

STRONGER COMMUNITIES COMMITTEE



Agenda Item: Annual Resident's Survey 2025

Meeting Date: Monday, 14th July 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

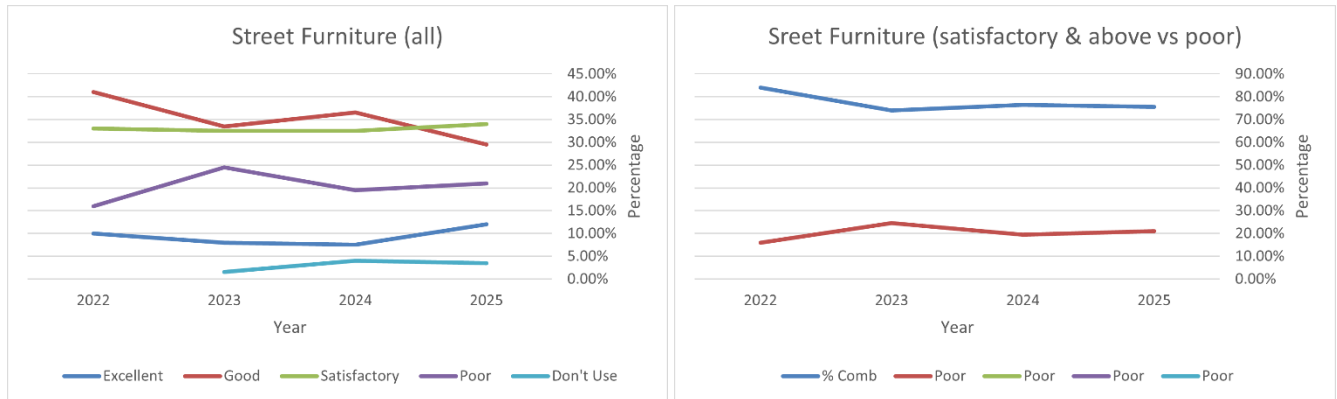
The following table shows how the services scored overall in the survey (with percentages rounded).

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.

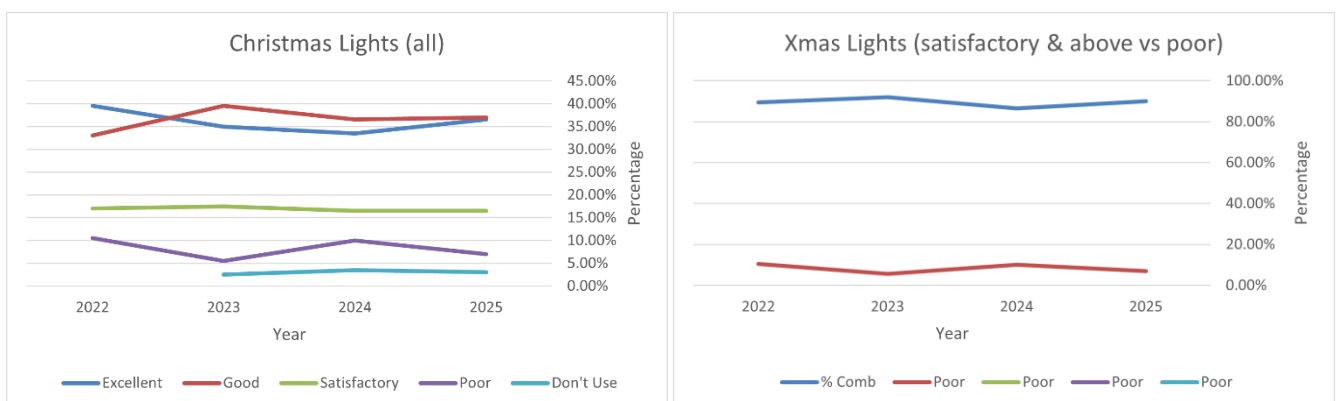
Service	Year	Excellent	Good	Satisfactory	% comb	Poor	Don't use	Resp
Street Furniture (bins/benches/bus shelters)	2025	12% (42)	29.5% (100)	34% (116)	75.5%	21% (71)	3.5% (12)	341
	2024	7.5% (32)	36.5% (158)	32.5% (141)	76.5%	19.5% (84)	4% (17)	432
	2023	8% (17)	33.5% (73)	32.5% (71)	74.0%	24.5% (54)	1.5% (4)	219
	2022	10% (30)	41% (123)	33% (100)	84.0%	16% (49)	n/a	302
Christmas Lights Display	2025	36.5% (125)	37% (126)	16.5% (56)	90.0%	7% (24)	3% (10)	341
	2024	33.5% (146)	36.5% (160)	16.5% (72)	86.5%	10% (43)	3.5% (16)	437
	2023	35% (76)	39.5% (86)	17.5% (38)	92.0%	5.5% (12)	2.5% (6)	218
	2022	39.5% (118)	33% (97)	17% (51)	89.5%	10.5% (31)	n/a	297
Civic Events (e.g. Remembrance & Mayor's Carols)	2025	21% (71)	32% (110)	16.5% (56)	69.5%	5.5% (18)	25% (86)	341
	2024	16.5% (72)	34% (149)	19% (83)	69.5%	4.5% (19)	26% (112)	435
	2023	24% (52)	33% (72)	18.5% (40)	75.5%	6% (13)	18.5% (40)	217
	2022	28.5% (79)	40% (111)	22.5% (63)	91.0%	9% (25)	n/a	278
Community Events (e.g. Play Days, coffee mornings)	2025	5.5% (19)	18% (62)	14% (47)	37.5%	7.5% (26)	55% (186)	340
	2024	8.5% (36)	22.5% (98)	13.5% (60)	44.5%	8% (34)	47.5% (208)	436
	2023	7% (14)	21.5% (44)	16% (33)	44.5%	7.5% (15)	48% (99)	205
	2022	6.5% (15)	36.5% (86)	42% (98)	85.0%	15% (35)	n/a	234
Communication	2025	8% (28)	28% (94)	25.5% (87)	61.5%	22.5% (76)	16% (54)	339
	2024	8% (35)	35% (149)	27% (116)	70.0%	16% (68)	14% (60)	428
	2023	12.5% (23)	31% (56)	28.5% (52)	72.0%	18.5% (34)	9.5% (17)	182
	2022	7.5% (22)	36% (102)	38% (106)	81.5%	18.5% (53)	n/a	283

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

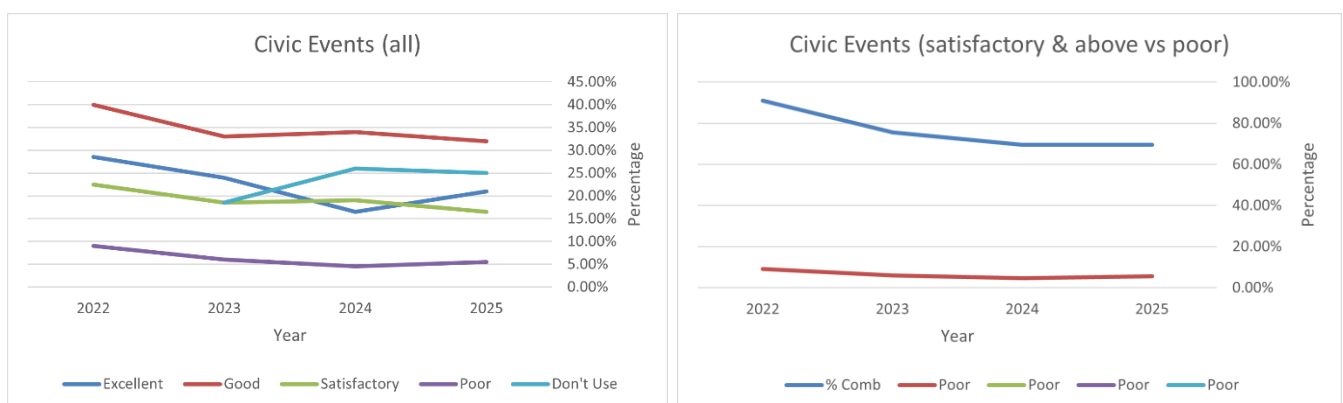
Street Furniture infographics



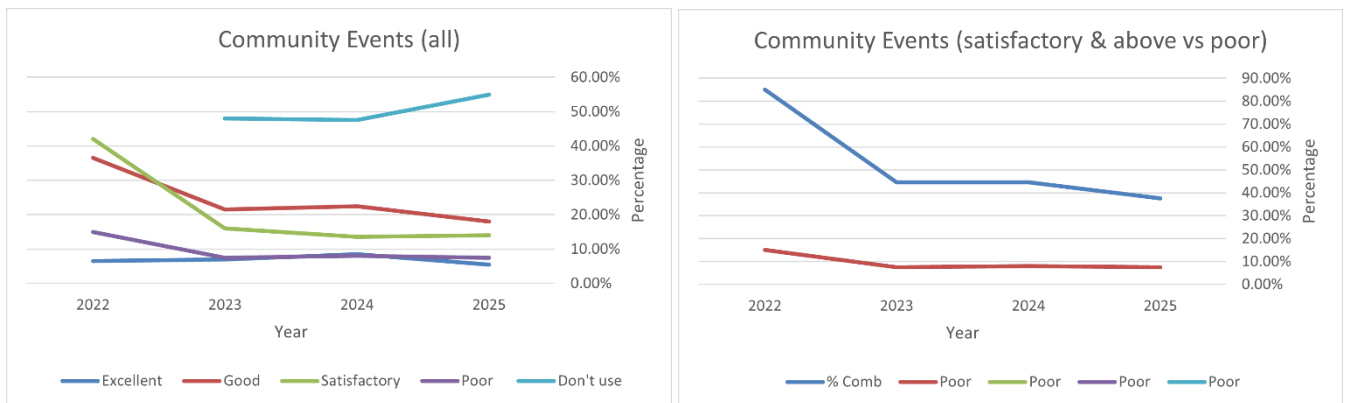
Christmas Lights infographics



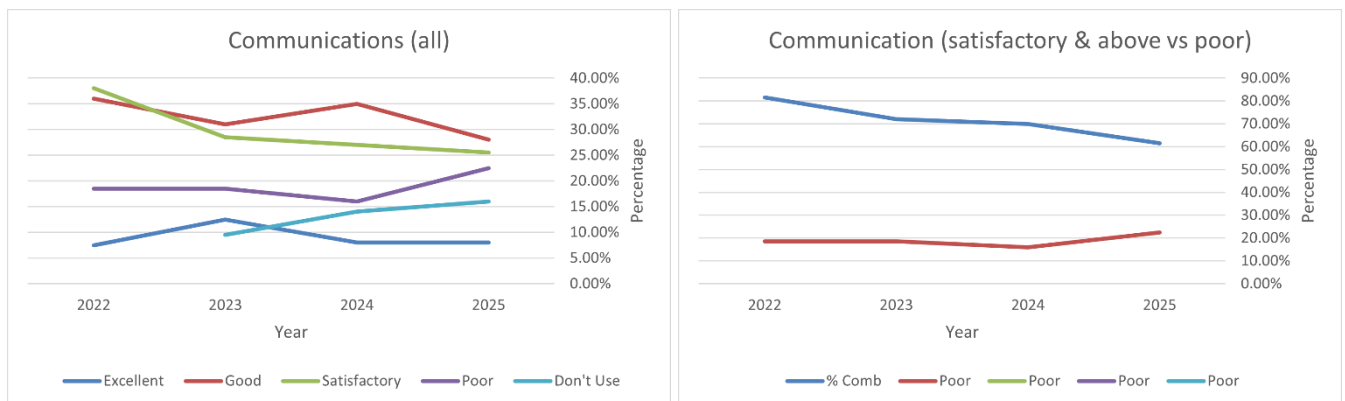
Civic Events infographics



Community Events infographics



Communications infographics



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.

Much as the infographic regarding which councils are responsible for which activity, etc. was very useful, it's a little frustrating that there isn't one single place to find all the information about what's happening in Witney.

We hear very little about what the town council are doing. The Christmas lights have become incredibly garish. Summer events in the market square were good

Benches often too dirty/rotten to sit on (tower hill for one).

Witney Town Council need to promote events on the Market Square - follow what Cirencester are doing and engage with Zoom events for a Spring/Autumn Fayre bringing life into the town centre on a Sunday.

We receive little or no communication from the Town Council. In contrast my mother in Ducklington receives a regular informative newsletter

Not everyone is online. Can we have a communication board back, was one outside bakers butchers.

It makes you feel welcomed but the benches are poor because of the paint scraping off

witney is rather boring for our age range (15-18)

Maintain services i.e Youth Support and develop further.

Good for families with young children but not for older children or young adults (10-18)

There is no community centre in Witney.

No youth club.

And no football stadium/ sports hub.

A town the size of Witney needs a central focal point for the community.

The kids need somewhere to go other than their bedrooms.

Witney needs a football club.

Like the one that existed at Marriots close.

It would be a place that parents can take their kids.

Discos wedding receptions Christmas parties children parties. All sorts of activities that would self finance such a venture.

Why is there no youth club?

Why is there no community centre?

Witney isn't a town if it doesn't have anything to feel proud about.

Give the community a sense of belonging.

You have to invest to see a difference.

People are people not economic stats.

Christmas Lights are poor, benches or seats not enough, please fly St George's flag on special events

Lack of benches.

More bins and benches please.

Nice to have a paper update in the post :)

I put 'Poor' for communications as I don't hear about events going on in Witney.

Christmas lights were poor this year.

Old people do not do internet. Visitors to town say it's the worst seen anywhere

Remembrance Parade particularly well-organised.

White font is very hard to read!

Benches under trees [are covered in bird mess]. Poor events

There are no events for middle aged adults, no groups for people who suffer with mental health, most groups are during the day so not suitable for working people, Remembrance Day seems very low key and not like it used to be with a military band, the band they have don't play for long

Communication - even this survey had to be forwarded to me 😊

I like the little newsletter I picked up in the town office which they said will go all houses. That's great.

Need bird [mess] off seats.

Thorney Leys (curbridge Rd to town) unable to see bus coming as side panel too high. This could be clear. Thorney Leys + Burwell 1st stop overgrown with trees - no light from street lights. Please make stops more visible as scary.

Councillors at the cafe I think is a really good idea to meet and share residents concerns.

Benches around Market Square trees would be nice.

Street furniture question is nigh on impossible to answer due to caveats on what you are & aren't responsible for. Almost like a single unitary authority would take away confusion

Please more bins for dog-poo & rubbish. I'm sick of getting both dumped in my garden. +benches at bus-stops?

There are a lack of restaurants and lack of fun activities in Witney and I feel like my town has gotten boring

Not you, but I like the displays shops and businesses put on for Witney in Pink, Remembrance Day, etc.

Sadly Halloween often not good taste.

We like the beer festival, events on the leas have been very good

More waste bins needed near to benches, etc.

Street furniture is desperate for cleaning or renewal

Compared to some other villages Witney is definitely lacking. There needs to be much more for kids, and especially the youth to do

Civic events remembrance needs attention & more comments

The [who does what] diagram looks lovely but is not legible. The tint is too dark.

There is nothing for teens to do other than hang around the town and then we get told off for loitering.

WTC needs to promote the arts and crafts - displays of work by local artists - bring some culture to the town it is a bit of a cultural desert.

the infographic you provided of who does what between the three tiers of local government is very helpful and long overdue. I suspect its shelf-life will be short lived with the Local Government reorganisation in the wings!!

Benches are often too dirty/rotten to sit on (Tower Hill for one)

Witney is boring

More facilities for younger people

Poor events

The following were also received from

If you are under 18, what would you like to see more of in Witney?

More activities like balling and more clothing stores and foom

Libraries and places you can go to learn

N/A

Better areas to play football

More things for people between 16-18 to do

More parks

More big events with the whole town and days where you can go out with lots of stalls with people selling stuff

Activities to do.

Places for teenagers to be, climbing frames, parks

KFC

More shops for youngsters and Mabey more suitable parts for the parks for 12 and up in the park by the multi-storey

things to do, yes there are good parks, but as you grow closer to 17 there isn't much for our age

Groups and events for schoolchildren not including younger children or families

Communication and consultation - Vikings is the largest grassroots club locally, and yet we are being ignored when it comes to facilities. A fact that is becoming more obvious to the wider community.

Youth centre, Ice rink, bowling, night clubs just something to do.

Make it more clean!!!

Places to hang out with friends and more spaces to play (e.g. Playgrounds for older kids or teens)

Problems getting sorted out

Nando KFC astro open more activities

Bit boring

New benches because they are not very good

Parks, restaurants, meeting areas,

somewhere for you g people to go to hang out and feel safe

although I'm old - more things for teens, need more things to do. Basketball hoops, teen club with café, foosball, etc.

Not under 18 - Improvements made to wood green children's park

More sports pitches, recreational facilities

I have family that are and they joke they want a KFC but really what they want is not to be victimised when they meet friends at the park area (Raleigh Crescent) in Deer Park Estate. There are some nasty people there walking dogs.

Analysis

Street Furniture

This year's survey showed a noticeable increase in positive responses; however, the service also received several negative comments. As the Town Council is responsible for the majority of public seating, general feedback has been included in this report. Where seating is clearly under the responsibility of other organisations, those comments will be addressed in a separate, forthcoming report.

Christmas Lights

The service received a higher number of "excellent" ratings and a reduction in "poor" scores in 2024, which is expected and welcomed following the change of contractor and refreshed display. Feedback included a mix of both positive and negative comments.

Civic Events

This service scored broadly in line with the previous year, with a slight increase in "excellent" ratings. The number of respondents selecting "don't know" or "don't use" remained consistent. Feedback included a mix of both positive and negative comments.

Community Events

The responses indicate a decline in "satisfactory and above" ratings compared to the previous year, alongside an increase in residents selecting "don't know" or "don't use," suggesting lower engagement levels. The Council has recently adopted a Community Engagement Strategy aimed at improving participation, but the Committee may wish to consider additional ways to address concerns raised about these types of events.

Several comments also reflect a perception that Witney lacks vibrancy, with calls for more entertainment, cultural activities, and options catering to a wider range of age groups.

Communication

Communication continues to be rated as one of the Council's lowest-performing services. There remains significant confusion among residents about the responsibilities of different tiers of local government. While the Town Council has made efforts to address this—such as the regular use of an explanatory graphic, which has been well received—it is clear that further action is needed. The Committee is encouraged to consider how best to respond to these ongoing concerns.

It is also likely that some of the negative feedback received in the survey reflects general frustrations with local government, as residents may not have similar opportunities to share

their views with other authorities. Comments that relate specifically to services outside the Town Council's remit will be included in the final report to the Policy, Governance and Finance Committee on 21 July.

Young Person's Comments

A specific question was added to the survey to gather feedback from young people, and the survey was promoted through the Youth Council, schools, and youth groups. The responses highlight a clear need for improved sporting facilities, more activities, and dedicated spaces for young people.

The results will be shared with the Youth Council for discussion, but the Committee should also consider how best to address these issues.

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.
- b) Biodiversity - 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 such as the cemeteries.
- 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.