



Fylde Council Resident Survey 2023

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>)

* Required

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. I would rate the way that Fylde Council keep me up to date with what's happening in my area as?

*

Excellent

Good

Satisfactory

Poor

Very Poor



17. 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

Enter your answer



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