

## STRONGER COMMUNITIES COMMITTEE

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**Date:** Monday, 18 September 2023

**Title:** Resident Satisfaction Survey Results

**Contact Officer:** Deputy Town Clerk

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### Background

The purpose of this report is to provide Members with a detailed breakdown of comments received during the Town Council's Resident Satisfaction Survey which took place earlier this year.

### Current Situation

The new Council administration received initial results from the survey at a meeting of this Committee on 12 June 2023 (minute no. SC295 refers).

While only a small proportion of the Witney electorate responded to the survey, it still provides useful information to the Council. The clear observation to be drawn is that young people did not engage with the survey in any number; this will be a challenge for Officers to counteract in future years but will be helped with further resource, the re-introduction of a Youth Council and closer ties with detached youth workers in the town.

As part of budget-setting for the forthcoming financial year, 2023-24, Officers have reviewed the comments to see if any are covered by current projects/updates, whether any require further investigation and whether any may be potential projects in the future. The comments have been collated in **Appendix A** and each Committee will consider them during the next meeting cycle so they can be included in Council's Strategic Plan where appropriate.

A vast number of comments relate to items outside of the town council's remit, including on waste, public conveniences and bins; the latter already having been discussed at the previous meeting.

The Council publishes 'You Said, We Did' annually but this could be made more frequent and published on noticeboards as well as online/social media for items being addressed, and the reasons why others are not.

### Environmental impact

Having declared a Climate Change Emergency at its Council meeting on 26 June 2019 Councillors should have due regard to the environmental impact of any decisions they make with regard to its facilities and services it operates.

## **Risk**

In decision making Councillors should give consideration to any risks to the Council and any action it can take to limit or negate its liability.

If the Council does not take action where possible, it risks reputational damage and accusations that it 'does not listen' to the electorate. Information is also provided to the Council by other means, such as local focus groups, stakeholders and will do from the inclusivity & diversity panel but these are views are sought; the residents' survey provides an opportunity for anyone to provide their feedback in the easiest format for them.

## **Financial implications**

➤ Will be assessed by each Committee during budget-setting.

## **Recommendations**

Members are invited to note the report and consider the following.

1. The comments passed on by residents in relation to services in Witney; the feedback being presented to the relevant committee for any required action and,
2. Lobbying other authorities and organisations on the points raised outside of the Town Council's control and,
3. Publish the 'You Said, We did' as items as they are completed.