

POLICY, GOVERNANCE & FINANCE COMMITTEE

Date: Monday, 22 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 by the Council 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

Results on services under the remits of specific Committees have been considered individually during this Committee cycle.

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. 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.

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 the table. Also listed are miscellaneous comments which refer to services provided by other Councils or Authorities.

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
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
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
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

Policy, Governance & Finance

- Grass cutting last year was awful, left for months in the growing season, verges by Cogges were left until autumn to be tidied up and left in mess afterwards. Verges in Witan way were left untouched and scruffy, the town looked really shabby. Gimmicky leaving of grass cutting and maintenance for green credentials is not acceptable
- Not sure if this does happen. But would be a good idea for council to walk around and take a look at areas. One cannot see from office windows.
Thank you.
- I was surprised to see how much of our council tax is still used to support allotments. As an allotment holder, I think what we pay is too low and think we should pay more to reduce the burden on general taxation.
- Why are you printing this on paper that cannot be recycled??
- Most of what we get from the council is mediocre at best. clearly our money is not being spent on the services required.
- It's all very good but I'm sure I don't know what we pay you for
- We need a comprehensive map, as to who owns/maintains footpaths, pavements etc. and stop passing the buck.

- Removal of graffiti required.
Hedges need cutting back from paths, on bus shelters and bins.
Flower beds need weeding.
Hedge cuttings not collected.
- Repair Bridge on Bridge St and add floral displays to brighten up entry into the town.
Seats - more needed.
- Please use recycled paper for all things like this. This shiny paper is not good.
Well done for work on the Leys.
- I am not happy with my council tax going up by over £50/ month.
The roads are awful and full of holes!
- If you lads spent less time on the High St closure nonsense and 20mph insanity, and more time on the infrastructure, it would be much better.
I recognise that as a town council, your remit is limited by the people in Oxford, but standing up for local resident would be a much better use of public money.
- Last year, it looks like you change ground maintenance contractors, the quality of the work by these contractors is very poor.
- When trimming all communal hedges on paths would be good if all garbage under these was removed at same time
- To much money wasted on non priority items leading to unnecessary council tax precept increase
- I don't seem to get much for my money!
- Getting better at pruning trees between Burwell Recreation Ground and ... Thorney Leys
Closing High. St to traffic is badly hitting business
- A good hard working town council . Would like more small grants more easily accessible (not just crowd funding ones) to groups supporting the community like Witney fridge

Other

- The secondary schools are terrible. Please fix them.
- FIXPOTHoles INSTEAD OF WASTING MONEY ON [other stuff]
- Maybe add more shops
- I strongly feel that the town should be a brighter place with more individual shops
- The roads are in poor condition with many potholes on the roads.
- Streetwear shop to replace old one
- It is quite good bus some wider paths would be more suitable for people who walk or ride bikes but are scared to go on the road
- I like witney Town it is safe for me I think it is good
- fix roads
- Despite vocal opposition*, I am so pleased that Witney has introduced 20mph restrictions: environmental & health benefits. And making Market Square safer for pedestrians. Cars should not be dominating town centres.
*minority
- The potholes around town are of huge concern now.
- In the 25 years I have lived in here it's a place my children call a council estate that's the state of Witney.
- Please mend potholes before spending any more money on 20mph signs.
- CLOSE HIGH STREET
CHRISTMAS LIGHTS ARE VERY POOR.
DOG MESS ON PAVEMENTS
DON'T FELL SAFE WALKING STREETS OF WITNEY.....

- Please Please keep car parking FREE
- Removal of bins has resulted in an undesirable increase in street litter. I have tried to communicate with the responsible part but have been ignored for many months!!!
- Improve marking of mobility scooter access points (Pavement to road)
- Sometimes the town looks untidy + dirty due to litter.
Unterhaching Park - people exercise their dogs there, despite notices in the park, which have been defaced. "No dogs" notices required.
On the whole you do a good job - well done.
- The 20 mph speed limit which now governs most of Witney is tedious and I feel unnecessary. If 30 mph was considered too fast, why not reduce to no more than 25 mph in the first instance.
- The council need to make their minds up re High St & hill. I don't really mind which but unsafe in this limbo.
The amount of litter is awful, silly idea to take bins away. I like my friends used to pick litter up but now nowhere to deposit it so it gets left. Bring back bins!
- There is always pollution in Witney rivers and lakes
- Really all of this is let down by poor maintenance. e.g. bulbs out in lights and the level of litter. This town is embarrassingly bad for litter and I am fed up of it. More needs to be done to prevent it not just pick it up.
- Litter picking on footpaths needs improvement.
- Bigger bins needed in some places - i.e. Burwell Shops
- Lack of bins, litter all over Witney. Not interested when told.
- A lot of bins have disappeared due to vandalism?
We have no bin over Langel Common.
- Could do with a post box for collections.
Priory Mill Lane
- Cyclists should use cycle tracks or roads not footpaths.
Remove cars partly on pavements when drives are empty.
- Over the last few years its evidence that you do not clean up the fallen leaves on public footpaths.
Dog poo bins also appear to have been mislaid.
- Litter cleaning good. Please thank the people that do this valuable job.
- The Town Council's idea of leaving weeds and grass to grow unfettered gives any visitor to Witney that the place is going to the dogs. Which is right.
- The high street was great when mostly pedestrian & closed to most traffic. Now, with planters removed, vehicles seem to ignore restrictions. Please restore to how it was or impose more emphatic restrictions
- In a disgrace that we are not allowed to pay for our garden bin with cash or a cheque - both of which are legal tender
- I would like to see more litter bins but fast food shops could/should also help to maintain and clean the areas by their shops.
- I'm in my 80s and I have lived in Witney all my life. I'm not interested in the above services, but what I am interested in is the state of Witney - I'm ashamed of it.
I guess the people responsible for it just drive around in cars and don't take in to account what it's really like.
Gripes - footpaths, foliage, roads, parking and I could go on.
- Maybe add more shops
- Potholes in roads are still extremely slow to be repaired. Bin system continues to be good compared to other counties
- Parking - why is the Disabled Parking situated next to high wall/steps which disabled (physical) people cannot use - The Taxi rank and Disabled Parking need to swap sides of the road

- We have ongoing issues (since before covid-2019) with the lime trees planted on Deer Park Road which are literally just over the wall from our property & impacting on our lives in many ways
Potholes are also a big issue!
- Witney High Street needs opening again to vehicular access.
Last year the grass cutting seemed to be non-existent but this may be OOC or WODC responsibility but left the town outskirts looking a mess
- Terrible potholes and little evidence of repair work. Ridiculous 20 mph throughout town - waste of money so many signs - centre of town & near schools appropriate
Refuse collections - excellent.
- I strongly feel that the town should be a brighter place with more individual shops
- I don't know
- Add a Nando's on the high street
And more things for young people like a trampoline park, kfc etc... Also open the Astro for kids to use any time
- Kfc
- I don't have anything extra
- Love what you do to make the town a pleasure to live. Thank you!
- The removal of some of the dog poo bins has meant some are more often overflowing. There either needs to be more regular collections of the current bins or some of the removed bins need replacing again.
- The leisure facilities and leisure centre are very very poor for a town the size of Witney.
- There is just so much litter everywhere all the time, along the roads and bushes etc
- Landscaping does not meet Witney standards. Being so close to Cotswold should add an omph factor for Witney beautification, but it doesn't
- As a renter, I am very frustrated about the way that we're required to buy an annual pass for the garden waste bin that you can't take to other properties. It's another expense that I don't get to take full advantage of when landlords decide to sell. It's happened twice.
- High street dying, coffee shops everywhere, flooded in stupid 20mph limits, traffic awful, Whitney town slowly being killed off.
- Council should start covering potholes instead changing speed limits everywhere
- The roads are in poor condition with many potholes on the roads.
- Also the ATP in Witney needs some repairs as it's starting to look old in the changing rooms.
- The town centre is becoming increasingly dilapidated because of the litter problem, particularly on corn street and around the fast food outlets/vape shops. In addition during the summer the weeds on the pavements are out of control, further compounding the problem. Funds urgently need redirecting to clean Witney up because it creates a vicious spiral - if people see litter, weeds, dog mess and graffiti then they are more likely to create mess themselves.
- I note that the council was able to close high street to traffic, but the effect has been that many drivers are forced to take a jaunt down the litter-filled eyesore that is Holloway Road. Beyond the problems of aesthetic upkeep on the road (which may be what out-of-towners think of when they consider Witney, as they don't drive down the more well-maintained high street), the road literally feels like a death trap. Why on earth is it a two way with parking on the kerb on both sides? Each time a driver has to pull in between parked cars to let another car pass their visibility of the road is seriously reduced. I don't feel any more comfortable as a pedestrian on the road as I know the challenges that drivers are going through. Please help.

- Clearly Witney and its neighbouring village populations are on the increase. What plans are in place to build a leisure/swimming complex that Witney deserves? Don't you think it's about time the very tired and embarrassing 1970's leisure centre be pulled down and a new modern centre perhaps with a 50m competition pool be built to serve our thriving community as well as our very successful Witney and District Swimming Club?! There is a huge piece of land with A40 access situated at the new Curbridge Housing estate! This needs prioritising!

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.