
Agenda Item: Resident’s Satisfaction Survey - Actions

Meeting Date: Tuesday, 8 October 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 16 July 2024 (minute no. F408 refers).

Current Situation

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

Comments/Concern	Outcomes
There is always pollution in the rivers and lake	The Town Council continues to lobby on this issue. In the past 12 months a vote of no confidence in Thames Water as a competent water and sewerage provider was passed by the town council. Letters have also been sent to the Secretary of State, Thames Water and the Environment Agency on the subject. Councillors have also been engaging local groups such as Windrush Against Seage Pollution (WASP) and met with the constituency MP’s. At the Lake, discussions are underway regarding riverbanks to stop overtopping of the river.
More investment needed in nature	The Council has invested further funds regarding biodiversity at Witney Lake and Country Park, some of which has been funded by grants.

	Officers are currently developing a policy on wildflower and tree planting which will compliment the adopted Lake & Country Park Management Plan.
Wider paths are needed at Witney Lake	There is no update on this.
Some dogs are out of control around Witney Lake	Additional signs have been installed at the Lake and Country Park.

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

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.