

Appendix 2: The Resident Survey Results Table

| QUESTIONS <i>(Percentages figures are the percentage satisfied, good and excellent)</i> | 2017 (610 responses) | 2016 (136 responses) | 2015 (461 responses) | 2014 (608 responses) | 2013 (829 responses) | 2012 (1583 responses) | Cumulative (responses 4367) |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|-----------------------------|--|
| How would you rate the refuse collection service at Fylde | 90% | 92% | 97% | 94% | 95% | 93% | 94% |
| How would you the household recycling service at Fylde | 86% | 87% | 93% | 92% | 93% | 91% | 90% |
| How would you the parks and open spaces in Fylde | 93% | 98% | 95% | 94% | 94% | 93% | 95% |
| How would you the cleanliness of the streets in Fylde | 73% | 83% | 85% | 83% | 83% | 81% | 81% |
| How would you the planning service at Fylde* | 60% | 79% | 69% | 63% | 70% | 71% | 69% |
| How would you the customer service at Fylde* | 74% | 89% | 89% | 89% | 88% | 90% | 87% |
| Overall I would rate the Fylde as a place to visit | 95% | 90% | 97% | 97% | 97% | 95% | 95% |
| Overall I would rate Fylde as a place to live | 94% | 99% | 97% | 97% | 97% | 95% | 97% |
| How would you the value for money I receive from Fylde Council | 70% | 82% | 84% | 85% | 85% | 81% | 81% |
| Overall and taking everything into account , would rate Fylde Council | 76% | 87% | 92% | 90% | 90% | 88% | 87% |

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