

Kilkenny County Council Communication Survey

Kilkenny County Council is carrying out a survey to assess how we communicate with members of the public. Your views and opinions are important to us and we would greatly appreciate if you would take 5 minutes to complete this short questionnaire.

Prize Draw

On completion of the Survey, you have the option to enter your email address or phone number into a draw for a €50 All For One Voucher

Privacy Policy – What information we will be collecting

We will collect the following information from each respondent of this survey:

- The survey data submitted by you for the purposes of this study.
- Your Email address or phone number if you wish to be included in the Prize draw.

None of the information provided will be used in any way to identify you. Any information collected will be used only for analysing general opinions and usage patterns, to guide us in improving our communication strategy

Ireland has strong data protection laws.

You can find more information on the website of the Data Protection Commissioner.

Please complete all questions with *

1. Do you live in an urban or rural area (Town or area of less than 1500 people) *

-- Select **One** Answer --

- Rural
- Urban

2. Which category below includes your age? *

-- Select **One** Answer --

- 16 - 29 years
- 30 - 44 years
- 45 - 59 years
- 60 - 74 years
- 75 years +

3. Overall, how well informed do you feel you are about Kilkenny County Council Activities? *

-- Select **One** Answer--

- Very informed
- Somewhat informed
- Not informed
- Not interested

4. How connected do you feel with Kilkenny County Council? *

-- Select **One** Answer--

- Strongly connected
- Connected
- Neither Connected or disconnected
- Disconnected
- Strongly disconnected

5. Are you aware of any of the following communication channels provided by Kilkenny County Council?

-- Select **All** That Apply --

- Local radio announcements
- Kilkenny County Council News & Notices Page in Kilkenny People
- Community Newsletter - Online
- Kilkenny Alerts Service (Map Alerter)
- Kilkenny Council Council's Facebook page
- Annual Reports
- Kilkenny County Councils Twitter (@KilkennNotices / @Kilkenny)
- Kilkenny County Council website (www.Kilkennycoco.ie)

6. Where are you most likely to hear about Council activities? *

-- Select **One** Answer --

- Kilkenny Alerts Service (Map Alerter)
- At Kilkenny Councils Service Locations
(County/Town Hall, John's Green, Area Offices or Libraries)
- Kilkenny County Council Community Newsletter - **Online**
- Via Kilkenny County Councils Twitter (@KilkennNotices / @Kilkenny)
- Kilkenny County Council website (www.Kilkennycoco.ie)
- Word of mouth - I rely on family and friends
- On the local radio
- Through Kilkenny Council Council's Facebook page
- Via Political Leaflet or Flyer
- Through the local newspapers
- Other (please specify)

7. Have you had direct contact with Kilkenny County Council in the last 12 Months? *

-- Select **One** Answer--

- No
- Yes

If yes, How so? *

-- if **yes** Select **One** Answer--

- At Service location (County/Town Hall, Offices or Libraries)
- Other face to face contact
- Email
- Through a public representative (Councillor, TD or MEP)
- Via Social Media
- Phone
- Other (Please specify)

8. What you're interested in receiving information on *

What topics or service areas are you interested in receiving information on?

	Interested	Not Interested
Arts & Heritage news publications & events	<input type="radio"/>	<input type="radio"/>
Council Reports & Council Meeting Minutes	<input type="radio"/>	<input type="radio"/>
Housing & accommodation information and news	<input type="radio"/>	<input type="radio"/>
Public & Community Consultations	<input type="radio"/>	<input type="radio"/>
Parks & playground developments	<input type="radio"/>	<input type="radio"/>
Future planning & developments (County & Local Area Plans)	<input type="radio"/>	<input type="radio"/>
Individual planning applications	<input type="radio"/>	<input type="radio"/>
Road works & closures	<input type="radio"/>	<input type="radio"/>
Waste & recycling information	<input type="radio"/>	<input type="radio"/>
Library Services, news & events	<input type="radio"/>	<input type="radio"/>
Business support, advice & events	<input type="radio"/>	<input type="radio"/>
Kilkenny Public Participation Network (PPN) information	<input type="radio"/>	<input type="radio"/>
Budgets and financial information	<input type="radio"/>	<input type="radio"/>

Are there any **other** topics or service areas that you are interested in receiving information on

9. Over the last six months have you been aware of, or had to seek information on any of the following?

-- Select **All** That Apply --

- City, County & Local Area Plan Public Consultations
- Tenancy Services (Rents, Repairs & Estate Management)
- Homelessness & Emergency Accommodation
- Temporary Road Works & Road Closures
- Amenity and Community Grant Schemes
- Water Outages
- Housing Supports Application (HAP/RAS)
- Estate Management Grant Scheme
- Individual Planning Applications
- Abbey Creative Quarter (Brewery Site) Consultation

If yes, can you recall how did you primarily become aware of this information? *

- On local radio
- Newspaper advertisement / public notice
- Twitter
- Kilkenny County Council websites
- A newspaper article
- Public Representative (Councillor, TD or MEP)
- At County Council service location (County/Town Hall, Offices or Libraries)
- Kilkenny Alerts Service (Map Alerter)
- Via Political Leaflet or Flyer
- Word of mouth - from family or friends
- Facebook Post or Promotion
- Other (Please specify)

10. We would really appreciate any suggestions you might have as to how we can improve our communications with you?

Prize

Enter your email address or phone number to be included in the draw for a **€50 All For One Voucher**

Email for Prize Draw

Or

Phone Number

Thank you for your time and valuable input in completing this survey.