

Adam Clapton
Deputy Town Clerk
Witney Town Council

County Hall
New Road
Oxford OX1 1ND

Susannah Wintersgill
Director of Public Affairs, Policy
and Partnerships

Wednesday 21 August 2024

Dear Mr Clapton,

Thank you for your letter of 5 August 2024 regarding Witney Town Council's Annual Residents' Satisfaction Survey 2024. I am responding on behalf of our chief executive Martin Reeves, and I do apologise for the delay in my response.

Thank you very much for sharing the results from your residents' survey relating to areas for which the county council is responsible, including highways, vegetation and speed limits. I have passed this feedback to my colleagues in the relevant service areas.

We have recently completed our own annual residents' survey and so having this additional information at a local level is very helpful. Indeed, the comments you received are very similar to ones submitted in our own survey, particularly regarding highway maintenance. I would like to reassure you that we do take this feedback very seriously and actively listen and respond to residents' concerns.

Many Witney residents may already be aware of our online tool – [Fix My Street](#) – which we have in place for reporting potholes and other road defects. However, we would be very grateful for any help you could give in promoting it further, such as in newsletters or on your website.

Yours sincerely,

Susannah Wintersgill
Director of Public Affairs, Policy and Partnerships