

Appendix 2: The Resident Survey Results Table 2023.

QUESTIONS	2023	2022	2020-21	2019	2018	2017	2016	2015	2014	2013	2012	Overall	2008/09
<i>(Percentages figures are the percentage satisfied, good and excellent)</i>	(769 responses)	(353 responses)	(721 responses)	(467 responses)	(431 responses)	(610 responses)	(136 responses)	(461 responses)	(608 responses)	(829 responses)	(1583 responses)	2012-23 Average (responses 6968)	LGA Place Survey (1224 responses)
How would you rate the refuse collection service at Fylde	98%	98%	97%	97%	94%	90%	92%	97%	94%	95%	93%	95%	76%
How would you the household recycling service at Fylde	94%	93%	89%	92%	89%	86%	87%	93%	92%	93%	91%	91%	78%
How would you the parks and open spaces in Fylde	94%	95%	95%	95%	96%	93%	98%	95%	94%	94%	93%	95%	68%
How would you the cleanliness of the streets in Fylde	75%	75%	80%	79%	78%	73%	83%	85%	83%	83%	81%	80%	65%
How would you the planning service at Fylde*	49%	60%	73%	72%	68%	60%	79%	69%	63%	70%	71%	67%	52%
How would you the building control service at Fylde**	51%	67%	75%	New question added November 2021								64%	
How would you the Environmental Protection Control service at Fylde**	60%	74%	71%	New question added in November 2021								68%	
How would you the customer service at Fylde*	83%	87%	90%	90%	87%	74%	89%	89%	89%	88%	90%	87%	n/a
How would you the benefits service at Fylde**	77%	80%	82%	New question added November 2021								80%	
How would you the Cemetery and Crematorium service at Fylde**	94%	95%	99%	New question added November 2021								96%	
How would you the housing service at Fylde**	67%	61%	85%	New question added November 2021								71%	
Overall I would rate the Fylde as a place to visit	97%	96%	97%	98%	97%	95%	90%	97%	97%	97%	95%	96%	n/a
Overall I would rate Fylde as a place to live	96%	95%	95%	96%	95%	94%	99%	97%	97%	97%	95%	96%	87%
How would you the value for money I receive from Fylde Council	74%	79%	80%	81%	78%	70%	82%	84%	85%	85%	81%	80%	63%
Overall and taking everything into account, would rate Fylde Council	82%	89%	89%	90%	86%	76%	87%	92%	90%	90%	88%	87%	n/a
How you would rate the way that Fylde Council keep people up to date with what's happening in their area?	80%	New question added 2023											

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

KEY

■	The current year level is higher than the overall cumulative
■	The current year level is the same as the overall cumulative
■	The current year level is less than the overall cumulative