

Resident Satisfaction Survey 2022

SCRUTINY COMMITTEE FEBRUARY 2023



WORKING TOGETHER TO
END MALE VIOLENCE AGAINST WOMEN

www.burnley.gov.uk

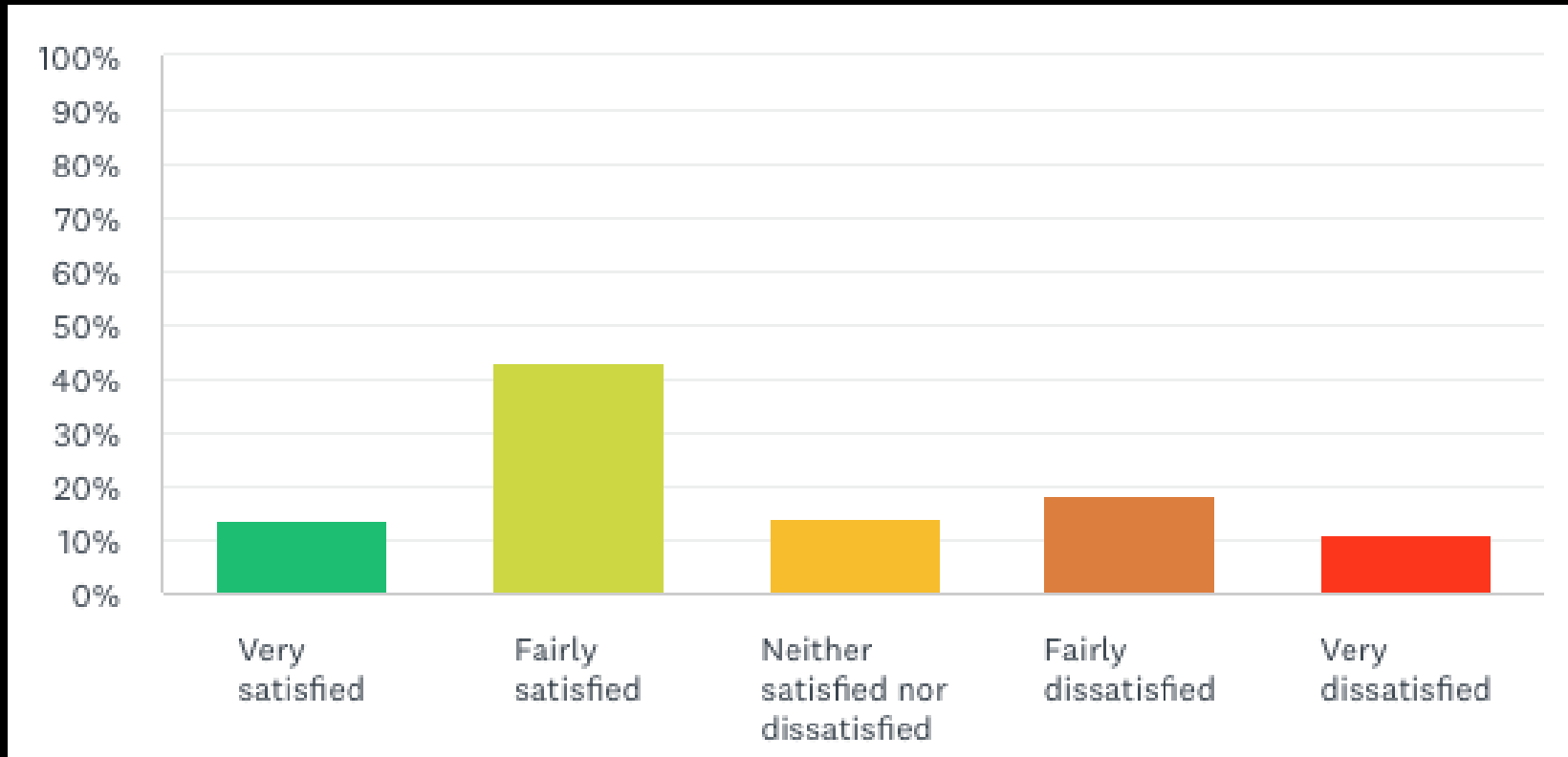


About the survey

- Run at least every 2 years
- 647 responses- residents invited to participate through burnley.gov.uk or social media posts and ads
- Not a statistically representative sample
- But the survey feedback provides useful evidence alongside other data on service needs and performance



Satisfaction with the borough as a place to live

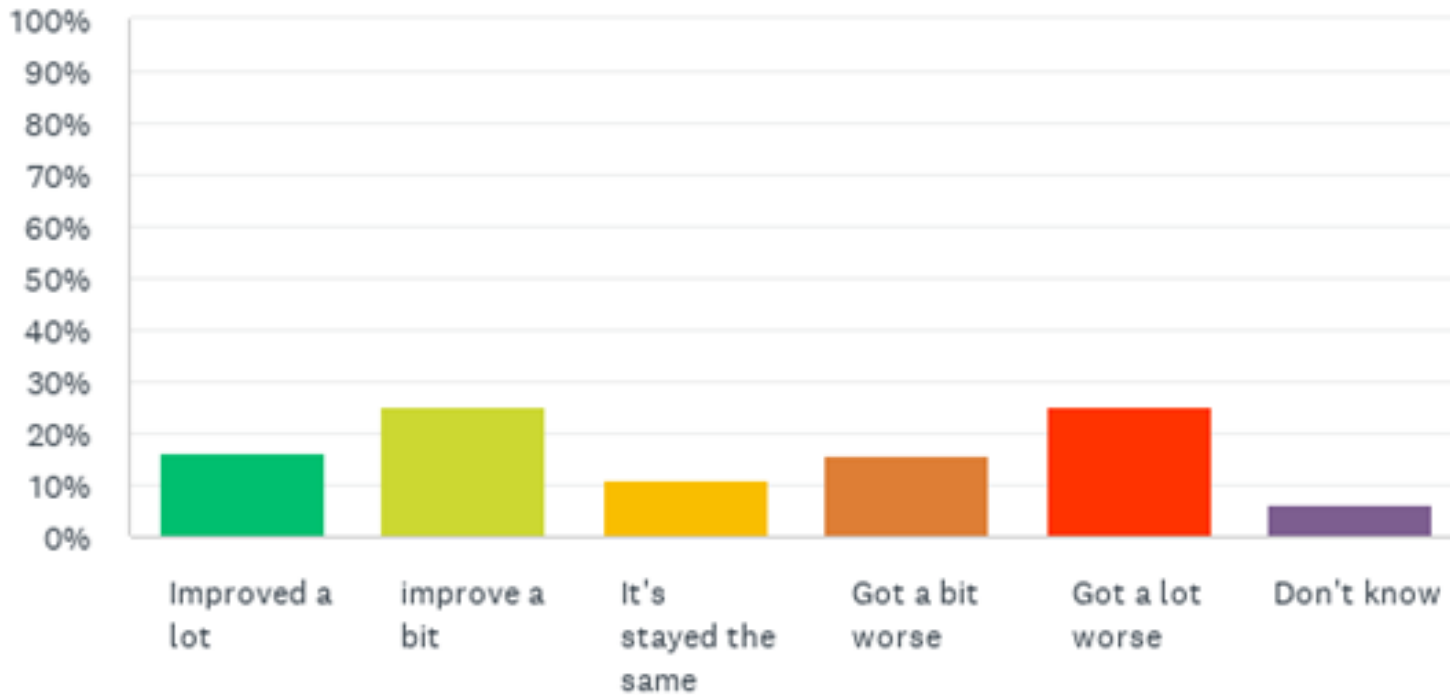


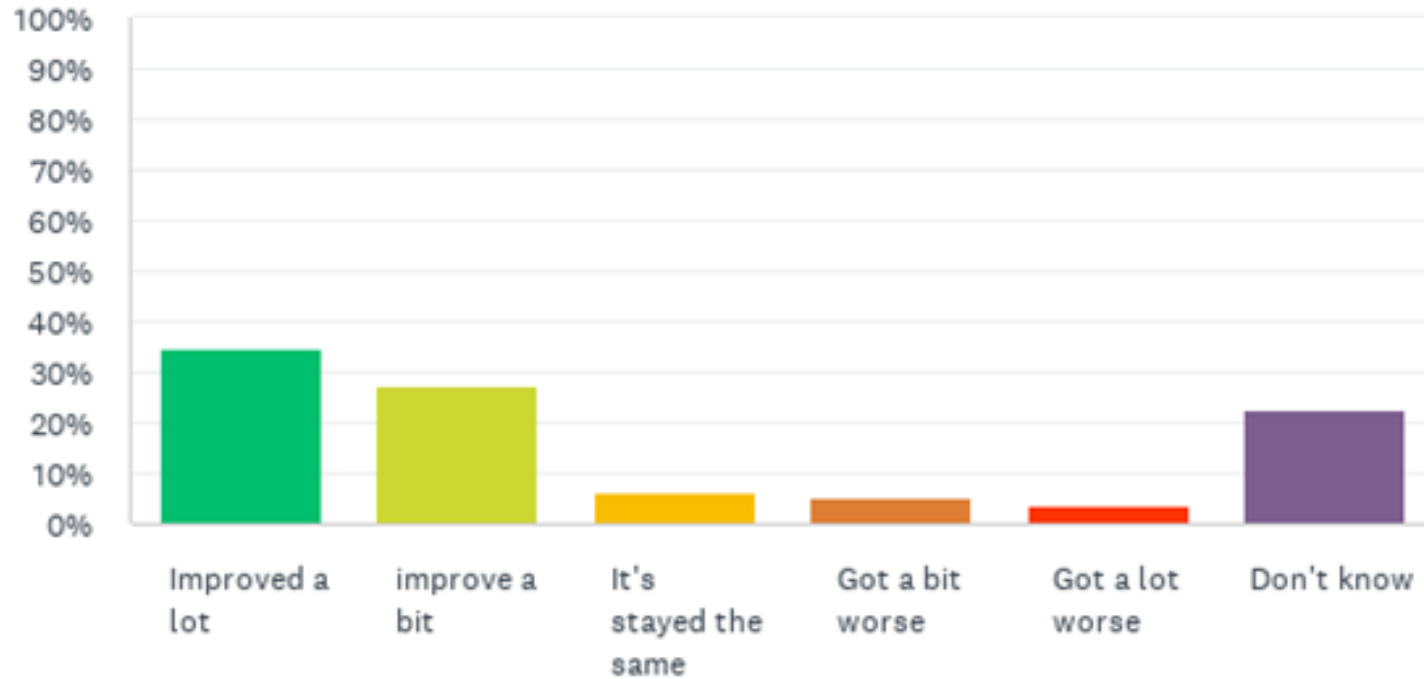
Best things

- the countryside (the most mentioned)
- the people and its friendly community spirit
- the town centre
- parks and facilities such as Towneley
- the football club
- transport links

Worse things

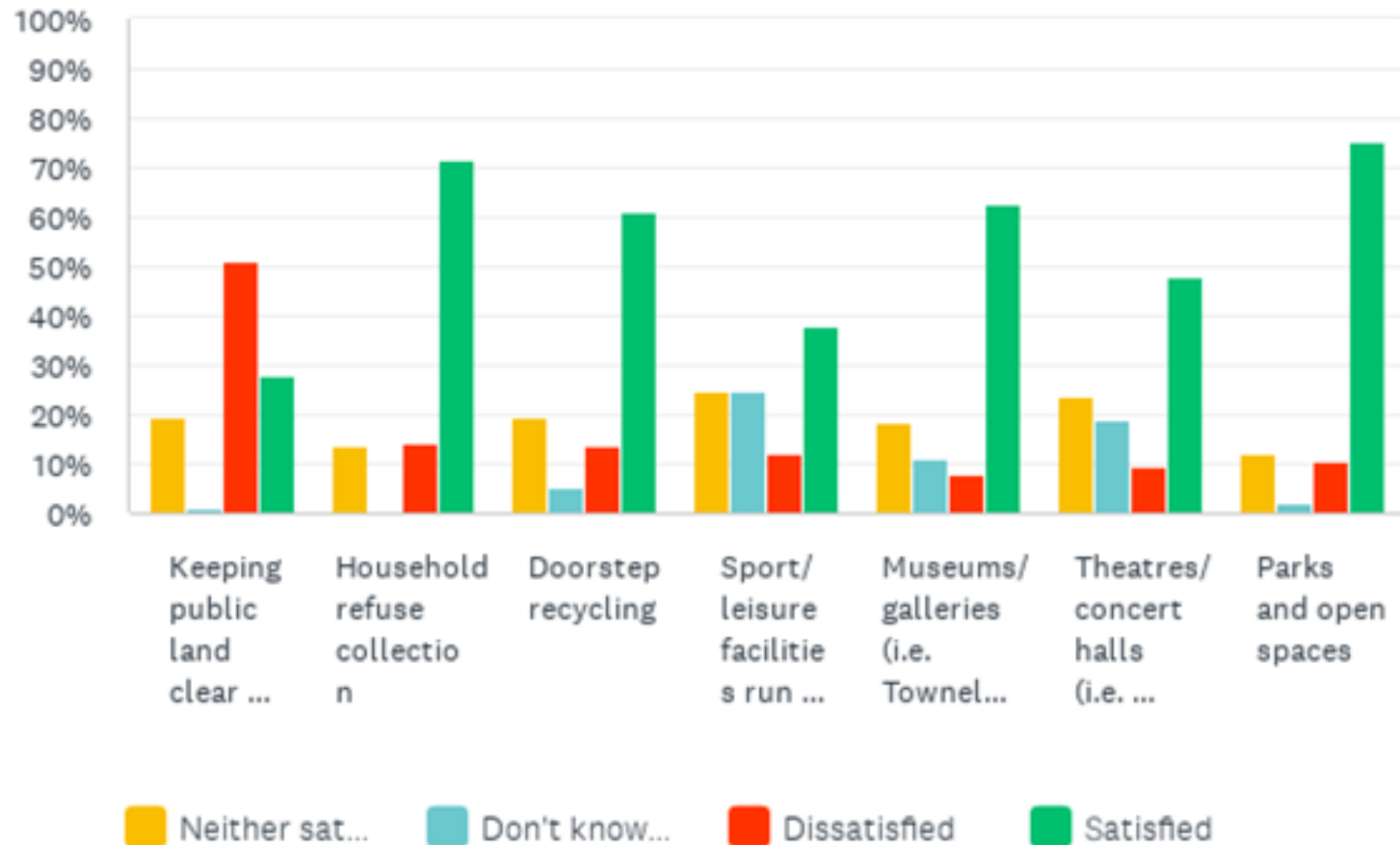
- crime and anti-social behaviour
- littering and dirty streets
- the town centre (run down elements, ASB, shop variety)
- speeding drivers







Satisfaction with public services



Telephone queue wait time

