

HALLS, CEMETERIES & ALLOTMENTS COMMITTEE

Date: Monday, 8 July 2024
Title: Resident's Satisfaction Survey
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
Cemeteries	2024	13% (57)	36% (156)	15.5% (67)	64.5%	5.5% (24)	30% (129)	433
	2023	17.5% (37)	29.5% (63)	11.5% (25)	58.5%	2.5% (6)	39% (83)	214
	2022	20.5% (55)	52% (140)	25% (67)	97.5%	2.5% (7)	n/a	269
Public Halls Corn Exchange	2024	18% (77)	31% (135)	16% (69)	65.0%	4.5% (20)	30.5% (133)	434
	2023	30% (63)	37% (78)	11% (23)	78.0%	2% (4)	20.5% (43)	211
	2022	23% (65)	49% (137)	24% (68)	96.0%	4% (11)	n/a	281
Public Halls Burwell Hall	2024	5.5% (23)	22% (96)	13.5% (58)	74.0%	3.5% (15)	55.5% (242)	434
	2023	7.5% (16)	20.5% (43)	10.5% (22)	38.5%	4% (8)	57.5% (122)	211
	2022	10% (23)	49.5% (115)	34.5% (80)	94.0%	6% (14)	n/a	232
Town Council Services Overall	2024	4.5% (2)	44% (19)	35% (15)	83.5%	14% (6)	2.5% (1)	43
	2023	10% (13)	42% (56)	34% (45)	86.0%	10% (13)	4% (6)	133
	2022	9.5% (27)	50% (140)	30% (84)	89.5%	10.5% (29)	n/a	280

The combined percentage figure gives an overall satisfactory/good/excellent scoring for each service.

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

Halls, Cemeteries & Allotments

- The Corn Exchange is so lovely
 - The Corn Exchange is run by 'in house' team + is not INCLUSIVE of any other community projects. It is mostly used bya... group and no other groups are allowed to get a 'look in' - not even able to leave information. Despite the Corn Exchange being funded by Council tax. SUNDAY its closed!
 - We love going to the Jazz at Corn Exchange - brilliant venue
 - Corn Exchange needs air conditioning.
 - I think the renewed use of the Corn Exchange has been great, especially the showing of events such as the ladies' football, world cup and coronation.
The cafe is excellent.
 - Corn Exchange - essential comm. hub!
 - Corn Exchange Cafe has very friendly staff. Appreciate the entertainment on offer there, especially local theatre groups.
 - I cannot express with more enthusiasm how wonderful it is to see so many activities going on in the Corn Exchange. I have attended a few now and always enjoy them.
 - Corn Exchange needs a more varied programme rather than endless tribute bands and old films. The amount of money it costs to run it is shocking
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- Tower Hill Cemetery still used as a toilet by dogs
 - The cemetery at tower hill is my main concern I visit several times a week. I am appalled how cars/ vans have now driven on the grass , very close to the headstones , causing large puddles and muddy areas. The puddles are so large the water in now splashing on the headstones I have to clean the headstone every visit.
The groundman's take no notice they make the issue worse by driving around the paths with no respect. (I have seen this with my own eyes)
Dog walkers using the area as a play area for animals , letting them foul on the graves. I would like to see the access to cars stopped (parking area only) no dogs allowed in the cemetery. I have spoken to several people and they agree , something needs to be done to stop the dogs being able to run around graves.(the notice all dogs on a lead is not respected , the groundmen are not enforcing this when they are on site)
Young people are also using the area as a meeting point, I would like to see camera's stationed and monitored to put a stop to this. It used to be a very restful place to remember loved ones , this is now a disgrace to the town.
 - Staff at Windrush cemetery need more care when working in wet conditions e.g. use of boards under machinery, headstones damaged, markers run over. Perhaps more in out from managers - weekly checks?
 - I'm afraid Windrush Cemetery is disappointing. Maintenance - weeds everywhere not well kept.
 - Windrush Cemetery; beautifully maintained, friendly staff on site, thank you. Although, a relative's grave has plants dug up and removed - very upsetting.

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. 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.