

## Appendix 2: The Resident Survey Results Table

<b>QUESTIONS</b> <i>(Percentages figures are the percentage satisfied, good and excellent)</i>	<b>2019</b> <b>(467 responses)</b>	2018 (431 responses)	2017 (610 responses)	2016 (136 responses)	2015 (461 responses)	2014 (608 responses)	2013 (829 responses)	2012 (1583 responses)	<b>2012-19</b> <b>Average</b> <b>(responses 5125)</b>
How would you rate the <b>refuse collection</b> service at Fylde	<b>97%</b>	94%	90%	92%	97%	94%	95%	93%	<b>94%</b>
How would you the <b>household recycling</b> service at Fylde	<b>92%</b>	89%	86%	87%	93%	92%	93%	91%	<b>90%</b>
How would you the <b>parks and open spaces</b> in Fylde	<b>95%</b>	96%	93%	98%	95%	94%	94%	93%	<b>95%</b>
How would you the <b>cleanliness of the streets</b> in Fylde	<b>79%</b>	78%	73%	83%	85%	83%	83%	81%	<b>81%</b>
How would you the <b>planning service</b> at Fylde*	<b>72%</b>	68%	60%	79%	69%	63%	70%	71%	<b>69%</b>
How would you the <b>customer service</b> at Fylde*	<b>90%</b>	87%	74%	89%	89%	89%	88%	90%	<b>87%</b>
Overall, I would rate the Fylde as a <b>place to visit</b>	<b>98%</b>	97%	95%	90%	97%	97%	97%	95%	<b>96%</b>
Overall, I would rate Fylde as a <b>place to live</b>	<b>96%</b>	95%	94%	99%	97%	97%	97%	95%	<b>96%</b>
How would you the <b>value for money</b> I receive from Fylde Council	<b>81%</b>	78%	70%	82%	84%	85%	85%	81%	<b>81%</b>
Overall and taking <b>everything into account</b> , would rate Fylde Council	<b>90%</b>	86%	76%	87%	92%	90%	90%	88%	<b>87%</b>

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