
Agenda Item: Resident’s Satisfaction Survey - Actions

Meeting Date: Monday, 23 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 15 July 2024 (minute no. SC391 refers).

Current Situation

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

Comments/Concern	Outcomes
Poor Christmas Lights in 2023	The Council has entered into a new contract for Christmas lights with a new supplier from Dec 2024. Variation of lights for the length of the contract was included in the specification.
More clean/repaired benches	The Council has a schedule to replace benches.
Maintenance of Street furniture – bins, benches & bus shelters	The Council has a schedule of maintenance and cleaning for street furniture. There have been 3 cycles in the current year with a further one expected. They are cleaned after any graffiti incidents.
Poor floral displays (2023)	The Council hired a specialist contractor for the 2024 season to ensure hanging baskets were watered as needed.

More bins on WTC land	The Council considers any requests for new/additional bins on land under its ownership.
Lots of litter	The Council has run a social media and poster campaign during the summer holidays to try and educate residents on litter and dog-fouling.
Council Communications	<p>The Council continually strives to improve its communication to residents. It has:</p> <ul style="list-style-type: none"> - A strong social media presence on Facebook, X (formerly Twitter) and Insta and has emerging pages on YouTube and Tik Tok. - The Council issues 4 newsletters a year, 1 of these goes to every household in February March. - Has installed a digital signage board in the Market Square offices - Releases Press Releases for the events it runs - Publishes posters for events locally <p>Officers will continue to explore new ways of communicating when the Communications Strategy is reviewed later this year.</p>
More needed for Teenagers/young people	<p>In the last year, the Council has funded a detached youth service, run a summer VR Games Day and is about to re-establish a Witney Youth Council.</p> <p>Over the summer, the Council has also engaged with young people regarding projects which affect them – Wheeled Sports Park, Leys Splash Park and Raleigh Crescent MUGA/MUSA.</p>
Don't know which Council does what?	<p>This proves to be difficult for all Councils. A guide to services is provided in the Council's newsletter, on the digital signage, on the Council's website.</p> <p>A poster with QR code to go on noticeboards is planned for the autumn.</p>

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 –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 – There is no impact from the contents of this report.
- 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

- Most of the suggested amendments are covered from existing budgets
- There is no budget for further delivered newsletters in the year, should this be a suggested way of improving communication.

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.