

## STRONGER COMMUNITIES COMMITTEE

**Date:** Monday, 15 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
Floral Displays (including Hanging Baskets)	2024	21.5% (92)	35.5% (153)	24.5% (107)	81.5%	9% (40)	9.5% (42)	434
	2023	37% (80)	39% (85)	18% (39)	94.0%	4.5% (10)	1.5% (3)	217
	2022	43.5% (130)	37.5% (112)	14.5% (44)	95.5%	4.5% (13)	n/a	299
Street Furniture (bins/benches/bus shelters)	2024	7.5% (32)	36.5% (158)	32.5% (141)	76.5%	19.5% (84)	4% (17)	432
	2023	8% (17)	33.5% (73)	32.5% (71)	74.0%	24.5% (54)	1.5% (4)	219
	2022	10% (30)	41% (123)	33% (100)	84.0%	16% (49)	n/a	302
Christmas Lights Display	2024	33.5% (146)	36.5% (160)	16.5% (72)	86.5%	10% (43)	3.5% (16)	437
	2023	35% (76)	39.5% (86)	17.5% (38)	92.0%	5.5% (12)	2.5% (6)	218
	2022	39.5% (118)	33% (97)	17% (51)	89.5%	10.5% (31)	n/a	297
Civic Events (e.g. Remembrance & Mayor's Carols)	2024	16.5% (72)	34% (149)	19% (83)	69.5%	4.5% (19)	26% (112)	435
	2023	24% (52)	33% (72)	18.5% (40)	75.5%	6% (13)	18.5% (40)	217
	2022	28.5% (79)	40% (111)	22.5% (63)	91.0%	9% (25)	n/a	278
Community Events (e.g. Play Days, coffee mornings)	2024	8.5% (36)	22.5% (98)	13.5% (60)	44.5%	8% (34)	47.5% (208)	436
	2023	7% (14)	21.5% (44)	16% (33)	44.5%	7.5% (15)	48% (99)	205
	2022	6.5% (15)	36.5% (86)	42% (98)	85.0%	15% (35)	n/a	234
Communication	2024	8% (35)	35% (149)	27% (116)	70.0%	16% (68)	14% (60)	428
	2023	12.5% (23)	31% (56)	28.5% (52)	72.0%	18.5% (34)	9.5% (17)	182
	2022	7.5% (22)	36% (102)	38% (106)	81.5%	18.5% (53)	n/a	283
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:

### Stronger Communities

- I think there should be more seating provided by the council in and around public areas, there are some but I think people would enjoy picnic benches etc around for lunches
- More Christmas lights
- Improving condition/appearance of street furniture such as bus stops and bins. The flower displays this year have been exceptionally good
- To make a youth club for teens
- Matey you could put up some happy quotes or speeches around the place and make them really nice and colourful 😊
- Could do with more street furniture and benches.
- I think there should be more seating provided by the council in and around public areas, there are some but I think people would enjoy picnic benches etc around for lunches
- Communication of events could be better
- Thank you for all the hard work you put in.  
I would like to see more teenagers. We need a youth centre in Witney.
- Remembrance Parade is getting better, but dignitaries have laid their reefs on it tails off.
- The litter problem continues to show in Witney, sadly.  
Perhaps a public campaign would be a good thing for the council to investigate.
- Hanging baskets are generally good - but were v-poor in 2023.
- Bins are often full or overflowing. Bus shelters are scruffy, vandalised, covered with graffiti. Street signs are mucky and sometimes in need of repair
- More clean benches
- Needs more Christmas lights and fireworks in Christmas
- Excellent year round displays of flowers, well maintained.  
I think some of the most effective displays come from large, single colour arrangements.
- Please can we have more public benches in all spaces.  
If we can have more on Church Green - please can they be facing the Green - not the parked cars!  
I ask every year.
- The floral displays are pretty but it feels like a significant amount if money is invested in annual plants. I would like to see a move to flowering perennials that are not simply thrown away at the end of each season.

I very much liked the wildflowers on the Welch Way roundabout last summer. No idea whether this is you or WODC/OCC.

The reduction in the number of waste bins is hugely frustrating, but I suspect this is WODC and I'm not going to spend ages looking for which Council owns which bits of land as that's another impossible task.

- The spring newsletter contained very little news. The precept breakdown was helpful but there wasn't much info on what's been going on and what's coming up.
- Not so great: Communication. Witney Town Council should have something like R&A magazine delivered to residents quarterly or bi-yearly. The only reason I find out about events in town is by walking past the corn exchange or following local councillors on Facebook.

- Although the Town Council funds the Christmas Lights and Carnival much of the organisation is done by voluntary bodies such as Rotary, Lions, ATC etc and mention should be made of this
- Please tidy & level up the square flower tubs around the town.
- Some of these can't be 'used' such as hanging baskets and Christmas lights, aren't 'amenities' so scoring them as such is meaningless in this context. Different questions are required to gauge levels of satisfaction for these.
- I think the Xmas lights need something new. They are lovely but we need to mix it up more!
- I thought last year's Christmas lights were the worst I've seen
- Bus shelter with living roof (in front of cricket club -Staple Hall?) was a great idea but there are poor design features.  
When seated inside it, it's not possible to see the bus arriving (solid side panel is too high)  
And when it rains, you get wet as the rain blows in at you (the sides need to be deeper)
- Communication about events etc is not advertised enough, very few events around town for the whole family.
- Although of retirement age I'm delighted many projects are being targeted at young children. Perhaps future projects could be aimed at teenagers.
- The Spring newsletter suggests that more money is spent on Christmas lights (£4.90) than on Children and Youth Provision (£3.69). This should not be so. Youth provision more important than Christmas lights etc.
- Overall I feel we are really blessed with the services provided by the Town Council. The TC is very good at communicating changes/events and encouraging participation and generally responsive.
- You can't expect people not to litter if there are no handy bins.  
On the land under your custodianship please install more bins.
- Why is Thorney Leys not included in the buses going around the estates to take people to town. I live further away from the main bus stops and I'm disabled.  
I am not the only senior citizen that feels the same.
- I use the benches on the town hall side - we are provided with very an uncomfortable piece of metal compared with benches on the Barclays bank side. We all feel like second class citizens.
- Improving condition/appearance of street furniture such as bus stops and bins. The flower displays this year have been exceptionally good
- Benches around the town are very tired looking.
- The idea of offering interactive coffee discussions at the Corn Exchange on Saturday mornings at the start of each month is an excellent one
- I am not fit enough to attend many events/venues
- Tend not to know what is in your remit and what is in WODC's
- Street furniture is generally really good at present
- Would like a place near the town centre with seats  
possibly park near Marks and Spencer?  
For use by both young and old.
- We find that sometimes it's not clear who to address regarding different issues.
- The only time we hear is when this survey is issued and details of the increase in WTC share of the council tax.

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.