

PARKS & RECREATION COMMITTEE

Date: Monday, 1 July 2024

Title: Resident's Satisfaction Survey Results

Contact Officer: Deputy Town Clerk

Background

The purpose of this report is to provide Members with details of residents' satisfaction on services provided under the remit of this Committee from an annual survey conducted during February-May.

The survey was sent to every household in the post and was promoted online via social media and in the local secondary schools; 443 responses were received in total.

While the number of responses is a very small percentage of the population, the results are still an important resource in advising the Council in which areas projects, communications, and future spending should be considered.

Current Situation

The following table shows how the services scored overall in the survey (with percentages rounded).

As a comparison, the figures/percentages from the previous two years surveys are included as is the 'town council services overall'. It should be noted that in 2022 there was no n/a option available which is why the figures are vastly different from the last two years.

Service	Year	Excellent	Good	Satisfactory	% comb	Poor	n/a	Resp
Recreation Grounds/Play Areas/ Open Spaces	2024	7.5% (33)	48% (207)	19% (82)	74.5%	10.5% (45)	15% (65)	432
	2023	12.5% (27)	40% (86)	24% (52)	76.5%	7.5% (16)	16% (34)	215
	2022	17.5% (51)	51.5% (151)	23.5% (69)	92.5%	7.5% (22)	n/a	293
The Leys Splash & Adventure Parks	2024	11% (48)	27% (117)	20% (87)	58.0%	11.0% (48)	31% (134)	434
	2023	11% (23)	31% (66)	11% (24)	53.0%	7.0% (15)	40% (86)	214
	2022	21.5% (60)	46% (129)	25% (70)	92.5%	7.5% (19)	n/a	278
Town Council Services Overall	2024	4.5% (2)	44% (19)	35% (15)	83.5%	14.0% (6)	2.5% (1)	43
	2023	10% (13)	42% (56)	34% (45)	86.0%	10.0% (13)	4% (6)	133
	2022	9.5% (27)	50% (140)	30% (84)	89.5%	10.5% (29)	n/a	280

In addition to the results above, the survey also welcomes specific comments, all of which relating to this Committee can be seen below:

Parks & Recreation

- The open spaces seem reasonably well maintained and cared for.
- Bring back goals in deer park.
- As a mum of a small child, the rec. areas are of importance - all good but often need repair.
- Play areas need to be checked by ROSPA.
- Splash park needs regular maintenance.
- The Leys splash park + adventure play is dirty + unsafe - the splash park last year my daughter slipped over from the algae.

- You need better parks and more activities instead of coffee shops.
- I like the new skate park but there needs to be warning signs for parents taking in toddlers that this is really dangerous for young kids getting in the path of fast skaters. Seen a lot of near misses.
- The Leys adventure play/splash park gets very muddy at times so maybe a better surface should be considered especially at the entrance.
- We could use an outside gym in quarry road.
- At the leys they have taken out a swing and not replaced it.
- I really like the way they have done the park it's so much more fun I do wish the public bathrooms were a bit more clean.
- There are not enough baby/toddler swings available. All except one have been removed from the leys and not replaced. The baby/toddler accessible equipment is either always damaged, non-existent or just not engaging enough for them. Considering its mainly parents with young children that use the park, it's really lacking in that area and the amount of people using it has significantly decrease since the baby/toddler swings have been removed. Also, in the summer months the slides are unusable because they're so hot. I've seen other play areas in other counties that have small shades over their slides so that they're accessible year-round.
- Cleanliness of the park is always great though. Really can't fault the staff that maintain and check the leys play area. They're very thorough!
- Significant drainage investment is required at West Witney for the ground to be usable for all recreational activities for as much of the year as possible.
- Although services like the leys, cycle paths and footpaths are quite good the maintenance of them is not great. This means often things are broken or not working which is such a shame.
- New skatepark looks excellent, well done all.
- More football pitches and sports facilities required throughout the Town.
- The Leys play park is terrible. Looks run down and uncared for. The see saw has been missing for over a year. Cogges Park also needs some tlc.
- Need more activities and play area for children. Indoor soft play.
- You waste too much money for ... things like skate parks and extreme sports. Where is the community centres for ALL ages
- Play parks do not facilitate for wheelchair users.
- One of my children is a full-time wheelchair user. There is one piece of equipment that I know of in Witney that he can use. He is a little boy who wants to play like his siblings and he can't.
- The west Witney sports ground car park is currently partial blocked by works which are not in connection with sports/recreation as per the covenant. This is a misuse of the land and should be moved.
- On the whole the parks offer a wide range of activities however some could do with updating/refreshing. Very pleased that the wheeled park is in progress however more opportunities for bikers specifically would be good on softer ground (grass/dirt).
- Please lead the way. Can you equip just one park- just one, preferably one that has parking with only wheelchair accessible equipment throughout. It would make such a difference not to have just one accessible swing but a whole play area dedicated to those who cannot use all that other tantalising play equipment. One item is so disappointing faced with what their able-bodied siblings and friends have. Please be a leader for inclusion. Just please.
- Just sort the west Witney sports club building. It's an embarrassment.
- Think it's a bit silly when they stop the kids playing football on the leys and Burwell when the pitches are playable. It's letting the kids down.
- Splash park needs updating and needs to be more available during summer months.

- Dog mess seems to be an increasingly common issue. I often take my boys to the field for football, cricket, picnic and always have to dodge poo on the ground. I also run a football team and use both these locations. On one occasion I had to pick up 4 separate lots of dog poo from a small area. Not sure what the answer is. Maybe more signs, patrolling and fines, more bins, bags available by the entrance or ban dog walkers on children's play areas. It's disgusting and dangerous.
- I have to note my 4-year-old completed this jointly with me (she did a paper version) wanted to make it very clear more tunnel slides are needed but was very grateful the zip line is now repaired at Burwell.
- The green gazebo's across on deer park green are always infested with teenagers who smoke...
- And more things for young people like a trampoline park, kfc etc... Also open the Astro for kids to use any time.

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. They can then be costed and incorporated into future work programmes and budget-setting.

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.

Social Value

Social value is the positive change the Council creates in the local community within which it operates.

If addressed, the comments may increase the general overall contentment of residents, particularly those which relate to the young and vulnerable.

Financial implications

- There are no new implications from the contents of this report at this point. But the Committee may like to consider increasing or creating budgets for any item.

Recommendations

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

- Whether any action is required from the results of the survey under this Committee.