

Reference: A4/6/C

**Oxfordshire County Council
County Hall
Oxford
OX1 1ND**

Sharon Groth
Town Hall
Market Square
Witney
OX28 6AG

**Paul Fermer
Director of Environment,
Highways & Transport**

18 Sept 2026

Dear Sharon

Re: Witney Town 2026 Annual Residents' Satisfaction Survey

Thank you for your letter of 24 August 2026 setting out the findings of Witney Town Council's Annual Residents' Satisfaction Survey. We welcome the opportunity to receive feedback from residents and appreciate the Town Council sharing the concerns that have been raised.

The survey highlights a number of important themes relating to highways, accessibility, traffic management and communication, all of which are areas that Oxfordshire County Council continues to prioritise as part of its wider transport and highway maintenance responsibilities.

Highways and Potholes

We recognise that the condition of roads and the impact of potholes remains a significant concern for residents. Across Oxfordshire, we continue to invest substantial funding into both reactive repairs and preventative maintenance programmes, including resurfacing, patching and surface treatment schemes designed to improve network condition and reduce the formation of future defects. Specific concerns relating to locations such as the Woodford Way and Welch Way junction have been reviewed we works recently carried out at this location.

Pavements and Accessibility

We acknowledge the importance of safe, accessible footways for all users, particularly those with mobility or visual impairments. The condition of footways is monitored through our inspection regime and safety defects are prioritised for repair in accordance with our maintenance policies. We also recognise the impact that street clutter and other obstructions can have on accessibility and will continue to work with relevant stakeholders to identify opportunities to improve the pedestrian environment where appropriate. We do have a decluttering policy in place and review sites on a regular basis while also picking these up via FixMyStreet.

Town Centre Traffic and Disabled Access

The feedback regarding traffic restrictions and access to the town centre reflects the range of views often expressed on transport measures. We remain committed to monitoring the performance of schemes in Witney and ensuring that the needs of all road users, including Blue Badge holders and those with disabilities, are considered as part of ongoing reviews. The differing views on the High Street arrangements are recognised and help inform future assessments of town centre transport measures.

Communication and Responsibilities

We acknowledge that residents can often find it difficult to understand which tier of local government is responsible for particular services. We will continue to work with our district, town and parish council partners to improve communication wherever possible and provide clear information regarding planned works, service responsibilities and reporting routes. We agree that ensuring residents know where to direct enquiries is an important part of delivering effective local services.

We also recognise the importance of direct engagement with local communities and stakeholders. Our Highway Engagement Team has been working closely with town and parish councils across Oxfordshire to better understand local concerns and explain how highway maintenance and transport decisions are made. I understand that officers have already been in discussion with representatives from Witney Town Council regarding many of the issues raised, and we welcome those constructive conversations. We would be pleased to continue this engagement, including arranging further meetings or site visits where these would help provide additional context and support a shared understanding of local priorities.

Thank you again for bringing these matters to our attention. Feedback from residents is valuable in helping us understand local priorities and inform our service planning. We look forward to continuing to work collaboratively with Witney Town Council to address local concerns and improve outcomes for residents.

Yours faithfully

Stephen Fitzgerald

Ops Manager – Asset Management and Programmes

Email: stephen.fitzgerald@oxfordshire.gov.uk
www.oxfordshire.gov.uk