

Agenda Item: Annual Resident’s Survey 2026

Meeting Date: Monday, 8th June 2026

Contact Officer: Deputy Town Clerk
(Administrative Support Assistant – Communities & Engagement)

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

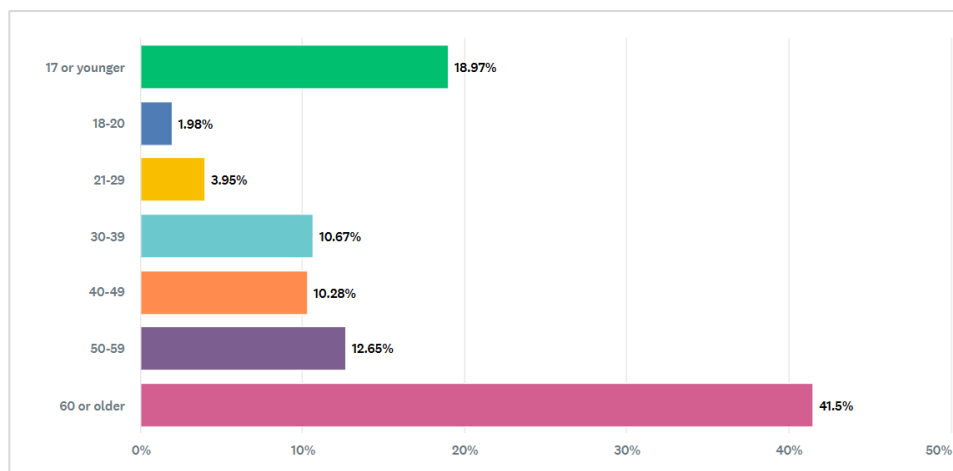
The survey was sent to every household in the post and was promoted online via social media and in the local secondary schools; 272 responses were received in total.

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

Responses from younger residents were noticeably lower this year, with participation from school-aged respondents (18 and under) decreasing from around 186 responses in 2024 and 122 responses in 2025 to 48 responses in 2026.

Respondent Age Demographics



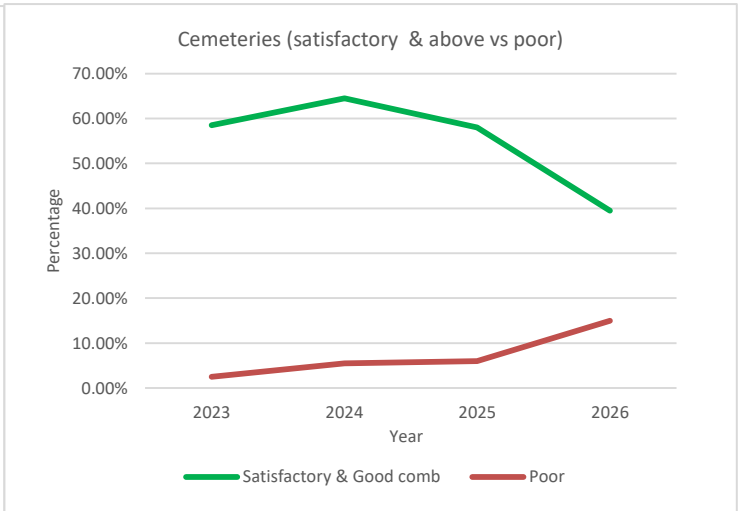
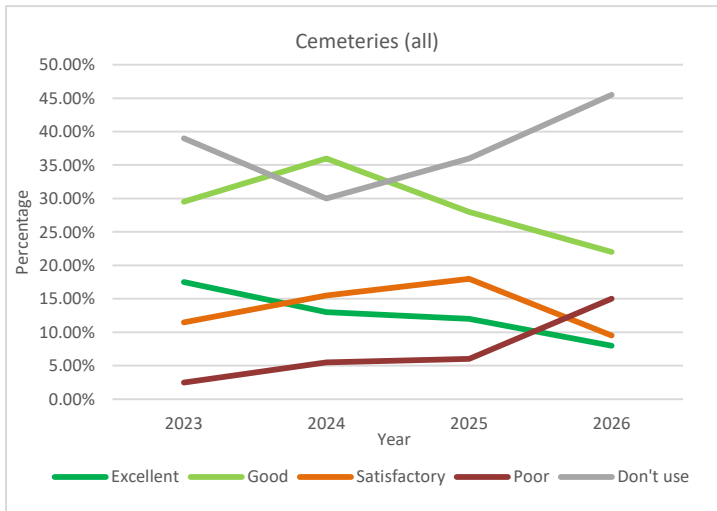
The following table shows how the services scored overall in the survey (with percentages rounded).

As a comparison, the figures/percentages from the previous three years surveys are included.

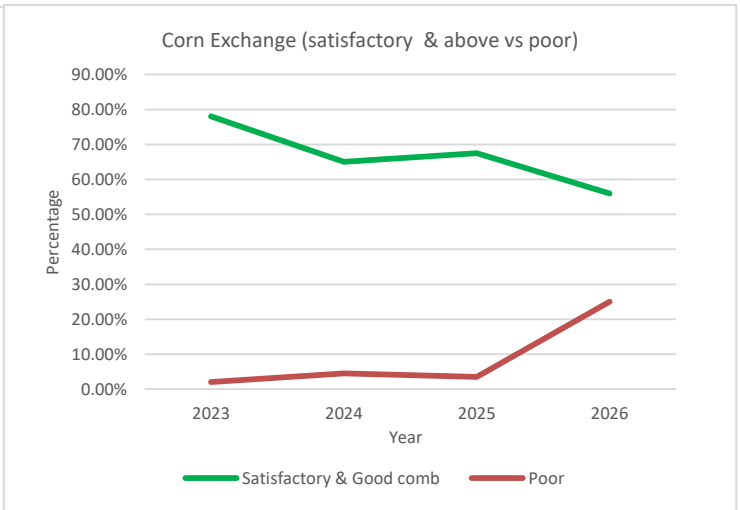
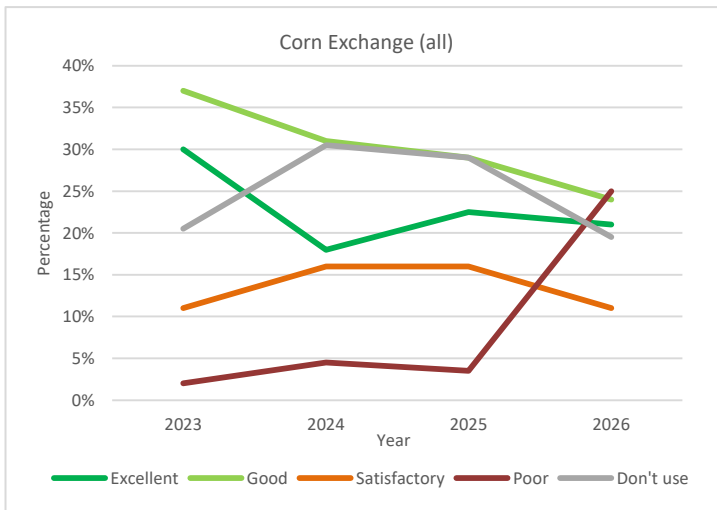
Service	Year	Excellent	Good	Satisfactory	% comb	Poor	Don't use	Resp
Cemeteries	2026	8% (21)	22% (60)	9.5% (25)	39.50%	15% (41)	45.5% (123)	270
	2025	12% (40)	28% (95)	18% (61)	58.00%	6% (21)	36% (124)	341
	2024	13% (57)	36% (156)	15.5% (67)	64.50%	5.5% (24)	30% (129)	433
	2023	17.5% (37)	29.5% (63)	11.5% (25)	58.50%	2.5% (6)	39% (83)	214
Public Halls Corn Exchange	2026	21% (57)	24% (57)	11% (29)	56.00%	25% (67)	19.5% (52)	269
	2025	22.5% (77)	29% (97)	16% (55)	67.50%	3.5% (12)	29% (99)	340
	2024	18% (77)	31% (135)	16% (69)	65.00%	4.5% (20)	30.5% (133)	434
	2023	30% (63)	37% (78)	11% (23)	78.00%	2% (4)	20.5% (43)	211
Public Halls Burwell Hall	2026	4% (11)	10.5% (28)	10% (27)	24.50%	8.5% (23)	67% (179)	268
	2025	6% (20)	16% (54)	13% (45)	35.00%	4.5% (15)	60.5% (207)	341
	2024	5.5% (23)	22% (96)	13.5% (58)	41.00%	3.5% (15)	55.5% (242)	434
	2023	7.5% (16)	20.5% (43)	10.5% (22)	38.50%	4% (8)	57.5% (122)	211

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.

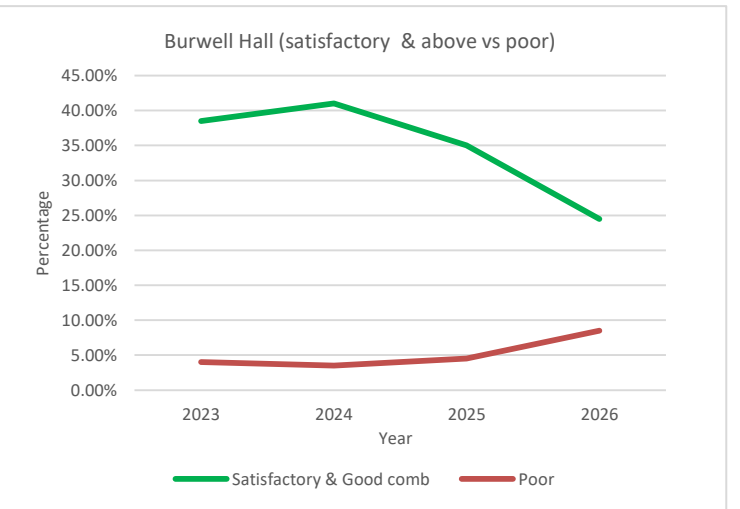
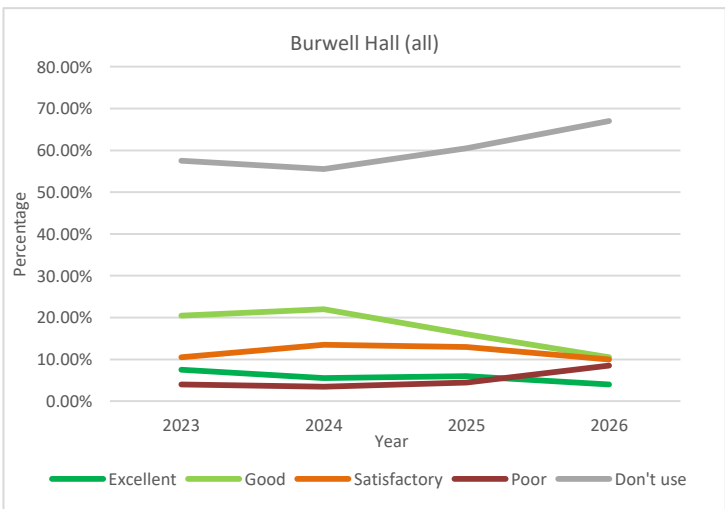
Cemeteries infographics



Corn Exchange infographics



Burwell Hall infographics



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

- “A rich variety of events for all ages. Loved the VJ Day & Christmas afternoon tea. The Corn Exchange is a gem.”
- “Good to see more events being held.”
- “Corn Exchange an expensive luxury.”
- “I had poor service in the cafe having to wait a long time for a very average coffee - plenty of better cafes in witney.”
- “I love the Corn Exchange and it would be great to get more touring events.”
- “Excellent Music in the Square 2025. Really hope this is repeated for 2026 please :-)”
- “Corn Exchange is much better than it used to be.”
- “I would like to see less money spent on the Corn Exchange for the benefit of a few and more on trimming the verges & making the town look nice again, for the benefit of everyone. I know this neglect is often down to OCC or WODC doing less than they did before, but there is nothing to stop you doing additional verge mowing, as other parishes do elsewhere in the county.”
- “I wish the selection of films was better at the Corn Exchange and the ticket prices are cheaper (films such as anniversaries and art house films)”
- “Health & Safety issue at the Corn Exchange. No handrails to access seating area for cinema or live entertainment”
- “Burwell Hall Car Park, the nearby playing field and surrounding areas are dirty and litter strewn and consisting mainly of food debris and general rubbish largely emanating from the nearby outlets and thereby causing vermin problems all of which does not make the hall a venue for Witney to be proud of.”
- “I use the Corn Exchange quite extensively for various events and coffee I think it's a great example of Town Council in action.”
- “I rated Burwell Hall because of the general mess and litter in the car park which often blows on to the field. The litter mainly originates from the adjacent shops and no one appears to want to take any responsibility for it. It has become an ongoing health hazard as well as being an eyesore. It must be very off-putting for anyone using the hall or fields”

Analysis

Corn Exchange

Results for the Corn Exchange show a decrease in satisfactory & above ratings compared to the previous three years. However, positive comments still outweigh negative ones, with residents praising the variety of events, Music in the Square, and the venue's wider community role. Negative feedback mainly concerns ticket pricing, film selection, accessibility to seating, and perceptions of spending priorities.

Burwell Hall

The survey results for Burwell Hall show a gradual decline in satisfactory & above ratings, while the number of residents selecting "don't use" remains high. Comments focus almost entirely on litter, cleanliness, and the condition of the car park and surrounding areas, with concerns also raised about vermin and the impact on the hall's reputation. It may be beneficial for officers to explore promoting the hall more widely for community use.

Cemeteries

The cemeteries show a reduction in satisfactory & above ratings compared to previous years, alongside an increase in poor responses. While no direct cemetery-specific comments were received this year, the overall trend suggests residents may have growing concerns around standards or awareness of the service. The high percentage of "don't use" responses also remains consistent.

Corporate Strategy

The Council's Strategic Plan 2025–29 sets out the Council's long-term priorities and direction, supporting its mission to 'make Witney a great place to live, work and visit.' This report contributes to the delivery of the following strategic pillar of the plan:

2. An Engaged & Supported Community

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 survey contains feedback on the cemeteries and closed churchyards, the latter of which are maintained as Eco Churchyards at their request. 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.