
Agenda Item: Resident's Satisfaction Survey - Actions

Meeting Date: Monday, 30 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 22 July 2024 (minute no. F417 refers).

Following the resolutions at the above meeting, a social media post has been issued thanking residents for taking part in the survey and letters were sent to West Oxfordshire District and Oxfordshire County Councils at the beginning of August.

Current Situation

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

Comments/Concern	Outcomes
Grass cutting & Grounds Maintenance is poor	This item has been discussed and the perception is that the Town Council is responsible for most parcels of land. The Town Clerk is leading on discussions with Oxfordshire County Council regarding grounds maintenance.
Weeding, hedge-cutting, vegetation around bus shelters, graffiti removal	Tied to the above comment. The Town Council is exploring options under its control to help with this issue.
Not sure what services they get and what money goes towards what	This item was considered at the Stronger Communities Committee. Further comms will be issued on WTC services

	A precept breakdown is provided to all residents in the annual February newsletter delivered to all dwellings.
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A letter in response from Oxfordshire County Council is attached as **Appendix A**.

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 – Covered in specific project reports.
- b) Biodiversity – Covered in specific project reports.
- c) Crime & Disorder – Covered in specific project reports.
- 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 are no current implications.

Recommendations

Members 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.