

WITNEY TOWN COUNCIL

Resident's Satisfaction Survey 2020 ANALYSIS



We asked respondents to rate Witney Town Council Services in this year's Resident's Satisfaction Survey. We had a total of 222 responses. Previous years response rates were:

⇒ 2019 - 343

⇒ 2018 - 183

⇒ 2017 - 170

⇒ 2016 - 531



Q1 focused on the services provided by the Town Council and asked for a rating from 1 Poor to 4 Excellent, and followed this up with a space to comment on why they had rated any services as poor.

Not everyone who responded to the survey ranked all of the services so there is some discrepancy, but of all those recorded, the following percentages scored these services as satisfactory, good or excellent:

| | |
|---------------------------------|--------|
| • Recreation Grounds | 93.02% |
| • Lake and Country Park | 95.17% |
| • Leys Splash Park | 93.98% |
| • Floral Displays | 94.41% |
| • Street Furniture | 90.3% |
| • Cemeteries | 93.94% |
| • Public Halls—Corn Exchange | 93.76% |
| • Public Halls—Burwell Hall | 95.98% |
| • Christmas Lights | 92.54% |
| • Civic Events | 98.03% |
| • Community Events | 93% |
| • Communication | 88.5% |
| • Town Council Services overall | 94.63% |



79 people who scored one or more services as poor gave further information in the comments box and expanded on the reason. 68 of these comments related to Town Council services and a further 11 were general or related to services provided by other Local Authorities such as Parking and the Leisure Centre.

The subject of these comments was tagged and the number of each given below:

| | |
|---------------------------|----|
| Sport & Play | 19 |
| Corn Exchange | 11 |
| Litter and Dog Waste Bins | 8 |
| Street Furniture | 8 |
| Cemeteries | 6 |
| Communication | 6 |
| Green Maintenance/Trees | 5 |
| Youth Provision | 3 |
| Vandalism | 2 |



The second part of the survey concentrated on Youth Services. Of those that returned the survey over 56% were aged over 60 and 5% of our respondents were under 30, which offers a narrow sample of Witney's demographic.

The greatest awareness of how to access youth services for Education and extra –curricular activities, Leisure and recreation and Crisis and support consistently appeared to be that for the Primary age range and the least awareness was consistently for those aged 16+.

There was a fault in the phrasing of the questions in this section where having both a NO and Don't know response to awareness of services seems to make one of those superfluous. Not knowing and not knowing if you know are surely the same thing! Just a yes and a no might be better next time.

There were 92 responses to question 7 which asked for suggestions of one thing that Youth Services would most benefit from.

These were tagged as follows

| | |
|---------------------------------------|-----------|
| Safe Place to meet up/hang out | 21 |
| Sport Provision | 19 |
| Activities/voluntary work | 14 |
| Youth Club | 14 |
| Funding | 9 |
| Mental Health Support | 8 |
| Youth Workers | 7 |
| Skate Park revamp | 2 |



Finally...

There were 19 further comments in the additional comments box for Question 8. These covered a range of green maintenance, litter, safe spaces for youths and additional comments about sports and leisure activities.

As is the case each year there is some lack of recognition of what services the Town Council provides particularly when it comes to community events, elaboration with examples of these in any future surveys, such as Christmas Lunch, hosting the Community Fridge, Play days etc. would be beneficial.

You can access the results on the following link and choose different ways to interpret the information through graphs and charts to suit your own style of data assimilation.

<https://www.surveymonkey.com/results/SM-6PHR3MT37/>