

# INFORMATION ITEM



| REPORT OF                     |  | MEETING                          | DATE          | ITEM NO |
|-------------------------------|--|----------------------------------|---------------|---------|
| OFFICE OF THE CHIEF EXECUTIVE |  | OPERATIONAL MANAGEMENT COMMITTEE | 14 MARCH 2017 | 11      |
| THE RESIDENTS SURVEY 2016     |  |                                  |               |         |

## PUBLIC ITEM

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

### SUMMARY OF INFORMATION

The report provides details of the background to the Residents Survey along with the latest satisfaction levels from the 2016 data set. Satisfaction with services, the Council and the local community is compared against previous data sets as well as the cumulative outcomes. The report includes any proposal to learn from the process or take action in response to the findings.

### SOURCE OF INFORMATION

Resident survey questionnaire:  
[www.fylde.gov.uk/haveyoursay](http://www.fylde.gov.uk/haveyoursay)

### LINK TO INFORMATION

[www.fylde.gov.uk/haveyoursay](http://www.fylde.gov.uk/haveyoursay)  
[The Resident Survey 2016](#)

### WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

The outcome of the Resident Survey is reported to the Operational Management Committee which has the remit for customer services. The information is relevant to almost all council services

### FURTHER INFORMATION

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