

**Agenda Item:** Resident’s Satisfaction Survey - Actions

**Meeting Date:** Monday, 9 September 2024

**Contact Officer:** Deputy Town Clerk

The purpose of this report is to provide Members with an update regarding items raised in the annual resident’s satisfaction survey 2024, while considering budget implications for the 2025/26 budget.

## Background

A comprehensive report outlining the survey results and comments relating to services under the remit of this Committee was received at the meeting held on 1 July 2024 (minute no. PR366 refers).

## Current Situation

Officers have reviewed the comments and consolidated them into the key concerns below with accompanying analysis:

Comments/Concern	Outcomes
Maintenance and repair of play areas (inc. algae on splash pads, swing removed, seesaw broken).	The entrance to the play area has been wet-poured, algae is cleaned weekly by the works team. The swing and seesaw will be replaced in the autumn – it is too dangerous to conduct this work when the park is so well used during the summer. The Council’s works team conduct weekly recorded inspections on play areas to highlight any repair and are ROSPA trained. ROSPA conduct inspections on new installations before they are opened to the public. The Council’s insurers also inspect all play area equipment annually.
Baby/Toddler Swings – broken chains	These have been repaired and all reinstated.
Disabled access equipment in play areas	There are accessible pieces of play equipment in play areas but this should be advertised on the Council’s website. The Council also has a commitment to install further pieces of inclusive play equipment at play areas and will look to

	replace end of life equipment with this in the future. The Council is also hoping to install inclusive equipment as part of the Deer Park MUGA/MUSA refurbishment.
Fast Skaters at the Wheeled Sports Park	Officers will approach the skating community to see if they can help with this.
Dog Mess in Play Areas	The Council has started a social media campaign over the summer regarding dog mess. New entrance signage to the play/recreation areas was installed in 2023. Additional dog mess signs for these areas due imminently.
Facilities at West Witney need investment	The Council is committed to a project regarding the W Witney Clubhouse and continues to invest in pitches while seeking funds for further development.
Splash Park needs updating	Project underway for refurbishment in 2025.
More football pitches needed	The Council is working with developers and WODC to bring new football pitches online as soon as possible.

## Impact Assessments

The Town Council has a duty to consider the effects of its decisions, functions and activities on equality, biodiversity, and crime & disorder. Consideration should also be given to effects on the environment, given the Council's Climate Emergency declaration in 2019.

- a) Equality – the addition of inclusive play equipment is already a Council commitment. Under the Equality Act 2010 organisations have a responsibility to make sure that disabled people can access jobs, education and services as easily as non-disabled people.
- b) Biodiversity – Covered in specific project reports.
- c) Crime & Disorder – Working with the skating community will help to avoid anti-social skating and behaviour at the Wheeled Sports Park.
- d) Environment & Climate Emergency - Covered in specific project reports

## 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 should the Council not listen to residents' concerns.

## Social Value

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

Benefits to the Community - In addressing these concerns, residents will feel that they are directly engaged with the Council and that it is listening to them and helping make the community a better and happier place to reside.

### **Financial implications**

- There is no specific budget for the introduction of more inclusive play equipment, the Council does however have an annual budget for maintenance ( and an earmarked reserve for Play equipment, the balance of which currently stands at £13,350)
- In the current year there is £75,000 for play area improvements (4910/800)
- There is a specific earmarked reserve (361) for refurbishing the Splash Park which stands at £174,600.

### **Recommendations**

Member are invited to note the report and

1. The updates concerning key concerns from the satisfaction survey, and
2. Consider whether any further funds are required during the 2025/26 budget setting period for any of the items.