

## PARKS & RECREATION COMMITTEE



**Agenda Item:** Annual Resident's Survey 2025

**Meeting Date:** Monday, 30 June 2025

**Contact Officer:** Deputy Town Clerk

The purpose of this report is to present Members with the results of the annual residents' satisfaction survey, conducted between February and May, regarding services overseen by this Committee.

### Background

The survey was sent to every household in the post and was promoted online via social media and in the local secondary schools; 344 responses were received in total.

While the number of responses is a very small percentage of the population, the results are still an important resource in advising the Council in which areas projects, communications, and future spending should be considered.

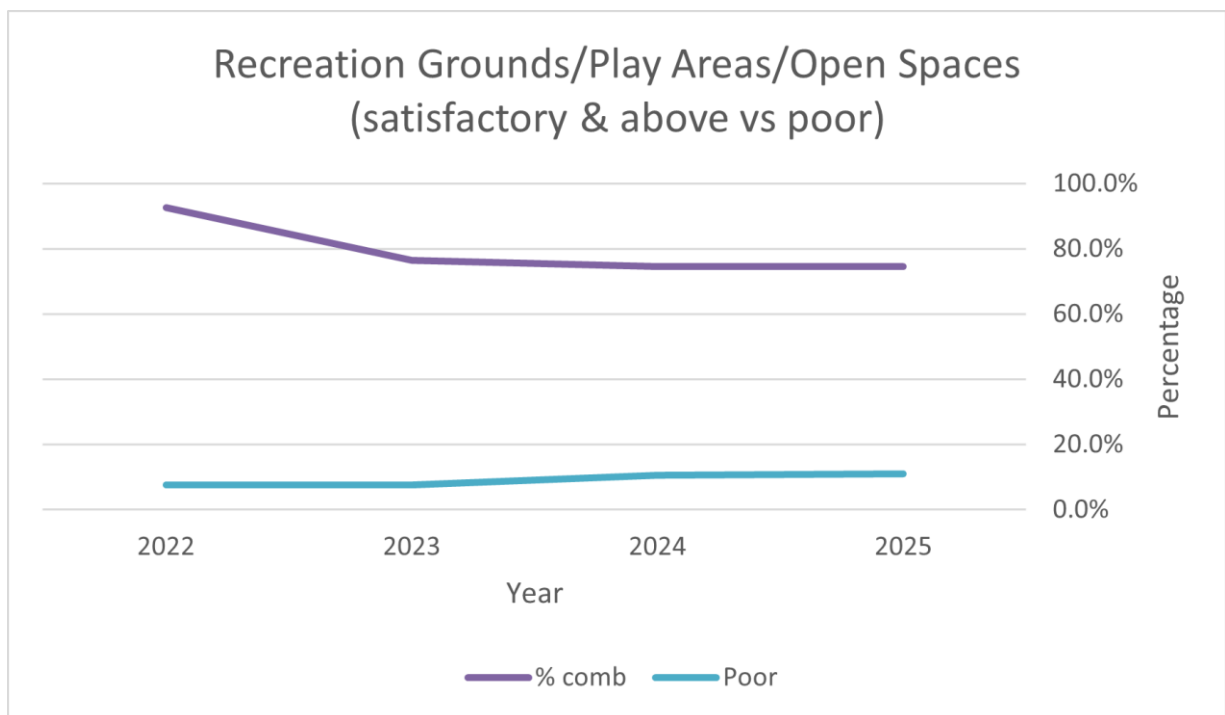
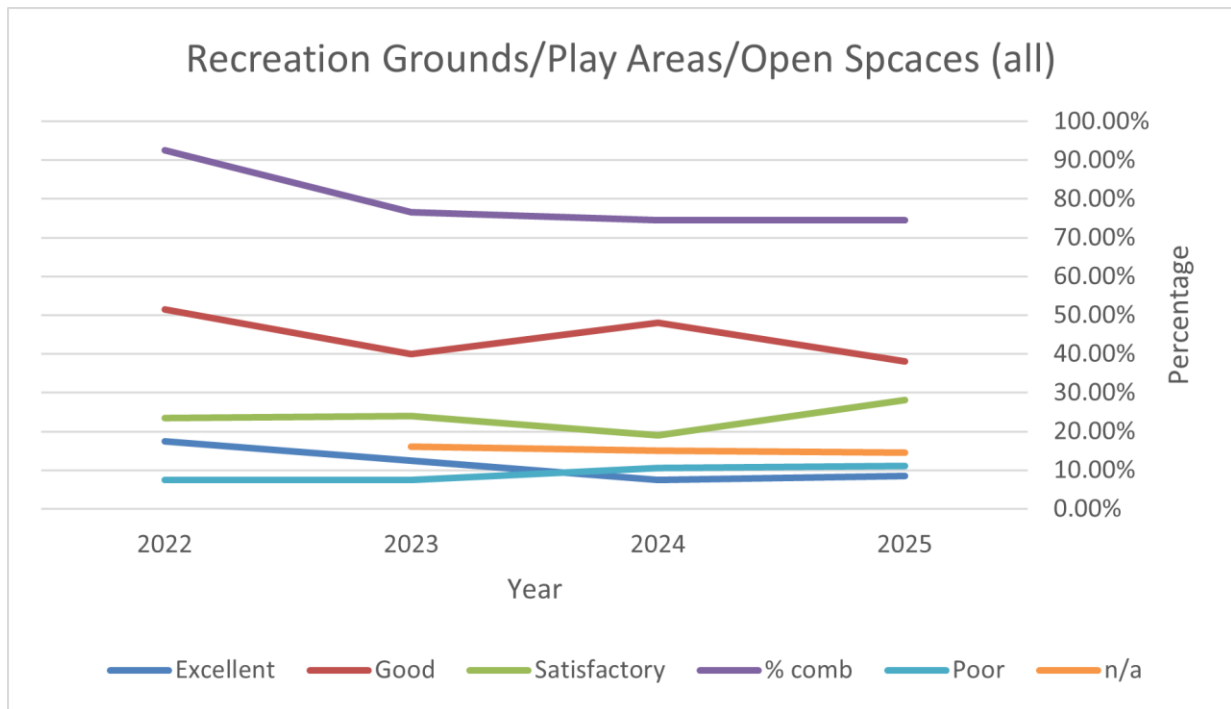
### Current Situation

The following table shows how the services scored overall in the survey (with percentages rounded).

As a comparison, the figures/percentages from the previous three years surveys are included. It should be noted that in 2022 there was no n/a option available which is why the figures are vastly different from the last three years.

Service	Year	Excellent	Good	Satisfactory	% comb	Poor	n/a	Resp
Recreation Grounds/Play Areas/ Open Spaces	2025	8.5% (29)	38% (131)	28% (96)	74.5%	11% (37)	14.5% (49)	342
	2024	7.5% (33)	48% (207)	19% (82)	74.5%	10.5% (45)	15% (65)	432
	2023	12.5% (27)	40% (86)	24% (52)	76.5%	7.5% (16)	16% (34)	215
	2022	17.5% (51)	51.5% (151)	23.5% (69)	92.5%	7.5% (22)	n/a	293
The Leys Splash & Adventure Parks	2025	6.5% (22)	23.5% (81)	18% (62)	48.0%	16.5% (56)	35.5% (121)	342
	2024	11% (48)	27% (117)	20% (87)	58.0%	11.0% (48)	31% (134)	434
	2023	11% (23)	31% (66)	11% (24)	53.0%	7.0% (15)	40% (86)	214
	2022	21.5% (60)	46% (129)	25% (70)	92.5%	7.5% (19)	n/a	278

The following graphs track performance over the previous four years for these services and show the levels are broadly the same across the period.



In addition to the results above, the survey also welcomes specific comments, all of which relating to this Committee can be seen below:

**Please use this space to add more about your experience or feedback regarding any of our services, good or bad.**

#### **Parks**

Parks need more swings for babies. have to wait to be able to use a swing.  
 Splash does not work very well.

The play area on Oxlease should be fenced in for safety reasons.

Most parks are dismal.

Mostly good but a lot of the equipment is for younger kids. I would like to see some equipment that is larger and nicer for older kids. Maybe also some exercise equipment in a corner as some people enjoy the exercise section at the park near Cogges Farm.

I think the Splash Park could do with cleaning or a refurbishment.

The Crazy Golf circuit is badly in need of TLC.

I think that children's facilities i.e. parks are very poor compared to Carterton + surrounding villages.

The splash park doesn't work half the time - the playground in Woodford Way is not fit for purpose not enough equipment.

Recreation ground at the Leys is not enough for the size of the town.

Unterhaching Park - notices needed on gates to say "No Dogs". The sign at the moment is in the centre of the park which is no good. People should not be exercising dogs in a children's play park.

Skate park is a big improvement but again not big enough for the amount of kids using it.

Deer Park playground is very poor. Broken equipment and usually waterlogged - needs walkway/bridge to get from one area to another. Not enough to do.

At the Leys items broken e.g. swing + see saw. It's also too muddy graffiti on tall climbing frame.

More seating in the Leys Splash Park & Adventure play.

The Leys play/splash park always out of action.

## **Recreation**

West Witney feels distinctly unloved and everything planned for development there takes forever.

Depot, new club house, artificial pitch... no signs on progress for any of them. Council vehicles churn up the ground at West Witney when wet. Public toilets there are also disgusting.

The Leys has a lot of rubbish lying around which can be quite unpleasant.

Why maintain the cricket pitch on the Leys (scarifying, fertilizing, etc.) when cricket is never played there?

The Leys is a lovely community area - but cafe facilities need finishing.

For the size of Witney the facilities for sport are inadequate. So many football teams, only one all weather pitch and the upkeep of it is disgraceful. The car park is a pot hole mess, the changing rooms and toilets are poor. The grass pitches are OK but again we need more and the grass needs to be cut more regularly parking is bad too. Witney needs more development with sports facilities.

As detailed in several emails to council and P&RC, pitch provision and condition at Burwell and The Leys has been shocking this season. Supported by the latest STRI report

750 local families are paying good money for clumps, craters, invisible pitches, missing penalty spots, long grass and visiting travellers

Community volunteers are attacked on social media by council leadership and relevant officers are detached and disengaged. Having been working with council for 15 years, never before have I experienced such levels of resentment

How not to treat a huge family club celebrating its 50th birthday.

Football pitches are poor.

Not maintained properly and goal posts need replacing.

As a referee who officiates all over Oxfordshire WTC are by far the worse.

The King George's field football pitch doesn't get the required maintenance.

All sports have outgrown the town. There needs to be more investment and infrastructure into youth sports.

Sports facilities in great need of updating, and more required, particular astro turf & sports pitches with proper facilities.

The Leys are a mess. Too much football played ruining the grass - too many council vehicles driving over the fields [including for bin emptying].

Maintenance of the Bowling Green (Witney Town) is very poor: threatening the future of the club.

Insufficient + poorly maintained sports pitches & facilities.

We need the café back at the Leys.

Play/open fields are being cut far too less times... So it's harder to play any games with kids and easier for a dog walkers to leave the poo behind them and not pick it up.

More bins in parks and seating at the leys.

A dog waste bin should be reinstated at the top of Oxlease Park.

Poor winter facilities for floodlit sports events

There is inconsistency in the maintenance of the areas under control.

I like that the splashpad is being replaced as the kids love to use it - simple play is enjoyed so much.

The Leys development is poor communicated, will it ever be ready? Have you fined the developer?

## **Analysis**

### Play Areas

A review of play areas is currently underway by officers and findings are expected to be presented at the next meeting. This will highlight inclusive equipment and make recommendations ahead of budget-setting at the end of the financial year. The Splash Park has now been upgraded and has received positive feedback since re-opening.

### Recreation Areas

Concerns are raised about the maintenance of the sports pitches and general areas along with a lack of adequate sports facilities in the town. There are also requests for additional bins and seating in these areas. The Committee should consider how best to address these concerns.

### Projects

Comments are made regarding West Witney Sports Ground and the Leys projects, the latter being project managed by Courtside Hubs CIC and the length of time they are taking to deliver. With respect to West Witney, communications regarding the project and a Council loan have been issued since the survey.

## **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 - The residents' survey helps identify service inequalities and amplify underrepresented voices, supporting fairer, more inclusive decision-making. It may also highlight items which need addressing under the Equality Act 2010. Inclusive play equipment is an issue in this report.
- b) Biodiversity - The survey contains feedback on some of the Council's green spaces. The Council must ensure any issues are dealt with in line with biodiversity legislation and its own policy.

- c) Crime & Disorder - The survey provides the ability to highlight concerns about safety and anti-social behaviour. The survey can inform targeted responses, resource allocation, and partnership working with police and community safety teams. It may help identify hotspots, vulnerable groups, and areas needing intervention.
- d) Environment & Climate Emergency – The survey supports the Council's climate emergency commitments by ensuring resident feedback can help shape relevant policies and actions.

## **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 if the Council does not address comments received in its satisfaction survey as it will be seen as not listening to residents.

The Council's committees will have competing demands on the overall Council budget so any additional project funding has to be balanced and proportionate. Additions should be in line with Councils objectives and adopted policies/strategies.

## **Social Value**

Social value is the positive change the Council creates in the local community within which it operates.

Listening to residents' feedback on Council services delivers significant social value by showing empowerment, inclusion, trust, and community wellbeing; It affirms that their opinions matter and helps building a sense of respect and transparency. This is especially important for the Council, where inclusive decision-making ensures diverse needs are reflected in service design and delivery.

Internally, it supports continuous improvement across the Council's services and helps identify future objectives thereby demonstrating meaningful change.

## **Financial implications**

- There are no new implications from the contents of this report at this point. The Committee may like to consider further projects based on the feedback or increasing/creating budgets for any item.

## **Recommendations**

Members are invited to note the report and consider the following:

1. What action is required from the results of the survey for services under the remit of this Committee.