

INFORMATION ITEM



REPORT OF	MEETING	DATE	ITEM NO
OFFICE OF THE CHIEF EXECUTIVE	OPERATIONAL MANAGEMENT COMMITTEE	19 JANUARY 2016	13

THE RESIDENTS SURVEY 2015

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY OF INFORMATION

The report provides details of the background to the Residents Survey along with the latest satisfaction levels from the 2015 data set. Satisfaction with services, the Council and the local community is compared against previous data sets as well as the cumulative outcomes. The report includes any proposal to learn from the process or take action in response to the findings.

SOURCE OF INFORMATION

Resident survey questionnaire:
www.fylde.gov.uk/haveyoursay

LINK TO INFORMATION

www.fylde.gov.uk/haveyoursay

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

The outcome of the Resident Survey is reported to the Operational Management Committee which has the remit for customer services. The information is relevant to almost all council services

FURTHER INFORMATION

Contact: Alex.scrivens@fylde.gov.uk