

# INFORMATION ITEM

| REPORT OF                        | MEETING                         | DATE          | ITEM NO |
|----------------------------------|---------------------------------|---------------|---------|
| HEAD OF CORPORATE SERVICES       | FINANCE AND DEMOCRACY COMMITTEE | 21 MARCH 2023 | 10      |
| <b>THE RESIDENTS SURVEY 2022</b> |                                 |               |         |

## 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 combined with the 2022 data set which was parked during covid pandemic. 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](http://www.fylde.gov.uk/haveyoursay)

### WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

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

### FURTHER INFORMATION

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## Information

1. The Resident's Survey was introduced in 2012, it is simple with short questions and can be completed in as little as 30 seconds. The survey provides a quick and easy means for customers to have their say on the services they pay for.
2. The questionnaire can be completed online at any time with the results reported annually based on the number of completed questionnaires during the year. The questions focus on primary front-end services as well as the resident's experience, perception, and knowledge of the local authority. It is possible for any resident to provide an informed response to most of the questions without having had direct contact with the Council e.g. a valued judgment on parks, refuse, street cleansing and value for money from the Council.
3. The objective is to obtain a general overview of satisfaction levels with services and the Council that can be used to identify areas for improvement and allow comparison over time. In many cases the high-level overview that the survey provides supplements service-based customer research carried out in several areas. The survey

is live gathering feedback all the time and it is possible to view at any time the latest results, the data set is automatically updated so cumulative results are live.

- The table in Appendix 2 includes 10 years of individual data and cumulative results of 6199 responses to date. The 2022 data set with 353 responses in the year is included in Table 1.

**Table 1: The 2022 Residents Survey Results**

| <b>QUESTIONS</b> (Percentages figures are of those who rated as satisfied, good or excellent) | <b>2022 Response</b> |
|---|----------------------|
| How would you rate the <b>refuse collection</b> service at Fylde                              | 98%                  |
| How would you the <b>household recycling</b> service at Fylde                                 | 93%                  |
| How would you like the <b>parks and open spaces</b> in Fylde                                  | 95%                  |
| How would you the <b>cleanliness of the streets</b> in Fylde                                  | 75%                  |
| How would you the <b>planning service</b> at Fylde*   | 60%                  |
| How would you the <b>building control service</b> at Fylde*                                   | 67%                  |
| How would you the <b>Environmental Protection Control service</b> at Fylde*                   | 74%                  |
| How would you the <b>benefits service</b> at Fylde*   | 80%                  |
| How would you the <b>Cemetery and Crematorium service</b> at Fylde*                           | 95%                  |
| How would you the <b>housing service</b> at Fylde*  | 85%                  |
| How would you the <b>customer service</b> at Fylde*   | 87%                  |
| Overall, I would rate the Fylde as a <b>place to visit</b>                                    | 96%                  |
| Overall, I would rate Fylde as a <b>place to live</b>   | 95%                  |
| How would you the <b>value of the money</b> I receive from Fylde Council                      | 79%                  |
| Overall and taking <b>everything into account</b> , would rate Fylde Council                  | 89%                  |

*\*Percentage of respondents that had used the service or visited.*

- The survey includes an open-ended question allowing residents to provide any comment about the services or the council. The feedback is analysed and where appropriate used to drive service improvements. Residents also can provide an email address to be included in the weekly e-newsletter circulation.
- The 2022 data set show high levels of satisfaction consistent with the previous year's data. The levels of satisfaction from the Residents Survey are exceptional with many services over 80% which would be top quartile in comparable data for any service provider.
- Research indicates there is always a lower level of satisfaction with regulatory and enforcement services because of the nature of the decisions that must be made, the expectations of the customer and the negative outcome for several customers. Two questions refer directly to the Council, about value for money and overall performance both of which have high levels of satisfaction.

**Attached documents:**

- Appendix 1 – The Resident Survey Questionnaire
- Appendix 2 – The Resident Survey Results