

Appendix 2: The Resident Survey Results Table

QUESTIONS <i>(Percentages figures are the percentage satisfied, good and excellent)</i>	2020-21 (721 responses)	2019 (467 responses)	2018 (431 responses)	2017 (610 responses)	2016 (136 responses)	2015 (461 responses)	2014 (608 responses)	2013 (829 responses)	2012 (1583 responses)	Overall 2012-21 Average (responses 5846)	2008/09 LGA Place Survey (1224 responses)
How would you rate the refuse collection service at Fylde	97%	97%	94%	90%	92%	97%	94%	95%	93%	94%	76%
How would you the household recycling service at Fylde	89%	92%	89%	86%	87%	93%	92%	93%	91%	90%	78%
How would you the parks and open spaces in Fylde	95%	95%	96%	93%	98%	95%	94%	94%	93%	95%	68%
How would you the cleanliness of the streets in Fylde	80%	79%	78%	73%	83%	85%	83%	83%	81%	81%	65%
How would you the planning service at Fylde*	73%	72%	68%	60%	79%	69%	63%	70%	71%	69%	52%
How would you the building control service at Fylde**	75%	<i>New question added November 2021</i>									
How would you the Environmental Protection Control service at Fylde**	71%	<i>New question added November 2021</i>									
How would you the benefits service at Fylde**	82%	<i>New question added November 2021</i>									
How would you the Cemetery and Crematorium service at Fylde**	99%	<i>New question added November 2021</i>									
How would you the housing service at Fylde**	85%	<i>New question added November 2021</i>									

How would you rate the customer service at Fylde*	90%	90%	87%	74%	89%	89%	89%	88%	90%	87%	n/a
Overall I would rate the Fylde as a place to visit	97%	98%	97%	95%	90%	97%	97%	97%	95%	96%	n/a
Overall I would rate Fylde as a place to live	95%	96%	95%	94%	99%	97%	97%	97%	95%	96%	87%
How would you rate the value for money I receive from Fylde Council	80%	81%	78%	70%	82%	84%	85%	85%	81%	81%	63%
Overall and taking everything into account , would rate Fylde Council	89%	90%	86%	76%	87%	92%	90%	90%	88%	88%	n/a

*Only includes percentage of the respondents that **have used** the service.

**New questions added November 2021.