

STRONGER COMMUNITIES COMMITTEE

Date: Monday, 13 November 2023
Title: Resident's Satisfaction Survey
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:

Community Infrastructure

Christmas lights - always the same/cheap and tacky/waste of money
Not enough benches for elderly/town centre/benches dirty
Bus Shelters - covered in graffiti /poor/poor seating/Newland awful
Floral displays could be extended into Corn Street

Civic Events

Remembrance 2022 poor/needs to be an organised event/needs military parade

Community Events

Too few community events - number and variety poor
Lack of services/events for teenagers in Witney
Citizen of the Year - relevance
More fun things for people to do

Communications

Not enough communication - needs communicating widely
Some don't use FB & Social Media
Confusing which council does what public spaces

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

	Excellent	Good	Satisfactory	Poor	N/A	Total
Floral Displays (including hanging baskets)	80	85	39	10	3	217
Street Furniture (bins/benches/bus shelters)	17	73	71	54	4	219
Christmas Lights Display	76	86	38	12	6	218
Civic Events (Remembrance, Mayors Carols)	52	72	40	13	40	217

Community Events (Play Day, Coffee Mornings)	14	44	33	15	99	205
Communication	23	56	52	34	17	182

The high number of satisfactory and poor results for street furniture is reflected in a significant number of comments on bins across the town (not all listed here). This is related to the removal and replacement of litter and dog waste bins by West Oxfordshire District Council; the town council has corresponded with them on this issue. That said, the Council may like to consider an increase in the budget for bins and benches. The Parks & Recreation Committee have already requested an increase to £4,000 in the new fiscal year.

Three bus shelters have been replaced earlier this year at Newland, High Street and Thorney Leys; the latter has also received an additional shelter as part of an accessibility project led by Oxfordshire County Council.

The Remembrance Service in 2022 was the first in-person event since the Royal British Legion passed organisational responsibility to town and parish Council's. Lessons were learned; the town council organises the event within the limits of its capacity.

The Council may want to consider raising its community events budget (currently £4,000) to try and put on further community events but must be mindful that there is a significant staff resourcing cost in running its own events. In the newsletters, the C&CEO has asked residents to contact the town council if they have any ideas for events. The Leys 'Events' field is booked out for most of the summer with community events. The C&CEO has attended a seminar on youth services and there is more partnership working which is possible through working with other and Bright Futures.

The Council always scores lower on communications. In the previous year, there has been extension of social media platforms and new prominent digital signage, along with the more traditional lines of posters and newsletters etc.

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

Described here or as stated in the report above.

- There are no new implications from the contents of this report. But the Committee may like to consider increasing budgets on any item

Recommendations

Members are invited to note the report.