

Appendix 2: The Resident Survey Results Table 2022.

QUESTIONS	2022	2020-21	2019	2018	2017	2016	2015	2014	2013	2012	Overall
<i>(Percentages figures are the percentage satisfied, good and excellent)</i>	(353 responses)	(721 responses)	(467 responses)	(431 responses)	(610 responses)	(136 responses)	(461 responses)	(608 responses)	(829 responses)	(1583 responses)	2012-22 (responses 6199)
How would you rate the refuse collection service at Fylde	98%	97%	97%	94%	90%	92%	97%	94%	95%	93%	94%
How would you the household recycling service at Fylde	93%	89%	92%	89%	86%	87%	93%	92%	93%	91%	90%
How would you the parks and open spaces in Fylde	95%	95%	95%	96%	93%	98%	95%	94%	94%	93%	95%
How would you the cleanliness of the streets in Fylde	75%	80%	79%	78%	73%	83%	85%	83%	83%	81%	81%
How would you the planning service at Fylde*	60%	73%	72%	68%	60%	79%	69%	63%	70%	71%	69%

How would you rate the building control service at Fylde**	67%	75%	<i>New question added November 2021</i>								71%
How would you rate the Environmental Protection Control service at Fylde**	74%	71%	<i>New question added in November 2021</i>								73%
How would you rate the benefits service at Fylde**	80%	82%	<i>New question added November 2021</i>								81%
How would you rate the Cemetery and Crematorium service at Fylde**	95%	99%	<i>New question added November 2021</i>								97%
How would you rate the housing service at Fylde**	61%	85%	<i>New question added November 2021</i>								73%
How would you rate the customer service at Fylde*	87%	90%	90%	87%	74%	89%	89%	89%	88%	90%	87%
Overall, I would rate the	96%	97%	98%	97%	95%	90%	97%	97%	97%	95%	96%

Fylde as a place to visit												
Overall, I would rate Fylde as a place to live	95%	95%	96%	95%	94%	99%	97%	97%	97%	95%	96%	
How would you the value for money I receive from Fylde Council	79%	80%	81%	78%	70%	82%	84%	85%	85%	81%	79%	
Overall and taking everything into account , would rate Fylde Council	89%	89%	90%	86%	76%	87%	92%	90%	90%	88%	88%	

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

***New questions added in November 2021.*

Key

	Current year level is higher than cumulative
	Current year level is same as cumulative
	Current year level is less than cumulative