

POLICY, GOVERNANCE & FINANCE COMMITTEE

Date: Monday, 20 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:

Grounds Maintenance

Different frequency of GM maintenance - looks untidy
Grass verges and fields not cut
Grass cutting on Quarry Rd and leys is a mess
Bushes not cut all over town
Lots of leaves from your own trees
Grass fertiliser put down without communication - harmful to dogs and footwear

Policy & Governance

You waste money on vanity projects and not relevant issues
Public opinion before dogma and ideology
Cost of running the corn exchange is massive, why do you need a shop, don't give to charitable causes
How are council's working collaboratively to address witneys problems
Bring back the railway

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

	Excellent	Good	Satisfactory	Poor	N/A	Total
Town Council Services Overall	13	56	45	13	6	133

Individual services covered by other committees scored well; the overall scores are predominantly good or satisfactory.

Items regarding the Grounds Maintenance Service related to the spring and the Committee has a separate report reviewing this service since it was taken in house in October 2022.

Comments regarding policy and Council direction are included for information. Costs of running the Corn Exchange are being addressed by work on a business plan, and all three authorities are trying to form better partnerships to serve residents.

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.

Financial implications

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

Recommendations

Members are invited to note the report.