



Fylde Council Resident Survey

We understand it's important that our customers have their chance to rate the services they pay for and provide feedback to help improve.

The results will be monitored to review how as a Council we are performing and the results of the questionnaire may prompt further investigation with our customers and staff.

You can have your say and help make a difference to the services you pay for (more details can be found at www.fylde.gov.uk/resident) simply by completing this short questionnaire below. The survey takes no more than two minutes to complete.

Thank you in advance for your support.

*We take your privacy very seriously and will ensure that your data is kept secure and only used for the purpose set out above. For more information, please view the council's privacy notice available on this link - (<https://new.fylde.gov.uk/council/transparency/website-privacy-notice>)

1. I would rate the refuse collection service at Fylde as

- Excellent
- Good
- Satisfactory
- Poor
- Very poor

2. I would rate the household recycling service at Fylde as

- Excellent
- Good
- Satisfactory
- Poor
- Very poor

3. I would rate the parks and open spaces in Fylde as

Excellent

Good

Satisfactory

Poor

Very poor

4. I would rate the cleanliness of the streets in Fylde as

Excellent

Good

Satisfactory

Poor

Very poor

5. I would rate the Planning service at Fylde as

Excellent

Good

Satisfactory

Poor

Very poor

Not used in the last 2 years

6. I would rate the Building Control service at Fylde as

Excellent

Good

Satisfactory

Poor

Very poor

Not used in the last 2 years

7. I would rate the Environmental Protection Control service at Fylde as

Excellent

Good

Satisfactory

Poor

Very poor

Not used in the last 2 years

8. I would rate the Customer service at Fylde as

Excellent

Good

Satisfactory

Poor

Very poor

Not used in the last 2 years

9. I would rate the Benefits service at Fylde as

Excellent

Good

Satisfactory

Poor

Very poor

Not used in the last 2 years

10. I would rate the Cemetery and Crematorium service at Fylde as

Excellent

Good

Satisfactory

Poor

Very poor

Not used in the last 2 years

11. I would rate the Housing service at Fylde as

Excellent

Good

Satisfactory

Poor

Very poor

Not used in the last 2 years

12. Overall I would rate the Fylde as a place to visit as

Excellent

Good

Satisfactory

Poor

Very poor

13. Overall I would rate Fylde as a place to live as

- Excellent
- Good
- Satisfactory
- Poor
- Very poor

14. I would rate the value for money I receive from Fylde Council as

- Excellent
- Good
- Satisfactory
- Poor
- Very poor

15. Overall and taking everything into account, I would rate Fylde Council as

- Excellent
- Good
- Satisfactory
- Poor
- Very poor

16. Please use this box to explain why you've selected Excellent or Very Poor on any questions above as this will help us maintain or improve our services

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Thank you for your valuable feedback.

If interested to hear about the latest Fylde Council news then please sign up for our free weekly newsletter by visiting <http://www.fylde.gov.uk/sign-up-to-our-newsletter>

Data Usage

To see how we may use your data, please visit www.fylde.gov.uk/council/transparency/privacy-policy