







# Your views on the Draft Diversity and Inclusion Strategy

## 2. Page 2






1. Are you responding as:				
Answer Choices			Response Percent	Response Total
1	an individual/member of the public		87.44%	195
2	a business/organisation		1.79%	4
3	a district councillor		1.35%	3
4	a district council officer		0.00%	0
5	a county or town/parish councillor		2.69%	6
6	a county or town/parish council officer		2.24%	5
7	Other (please specify):		4.48%	10
			answered	223
			skipped	11
Other (please specify): (10)				
1	09/08/2022 09:24 AM ID: 197234297	Clerk and RFO for Parish Council		
2	09/08/2022 09:40 AM ID: 197235158	parish clerk		
3	09/08/2022 09:50 AM ID: 197236101	Parish council clerk		
4	10/08/2022 13:21 PM ID: 197314382	Former SODC Chairman and Parish Councillor		
5	15/08/2022 01:59 AM ID: 197445832	Interested previous member / part time Casual Resident of Long Wittenham, Oxfordshire. Married local Girl in 1955 at the Long Wittenham Church. Contribute toward Earth Trust, Little Wittenham and eternally thankful to the People of Long Wittenham who opened their Heart's and Homes to		
6	15/08/2022 09:02 AM ID: 197562942	Former town and county councillor and current concerned citizen		
7	15/08/2022 13:42 PM ID: 197581868	School Governor		
8	15/08/2022 14:28 PM ID: 197588125	Educator		
9	09/09/2022 12:57 PM ID: 199120283	Voluntary customer representative group		
10	15/09/2022 19:09 PM ID: 199522064	two individuals		
If you're representing an organisation, you can name it here: (15)				

### 1. Are you responding as:

1	09/08/2022 09:24 AM ID: 197234297	Whitchurch-on-Thames Parish Council
2	09/08/2022 09:40 AM ID: 197235158	Stoke Row Parish Council
3	09/08/2022 09:50 AM ID: 197236101	Lewknor Parish Council
4	09/08/2022 15:20 PM ID: 197262062	Chalgrove Parish Council
5	10/08/2022 13:21 PM ID: 197314382	No
6	14/08/2022 14:38 PM ID: 197540488	Binfield Heath
7	15/08/2022 13:42 PM ID: 197581868	Barley Hill Primary School
8	16/08/2022 09:52 AM ID: 197623372	NEPALESE COMMUNITY OXFORDSHIRE (NCO)
9	22/08/2022 12:38 PM ID: 198062147	Oxfordshire Association of Local Councils
10	27/08/2022 12:39 PM ID: 198373658	Wantage & District Mobility Group
11	06/09/2022 09:36 AM ID: 198859442	Wheatley Parish Council
12	09/09/2022 12:21 PM ID: 199118779	Beechcroft Developments Ltd
13	09/09/2022 12:57 PM ID: 199120283	Oxfordshire Transport & Access Group
14	13/09/2022 22:02 PM ID: 199350649	Rotherfield Peppard Parish Council
15	23/09/2022 10:11 AM ID: 199680976	Pyrton Parish Council

### 3. Page 3

### 2. How long ago did you make contact with the council?

Answer Choices			Response Percent	Response Total
1	In the last month		30.00%	66
2	Within the last 2-3 months		15.45%	34
3	Within the last 6 months		11.82%	26
4	Within the last year		18.18%	40
5	I don't know		18.18%	40

## 2. How long ago did you make contact with the council?

6	I have never contacted the council		6.36%	14
			answered	220
			skipped	14

## 4. Page 4

## 3. Thinking about your last contact, what method of communication did you use?

Answer Choices		Response Percent	Response Total	
1	Phone		25.98%	53
2	Email		41.67%	85
3	Letter		1.47%	3
4	In person		4.90%	10
5	Through website forms		19.61%	40
6	Through social media e.g. facebook, twitter, Instagram		1.47%	3
7	Other (please specify):		4.90%	10
			answered	204
			skipped	30






Other (please specify): (10)

1	09/08/2022 11:14 AM ID: 197240107	Web search for information on policies and planning applications
2	10/08/2022 13:03 PM ID: 197313434	Teams meeting. I'm not sure why you are asking me this?
3	15/08/2022 09:02 AM ID: 197562942	I contacted a local councillor
4	15/08/2022 12:19 PM ID: 197578852	Don't know
5	15/08/2022 12:24 PM ID: 197579134	Website and email
6	15/08/2022 12:40 PM ID: 197580699	Too long ago to remember
7	16/08/2022 09:24 AM ID: 197626044	And email
8	09/09/2022 12:57 PM ID: 199120283	Zoom or Meet meetings
9	09/09/2022 19:51 PM ID: 199143763	via teams meeting online face to face meeting

### 3. Thinking about your last contact, what method of communication did you use?

10	13/09/2022 11:15 AM ID: 199288392	Either website or app (not 100% sure)
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### 4. How easy or difficult did you find that interaction?

Answer Choices			Response Percent	Response Total
1	Very easy		24.14%	49
2	Easy		30.54%	62
3	Neither easy nor difficult		29.56%	60
4	Difficult		11.33%	23
5	Very difficult		4.43%	9
			answered	203
			skipped	31

If you answered quite difficult or very difficult, please explain why below: (35)

1	08/08/2022 20:10 PM ID: 197215937	I was trying to contact the leader of the council and my district councillor - trying to find out who they were and their email addresses required some googling. It's also not easy to understand the different roles/scope of OCC and South Oxon.
2	08/08/2022 20:57 PM ID: 197218796	General phone number then had to ask for a department
3	09/08/2022 10:40 AM ID: 197238367	It was impossible to contact the council Waste team to get Biffa to collect my food waste that had not been collected for three weeks. Biffa were claiming they could not find my address again. The are only six properties in the Lane. I contacted my district counsellor. Only then was it collected.
4	09/08/2022 11:26 AM ID: 197242453	If you know what you are looking for and understand all the council speak access for some people is easier hence my response, down the middle, but for those, especially a growing elderly population, its a real challenge. Too much is couched in terms of government / council jargon and not around the user!
5	09/08/2022 15:04 PM ID: 197259882	The understanding of my question was not grasped by person I spoke with. Evidently, no one would be available for several days as they were on annual leave!
6	09/08/2022 15:17 PM ID: 197261239	Try to have more people answering the phones - we're told that our call is important to you
7	10/08/2022 13:21 PM ID: 197314382	The Council has taken a sharp dive in its ability to relate to all parts of local systems (g parish councils) as well as individuals. Commonly since Covid, contact is 'lost' following onward reference for telephonic communication (where - reasonably enough - the first means of contact by th 'outsider ' is using email address or numbers on-line through the SODC website.
8	12/08/2022 17:04 PM ID: 197487570	No one gets back to you at all
9	12/08/2022 20:25 PM ID: 197494570	I am a disabled person and without any warning whatsoever, on Saturday morning, I received yet another envelope with bold green coloured zig-zag writing on it which totally ruined the peace of my weekend and together with the contents of the envelope, totally aggravated my condition as a stroke survivor with serious aphasias and other associated mental and physical disabilities as well as my diabetes and prostate complications too. The letter boldly accused me of my son

## 4. How easy or difficult did you find that interaction?

		Matthew living with me presently and of him earning income which he donated to me. I have lived alone here at my current house for 13 years. Matthew is 20 years old right now and he has never lived with since he was 3 years old,
10	15/08/2022 12:24 PM ID: 197579134	Too many queries from your staff.
11	15/08/2022 12:47 PM ID: 197580688	Notable lack of cknowledgegement of formal response. Only reason I knew the result was my local councillor told someone else wjo copied me in.
12	15/08/2022 13:16 PM ID: 197581804	No one answering phone, just ringing out.
13	15/08/2022 14:21 PM ID: 197588403	Could not get an answer regarding £150 payment on council tax kept being told that a different department was handling this
14	15/08/2022 15:07 PM ID: 197591350	You get an answer to say some one will do something but you never get an answer to what caused the problem and what would be done about it to prevent it from occurring (Biffa).
15	15/08/2022 15:52 PM ID: 197592845	I found it difficult to find a contract and the person responsible for the issue
16	15/08/2022 17:08 PM ID: 197601404	Trouble with computers
17	15/08/2022 17:37 PM ID: 197603854	No response
18	15/08/2022 21:21 PM ID: 197613121	It was easy but the follow up needs to be there.
19	15/08/2022 23:38 PM ID: 197616471	Basically the person that replied to my email didn't care or empathise
20	16/08/2022 07:31 AM ID: 197620624	Because your response system is designed to reduce telephone contact with residents and after various A/B responses kept on forcing me back to the website that did not answer my question.
21	16/08/2022 08:24 AM ID: 197622665	Difficult to find the number and times possible to call
22	16/08/2022 09:24 AM ID: 197626044	Getting to the correct person to discuss an issue was difficult as everything went to an outsourced party whom were not customer centric and kept responding from a prepared script on the subject matter
23	16/08/2022 09:31 AM ID: 197625671	The member of staff was pleasant and helpful but couldn't answer my query which was about getting advice on poor service from a local contractor who had serviced our boiler. I phoned the CAB who were able to give me advice on the best way to proceed.
24	16/08/2022 11:12 AM ID: 197634486	No one in the office to answer my calls. Took 3 weeks to answer an urgent email, then I was passed to a Council Tax dept in the north east.
25	16/08/2022 11:14 AM ID: 197635405	i found it difficult because I felt I didn't ever get a meaningful response.
26	19/08/2022 18:33 PM ID: 197940528	Pass the buck !
27	23/08/2022 10:32 AM ID: 198117121	It was easy once I found the form, but I started by contacting Fix my Street about an overflowing rubbish bin and was referred to the Vale site. It took a long time to find the relevant place in the website. After that it was easy to report.
28	30/08/2022 11:05 AM ID: 198465749	I find that councillors struggle to answer their emails, and by the time they have answered - you have found the information by other means. Some councillors do not answer ANY emails.

#### 4. How easy or difficult did you find that interaction?

29	06/09/2022 18:35 PM ID: 198907612	Either due to staff shortage or due to the inefficiency of the people employed at the council. I have been phoning and emailing admissions to find my child a school place for 3 months and still no update from the council admissions team.
30	09/09/2022 11:31 AM ID: 199115099	Couldn't speak to anyone locally (Covid may have played a part in this). Sourced out to Scotland???
31	09/09/2022 12:57 PM ID: 199120283	Easy generally, however some staff did not respond or use their internal knowledge to reply or relay requests to colleagues
32	09/09/2022 13:47 PM ID: 199123846	I had some irregularities on my library account which affected my ability to loan books and stated that I owed money when I didn't. It required a couple of attempts to resolve it as the staff weren't sure what had happened. Both people were nice but didn't really know how to help. Although the problem was eventually resolved it did take some time and was a bit frustrating.
33	10/09/2022 17:20 PM ID: 199165987	I HAVE PERIFERAL NUROSCOPY SO MY HAND SHAKES UNDER ANY PRESSURE ,THE AWFUL WAY THE GOVERNMENT DECIDED TO GO VIA THE VALE WAS A DISASTER . THE FORM WAS COMPLICATED BECAUSE WE ARE ON BENIFITS AND HAVE BEEN FOR MANY YEARS AND YOU EXPECT US TO REMEMBER WHAT OUR ACCOUNT NUMBER WAS 15 YEARS AGO .THIS WAS DISCRIMINATRY AND AFTER TRYING BOTH OUR CURRENT ACCOUNTS WE WERE FORCED TO ACCEPT WE WERE NOT GOING TO GET THE £150 TOWARDS THE ELECTRICITY BILL. THIS WAS JUST A DEMONSTRATION OF THE COUNCILS INTRANSIGENCE. NOT VERY CLEVER WAY TO DENONSTRATE INCLUSION WHEN THIS ATTACK WAS ONLY AIMED AT THOSE ON BENIFITS.
34	12/09/2022 15:45 PM ID: 199239589	The lines were not being answered and I had to leave a message but no one came back to me. The phone was permanently unanswered indicating that it never was.
35	15/09/2022 19:09 PM ID: 199522064	Hard to identify who to contact

#### 5. Please explain anything we could have done differently to improve that interaction:

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	71
1	08/08/2022 20:10 PM ID: 197215937	Have a web page explaining which council does what? It would be nice if our local councillors held surgeries or told us how to contact them.		
2	08/08/2022 20:57 PM ID: 197218796	Direct phone number		
3	08/08/2022 22:38 PM ID: 197222163	It was too slow.		
4	09/08/2022 09:40 AM ID: 197235158	Nothing, any councillor or member of South and Vale team has been very helpful, but this is helped because I have been involved in PC work for a number of years and you learn email addresses. Contact via telephone is a lot more difficult.		
5	09/08/2022 09:50 AM ID: 197236101	It's not always easy to get to speak to the person I need to speak too; and emails don't always get replied to very quickly		
6	09/08/2022 10:40 AM ID: 197238367	Assisted collection residents need to be able to contact the council when Biffa despite many phone calls fail to collect waste. Biffa are policing themselves. This is the job of the council.		
7	09/08/2022 11:14 AM ID: 197240107	A general comment: I have very poor hearing, so find video information and telephone discussion difficult. I have only rarely watched transcripts of SODC		

### 5. Please explain anything we could have done differently to improve that interaction:

		meeting, but appreciated the high quality text captions - they really made my understanding much easier
8	09/08/2022 11:26 AM ID: 197242453	as above
9	09/08/2022 15:17 PM ID: 197261239	have enough people answering the phones rather than being placed in an endless queue
10	10/08/2022 13:21 PM ID: 197314382	<p>Train/Advise receivers of calls - to give greater accuracy on 'who is dealing with...' different kinds of matters.</p> <p>Have person to person forums in larger communitis to catch up with concerns on such issues as wqste collection, bin collection. housing. planning.</p> <p>There is mor than a strong feeling that a portion of officers are 'rather happy to be beyond real contact - under the working at home circumstance. This may well be unfair - but is difficult to comment upon, even if sympathy is with officers generally</p>
11	12/08/2022 17:04 PM ID: 197487570	Actually care and respond
12	12/08/2022 20:25 PM ID: 197494570	You could be human for a start ... and try treating disabled people with some respect. If SODC needs to continue to employ Capita contractors that you call your staff, SODC needs to insist on proper training and proper accurate wording of communications in a humane manner and a way that does not scare the living daylight out of people like myself
13	14/08/2022 22:48 PM ID: 197553387	Nothing
14	15/08/2022 09:02 AM ID: 197562942	Councillor contact details are not easy to find even if you do have internet access - unless you know where to look. The website is not easy to navigate unless you know what you are doing
15	15/08/2022 12:24 PM ID: 197579134	Been more clear and asked for all details in first contact
16	15/08/2022 12:31 PM ID: 197579809	I got no reply from one of the 2 councillors I emailed and a 3-week delay from the other. Very poor
17	15/08/2022 12:40 PM ID: 197580128	Make information on your website easier to find.
18	15/08/2022 12:43 PM ID: 197578986	In the past, paying Council Tax by standing order was not an option explained on the website. Accessing my own Council Tax information has proved less than straightforward.
19	15/08/2022 12:47 PM ID: 197580688	Send some form of response.
20	15/08/2022 12:53 PM ID: 197580877	email addresses: are usually hidden for the obvious reason & should be more prominent, or better still an email contact form with real email addresses & non of this 'do not reply to this email' @ the address shown. Remove the now normal WFH message
21	15/08/2022 13:16 PM ID: 197581804	If there is a number that is a available to the public, it needs to be manned or an answering message facility so you can leave a message and someone call back.
22	15/08/2022 13:24 PM ID: 197583413	Website not navigate, so phone easier
23	15/08/2022 13:44 PM ID: 197584067	Nothing needed.
24	15/08/2022 13:58 PM ID: 197584777	Very minor point: Could have said more explicitly that, if I didn't opt for a Council Tax rebate cheque immediately (as I had asked for single person discount when my ex-wife finally moved out), then the credit would be carried forward and

### 5. Please explain anything we could have done differently to improve that interaction:

		applied to this years payments, which they be reduced, as they were. Hopefully, this was the most convenient way of doing it!!!
25	15/08/2022 14:06 PM ID: 197585765	It took nearly four minutes of listening to options and pressing keys to get through to the person I needed to speak to.
26	15/08/2022 14:21 PM ID: 197588403	Answered my questions
27	15/08/2022 14:41 PM ID: 197590402	Respond to my email.
28	15/08/2022 14:46 PM ID: 197590158	Nothing
29	15/08/2022 15:07 PM ID: 197591350	Communication: what caused the problem and why, what they intend to do about it to prevent it from occurring again. Tell the truth, it doesn't hurt and will provide more respect and understanding of the problems you are having.
30	15/08/2022 15:52 PM ID: 197592845	Have a central point of contact and you forward the question to the appropriate person
31	15/08/2022 17:37 PM ID: 197603854	Responded
32	15/08/2022 17:54 PM ID: 197604595	try stop people chatting shouting about 1am in morning with young kids under 10 years old my mum old she in 87 lives alone few elderly lives in road where my mum lives
33	15/08/2022 21:21 PM ID: 197613121	Make sure that the council services are as good as the website
34	15/08/2022 22:19 PM ID: 197614507	I had to phone regarding a query on behalf of my elderly mother. This was because the emails originally sent were not acknowledged. Phone to the council is great. Email is poor.
35	15/08/2022 23:38 PM ID: 197616471	Acknowledge that there was a problem and that the council service was bad.
36	16/08/2022 07:31 AM ID: 197620624	It is self-evident in the answer above. If you engineer your resident services to reduce costs, you will always upset people. The problem with algorithms is they often assume greater knowledge from the occasional visitor than they actually have.
37	16/08/2022 08:24 AM ID: 197622665	Make a single phone number for all services which has a person that answers quickly and directs the call.
38	16/08/2022 09:24 AM ID: 197626044	Understand what customer service means
39	16/08/2022 09:31 AM ID: 197625671	I realise that you have a large number of queries and staff cant be expected to know everything but good signposting would make a difference. We are happy to use the internet and fairly well informed but it must be difficult for people who do not have internet access or good English, I mention this because I think it is particularly relevant at a time when there is so much fraud and targeting of vulnerable people.
40	16/08/2022 10:09 AM ID: 197629023	website from (for reporting a missed bin collection) is very long winded.
41	16/08/2022 11:12 AM ID: 197634486	Answered the phone, replied with 48 hours to an email.
42	16/08/2022 11:14 AM ID: 197635405	Responded to keep me up to date with the ongoing problem.
43	16/08/2022 16:35 PM ID: 197661379	Better explanation on website on who to contact for fly tipping or emptying village bins etc.



### 5. Please explain anything we could have done differently to improve that interaction:






44	16/08/2022 21:24 PM ID: 197681086	Speed up the response
45	17/08/2022 12:08 PM ID: 197709597	Answer the phone waited 56 mins to be told can not help
46	17/08/2022 16:34 PM ID: 197730554	You could have taken note of it (it was a planning matter)
47	19/08/2022 18:33 PM ID: 197940528	Know their job !
48	23/08/2022 10:32 AM ID: 198117121	Think more about the reasons people will come to the site and how to make it easier to find what they need, rather than just categorising your services.
49	25/08/2022 11:40 AM ID: 198262512	Nothing really. Got to speak to a real person reasonably quickly. She was very helpful too. (Ms Wilmshurst).
50	30/08/2022 11:05 AM ID: 198465749	Better time management
51	30/08/2022 22:14 PM ID: 198515432	No problem in contacting
52	31/08/2022 12:52 PM ID: 198547952	I have to email because you can't get through to speak to anyone by phone - no-one answers their phones at the council anymore so if you don't have email I don't know how you can get a response.
53	31/08/2022 14:49 PM ID: 198557891	You take our money directly but don't like to communicate directly with your community. We care asked to use your general emails and then wait (sometimes for days) for a response. Email is a blunt tool which can easily be misinterpreted. It would be better if those amongst us unable to use electronic means or who have a complex matter to discuss can do so via a phone or at a periodically held local clinic.
54	03/09/2022 10:23 AM ID: 198730467	It is a recurring problem, with each instance an apology - though nothing seems to be done to resolve the issue
55	06/09/2022 09:36 AM ID: 198859442	Reply more promptly
56	06/09/2022 18:35 PM ID: 198907612	STOP prioritising diversity over efficiency! Staff must receive actual JOB training instead of fringe politics training. STOP building houses if we don't have the council services to support it. Give back my council tax and income tax for services I don't receive.
57	09/09/2022 11:31 AM ID: 199115099	Locally dealt with would have been appropriate.
58	09/09/2022 12:39 PM ID: 199119789	It was OK
59	09/09/2022 12:51 PM ID: 199120363	The main problem is not knowing which council is responsible for what eg. Footpaths, overgrown vegetation, litter, swimming pools, etc etc. it is very hard to find information out as to whether it is OCC, the Vale or Town Council who does what
60	09/09/2022 12:57 PM ID: 199120283	As suggested above. Take ownership of a request and divert it internally
61	09/09/2022 13:47 PM ID: 199123846	Staff training on library systems
62	09/09/2022 15:08 PM ID: 199128664	Deal with my concern and not pass me on to the sub contractot. I pay my council tax the Vale not Bifa.
63	09/09/2022 17:29 PM ID: 199139040	Nothingit was great!

### 5. Please explain anything we could have done differently to improve that interaction:

64	09/09/2022 19:51 PM ID: 199143763	no it went well	
65	10/09/2022 17:20 PM ID: 199165987	NOT EXPECT PEOPLE TO REMEMBER 15 YEAR OLD ACCOUNT NUMBERS THAT WAS THE PROBLEM SO NOW WE ARE IN DEBT TO THE ELECTRIC COMPANY. NOT EVERYBODY IS MONEY LAUNDERING .	
66	10/09/2022 22:11 PM ID: 199173256	Try working from the office! ! Try answering the telephone  Try using your own website to understand how frustrating it can be !	
67	11/09/2022 09:11 AM ID: 199178403	Answer the email	
68	12/09/2022 15:45 PM ID: 199239589	The phone should always be answered by a real person and put through to the person dealing with it not fobbed off	
69	12/09/2022 19:53 PM ID: 199249892	I had difficulty finding the correct email address. A directory on the website would help.	
70	13/09/2022 11:15 AM ID: 199288392	no additional comments	
71	15/09/2022 19:09 PM ID: 199522064	Clearer information on website (enquiry was about waste bins)	
		answered	71
		skipped	163

### 5. When we communicate with you




### 6. Which of these is the easiest way for you to receive information?

Answer Choices		Response Percent	Response Total
1	Email		89.45% 195
2	Text message		5.50% 12
3	Letter		15.60% 34
4	Phone call		7.34% 16
5	Social media e.g. Facebook, Twitter, Instagram		5.05% 11
		answered	218
		skipped	16
Other (please specify): (7)			
1	08/08/2022 20:10 PM ID: 197215937	Really depends on what the information is. If it's urgent then text messages are fast but difficult to know if they're genuine. Letters on the other hand are trusted and authoritative but slow. So its not a one size fits all. Only thing I would say is that it's essential to cater for those people who are not online and don't have smart phones.	

### 6. Which of these is the easiest way for you to receive information?

2	10/08/2022 13:03 PM ID: 197313434	It depends on the type of information. Meeting agendas and minutes, by email. sometimes phone calls are best (for yes or no things). Sometimes social media is best, with links to what I need.
3	10/08/2022 13:21 PM ID: 197314382	Depnds on issue...am I acting fully or partially to advise PC
4	15/08/2022 09:02 AM ID: 197562942	But I don't want my inbox swamped by irrelevant detail - always a difficult balance
5	16/08/2022 09:24 AM ID: 197626044	or Phone call
6	31/08/2022 14:49 PM ID: 198557891	It depends on the information being received. some matters that are simple such as why didn't our bins get collected can be dealt with by email. Other questions may require a document to be sent via email from the Council. whilst discussing a more complex issue would be best served by a conversation either on the phone or in person.
7	09/09/2022 19:51 PM ID: 199143763	i answer this as email as i regulalry work with the council but i am also a local resident

### 7. Would 'Easy Read' (This is a way of showing information in an accessible and easy to understand format, particularly for people with learning disabilities) be a better way for you or somebody you know to find out information from the council?

Answer Choices			Response Percent	Response Total
1	Yes		21.00%	46
2	No		56.16%	123
3	I don't know		22.83%	50
			answered	219
			skipped	15

## 6. Draft Diversity and Inclusion Strategy




### 8. How far do you agree or disagree with our proposed approach in the action plan towards addressing the following areas:

Answer Choices	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	I don't know	Response Total
Knowing our Communities	20.37% 44	43.52% 94	18.52% 40	7.87% 17	6.48% 14	3.24% 7	216
Involving our Communities	20.00% 43	44.19% 95	20.47% 44	5.12% 11	6.51% 14	3.72% 8	215
Leadership, partnership and organisational commitment	17.29% 37	36.45% 78	25.70% 55	8.41% 18	8.41% 18	3.74% 8	214

### 8. How far do you agree or disagree with our proposed approach in the action plan towards addressing the following areas:

Responsive services and customer care	26.51% 57	39.07% 84	15.35% 33	6.51% 14	8.37% 18	4.19% 9	215	
A skilled and committed workforce	30.09% 65	37.50% 81	16.20% 35	3.70% 8	8.80% 19	3.70% 8	216	
							answered	216
							skipped	18

### 9. Are there any actions you would like to see added to the action plan in the draft Diversity and Inclusion Strategy? (please see pages 4 to 8)

Answer Choices			Response Percent	Response Total
1	Yes		27.96%	59
2	No		45.02%	95
3	I don't know		27.01%	57
			answered	211
			skipped	23

### 10. If yes, what actions would you like to see added?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	66
1	08/08/2022 17:40 PM ID: 197210106	Dealing with other priorities in these troubled times.		
2	08/08/2022 19:59 PM ID: 197216222	Use some common sense.		
3	08/08/2022 20:10 PM ID: 197215937	<p>Please use the characteristic of sex rather than gender in your inclusion and diversity materials. Or have both, but they are different things and it is essential to understand this if you are to tackle sex discrimination and protect same sex relationships.</p> <p>As regards the rest of the document it is difficult to have a view without understanding what the training etc will look like - it sounds good on paper but will it be like OCC and follow Stonewall's Diversity Champion's scheme which misrepresents the Equality Act?</p> <p>Happy to see recognition of the need for accessible formats for information, and telling people how to find these - I think it needs to be more proactive than just using libraries and community noticeboards though - could you link up with other organisations that already reach these people?</p> <p>Also great to see the commitment to Disability Confident employer status.</p> <p>Strongly disagree with the calendar of awareness/celebration days - some of these eg Trans Day of Remembrance are political and divisive. Residents would prefer to see meaningful action than flags and social media posts.</p>		
4	09/08/2022 09:08 AM ID: 197233169	Just treat everyone fairly and waste no more taxpayers money on this virtue signalling		

## 10. If yes, what actions would you like to see added?

5	09/08/2022 09:40 AM ID: 197235158	The approach appears to be very data driven, which is useful but knowing your communities is also about talking to people, data can only tell you so much, one family on a limited income might be really struggling because they have built up debt, cannot cook etc, another might be managing to get by, but the data would show the same statistic. Engage in face to face meetings with people as this builds real knowledge.
6	09/08/2022 09:50 AM ID: 197236101	I feel while money is so very tight, all these reviews and assessments are wasting time and money - surely council personnel need to just get out and about and put current policies into practice
7	09/08/2022 11:14 AM ID: 197240107	Involving our communities: what is proposed is fine, but the real challenge is to make people want to be aware/involved with what SODC is doing Leadership: I gave this a low rating because the proposals risk becoming overburdened by procedures, whereas what we really need to for people to be informed and caring in their dealings with others. Workforce: it is important to remember that we need capable and effective employees and teams for SODC to thrive. This should be achieved in an inclusive way - but inclusivity is not the primary aim.
8	09/08/2022 15:04 PM ID: 197259882	Advanced knowledge of possible works that may inconvenience, so that alternatives can be planned
9	09/08/2022 17:08 PM ID: 197269601	please bear in mind people who are not obviously excluded from services e.g. illiterate and disadvantage people who do not feel like members of society and opt out.
10	10/08/2022 13:03 PM ID: 197313434	The EFLG mentions protected characteristics. I'd like this strategy to be sure to include training on this subject so that officers and members know what's legally required.
11	10/08/2022 13:21 PM ID: 197314382	PLaces in 4 Towns and (say) 6 large 'villages' for meet the community sessions on weekends (probably Saturdays) Many who hard of hearing, partially sighted etc could benefit. Also young people who want enhanced facilities would be encouraged to feel part of a political communities.  Many Councillors (specially those who lost power in 2019 are virtual outsiders to SODC and know less than others.
12	12/08/2022 14:18 PM ID: 197475500	You have not used the protected characteristic of 'sex'. Gender as you use it in the plan has no legal definition.
13	12/08/2022 20:25 PM ID: 197494570	SODC needs to get real over having its own well educated, properly trained and accountable staff - it is quite disgraceful and unreal to have to deal with Capita outsiders who just do not have a clue about what they are doing and are totally bureaucratic and wrongly informed over what it is to deal with the people in the SODC area in a fair way.
14	12/08/2022 22:07 PM ID: 197498294	You have not included sex - it is not the same thing as gender and the omission faults foul of the Equalities Act as well as your general obligations to ensure that women and girls are supported by the council and so that you can ensure their inclusion and any discrimination that occurs
15	14/08/2022 14:38 PM ID: 197540488	There should be an action to ensure that funding is focussed on the majority and that any time and funding for minority groups is proportionate and not excessive.
16	15/08/2022 10:24 AM ID: 197569460	It is not necessary to start your survey with a 3 language introduction. English will suffice.
17	15/08/2022 12:24 PM ID: 197579134	You need to involve Individuals not just groups. Some people don't feel comfortable in group situations
18	15/08/2022 12:29 PM ID: 197579609	Make sure you have plenty of staff, waiting times for help are too long.
19	15/08/2022 12:31 PM ID: 197579809	Instead of spending thousands of pounds on public consultations and policies I would like to see that money spent on things that need doing. eg. clearing paths

## 10. If yes, what actions would you like to see added?

		of vegetation. Improving cycle paths where there are none. Improving basic services so much more important
20	15/08/2022 12:47 PM ID: 197580688	Holding some sort of meeting with local communities. Communicating what decisions you make to all Improve notification of service changes Contact local residents and listen to them regardless of class, race or colour. In brief talk to your 'customers'
21	15/08/2022 13:03 PM ID: 197581563	Is there nothing more pressing to do with your resources! How much is this nonsense costing. (Rhetorical)
22	15/08/2022 13:09 PM ID: 197580509	I suggest addressing unity as well as diversity. The general tone of the strategy seems more to emphasise differences between people rather than the importance of supporting a community that looks beyond differences and embraces togetherness and mutual respect.
23	15/08/2022 13:16 PM ID: 197581804	1. Focus groups with public so you can hear what people need/issues/frustrations as well as what works well.  2. An integrated map for the public which shows who does what services between public sector organisations e.g. nhs primary care (GPs, Primary Care Network, Dentist, pharmacy), local government, District Council Council, town council. There are so many organisations and partnerships, no one knows who to speak to without getting past from pillar to post.  3. Staff development- you can't always train your way out of policies so saying you will ensure always makes me uncomfortable. Tackling individuals attitudes and behaviours will be a challenge. You reference Unconscious Bias which is helpful, so I would like to see more about how this will actually be tackled.  4. I would prefer to see less written about new policies and more about empowerment for staff. Sometimes, using their innovative thinking and problem solving in teams when issues/challenges arise rather than stifled in policy.
24	15/08/2022 13:24 PM ID: 197583413	I would like the council to ensure they don't spend all their time on diversity training, but spend their time and effort on the practical day to day work of the council
25	15/08/2022 13:41 PM ID: 197585444	Don't want to download!
26	15/08/2022 13:44 PM ID: 197584067	A method to involve members of society that do not use the internet. This survey excludes them.
27	15/08/2022 13:58 PM ID: 197584777	Set up a complaints and comments Diversity web based system, similar to the H&S web system that most organisations already have. So that diversity issues and comments are dealt with the same way as H&S incidents, and near misses, and all logged and dealt with. The webpage will need to be published and advertised; complaints coming in by letter, email and telephone complaints and comments will need to be manually input by the recipients. Then, the council can regularly publish stats of numbers of diversity incidents received, number of incidents accepted, and number of resulting changes to procedures, systems and documentation resulting.
28	15/08/2022 14:12 PM ID: 197587409	Improved communications for linking villages and city, eg safe off road walking and cycle routes and more reliable, punctual public transport options
29	15/08/2022 14:17 PM ID: 197587172	Just treat everyone equally, no special training required, no special awareness just treat all your customers as you would wish to be treated yourself. You don't need to know all about me, just respond politely, do what you say you will do and don't waste the tax payers hard earned money on things which should be common sense to those of at least average intelligence. How a council looks after the vulnerable (disabled and aged) Sets the bar for how they treat everyone.
30	15/08/2022 14:28 PM ID: 197588125	The reason I said I don't know because it is difficult to unpick a document that seems quite vague

## 10. If yes, what actions would you like to see added?

31	15/08/2022 15:52 PM ID: 197592845	Tear it up. It's a ridiculous waste of tax payers money especially as you claim to have no choice but to increase council tax
32	15/08/2022 16:59 PM ID: 197600388	Ensure that first and foremost, the leadership of the council is representative of the people in the community. Recruit and train more people from the community. This gives first hand experience, and helps to come up with future policies that are likely to be accepted and welcomed by all.
33	15/08/2022 18:01 PM ID: 197604319	Do not waste the public money on projects like this, I think you will find that the majority of constituents would rather money spent on fixing the appalling roads and lack of policing. By highlighting diversity I think you are causing more segregation.
34	15/08/2022 21:42 PM ID: 197613265	Not added - removed. Training for councillors is patronising, irritating and achieves nothing apart from making a few people think they have 'done something'! This should be removed and instead, where there is evidence of discrimination or limiting access, this should be taken up with the relevant councillors. Also, workplace champions is only one way to achieve things for selected groups. They only work for specific groups where it would not be straightforward to understand what the issue are for that group. This mainly includes those with specific needs / disabilities. It is patronising to assume that someone else in the organisation can be a 'champion' for most groups. Also, you do not need a new suite of policies to promote diversity and inclusion - you want to avoid discrimination (which is already embedded in law) but to take the best person for a role irrespective of their background etc - tokenism or 'positive' discrimination are damaging in the medium and long term
35	16/08/2022 09:31 AM ID: 197625671	If I have not fully understood then I apologise but whilst diversity is clearly important I feel the focus is mainly on diversity and other marginalised groups eg the elderly, those with disabilities, physical/learning are forgotten.
36	16/08/2022 09:52 AM ID: 197623372	It is very pleasing to see that you are planning to Create Diversity and Social Campaign Calendars (DSCC) to display dates for a wide range of religious festivals, commemoration, and awareness days that we'll publicly observe and promote that reflect our diverse communities and the priorities set out in our Corporate Plans. This is an excellent idea and as a Nepalese Community we celebrate various festivals from Nepalese Calendar, out of various, two of them are very important to us (Dashain and Tihar). We would love to see these dates in DSCC and would be even better if schools recognise these dates and allow affected children to take day off on these two dates. These dates are not always on the same date but we are more than happy to provide dates well in advance (one year in advance) to include in DSCC. We are contactable on; oxford.nepalese@gmail.com.
37	16/08/2022 20:42 PM ID: 197679154	A much higher level of community participation through virtual access to council meetings
38	17/08/2022 16:34 PM ID: 197730554	I would like to see the planning committee taking notice of the inhabitants of the area rather than housing developers
39	19/08/2022 08:01 AM ID: 197891694	Adding sixth form students to the paperwork by name - school already know their students especially those who face educational challenges. They would benefit from specific inclusion and education into local politics. Plus how to contact representatives, etc. These students will usually be 18 in their final school year, and are legal adults and voters.
40	22/08/2022 12:38 PM ID: 198062147	Town and parish councils are 'consulted' but that doesn't mean their responses are necessarily acknowledged, responded to or taken on board. The 'consultation' loop needs to be closed so that everyone knows what happened to their response, why was it ignored/not acted upon or did result in altered wording/policies or whatever
41	22/08/2022 16:53 PM ID: 198086203	LGBT+ actions

## 10. If yes, what actions would you like to see added?

42	23/08/2022 10:32 AM ID: 198117121	I can't identify specific actions but this document is written in organisational language and could be much simplified to help people read and understand your proposals.
43	27/08/2022 10:41 AM ID: 198370630	I want to know exact planned actions which are going to be taken along with timelines and then a report on if the objectives have been made. The current strategy doesn't specify any firm action points and quite frankly it is non-committal. Furthermore, on the front page of this survey, why is the information only specified in English, one european and chinese language? Does Hindi, Urdu or Gujarati languages not matter? None of the council literature include any other languages apart from English. This is not satisfactory.
44	27/08/2022 12:39 PM ID: 198373658	Training for managers in dealing with people from other cultures and in being proactive in engaging their skills and enabling individuals to fit into the workplace and local communities.
45	30/08/2022 11:05 AM ID: 198465749	No specific actions, but an acknowledgement that the more you label people, the more divisive we are as a society/community. Some people abhor labels and the thinking that because a person is autistic they need xxx causes more difficulties and works against what you are trying to achieve. My nephew is autistic - he hates being labelled because he is high functioning in some areas - being categorised has held him back.
46	30/08/2022 22:14 PM ID: 198515432	More specific plans i.e. More appropriate housing for the disabled. There are few houses/flats with easy access and space to turn a wheelchair within rooms, or from room to room. Restoration of clubs for the disabled and their carers such as Open Access which used to cater for these groups in Wantage. It was closed through lack of funds from the County Council although the members raised funds themselves.
47	31/08/2022 12:52 PM ID: 198547952	No mention of any methods of communication - there are still a significant portion of the population who don't have access to the internet and need information to be provided through the mail or telephone. What materials are available to blind or partially sighted people? Even this survey is available electronically so is excluding this portion of the residents of the area.
48	31/08/2022 14:49 PM ID: 198557891	Come and talk to us or reopen your service point in Wantage (yes it does exist).
49	03/09/2022 10:23 AM ID: 198730467	Under knowledge, some striving toward genuine empathy would be, in my view, better than simply an intellectual understanding. The challenges that minority communities often face are layered and emotional as well as practical/rational. There are also layers of historical habits and patterns that seem embedded into what may seem at the surface easy to resolve.
50	06/09/2022 09:36 AM ID: 198859442	A commitment to train and develop line managers and dept heads to believe in and deliver on your strategy. A strategy on its own is a tick box exercise, the devil is in the detail in how you are going to make the strategy live and breath among your workforce. Just saying you are going to do it is not enough - there has to be streams of work to inspire and engage with the deliverers of your services.
51	06/09/2022 18:35 PM ID: 198907612	Prioritise everyone - children's needs were ignored during the pandemic, woman are losing their safe spaces, Christian's and muslims are being forced to give up their beliefs.
52	09/09/2022 11:52 AM ID: 199115251	Yes, I basically agree with your aims, but to me, for whole exercise seems to work on the idea that everyone are victims of some sort or other. I am in my seventies and have treated everyone in my life as equales. My approach is logical as far as I am concerned. If you treat people as if they have issues, or are victims in some way, then you are generating that attitude, which will finally be self defeating.
53	09/09/2022 12:57 PM ID: 199120283	Also use community group engagements to expand knowledge. Collaborate with groups other than volunteers. Use more than just surveys to engage peoples opinions.



## 10. If yes, what actions would you like to see added?

54	09/09/2022 13:47 PM ID: 199123846	Knowing/involving our communities - engagement with parish councils; local church and faith groups; local groups and organisations that consist of, support and work with people from underrepresented communities.
55	09/09/2022 15:08 PM ID: 199128664	<p>You could cut the cost of this ridiculous diversity empire by simply say treat everyone the same and with respect.</p> <p>Listen to your customers the tax payer and deal with their concerns.</p> <p>Why do we need to print these things in do many differen languages. Spend the money on mandatory English classes for all immigrants. That is the best way to include them. My daughter in law and her family arrived in America as refugees. They were not granted American citizenship untill their English was a certain level. Children were not in the main stream school untill their English was acceptable. This is the way to inclusion. No one should be treated differently. With the exception of people with disabilities who should receive appropriate help. No special day for certain sections of the community.</p> <p>These promote division not understanding.</p>
56	09/09/2022 17:29 PM ID: 199139040	An opinion poll on communities to evaluate impact and feelings of inclusion.
57	10/09/2022 17:20 PM ID: 199165987	SOMEBODY NAMED TO ACCEPT THAT OUR DATA IS OURS AND NOT BELONGING TO THE COUNCIL .ALMOST EVERY PAGE IS A LIST OF MORE AND MORE OFFICERS AND OFFICES THAT WOULD HAVE ACCESS TO OUR PERSONAL DATA AND IF LIKE ME YOU DO NOT TRUST THE COUNCIL THIS IS A HUGE PROBLEM . THEN IT LOOKS LIKE AN AWFUL LOT OF GROUPS AND QUANGOS .THERE IS NO MENTION HOW THESE WILL OPERATE IN THE REAL WORLD. IS THERE PROVISION FOR OPT OUTS AS FAR AS ACCESSING PERSONAL DATA OR ARE WE STUCK WITH THE USERAL GOOGLE TRACKING AND LOCATION COOKIES ECT.
58	11/09/2022 09:11 AM ID: 199178403	getting a response when you need a serious matter dealt with
59	12/09/2022 10:51 AM ID: 199214088	I would like to see a fair reflection of our community which you will address in the first action. The hiring and training policy must be reflected in this and the best people for the job hired and promoted - not a quota system or another method of recruiting as many diverse people as possible - SODC must reflect our society not other societies.
60	12/09/2022 15:05 PM ID: 199237223	what is the policy I am being asked to comment on?
61	12/09/2022 15:45 PM ID: 199239589	Stop messing about with things like this that don't concern the Council
62	13/09/2022 00:27 AM ID: 199267287	Regular events to introduce and promote cultural diversities- e.g. talks, workshops, community groups etc.
63	13/09/2022 11:15 AM ID: 199288392	An action to ensure that any changes that are made (for example to websites or apps) do not introduce *new* equality/inclusivity issues. (For example: if done poorly, introducing additional non-English languages on a website (which is in and of itself laudable) can introduce new usability problems for English-speaking users. Doing so may also introduce long-term maintenance and support costs which need to be taken into consideration; and might also suggest that other services (for example, phone contact) might be available in other languages, when in fact they are not).
64	13/09/2022 22:02 PM ID: 199350649	<p>You should not be wasting time and resources on Diversity and Inclusion. All British subjects should be held equal under the law and the concept of protected characteristics is flawed. It is unfair on those who do not qualify for such protection.</p> <p>Resources at local Government level should be directed to the delivery of services that people require - highway maintenance / rubbish collection / proper planning</p>

### 10. If yes, what actions would you like to see added?

		regulation and enforcement. The resources you are wasting on such surveys must be stopped.	
65	15/09/2022 12:44 PM ID: 199491109	Listen You can have all the right intentions and committees in the world, but if you don't LISTEN, it's all a waste of time	
66	30/09/2022 17:32 PM ID: 200493710	More detail needs to be added everywhere - currently it is very generic - specific groups need to be mentioned eg the disabled	
		answered	66
		skipped	168

### 11. Overall, what do you think about the draft Diversity and Inclusion Strategy?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	154
1	08/08/2022 17:39 PM ID: 197210073	Waste of time and money		
2	08/08/2022 17:40 PM ID: 197210106	Unnecessary		
3	08/08/2022 19:59 PM ID: 197216222	Ridiculous		
4	08/08/2022 20:10 PM ID: 197215937	I think it's really vague so very difficult to comment on. Please make sure that all the myriad ways we are different are considered and that you are clear on the importance of monitoring/capturing info on sex as part of your diversity commitment, otherwise there is no hope of addressing sexism or sex discrimination. Sex has an impact on all sorts of areas of council responsibility - eg there's an interesting project going on at the moment about designing playgrounds that include girls as well as boys. <a href="https://makespaceforgirls.co.uk/">https://makespaceforgirls.co.uk/</a> In addition please don't leave behind those older people who are not digital natives.		
5	08/08/2022 20:57 PM ID: 197218796	Another waste of time and money		
6	09/08/2022 08:36 AM ID: 197231465	It seems ok.		
7	09/08/2022 09:08 AM ID: 197233169	A total waste of taxpayers money, particularly in difficult economic times		
8	09/08/2022 09:24 AM ID: 197234297	It is a good plan to try to be inclusive for all in order to access these vital services and link to community.		
9	09/08/2022 09:40 AM ID: 197235158	Objectives or targets would be useful as progress could then be measured. Community engagement could be responses from 70% of those consulted, if it is not met then there is an objective to look at.		
10	09/08/2022 10:40 AM ID: 197238367	You must make sure it is put into practice.		
11	09/08/2022 11:14 AM ID: 197240107	I think it a worthy initiative, but risks taking up a lot of time and becoming burdensome.		
12	09/08/2022 11:26 AM ID: 197242453	A good starting point!		

## 11. Overall, what do you think about the draft Diversity and Inclusion Strategy?

13	09/08/2022 13:26 PM ID: 197253412	Fix potholes and other things before you worry about diversity and inclusion.
14	09/08/2022 15:15 PM ID: 197261316	It's going to be very important as the cost of living crisis evolves that local residents feel comfortable contacting the Council for help or advice. Understanding diversity and inclusion is essential to giving everyone an equitable experience.
15	09/08/2022 15:17 PM ID: 197261239	It is a complete vanity project. The Local Authorities exist to empty bins, mend roads, organise planning and run schools. This social justice warrior window dressing is a colossal waste of time and valuable resources. The District Councils should not be involving themselves in woke window dressing. No one, apart from a vanishingly small, but vociferous minority, cares. They do care about value for money.
16	09/08/2022 16:38 PM ID: 197267711	Very dangerous
17	09/08/2022 17:08 PM ID: 197269601	seems like a standard Diverstiy and Inclusion strategy
18	10/08/2022 13:03 PM ID: 197313434	I do wonder at why this is necessary? Why did we decide to put the resources into this strategy? Does it go beyond what's legally required? In what way?
19	10/08/2022 13:21 PM ID: 197314382	Worthwhile
20	10/08/2022 13:50 PM ID: 197271754	Better use of complaints/customer feedback data to inform how communities are using the councils' services
21	12/08/2022 14:03 PM ID: 197310257	Well intentioned - but action must follow words.
22	12/08/2022 14:18 PM ID: 197475500	I think you should get out of Stonewall before you get sued.
23	12/08/2022 20:25 PM ID: 197494570	It misses the message re disabled people and remains ignoring us
24	12/08/2022 22:07 PM ID: 197498294	It is a reasonable attempt.  The calendar of inclusion could be cringy and hopefully will not highlight any particular minorities over others - should be proportionate and appropriate and doesn't need to affirm any particular groups beliefs.
25	13/08/2022 14:30 PM ID: 197515837	It is comprehensive, ambitious and relevant to the times we are living in.
26	14/08/2022 14:38 PM ID: 197540488	It has huge potential to divert the council from its core business.
27	14/08/2022 22:48 PM ID: 197553387	Rather wordy and overcomplicated. Not sure it is a good use of resources to make it so.
28	15/08/2022 01:59 AM ID: 197445832	Provided the Committee Members / Responsible Persons apply the Diversity & Inclusion Strategy as written, I see no reason to change any of it.
29	15/08/2022 09:02 AM ID: 197562942	There could be more emphasis on older people who don't do the internet or have smart phones. Information about changes to waste collections, for example, is only disseminated electronically so no use at all to my older neighbours unless I realised and go round and tell them.
30	15/08/2022 10:24 AM ID: 197569460	It is not. Excess art to shove it down our throats. We are adult enough to be aware of our multicultural society. And those who do not or chose not will never be converted. A waste of tax payer money
31	15/08/2022 12:24 PM ID: 197579134	Pretty rubbish

## 11. Overall, what do you think about the draft Diversity and Inclusion Strategy?

32	15/08/2022 12:29 PM ID: 197579609	Hopefully helpful but probably costs a huge amount of money. Also will need to be continually updated to include all the extra inclusion groups that feel they have special needs.
33	15/08/2022 12:30 PM ID: 197579927	good start
34	15/08/2022 12:36 PM ID: 197579664	The Council is constantly complaining about under funding and imposing maximum tax increases on residents. When basic services are not being provided at all or to a minimal standard this additional expenditure cannot be justified. Post relating to E&D should be removed along with training and time taken from other roles to follow the policy. I strongly object to council tax being spent on E&D.
35	15/08/2022 12:40 PM ID: 197580128	It is good that you have one! it is the implementation that will be important.
36	15/08/2022 12:43 PM ID: 197578986	First of all, the overall aims are good. However, I'm dismayed that so much time and money must be spent on stating such obvious ways that elected councillors and public servants should represent and serve their communities. I'm highly sceptical of some of the methods selected to deliver on these aims. For example, does the diversity of a community have to be matched by those that work for it in order for the community to be served well? Is there such a thing as 'unconscious bias' in the first place (rather than, for instance, conscious bias that someone doesn't want to admit to)? Couldn't all of this be captured by the overall aim of providing polite, helpful, and efficient customer service? – Put the customer first in all decisions that are made by the council, and be aware of who those customers are, and bear in mind both the needs of majority groups as well as minorities. If the policies can help with this, all well and good.
37	15/08/2022 12:47 PM ID: 197580688	To quote an old proverb "Fine words butter no parsnips."
38	15/08/2022 13:03 PM ID: 197581563	Highly likely to have no consequence at all on communities. Just deal with the practicalities, rates bills, bin emptying, service provision.
39	15/08/2022 13:09 PM ID: 197580509	Generally well thought out, as long as free speech and people with differing social ideas are not seen as threats and 'cancelled' or accused of 'hate crimes'.
40	15/08/2022 13:16 PM ID: 197581804	It's good to see this is being addressed. Very helpful to review and hope suggestions I made are ideas for improving further?
41	15/08/2022 13:17 PM ID: 197583364	Yes I agree it makes sense as long as it is practical and does not fall into the trap of excessive political correctness which can be an obstacle to the decision-making process
42	15/08/2022 13:20 PM ID: 197583139	Looks good, the difficult part will be doing it
43	15/08/2022 13:24 PM ID: 197583413	Not enough time being spent on the day job
44	15/08/2022 13:29 PM ID: 197583393	Overall, measures of success are internally focussed and 'box ticking'.  There is a huge emphasis on training, but nothing on how training will be audited, or how the impact of training will be measured. The outcomes in 'responsive customer care' are simply that the staff will have attended training, not that this training will have a measurable impact on the quality of communication with different groups in our society, and as a result, the quality of their experience as a member of our community. Implemented training on equality and diversity should lead to reduced time to resolve difficulties, an increase in communication from certain groups, or a reduction in complaints. I can't suggest what metric might reflect this, but the current self serving metric is not going to increase standards.

## 11. Overall, what do you think about the draft Diversity and Inclusion Strategy?

		<p>Similarly, maintaining disability confident status is not an outcome in itself. Increasing access to the workplace for disabled people, and an increase in the # or % of people applying for, being interviewed for, and receiving offers is the measure that matters.</p> <p>This is a theme throughout the document.</p>
45	15/08/2022 13:38 PM ID: 197585050	Anything that can make life easier for people (example for people with disabilities) is a good thing, the easier it is for people to get the information they need and to communicate to the council when required saves not only time & frustration for the person but also saves time for the council.
46	15/08/2022 13:42 PM ID: 197581868	This is an excellent document, offering all parties a great deal of hope for more equality, inclusion, diversity and hope for their futures in Oxfordshire. This will require all members to embrace these strategies. My one concern would be how will these be monitored and indeed enforced?
47	15/08/2022 13:43 PM ID: 197584769	I see a massive effort from a dedicated team of people. Is this the best use of Councils resources?
48	15/08/2022 13:44 PM ID: 197584067	If you treat all people exactly the same, as your customers, there would be no need for it together with a huge savings in council tax.
49	15/08/2022 13:56 PM ID: 197584956	A box ticking exercise in political correctness and a waste of council money
50	15/08/2022 13:58 PM ID: 197584777	Very good (as far as it goes)
51	15/08/2022 14:06 PM ID: 197585765	It is very good but depends on the commitment of all staff and officers and time must be allowed for complying and monitoring.
52	15/08/2022 14:12 PM ID: 197587409	It is important as big changes are needed
53	15/08/2022 14:17 PM ID: 197587172	Waste of money, box ticking exercise when there are much more important issues to focus on such as housing and social care.
54	15/08/2022 14:21 PM ID: 197588403	Ok
55	15/08/2022 14:28 PM ID: 197588125	Woolly and vague, lacking in specific detail
56	15/08/2022 14:46 PM ID: 197590158	None
57	15/08/2022 15:21 PM ID: 197591854	I have never found much difficulty in accessing the Council. However, that is because I monitor planning applications for a local Civic Society and therefore am experienced and comfortable with using the VWHDC website, finding the information I want, submitting comments and, when necessary, dealing with officers and councillors. Therefore it is not straightforward for me to assess how difficult someone who was unfamiliar with dealing with the Council would find the procedures. Your proposals look like a good start to making access easier for all. However, it must not degenerate into a box-ticking exercise. Also, many people are not comfortable with 'dealing with a machine' and feel much happier speaking to a human who can react to their specific enquiry or problem.
58	15/08/2022 15:27 PM ID: 197594017	As far as I know it's ok
59	15/08/2022 15:52 PM ID: 197592845	Stupid and a waste of time and money
60	15/08/2022 16:44 PM ID: 197600233	its ok
61	15/08/2022 16:50 PM ID: 197598960	A good start.

## 11. Overall, what do you think about the draft Diversity and Inclusion Strategy?

62	15/08/2022 16:59 PM ID: 197600388	It looks great for starters. Looking forward to seeing more diverse leadership.
63	15/08/2022 16:59 PM ID: 197601264	It's OK
64	15/08/2022 17:13 PM ID: 197601342	I am supportive everything in the strategy, but am concerned about the timing. Some of these actions do have an associated cost. We have managed without a Diversity and Inclusion strategy for a long time. Given the current financial position I don't think it is appropriate for the council to be starting new initiatives that the council taxpayer is going to have to fund. I think there are more important priorities.
65	15/08/2022 17:37 PM ID: 197603854	Unnecessary
66	15/08/2022 17:54 PM ID: 197604595	not enough is done
67	15/08/2022 18:01 PM ID: 197604319	Waste of money, causes more problems than you solve, you are listening to the loud minority who wish to change everything, and not for the best.
68	15/08/2022 20:21 PM ID: 197610894	I think it could just be a job creation strtegy with little effect.
69	15/08/2022 21:42 PM ID: 197613265	The name is just silly. It is not about diversity (which is an overly-woke construct from certain lobby groups); it is about ensuring all groups can access services with support where needed, and to avoid inadvertent discrimination. For example, your sexuality won't interfere with your ability to contact the council... It is much more about disabilities / those with different needs. I would suggest calling it something along the lines of an 'Equal access strategy' or 'Inclusive access strategy / policy' And avoid re-inventing the wheel - discrimination and access are what this is about, so most staff do not need 'diversity' training which is annoying and patronising usually
70	15/08/2022 22:19 PM ID: 197614507	It's good.
71	15/08/2022 23:38 PM ID: 197616471	This should already be in place. If more time was spent actually providing a good service than writing about it that would help.
72	16/08/2022 07:31 AM ID: 197620624	It is a well-crafted statement. "We aspire to" is an inauspicious start. Why not say "In our"? "Together" is ambiguous because "all our residents" is something outside your control. "Positive difference" is ambiguous, because the policy is an umbrella.
73	16/08/2022 08:13 AM ID: 197622006	I am glad you recognise the need for such a strategy
74	16/08/2022 08:24 AM ID: 197622665	The council should provide the most efficient service for the majority of its customers. This does not necessarily need to reflect the needs of every single minority group.
75	16/08/2022 08:38 AM ID: 197623653	seems ok
76	16/08/2022 09:24 AM ID: 197626044	It appears to address the key elements of D & I
77	16/08/2022 09:31 AM ID: 197625671	As above
78	16/08/2022 09:52 AM ID: 197623372	Very nicely done, but it needs to be implemented with very close connection to various groups, ideally bringing community leaders on board.
79	16/08/2022 10:09 AM ID: 197629023	Somewhat surprised this has only just come about. Is is a 'woke' reaction? How will it all be funded - money should go on services first...

## 11. Overall, what do you think about the draft Diversity and Inclusion Strategy?

80	16/08/2022 10:52 AM ID: 197611995	Very good
81	16/08/2022 11:12 AM ID: 197634486	With Council funding supposedly so tight, why is everything translated into several languages and translators provided? Surely it's the responsibility of non-speakers to provide their own. Sometimes inclusion means exclusion for others eg lack of social care provision due to allocation of funds for minorities.
82	16/08/2022 11:14 AM ID: 197635405	It looks well thought through and seem to cover all areas.
83	16/08/2022 12:02 PM ID: 197633575	At base level it covers most elements. It would be good to offer some training / learning to local communities to help groups identified as needing additional support.
84	16/08/2022 16:35 PM ID: 197661379	By 'gender' do you mean 'sex' which is a protected characteristic? Gender identity is not although obviously gender reassignment is.  I hope that any consultations as mentioned in section 1 will be carried out with a broad and representative section of the population.  I have my doubts about the effectiveness of unconscious bias training.  Diversity calendars sound ok but if every day is a special day it soon becomes meaningless and people don't take much notice.
85	16/08/2022 20:42 PM ID: 197679154	Big on generalisations but low on specifics, big on targets but low on actions
86	16/08/2022 21:24 PM ID: 197681086	Fine but not sure what it will mean in practice
87	16/08/2022 23:49 PM ID: 197684829	It seems pretty thorough, but is couched in officialese and not plain English. it will depend upon recruiting and training the right people - and will need funding at a time when there are so many other priorities. I hope it is positively realised.
88	17/08/2022 08:30 AM ID: 197693696	A balanced programme.
89	17/08/2022 10:30 AM ID: 197700342	It should provide an excellent opportunity to increase the number of local authority civil service posts and reduce unemployment in these areas. What actual, practical difference it will make to anything or anyone at all is impossible to predict. It is not clear where the additional funding necessary to operate this strategy will come from.
90	17/08/2022 16:34 PM ID: 197730554	It is a little like 'motherhood and apple pie' Everybody is in favour, but what action/changes will take place?
91	19/08/2022 08:01 AM ID: 197891694	Generally clear, but vocabulary content is not Easy Read - which i totally agree with being used. The length of the document, 8 pages, is longer than many people are prepared to read, so the later parts are less likely to be scrutinised. My example of vocabulary needing to be made clear, (Easy Read) and lack of clarity by the end of the document, is made clear by this quote - 'Strategic HR to develop a range of training covering equality / diversity / inclusion (e.g. unconscious Bias / neuro diversity)'
92	19/08/2022 17:47 PM ID: 197938517	To left wing and woke
93	19/08/2022 18:33 PM ID: 197940528	Why are you doing this???
94	20/08/2022 16:37 PM ID: 197731246	So broad and nice as to be meaningless! Do we really need this strategy and the cost involved?
95	21/08/2022 07:43 AM ID: 198009550	It seems a very sensible approach to go in aiming to achieve a good level & build on this. Hopefully over time improvements will mean success in aiming towards the highest level as the strategy & workforce evolve.









































































