

**Agenda Item:** Annual Resident’s Survey 2026

**Meeting Date:** Monday, 22 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; 344 responses were received in total.

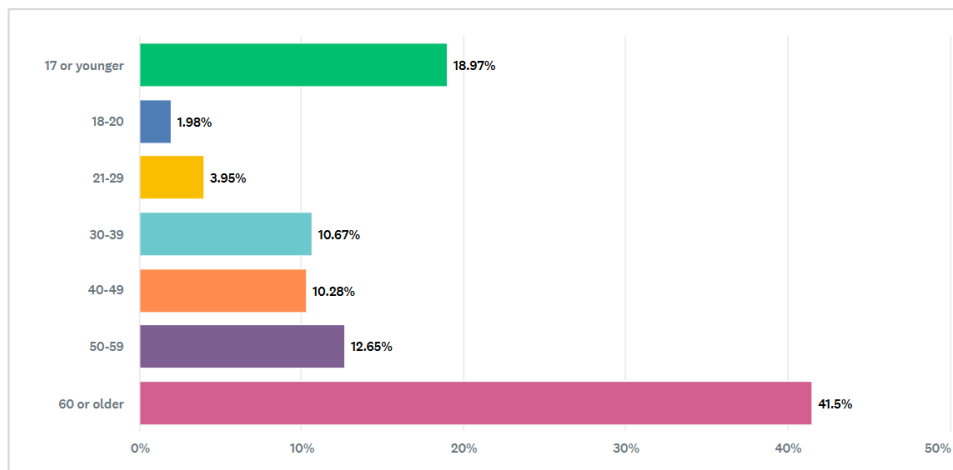
While the number of responses is a very small percentage of the population, the results are still an important resource in advising the Council in which areas projects, communications, and future spending should be considered.

## Current Situation

All Council Standing Committees have received reports outlining the scores and comments for services under their remit during the current meeting cycle.

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).

The combined percentage figure gives an overall satisfactory/good/excellent scoring for each service.

Service	Year	Excellent	Good	Satisfactory	% comb	Poor	n/a	Resp
Recreation Grounds/Play Areas/Open Spaces	2026	10.5% (28)	31.5% (86)	26.5% (72)	68.50%	20% (54)	11.5% (31)	271
	2025	8.5% (29)	38% (131)	28% (96)	74.50%	11% (37)	14.5% (49)	342
	2024	7.5% (33)	48% (207)	19% (82)	74.50%	10.5% (45)	15% (65)	432
The Leys Splash & Adventure Parks	2026	11% (30)	23.5% (62)	18.5% (66)	53.00%	5% (14)	41.5% (66)	270
	2025	6.5% (22)	23.5% (81)	18% (62)	48.00%	16.5% (56)	35.5% (121)	342
	2024	11% (48)	27% (117)	20% (87)	58.00%	11.0% (48)	31% (134)	434
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
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
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
Floral Displays (including Hanging Baskets)	2026	20% (55)	29% (79)	32.5% (88)	81.50%	8% (22)	10.5% (28)	272
	2025	22.5 (77)	34% (116)	23.5% (80)	80.00%	8.5% (29)	11.5% (39)	341
	2024	21.5% (92)	35.5% (153)	24.5% (107)	81.50%	9% (40)	9.5% (42)	434
Street Furniture (bins/benches/bus shelters)	2026	19.5% (52)	33.5% (90)	25.5% (68)	78.50%	21% (56)	1% (3)	269
	2025	12% (42)	29.5% (100)	34% (116)	75.50%	21% (71)	3.5% (12)	341
	2024	7.5% (32)	36.5% (158)	32.5% (141)	76.50%	19.5% (84)	4% (17)	432
Christmas Lights Display	2026	38.5% (104)	30.5% (83)	11.5% (31)	80.50%	16.5% (45)	2.5% (7)	270
	2025	36.5% (125)	37% (126)	16.5% (56)	90.00%	7% (24)	3% (10)	341
	2024	33.5% (146)	36.5% (160)	16.5% (72)	86.50%	10% (43)	3.5% (16)	437
Civic Events (e.g. Remembrance & Mayor's Carols)	2026	23.5% (64)	30% (81)	11% (30)	64.50%	3% (8)	32% (87)	270
	2025	21% (71)	32% (110)	16.5% (56)	69.50%	5.5% (18)	25% (86)	341
	2024	16.5% (72)	34% (149)	19% (83)	69.50%	4.5% (19)	26% (112)	435
Community Events (e.g. Play Days, coffee mornings)	2026	8% (21)	18.5% (49)	8.5% (23)	35.00%	4% (11)	61% (164)	268
	2025	5.5% (19)	18% (62)	14% (47)	37.50%	7.5% (26)	55% (186)	340
	2024	8.5% (36)	22.5% (98)	13.5% (60)	44.50%	8% (34)	47.5% (208)	436
Communication	2026	6.5% (18)	23% (62)	39.5% (105)	69.00%	18% (48)	12.5% (34)	267
	2025	8% (28)	28% (94)	25.5% (87)	61.50%	22.5% (76)	16% (54)	339
	2024	8% (35)	35% (149)	27% (116)	70.00%	16% (68)	14% (60)	428
Witney Lake & Country Park	2026	16% (53)	32% (86)	26.5% (72)	74.50%	13% (35)	24% (66)	272
	2025	14.5% (50)	36% (123)	19% (65)	69.50%	7.5% (25)	23% (80)	343
	2024	12.5% (54)	34.5% (150)	22.5% (99)	69.50%	6% (27)	24.5% (106)	436

## Comments

As the Committee with overall financial and policy-making powers, the remainder of the comments include general comments about the town council, its services and those relating to other organisations. These can be seen below:

- “Potholes need sorting”
- “Great”
- “There are lots of potholes which damage the car's suspension.”
- “Mid place”
- “Lots of litter around but still beautiful sites to be in.”
- “Nice town People need to pick up their dog poo more, this could be a more prominent issue in the future”
- “Everything costs far too much for an area which has the highest youth mental health numbers in England. I know of non-profits that want to do World changing work in the area(UK Paradigm) and they cannot afford statutory prices set to do the work that will fix everything..”
- “The council is one of the best managed and run councils in the country with dedicated competent professional officers serving the community.”
- “I think Witney Town Council does an outstanding job with the thing it has jurisdiction for. I wish you had more influence over WODC.”
- “The slow decline in standards of council services becomes more visible each year, but the rates keep going up!”
- “Too expensive. Too many pen pushers.”
- “Please stop hiking up my council tax - I’m not seeing any improvements in services.”
- “The council need to do less, but do it better. Less spent trying to entertain us & more spent on the basics. It might be boring, but that's your job!”
- “Why is the council spending £13,000 on a music festival? There is little benefit to Witney residents. If it weren't subsidised, it would still go ahead, with tickets costing just a pound or two more. Why should the small number of Witney residents who attend get such a large subsidy from the majority, who don't? Why are Witney ratepayers subsidising tickets for non-residents from all over the country? Any extra business for local pubs or hotels is of no benefit to the Town Council, as businesses don't pay council tax. This unnecessary extravagance needs to stop, with the money spent on keeping the town clean & tidy instead, for the benefit of us ALL.”

The following comments are concerned with services provided by West Oxfordshire District Council.

- “Car parking - currently very good. Recent reports about building on Woodford Way car park is crazy!! If you want to encourage people into the towns we need all car parks that we have plus more - considering new builds as well. Leave the car parks alone.”
- “Do not take the car park away for housing please.”

- “I strongly object to the WODC building displaying the rainbow flag. It's outrageous for the council to have ideological biases.”
- “Do not build on Woodford Way Carpark. We need the car park. Need more bins.”
- “Need more bins in the town centre”
- “We really do need more bins.”
- “Grass cutting for my area extremely poor. Market here improve recently.”
- “There is too much litter around Witney it spoils the town. More litter bins would keep more awareness of regularly litter”
- “Litter never gets collected from side streets. Many of the bins and street furniture are covered in old adverts and are dilapidated.
- “We need more bins in witney - where have they all gone? Woodford way car park must remain, it's where most of my colleagues park for work.”
- “Need a Nando's in Marriott's please.”
- “I've noticed there's a lot of rubbish around especially when walking down past The Leys past that Gym (can't remember the name) seem to be cups from McDonalds etc. Thanks to voluntary litter pickers who recently picked up litter on Burford Rd.”
- “Never enough bins in and around areas that need them and then need emptying. Greenspace is badly maintained.”

The following comments are concerned with services provided by Oxfordshire County Council.

- “Far too many obstacles on the pavements.”
- “I am anxious to try and walk on the very broken state of Witney pavements. I have sight and mobility problems and avoid witney sadly.”
- “I do hope the proposed cameras are installed on Market Hill, because my husband (who is disabled + has a blue badge) is unable to park near his bank.”
- “Standard of road is so poor.”
- “The potholes in Witney are awful. Many tires burst from massive holes you can't avoid. Please fix the roads.”
- “State of paths and roads are appalling”
- “I understand why you have banned most traffic from the High Street but that ban impairs businesses and makes it harder for me to drop my wife off. She has disabilities.”
- “Too many obstructions on the pavements make it hard to walk.”

- “Potholes Junction Woodford Wat / Welch Way diabolical Others too numerous to mention.”
- “More information on things to be done like roads, potholes, car parking, waste, tips.”
- “Please open the High Street.”
- “Too many different councils, very confusing on who does what.”
- “Witney is a lovely town but the potholes situation is abysmal. There are huge, dangerous potholes right in the town centre and they never seem to get repaired, only get worse.”
- “We desperately need the High Street to be open to all traffic again to bring it back to life. It isn't properly pedestrianised anyway and I still find myself dodging buses & the takeaway drivers who ignore the 'No Entry' signs on the marketplace. What's the point?”

The following comments are concerned with policing, and anti-social behaviour.

- “Too many hooligans on bikes & drug dealers on the Leys. I have even seen them in school uniform at 4 PM!”
- “Can something be done about the dogs running loose on the Leys? When I was young, there were signs saying 'no cycling' & 'dogs must be kept on a lead', but these have all gone now & it is a free-for-all. Not to mention the electric Deliveroo bikes bombing across there in the dark between Sainsbury's & McDonald's. It would be nice to sit and watch a game of cricket, on a peaceful summer's afternoon, again, without these menaces.”
- “Dangerous cycling on the leys & around the lake.”
- “Deer Park playground is often damaged/neglected by youths/young adults and sometimes unusable due to broken glass, anti-social behaviour and flooding.”

## **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 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 build 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.