

HALLS, CEMETERIES & ALLOTMENTS COMMITTEE



Agenda Item: Resident's Satisfaction Survey - Actions

Meeting Date: Monday, 16 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 8 July 2024 (minute no. H373 refers).

Current Situation

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

Comments/Concern	Outcomes
More varied programme at Corn Exchange, not just one group	The Corn Exchange is a Public Hall and is therefore available to hire for all on a first come-first serve basis. A Business Plan has been created which will ensure a more varied programme of events in the future.
Dog Mess in Cemeteries	The Council has started a social media campaign over the summer regarding dog mess. Additional signage has been installed at the cemeteries.
Maintenance and care taken of graves at Tower Hill & Windrush cemeteries.	This issue will be taken up by the Operations Team to try and avoid the perception they are uncared for. The Council has agreed the application of weedkiller in key areas of the cemetery including the ashes path.

Anti-social behaviour at Tower Hill Cemetery	<p>Prime ASB areas and seats have already been removed from Tower Hill cemetery.</p> <p>The Council has engaged with TVP so they provided more patrol coverage during the summer.</p>
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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 – No impact.
- b) Biodiversity – No impact.
- c) Crime & Disorder – The Council is working with the local neighbourhood police and has asked for additional patrols to make the cemeteries safer places.
- d) Environment & Climate Emergency – The Council is committed to protecting and enhancing biodiversity but is also sympathetic to the expectations of residents in respect of the lawn cemeteries.

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 are no new financial implications from items in this report.

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.