

HALLS, CEMETERIES & ALLOTMENTS COMMITTEE

Date: Monday, 6 November 2023
Title: Resident's Satisfaction Survey Comments
Contact Officer: Deputy Town Clerk

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 earlier this year to help inform future budget-setting for items under the remit of this Committee.

Current Situation

Members are asked to consider whether any of these items should be included in the Council's emerging Strategic Plan, and therefore whether budgets need to be incorporated in the short, medium, or long-term. The comments were:

Burwell Hall

Condition of Burwell Hall is poor - old & tatty

Corn Exchange

Harsh lighting in corn exchange - spoils the atmosphere
Events at the Corn Exchange are not properly advertised - leading to poor attendance.
Disappointing Council cars have to park in Langdale Court
Corn Exchange website to book doesn't work properly

Tower Hill Cemetery

Tower Hill cemetery not well maintained - graves damaged by practices

Windrush Cemetery

Windrush Cemetery needs weeding
Better access needed by foot to Windrush cemetery

The following table shows how the services scored overall in the survey.

	Excellent	Good	Satisfactory	Poor	N/A	Total
Cemeteries	37	63	25	6	83	214
Public Halls Corn Exchange	63	78	23	4	43	211
Public Halls Burwell Hall	16	43	22	8	122	211

During the summer Burwell Hall has been redecorated and has received a new boiler and blinds. There are further improvements planned for the toilets and changing rooms. Communications on this are pending.

Events at the Corn Exchange are being considered in the Business Plan being presented to the Committee as a separate item.

There was an issue with vegetation and growth in April due to the wet spring; the Operations Manager is exploring ways of dealing with weeds via the Climate, Biodiversity & Planning Committee.

There have been complaints regarding damage to graves. Due to the layout of the cemeteries, it is regrettable but unavoidable that machinery has to traverse over graves and that topsoil from prepared graves has to temporarily be laid on another. The Council will repair damage by seeding etc as soon as possible after use.

Better access at Windrush Cemetery is expected from the delivery of the Witney East Strategic Development. The Council has a growing earmarked reserve to set out internal roads and paths once this is completed.

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.

There is a reputational risk if the Council does not address comments received in its satisfaction survey.

The Council's committees will have competing demands on the overall Council budget so other projects may take priority over these.

Financial implications

➤ There are no new implications from the contents of this report.

Recommendations

Members are invited to note the report.