

SCRUTINY ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEPUTY CHIEF EXECUTIVE	INTERNAL AFFAIRS SCRUTINY COMMITTEE	20 FEBRUARY 2024	4
THE RESIDENTS SURVEY 2023			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

PURPOSE OF THIS REPORT

The report provides details of the background to the Residents' Survey along with the 2023 results. Satisfaction with services, the Council and the local community is compared against previous data sets as well as the cumulative outcomes for the current year. The report includes details of any trends, patterns, or anomalies in the results.

SOURCE OF REFERRAL

Information from the Resident Survey is part of the corporate performance framework which the committee is responsible for monitoring under the current governance arrangements.

FURTHER INFORMATION

Resident survey questionnaire: www.fylde.gov.uk/haveyoursay

SUGGESTED RECOMMENDATIONS

That the committee consider the results from the Residents Survey and note the information as part of performance monitoring role and if necessary, make any recommendation to officers or the Executive Committee that may arise from the information.

INFORMATION

1. The Resident's Survey has been carried out since 2012, it is a simple questionnaire with short statements that can be responded to in less than one minute. The format and content of the survey has been designed so that it is quick and easy for customers to have their say on the services they pay with the opportunity for feedback on any aspect of council services.
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 as well as the cumulative data since 2012. The questions focus on primary front-end services as well as the resident's experience, perception, and knowledge of the local authority. Any resident should be able 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. Questions relating to some of the bespoke services rely on the customer having experience of the service for example, planning either as an applicant, consultee, or having made an enquiry.

3. The objective of this survey is to obtain a general overview of satisfaction levels with services and the Council that can be used as a barometer over time to identify trends or anomalies that could trigger areas for improvement or more detailed interrogation of the service. The high-level overview that the survey provides supplements service-based customer research that is carried in most of the community-based services. The survey is live, gathering feedback all the time, it is possible to view at any time the latest results, the data set is automatically updated so cumulative results are live.
4. The table in Appendix 2 includes the cumulative results from 6968 responses since 2012. The 2023 data set which has 769 responses in the year is included in Table 1.

Table 1: The 2023 Residents Survey Results

QUESTIONS (Percentages figures are of those who rated as satisfied, good or excellent)	2023 Response
How would you rate the refuse collection service at Fylde	98%
How would you the household recycling service at Fylde	94%
How would you rate the parks and open spaces in Fylde	94%
How would you rate the cleanliness of the streets in Fylde	75%
How would you rate the planning service at Fylde*	49%
How would you rate the building control service at Fylde*	51%
How would you rate the Environmental Protection Control service at Fylde*	60%
How would you rate the benefits service at Fylde*	83%
How would you rate the customer service at Fylde*	77%
How would you rate the Cemetery and Crematorium service at Fylde*	94%
How would you rate the housing service at Fylde*	67%
Overall, I would rate the Fylde as a place to visit	97%
Overall, I would rate Fylde as a place to live	96%
How would you rate the value of the money received from Fylde Council	74%
Overall and taking everything into account , how would you rate Fylde Council	82%
How would you rate being kept up to date with what's happening in their area?	80%

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

5. The survey includes the opportunity to provide comment about any of the services or the council. The feedback is analysed, shared with the service teams and used alongside other customer data (surveys, direct feedback, suggestions etc) to inform and shape any service improvement. Residents completing the survey can provide an email address to be included in the weekly e-newsletter circulation.
6. The 2023 data set shows high levels of satisfaction, this is consistent with previous data. The levels of satisfaction from the Residents Survey are exceptional with many services attracting over 80% which would be top quartile in comparable data for any service provider.
7. Research indicates there is always a lower level of satisfaction with regulatory and enforcement services (planning, building control, environmental health) because of the nature of decisions that must be made, the expectations of the customer, and the negative perception of the decision for some customers. For example, a planning application refused based on valid objections from neighbouring properties, the applicant may be dissatisfied with the outcome although the service was delivered well.
8. Two questions are directly about the performance of the Council, the first asks about value for money with 74% of respondents stating that they feel the council provides value for money. The second asks the respondent

whether taking everything into account how they would rate Fylde Council, 82% stated they were satisfied with the overall performance of Fylde council.

BACKGROUND PAPERS RELEVANT TO THIS ITEM		
Name of document	Date	Where available for inspection
Results Page	17/01/2024	https://forms.office.com/Pages/AnalysisPage.aspx?AnalyzerToken=nK1HJp5MoXTDXrsGO1qVcwFoky3DmCzl&id=5QJ9_HG9WU6G9o11mEvkqUWwQzIQj25Em-OGCA5oRBJUQk82TDdQMDhaTkExUko4UDFMMU9UNUhWQSQIQCN0PWcu
Resident Survey (available all of the year)	17/01/2023	www.fylde.gov.uk/haveyoursay

LEAD AUTHOR	CONTACT DETAILS	DATE
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Attached documents: 

- Appendix 1 – The Residents’ Survey Questionnaire
- Appendix 2 – The Residents’ Survey Results