

CLIMATE, BIODIVERSITY & PLANNING COMMITTEE

Date: Tuesday, 16 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 |
|-------------------------------|------|------------|-------------|--------------|--------|------------|-------------|------|
| Witney Lake & Country Park | 2024 | 12.5% (54) | 34.5% (150) | 22.5% (99) | 69.5% | 6% (27) | 24.5% (106) | 436 |
| | 2023 | 17% (37) | 40% (88) | 16.5% (36) | 73.5% | 5.5% (12) | 21% (46) | 219 |
| | 2022 | 20% (58) | 47.5% (138) | 27.5% (79) | 95.0% | 5% (14) | n/a | 289 |
| 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 |

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:

Climate, Biodiversity & Planning

- There is always pollution in Witney rivers and lakes
- More investment in nature please.
- Paths need attention so people can use them. Cycle paths should not be on NARROW paths with walkers. Celebrate the green spaces. Plant more trees.
- Lake and country park generally good.
- It is quite good but some wider paths would be more suitable for people who walk or ride bikes but are scared to go on the road

- We live 5 mins away from Witney Lake and Country Park. However, we and our grandchildren are unable to walk there due to the number of out-of-control dogs . If dogs were kept on leads this park could be used and enjoyed by everyone.

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.