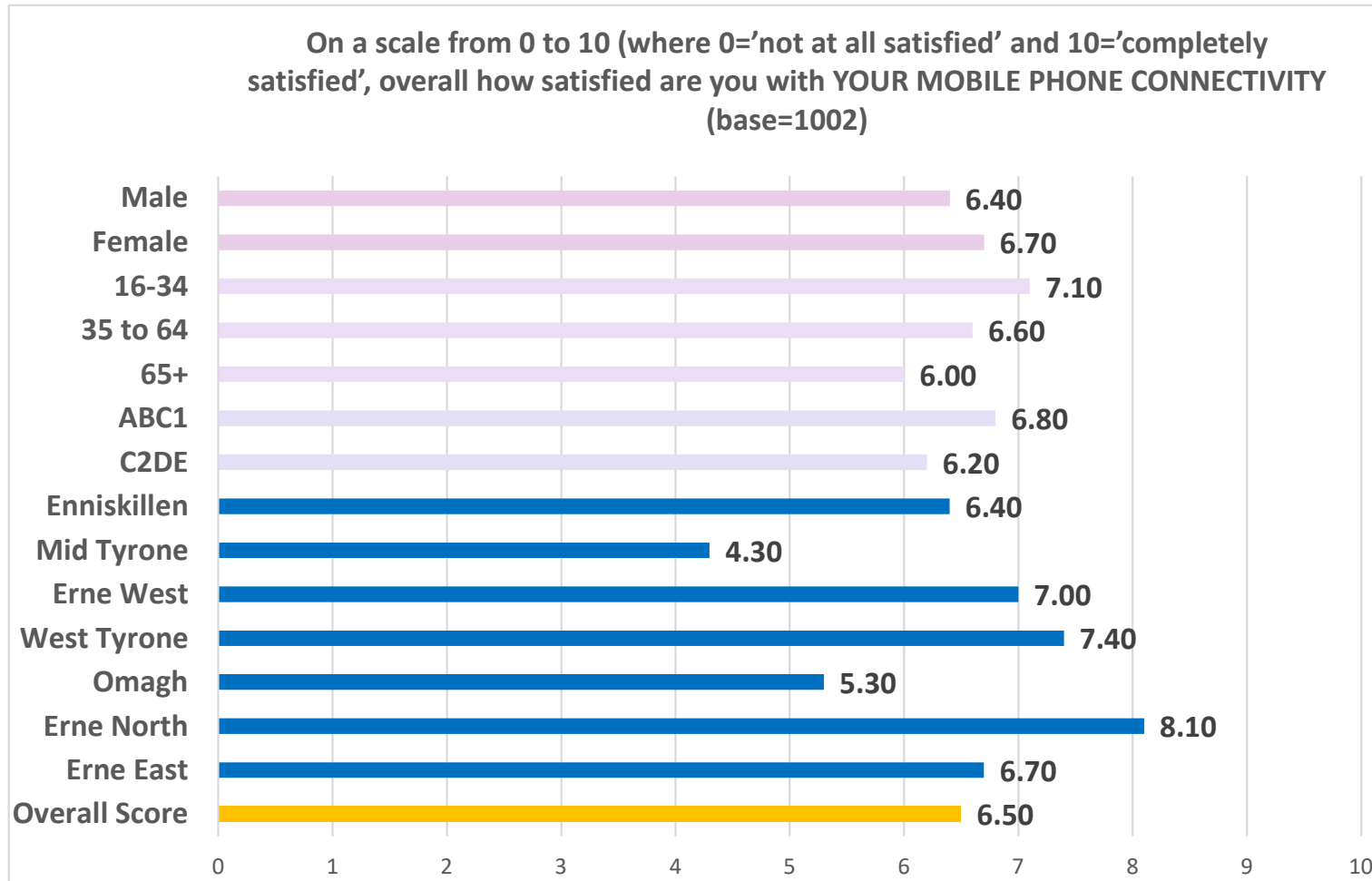
On a scale from 0 to 10 (where 0='not at all satisfied' and 10='completely satisfied', overall how satisfied are you with YOUR MOBILE PHONE CONNECTIVITY (base=1002)

Category	Score
Male	6.40
Female	6.70
16-34	7.10
35 to 64	6.60
65+	6.00
ABC1	6.80
C2DE	6.20
Enniskillen	6.40
Mid Tyrone	4.30
Erne West	7.00
West Tyrone	7.40
Omagh	5.30
Erne North	8.10
Erne East	6.70
Overall Score	6.50

Age, social class and DEA differences statistically significant

Fermanagh & Omagh District Council
Comhairle Ceantair Fhear Manach agus na hÓmaí

- **Young People**
    - Unaware of full range of services
    - Council could improve visibility / do more online (sponsored FB posts)
    - Lack of awareness of who Councillors are
    - Young people 'zone out' when hear of Council (gets too political)
    - Integrity – following up on promises
    - Ask young people what we want and take into account opinions and views
    - Make outcomes from engagement public
    - Council could be more innovative in terms of how it engages
    - Young people interested in cross community issues
    - Don't know enough about Council to comment on reputation
    - Be more visible / push out into the community
    - Welcomed Council funded courses in lockdown / more of this
    - None involved in decision making / don't know how to get involved
    - Would get more involved if invited / knew how to
    - Tourists / visitors: more retail; restaurants; festivals; cultural offerings
    - Covid – negative impact on business
    - Moving forward: mental health support; engage more; better broadband
    - More online delivery of services
    - Greater use of social media
    - Support retail and hospitality
    - Support people to overcome their anxieties about going out again

Fermanagh & Omagh District Council
Comhairle Ceantair
Fhear Manach agus na hÓmaí

- **Urban**

  - Misconception about roads service being provided by Council
  - Advocate / signpost complaints / raise awareness not Council's responsibility
  - Rates too expensive (insensitive to increase in 'Furlough Time')
  - Greater transparency re: budget spend
  - More focus on biodiversity issues
  - More showcasing of success stories (e.g. Omagh Arts Centre)
  - More enforcement re: dog fouling (need to respond more to issues in local press)
  - Good leadership: taking initiative; spending transparency; greater visibility
  - Integrity – respond to complaints / enquiries
  - Innovation – good but don't showcase it enough
  - More engagement but difficult with Covid / people don't know how to get involved
  - Reputation – never hear positive things – counter this narrative
  - Council should engage more in social media forums (in real time)
  - Greater visibility, more support for young people
  - Support local people if they want to organise something / public liability insurance
  - Council more proactive in showing local people how to get involved
  - Organise activities (e.g. litter picks)
  - More public bins in local areas (greater frequency of emptying existing bins)
  - Role of Council positive re: foodbanks during Covid
  - Be more engaging, freeze rates coming out of pandemic
  - Mental health support for teenagers

- **Rural**

  - Positive and no complaints re: services
  - Website well used and valued
  - Rates expensive
  - Good awareness of services (still misconception re: roads because Council first point of contact)
  - Should be a single point of contact for residents with issues (one stop shop model)
  - Should not be passed around when you make contact
  - Council should communicate clearly what it does – shows effective leadership
  - Integrity – set out what you are going to do and deliver against it
  - Concern about equitable distribution of budget (£4.5m in Fermanagh vs. £450K in Omagh)
  - Innovation – more support for businesses particularly now during Covid / more digital support
  - Good recycling programme
  - Engagement – leaflets and letting everyone know what is going on – only engaging via the Press
  - Reputation is fair – Covid allows organisations to keep a low profile
  - Improving reputation: greater awareness of what Council is doing, greater transparency
  - Impact on lives of residents: more courses, childcare places, free parking to support businesses
  - Have strategies in place to support exit from Covid
  - Limited involvement in local decision making – like to know if there are issues you can have a say on
  - Less politics and more community would encourage greater involvement
  - Show how work of the Council translates into bigger picture re: climate change, reducing carbon
  - Opportunities re: tourism with more staycations
  - Ulster American Folk Park a big drawn but needs updated / revitalised
  - Encourage visitors / tourists via history of the area / recent history
  - Concerns in local areas: fly tipping, rural crime and limited green spaces in Omagh
  - Covid exit strategy – how can people come out and feel safe again
  - Reduce business rates to keep and sustain businesses
  - Council will need to respond to the impact of Covid and help and support residents / training etc.
  - Don't forget vulnerable residents in the move to more digital services
  - Greater transparency – what is the Council doing and value for money

Focus groups summary

- Compared with other groups, younger residents reported limited awareness of Council services and generally felt less connected with the Council. Young people valued the courses and initiatives offered by the Council during lockdown and would welcome more of this.

- Residents living in urban areas called for: greater transparency in budget spend; more waste bins in public places and greater frequency of emptying waste bins; and, for the Council to better showcase innovation (e.g. Omagh Arts Centre).

- Residents in rural areas: expressed concerns about rural crime, fly tipping and dog fouling. Rural residents called for greater awareness of what the Council is doing including a strategy for exiting Covid-19 pandemic. There were also calls for the Council to show how its work translates into the bigger picture (e.g. recycling and climate change etc.), and to take advantage of tourism opportunities presented by a likely increase in staycations in the short-term.

- Residents in all groups cited the negative impact of the pandemic on young people and called for more support with mental health services. There were also calls for more engagement by the Council, and for the Council to promote awareness of opportunities for resident involvement.

Key findings

- **Significant increase in resident satisfaction**

- **Misconception around service responsibilities persists**

- **Contact levels up and contact experience is positive**

- **Impact of the pandemic and support for moving services online**

- **Council response to pandemic positive and uplift in reputational indicator**

- **Council doing well on information, communication and engagement**

- **Variations by DEA and other factors (e.g. age, social class etc.)**