

FULL COUNCIL

Date: Monday, 5 December 2022

Title: Resident Satisfaction Survey 2022 Update

Contact Officer: Deputy Town Clerk - Adam Clapton

Background

Members will recall the Town Council conducts a resident's satisfaction survey annually to gauge opinion on the services it offers. It is available online via a Survey Monkey link and as a paper copy delivered to all households in March in the Council's precept newsletter.

The results of the survey were presented to the Stronger Communities Committee at its meeting on 20 May 2022 with the following resolutions (minute no. SC256 refers):

1. That, comments from the survey concerning town council services are addressed directly or by being incorporated into existing strategies and,
2. That, 'You Said, We Did' video shorts with members are published in response to the comments and
3. That, comments concerning County & District Councils are filtered and forwarded to the Leader of those Council's and Members with Cabinet responsibility for those issues.

Current Situation

The Council received over three hundred responses and, as in previous years, given the opportunity to comment, residents feedback concerned several services outside the remit of the Town Council.

Therefore, letters were sent to the Leaders/Cabinet members at West Oxfordshire District and Oxfordshire County Councils during the summer on issues concerning bins, litter, leisure provision, Highway maintenance, and the High Street measures, amongst others.

Comments relating to Town Council services were evaluated and it has started to address them through the committee processes and officer work plans.

A list of the most frequent feedback issues is attached as **Appendix A** with comments regarding mitigation for information. 'You Said, We Did' reports will now commence as previously agreed.

Environmental impact

Having declared a Climate Change Emergency at its Council meeting on 26 June 2019 – with this in mind Councillors should have due regard to the environmental impact of any decisions they make with regard to its facilities and services it operates.

There is no environmental impact relating to this report although there will be from the work items listed on the attached appendix which are covered in separate Committee reports.

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.

Consultations and surveys such as these are vital to encourage feedback on Council services which can be addressed wherever possible, within budget. To not do so would risk the reputation of the Council.

Financial implications

The financial implications are specific to each individual piece of work on the attached list.

Recommendations

1. Members are invited to note the report.