

Appendix 1: The Resident Survey Questionnaire

At Fylde Council it is important that customers have their chance to rate the services they pay for and provide feedback that helps us to improve. You can have your say and help make a difference to the services you pay for by completing the short questionnaire below. The survey takes no more than two minutes to complete.

I would like to thank you in advance for your support. Yours

sincerely

Allan Oldfield
Chief Executive

SERVICES THE COUNCIL DELIVERS:

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
- ☐ N/A

6. I would rate the customer service at Fylde as:

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very Poor
- ☐ N/A

7. Overall I would rate the Fylde as a place to visit as:

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very Poor

8. Overall I would rate Fylde as a place to live as:

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very Poor

9. I would rate the value for money I receive from Fylde Council as:

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very Poor

10. Overall and taking everything into account, I would rate Fylde Council as:

- ☐ Excellent
- ☐ Good
- ☐ Satisfactory
- ☐ Poor
- ☐ Very Poor

11. Finally, is there anything else you would like to tell us about our services we provide for you? Or do you have any ideas on how we could improve our services?

12. We would also love to keep you informed of Fylde Council news, events and for you to have your say on Fylde Council and community matters. If you would like us to keep you updated please enter your email address below and to be in with a chance of winning some M&S vouchers simply for filling in the survey.