







# 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 communities to catch up with concerns on such issues as waste collection, bin collection, housing, planning.</p> <p>There is more 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 daylights 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 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 navigable, 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 regularly 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 equals. 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 Diversity 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 seems 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.

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

96	21/08/2022 10:09 AM ID: 198014644	I think that the council has other urgent and more pressing basic priorities.
97	22/08/2022 12:38 PM ID: 198062147	Lack of continuity of officers, constant reorganisation mean it is difficult to find the correct person to speak to. Sometimes there are urgent situations where an email contact form on a website is just not good enough.
98	22/08/2022 16:53 PM ID: 198086203	A positive move
99	22/08/2022 16:58 PM ID: 198084521	It is a lot of unnecessary virtue-signalling claptrap.
100	23/08/2022 10:32 AM ID: 198117121	It has its heart in the right place. It needs to be translated into actions from which the council and its staff learn, so that they can be innovative in their actions. Increasing the understanding of all staff of what diversity and inclusion means to the people who feel excluded is vital. They need to be able to put themselves in those people's shoes in everything they do. That includes writing policy documents.
101	23/08/2022 16:09 PM ID: 198154812	Most of it should have been happening anyway. It is important not to overdo this sort of initiative. to the detriment of normal services.
102	25/08/2022 11:40 AM ID: 198262512	A little bit 'airy-fairy' and there for the council to be seen to be politically correct but well meaning I support. (Is it needed)?!
103	27/08/2022 12:39 PM ID: 198373658	I would like to think it already applies.
104	30/08/2022 11:05 AM ID: 198465749	Its a good start, but respect to all is more powerful. Many people don't know the difference between positive discrimination and positive action and much offence and unfairness has been caused by attempting to do the right thing. Just having a strategy does not solve the problem. Good leadership is where it starts.
105	30/08/2022 13:43 PM ID: 198479475	A commitment to using external trainers from the minority groups to deliver training to staff e.g. anti racism training from a member of the BAME community. Training must encourage staff to examine their own internal preconceived ideas and unconscious biases which may affect their decision making and interactions with customers.
106	30/08/2022 22:14 PM ID: 198515432	The theory looks good i e training and awareness.
107	31/08/2022 12:52 PM ID: 198547952	Not comprehensive but ticks the boxes.. Lip service
108	31/08/2022 14:49 PM ID: 198557891	You are doing your best but lack the skills and ability to be truly inclusive.
109	01/09/2022 20:53 PM ID: 198652739	I only skim read it but it looks solid.
110	03/09/2022 10:23 AM ID: 198730467	It's good.
111	06/09/2022 09:36 AM ID: 198859442	Pretty standard to what other large organisations have.
112	06/09/2022 10:49 AM ID: 198867351	It mirrors what every organisation and institution professes in our present culture. I suppose it is deemed necessary but I do wonder what practical difference it makes. Treating people with respect and consideration seems t me to be the heart of the matter..
113	06/09/2022 18:35 PM ID: 198907612	It sounds like a lot of my wasted money. When the Uk are facing an energy crisis and cost of living I crisis why are you not focusing on policies and resources on recycling strategies, and free community events. Get the developers to actually provide facilities (NOT COSTA COFFEES) to the community. How can you allocate time and resources when you cannot deliver BASIC services such as schools and doctors!



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

114	09/09/2022 11:16 AM ID: 199113836	A good framework
115	09/09/2022 11:52 AM ID: 199115251	Fine, but the same as above.
116	09/09/2022 12:14 PM ID: 199118147	Sounds like a great idea
117	09/09/2022 12:15 PM ID: 199117915	It's nonspecific and full of 'motherhood and apple pie'. In reality local councils have little authority. The most important aspect of local government -planning and it's implementation has become entirely random and 'anything goes' to the detriment of all of us who have been longterm members of the community. I feel let down, disenfranchised and somewhat apathetic after thirty unsuccessful years of attempted engagement
118	09/09/2022 12:18 PM ID: 199117863	I hope it isn't just wasting money.
119	09/09/2022 12:28 PM ID: 199119160	Very good.
120	09/09/2022 12:34 PM ID: 199119552	A good document
121	09/09/2022 12:35 PM ID: 199118894	Its a waste of time and tax payers money.
122	09/09/2022 12:51 PM ID: 199120363	I think there is a huge amount of money being wasted. So many consultations, surveys, strategy documents, appointment of officers all talking and discussing things but very little action. I would much prefer to see footpaths and cycle paths and roads looked after and safer for people to use than all this. People will then feel valued and see what the DC is doing to help the community
123	09/09/2022 12:56 PM ID: 199120340	Comprehensive and unambiguous
124	09/09/2022 12:57 PM ID: 199120283	Useful but is it measurable?
125	09/09/2022 13:45 PM ID: 199123549	A lot of words, and an awful lot of reliance on the 'Equality Officer' - surely you will need more than one!! There is also a reliance on voluntary groups to participate - but they are not funded by the council so what is the incentive for them to do so? The absence of any reference to disability awareness seems to me to be a glaring omission. My feeling is that this document is a lot of words that, without realistic time scales added, is just that. Good intentions that maybe tick a few boxes is not going to achieve any real progress.
126	09/09/2022 13:47 PM ID: 199123846	It's positive action that will be a stepping stone for ongoing improvements
127	09/09/2022 14:24 PM ID: 199125176	It does sound similar to a 'tick box' programme for office staff , to satisfy some Government department blurb/directive which is to satisfy modern 'inclusion' programmes ....which in turn are to reduce opportunities for those minority groups who feel under-represented to hold protests and encourage press and TV coverage to an overwhelming degree !
128	09/09/2022 14:42 PM ID: 199127684	Overall I think it is just common sense in making sure all aspects of society understand the elements of Council.
129	09/09/2022 15:08 PM ID: 199128664	Needless waffle.
130	09/09/2022 15:38 PM ID: 199132343	It's ok




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

131	09/09/2022 16:57 PM ID: 199137535	I approve,
132	09/09/2022 17:29 PM ID: 199139040	It's good and well intentioned
133	09/09/2022 17:53 PM ID: 199139729	I worry about the cost to all local council tax payers in these difficult times
134	09/09/2022 19:51 PM ID: 199143763	i have no idea how this woudl be measurable to work out whether it works or not without a means of judging that, it is simply a bald statement
135	10/09/2022 09:09 AM ID: 199153171	Very good
136	10/09/2022 12:00 PM ID: 199157980	It is important and worthwhile.
137	10/09/2022 15:10 PM ID: 199163557	Nonsense
138	10/09/2022 17:20 PM ID: 199165987	ITS A VERY GOOD IDEA BUT THIS COUNCIL SHOULD NOT BE RUNNING IT ,IT NEEDS MORE ACCOUNTABILITY AND NON COUNCIL WORKERS INCLUDED JUST TO MAKE IT SECURE OR NOBODY WILL WANT TO BE INCLUDED. HAVE YOU GIVEN THOUGHT ABOUT ANY STIGMA THAT WOULD ATTATCH ITSELF TO THOSE THAT ARE INCLUDED. WILL IT BE LIKE MY GRANDSON .HE WAS ON FREE SCHOOL MEALS BUT THE LOCAL SCHOOL (KING ALFREDS) MADE ALL THOSE STAND OUTSIDE THAT RECEIVED FREE MEALS SO HE HAD THAT STIGMA TO LIVE WITH ALL THROUGH SCHOOL, IN SUMMARY I THINK IT NEEDS A LOT OF WORK OR THE WAY IT IS SET UP WILL CAUSE UPSETS AND REVERSE ANY GOOD WORK DONE.
139	10/09/2022 22:11 PM ID: 199173256	Waste of money. If you adopt this strategy you can't complain of being starved of funds
140	11/09/2022 09:11 AM ID: 199178403	sounds good
141	12/09/2022 09:26 AM ID: 199207710	Good to have
142	12/09/2022 09:46 AM ID: 199208991	Comprehensive
143	12/09/2022 10:51 AM ID: 199214088	It seems sensible, but could easily be subverted.
144	12/09/2022 15:45 PM ID: 199239589	Waffle
145	12/09/2022 19:53 PM ID: 199249892	Although the aims are laudable, I think that there is a danger that too strong a focus on protected characteristics may distract from other causes of poor participation by particular groups, e.g. socioeconomic status. For instance, low engagement by a particular ethnic group may have little to do with ethnicity, but be primarily a result of deprivation.
146	13/09/2022 00:27 AM ID: 199267287	I think the strategy takes a logical approach to promote diversity and inclusion.
147	13/09/2022 11:15 AM ID: 199288392	With the proviso in (10) above, it's fine.
148	13/09/2022 20:57 PM ID: 199347170	Please be sure to level up rather than down - the law of unintended consequences is waiting to trip you up!
149	13/09/2022 22:02 PM ID: 199350649	Waste of time and resources.

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

150	15/09/2022 12:44 PM ID: 199491109	Principals are a good foundation, results will prove those principals worth.	
151	15/09/2022 18:28 PM ID: 199520001	Excellent! Obviously well researched and mapped out.	
152	23/09/2022 10:11 AM ID: 199680976	A sensible approach	
153	30/09/2022 17:32 PM ID: 200493710	At the moment it is not fit for purpose - this is a huge piece of work to do properly and 8 pages is totally inadequate.	
154	04/10/2022 12:59 PM ID: 200684545	Needed as the population in this area rises and includes many people from a wide range of ethicalities and religions.	
		answered	154
		skipped	80

### 12. Do you think anything is missing from the draft Diversity and Inclusion Strategy?

Answer Choices		Response Percent	Response Total
1	Yes 	25.71%	54
2	No 	42.38%	89
3	I don't know 	31.90%	67
		answered	210
		skipped	24

### 13. If yes, what is missing from the draft Diversity and Inclusion Strategy?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	59
1	08/08/2022 19:59 PM ID: 197216222	Common sense	
2	08/08/2022 20:10 PM ID: 197215937	As above - clear language around sex as a characteristic. Plus in general clearer measures/outcomes.	
3	09/08/2022 09:08 AM ID: 197233169	Too complicated	
4	09/08/2022 11:14 AM ID: 197240107	I suggest that a simple code of conduct could encapsulate many of the objectives and once the necessary culture change is in place, could remove the need for more cumbersome procedure. There is a warning though, from the 2022 SODC Code of Conduct - 14 pages is too long and is not going to be read and digested by many people. Most of it is encompassed in the Nolan principles which will fit on one page.	
5	09/08/2022 15:17 PM ID: 197261239	Its complete deletion	

### 13. If yes, what is missing from the draft Diversity and Inclusion Strategy?

6	10/08/2022 13:03 PM ID: 197313434	In the intro, there's no mention of sex, but there is mention of gender. Sex is a protected characteristic, and gender is not. I think it's important to understand the difference between these. Gender reassignment IS a protected characteristic. This strategy MUST get these things right. Also in the intro, 'protected characteristics' are referred to, but I don't see anywhere in the doc where these are listed.
7	10/08/2022 13:21 PM ID: 197314382	See comments before
8	10/08/2022 13:50 PM ID: 197271754	Better use of complaints/customer feedback data to inform how communities are using the councils' services
9	12/08/2022 14:18 PM ID: 197475500	The protected characteristic of SEX
10	12/08/2022 20:25 PM ID: 197494570	I have stated what I think about the poor education, training and accountability etc. of your Capita contractors who for sure seem to squabble in the main over ensuring that each one is given adequate working hours in a week. Communication with we disabled people is a disgrace as I say and I have personally been treated very badly for over 2 years of being badly disabled by the Housing Team - who have done zero for me as of this date, despite me being a priority person to be re-housed as my private landlord has died and I am forced to continue facing Court actions and living here despite my home being dilapidated and judged as a danger to my health and safety by Lowri Miller of SODC's environmental health team.
11	12/08/2022 22:07 PM ID: 197498294	Including sex as a category as above. It is shocking that this has been minted - does the council not have access to legal advice on getting ur obligations as a council (and as employers)?
12	15/08/2022 09:02 AM ID: 197562942	Emphasis on older, non-computer-user residents
13	15/08/2022 10:24 AM ID: 197569460	.
14	15/08/2022 12:24 PM ID: 197579134	More individual responses
15	15/08/2022 12:36 PM ID: 197579664	Scrap this strategy.
16	15/08/2022 12:47 PM ID: 197580688	Some form of commitment to actually acheiving your aims. I saw someone from planning posting a sign and pointed out the flaws in your logic. They could not escape fast enough. After all why should planning concern itself with putting infrastructure in at the same time as development? It might avoid current issues like lack of medical facilities, lack of roads, lack of schools etc etc.
17	15/08/2022 13:09 PM ID: 197580509	See my response to question 10.
18	15/08/2022 13:16 PM ID: 197581804	As per my other additional comments.
19	15/08/2022 13:29 PM ID: 197583393	Measures of success are inadequate.
20	15/08/2022 13:43 PM ID: 197584769	The needs of the majority being ignored because of the noise generated by the minority
21	15/08/2022 13:44 PM ID: 197584067	The overall cost with staffing and operational costs.
22	15/08/2022 13:56 PM ID: 197584956	Proportionality & common sense
23	15/08/2022 13:58 PM ID: 197584777	Just the above

### 13. If yes, what is missing from the draft Diversity and Inclusion Strategy?

24	15/08/2022 14:12 PM ID: 197587409	Not sure
25	15/08/2022 14:28 PM ID: 197588125	Direct indicative actions
26	15/08/2022 15:52 PM ID: 197592845	Common sense
27	15/08/2022 16:59 PM ID: 197600388	More diversity at the leadership level
28	15/08/2022 21:42 PM ID: 197613265	A practical approach to these important issues, avoiding tokenism
29	16/08/2022 07:31 AM ID: 197620624	Specific accountability to a person. Deadlines.
30	16/08/2022 08:24 AM ID: 197622665	A clear differentiation between what is provided for council staff, and the services provided to the public.
31	16/08/2022 09:31 AM ID: 197625671	As above
32	16/08/2022 10:09 AM ID: 197629023	Action to encourage minorities to better integrate - e.g. provide English language training to those that need it.
33	16/08/2022 20:42 PM ID: 197679154	A much higher level of community participation through virtual access to council meetings
34	16/08/2022 21:24 PM ID: 197681086	Mention of the large group of people who do not fall into a special category
35	17/08/2022 10:30 AM ID: 197700342	Indication of how this strategy will be funded.
36	19/08/2022 08:01 AM ID: 197891694	See my previous comments on schools and language content
37	19/08/2022 18:33 PM ID: 197940528	Get the best person for the job !!!!
38	22/08/2022 12:38 PM ID: 198062147	More and better contact with town and parish councils. Return the twice yearly district/parish liaison session, either in person or online, have all the main officers and party leaders there to answer questions; be open, transparent and responsive
39	27/08/2022 10:41 AM ID: 198370630	What facilities are being offered for other religion worshippers? Are there any buildings which they can use or convert to observe their faith? Are the businesses made aware of other religions and how they celebrate their special events? If so, what are the businesses doing to ensure that they too benefit from other cultural events and festivities, such as offering certain gift items. As an example, Tesco and Sainsbury's offer certain groceries during Ramadan (Muslims) and Diwali (Hindus).
40	27/08/2022 12:39 PM ID: 198373658	We are experiencing higher numbers of immigrants and perhaps English Language and customs should be taught.  Offices should be accessible, with accessible toilets, lifts, etc.
41	30/08/2022 11:05 AM ID: 198465749	Develop your leaders as a priority.
42	30/08/2022 22:14 PM ID: 198515432	As I have described above.
43	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. Even this survey is available electronically so is excluding this portion of the residents of the area.

### 13. If yes, what is missing from the draft Diversity and Inclusion Strategy?

44	31/08/2022 14:49 PM ID: 198557891	1. Many people do not have e-communications and you fail to provide alternative means of joining in this type of consultation. Hold local meetings. 2. There are many ethnic and religious minorities in the vale with their own cultures and traditions. You tend to cater for the the white middle class Christian/atheist (reflecting the Councillor make-up I think). How about some diversity training for Councillors and staff so they can become more aware and inclusive.	
45	03/09/2022 10:23 AM ID: 198730467	It seems rather bland and predictable, but I suppose a good start-point	
46	06/09/2022 09:36 AM ID: 198859442	Detail on how you will deliver the strategy delivering organisational fairness and cohesion in our communities. How will you accommodate fairness through diversity and inclusion within the change from physical to digital delivery on many services.	
47	06/09/2022 18:35 PM ID: 198907612	Acknowledgment that your staff need efficiency and job training before diversity training. You have enough diversity champions in the community, the schools, the fire station! I could not believe my eyes when I saw the stonewall logo at the fire station. That means woman are not welcome!	
48	09/09/2022 12:15 PM ID: 199117915	As above -we need engagement and to be listened to. The strategy is just words	
49	09/09/2022 12:51 PM ID: 199120363	If it has to be done just draw up a very simple strategy that can actually be achieved. Such a lot of talk.....	
50	09/09/2022 12:57 PM ID: 199120283	Measurability	
51	09/09/2022 13:45 PM ID: 199123549	See above, the need to include disability awareness	
52	09/09/2022 15:08 PM ID: 199128664	Brevity.	
53	10/09/2022 17:20 PM ID: 199165987	YOU CAN NOT FORCE THIS UPON THE POPULATION AND ASSUME THAT YOU CAN DO WHAT YOU WANT WITH OUR DATA I DO NOT TRUST THIS COUNCIL AND THERE IS CASES OF MISPHESSANCE BEING LOOKED INTO AT THE MOMENT INVOLVING EXECUTIVE COUNCIL OFFICERS .THIS MUST HAVE FULLY INDEPENDANT OVERSEEING FROM A BODY FAR REMOVED FROM THIS COUNCIL.	
54	12/09/2022 10:51 AM ID: 199214088	I would like to see some ground rules that prevent a WOKE agenda.	
55	12/09/2022 15:45 PM ID: 199239589	Common sense	
56	13/09/2022 11:15 AM ID: 199288392	See response to (10) above.	
57	13/09/2022 22:02 PM ID: 199350649	It should be stopped now and resources reallocated to front line services.	
58	15/09/2022 12:44 PM ID: 199491109	Advice for participants to listen	
59	30/09/2022 17:32 PM ID: 200493710	Detail and who will be doing these	
		answered	59
		skipped	175

## 14. What do you think is the most common mistake an organisation makes in its approach to diversity and inclusion?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	158
1	08/08/2022 17:39 PM ID: 197210073	They spend way to much money and time on it.		
2	08/08/2022 17:40 PM ID: 197210106	Worrying about it when it has better things to do		
3	08/08/2022 19:59 PM ID: 197216222	It becomes an overly onerous box ticking exercise (eg the ridiculous mandatory safeguarding training for ALL staff - including those without any interaction with the public). Public perception that finite resources are disproportionately utilised. Public perceives that certain minorities receive preferential attention.		
4	08/08/2022 20:10 PM ID: 197215937	To prioritise one protected characteristic over another - they need to be balanced. To place importance on flying flags and delivering unconscious bias training when there is no evidence that these things promote community cohesion (in fact they can be divisive). <a href="https://www.bbc.com/worklife/article/20210326-the-complicated-battle-over-unconscious-bias-training">https://www.bbc.com/worklife/article/20210326-the-complicated-battle-over-unconscious-bias-training</a>		
5	08/08/2022 20:57 PM ID: 197218796	All talk and no action		
6	09/08/2022 08:36 AM ID: 197231465	Assumes certain groups want to be included when they might not.		
7	09/08/2022 09:08 AM ID: 197233169	Spending time and money on it rather than just running the organisation efficiently and fairly		
8	09/08/2022 09:40 AM ID: 197235158	A succession of policies but sometimes a lack of work in effectively changing entrenched views that directly affect the effectiveness of the policy		
9	09/08/2022 10:40 AM ID: 197238367	Not effectively communicating with people. Inadequate emergency plans e.g. Covid		
10	09/08/2022 11:14 AM ID: 197240107	Celebrating the minority and forgetting the majority.		
11	09/08/2022 11:26 AM ID: 197242453	The tendency is for government / councils etc to decide and tell people what they need and what is good for them, which encourages an institutional style culture, with users becoming more and more dependent on the provider and less and less satisfied with that provision, due to cut backs on funding and services. Councils need to give residents more ownership of their communities and as in this survey, get them to engage in more proactive activity and not leave it all to those in power!		
12	09/08/2022 13:26 PM ID: 197253412	Overhyping it.		
13	09/08/2022 15:04 PM ID: 197259882	appreciate the diversity of people being communicated with		
14	09/08/2022 15:15 PM ID: 197261316	Having a strategy and then doing nothing to implement it or to change behaviours.		
15	09/08/2022 15:17 PM ID: 197261239	Caring about it - it doesn't matter and no one cares		
16	09/08/2022 16:38 PM ID: 197267711	Following the guidelines which a becoming an absolute nonsense		
17	09/08/2022 17:08 PM ID: 197269601	Having preconceived ideas of who is suffering exclusion		

#### 14. What do you think is the most common mistake an organisation makes in its approach to diversity and inclusion?

18	10/08/2022 13:03 PM ID: 197313434	Confusion about the difference between sex and gender. It's big deal these days.
19	10/08/2022 13:21 PM ID: 197314382	No
20	10/08/2022 13:50 PM ID: 197271754	Taking a blanket one size fits all approach and often paying lip service to this key issue. A failure to truly listen to residents is often a common mistake.
21	11/08/2022 10:48 AM ID: 197387694	Learning about people without asking those people for their input. 'Nothing about us without us.'
22	12/08/2022 14:03 PM ID: 197310257	a one-size-fits-all approach, i.e. not nuanced enough
23	12/08/2022 14:18 PM ID: 197475500	Deferring to outside organisations like Stonewall who routinely misrepresent Equality Legislation
24	12/08/2022 17:04 PM ID: 197487570	Only giving diversity and inclusion to certain groups. That you think you need to
25	12/08/2022 20:25 PM ID: 197494570	You are far too detached from reality and you have no feeling of care or service for to clear needs of underprivileged disabled people like myself. There is a severe lack of accountability at SODC - Capita people are just ignorant with a serious lack of care or understanding of the same. They cannot even communicate in a fair and understanding way !!!
26	12/08/2022 22:07 PM ID: 197498294	Promoting the interests of one group over others - racism, sexism and the elderly affect the majority of residents but their needs seem to get sidelined by other tiny, vociferous minorities
27	13/08/2022 14:30 PM ID: 197515837	Paying lip service or ticking boxes while tolerating or turning a blind eye to poor practice.
28	14/08/2022 14:38 PM ID: 197540488	Spending too much effort and resources on it.
29	14/08/2022 22:48 PM ID: 197553387	Not keeping it simple
30	15/08/2022 01:59 AM ID: 197445832	Individual opinion can sometimes overshadow the actual result of a decision. There should be a check of actual, verbal, and written results communicated to the General Public from the original Council decision. Individual interpretation can sometimes lead to the wrong message being passed on to the public.
31	15/08/2022 09:02 AM ID: 197562942	Focus on LGBTQ+ and BAME issues (which have been completely neglected in the past) can, in practice, exclude other groups who are non-mainstream
32	15/08/2022 10:24 AM ID: 197569460	.
33	15/08/2022 12:19 PM ID: 197578852	Going overboard on diversity and inclusivity.
34	15/08/2022 12:24 PM ID: 197579134	You think you know what people want before you ask them. Then you don't adapt to what they want afterwards
35	15/08/2022 12:29 PM ID: 197579609	Trying to include every group that thinks they are special, so not to hurt their feelings. You won't be able to please everyone. Danger of getting bogged down and tied up with red tape the more complicated it gets & more costly.
36	15/08/2022 12:30 PM ID: 197579927	only reaching out to known groups rather than individuals.
37	15/08/2022 12:36 PM ID: 197579664	E&D cannot be justified when basic services are not provided at all or to the minimum standard.
38	15/08/2022 12:40 PM ID: 197580128	talking the talk without successful implementation



#### 14. What do you think is the most common mistake an organisation makes in its approach to diversity and inclusion?

39	15/08/2022 12:43 PM ID: 197578986	Implement an imposed way of thinking (which may have its own flaws and prejudices) rather than getting members of the organization to think more about some of these issues on their own, as applied to their everyday work and interactions with customers/those they serve.
40	15/08/2022 12:47 PM ID: 197580688	Relying on words not deeds.
41	15/08/2022 12:53 PM ID: 197580877	Too many outside organisation's involvement & therefore loosing site of the main objective
42	15/08/2022 13:03 PM ID: 197581563	It tacitly promotes the concept of a lack of diversity and inclusivity. Haven't you got real issues to deal with? Utility costs, failing contractors and sensible community investment strategies?
43	15/08/2022 13:09 PM ID: 197580509	Climbing on the bandwagon of virtue signalling. This does nothing to actually help people. However, any organisation that dares to say it doesn't have any issues is likely to be castigated so, business-wise, it pays to toe the line.
44	15/08/2022 13:16 PM ID: 197581804	Managing effective change. Forgetting the human side (long held values/beliefs) and focusing just on training modules/adding policy thinking this will cure all.
45	15/08/2022 13:17 PM ID: 197583364	Trying to please everyone and then pleasing no one. There must be a majority consensus, but don't let one minority vocal point of view derail the whole process if it does not add value to the strategy
46	15/08/2022 13:20 PM ID: 197583139	Talking for us not with us
47	15/08/2022 13:24 PM ID: 197583413	Spending too much time on it
48	15/08/2022 13:29 PM ID: 197583393	Turning to training instead of addressing structural problems. Training can be a part of a solution, but is not an end in and of itself.
49	15/08/2022 13:38 PM ID: 197585050	Virtue signalling. It's all very well saying "we're inclusive" but organisations have to actually do it - and test it, and review it, and engage with end users to make sure it's working. Boxes ticked do not equal inclusive access.
50	15/08/2022 13:42 PM ID: 197584985	A lack of willness to change. A fear of the unknown...wokeness! Tunnel vision. Knowing the current market.
51	15/08/2022 13:42 PM ID: 197581868	To be able to ensure the policy is being actioned and to monitor all parties are compliant! Where would any 'whistle blowers' go with their concerns?
52	15/08/2022 13:43 PM ID: 197584769	See comments in 13) above. That they pander to the minority
53	15/08/2022 13:44 PM ID: 197584067	By placing people in tick boxes which causes a non-inclusion of togetherness and equality.
54	15/08/2022 13:56 PM ID: 197584956	Being afraid of not conforming to the latest fad
55	15/08/2022 13:58 PM ID: 197584777	Not collecting complaints (and comments) consistently, and being able to prove that they are driving change.
56	15/08/2022 14:06 PM ID: 197585765	Pressure of day to day work overrides diversity and inclusion considerations.
57	15/08/2022 14:12 PM ID: 197587409	Not asking those most affected what they think is needed and where applying this will be most effective
58	15/08/2022 14:17 PM ID: 197587172	Box ticking exercise so they can add a 'diversity aware' slogan on their branding. Focus on providing the same high quality service to everyone. You don't need my backstory just treat me with respect and common courtesy.

#### 14. What do you think is the most common mistake an organisation makes in its approach to diversity and inclusion?

59	15/08/2022 14:28 PM ID: 197588125	They want to tick boxes and do so without really understanding the impact it has on the end user. eg Network Rail/GWR have an inclusivity policy which requires disabled people to travel to either Oxford or Didcot Parkway if they want to cross platforms at Radley. This can add hours to a journey that should take a few minutes. What the policy should have been based around was not doing the minimum that the Equality Act states but real hard opportunity thta allows a level playing field not excluding anyone.
60	15/08/2022 14:46 PM ID: 197590158	People getting upset on behalf of groups - rather than seeing if something is discriminatory.
61	15/08/2022 15:07 PM ID: 197591350	Fobbing people off and not being totally open. Should always get back and do it by phone not text or email that sort of communication is very impersonal and you can read it in the wrong tone. That would make matters much worse.
62	15/08/2022 15:21 PM ID: 197591854	Making it too complicated.
63	15/08/2022 15:27 PM ID: 197594017	Being too specific
64	15/08/2022 15:52 PM ID: 197592845	The biggest mistake is employing some idiot for this job creation scheme
65	15/08/2022 16:44 PM ID: 197600233	under estimating how many people it impacts on and underestimating the number of people who do not think it applies to them
66	15/08/2022 16:50 PM ID: 197598960	Assuming "they" know best, and failing to consider the views of others sufficiently.
67	15/08/2022 16:59 PM ID: 197600388	Often, organisations focus on being seen as diverse so will put out lots of information about the tiniest thing they do which makes them seem diverse.  In actual fact, diversity shows from within. It's in seeing how people of different backgrounds thrive within the organisation itself. The organisation's policy should mirror their practice. We shouldn't be producing documents to show that we are diverse. A visitor should be able to tell that a company is diverse after spending some time with employees. Diversity should be worn into the culture of the organisation.
68	15/08/2022 16:59 PM ID: 197601264	Over thinking
69	15/08/2022 17:13 PM ID: 197601342	Treating diversity and inclusion as something special. Diversity and inclusion are no different to health and safety. The organizations that manage these things well manage them in exactly the same way that they manage every other aspect of their business. Diversity and inclusion are nothing other than good employment practice.
70	15/08/2022 17:37 PM ID: 197603854	Not using common sense
71	15/08/2022 17:54 PM ID: 197604595	not sure
72	15/08/2022 18:01 PM ID: 197604319	Highlighting diversity and inclusion, most people accept diversity and inclusion without having it rammed down their throats.
73	15/08/2022 20:21 PM ID: 197610894	Trying to do too much without working on the basics of producing services for all to use.
74	15/08/2022 21:42 PM ID: 197613265	Adopting the same approach for every document or service - not everything needs an equality impact assessment, and if you make it tedious for staff by asking them to do it for everything (e.g. SOPs...) they will just get irritated and it becomes a box-ticking exercise. Take time to have a 'sense-check' at the outset to determine if there is a likely/possible impact on certain groups before undertaking the assessment.

#### 14. What do you think is the most common mistake an organisation makes in its approach to diversity and inclusion?

75	15/08/2022 22:15 PM ID: 197614807	Making assumptions about people based on their diversity characteristics
76	15/08/2022 22:19 PM ID: 197614507	Over focus on a tiny minority group at the expense of another, larger group. Everyone matters and everyone counts.
77	16/08/2022 07:31 AM ID: 197620624	Being vague.
78	16/08/2022 08:13 AM ID: 197622006	Both overestimating and underestimating the "market"
79	16/08/2022 08:24 AM ID: 197622665	Focus on minorities at the expense of the overall community.  Missing out on age challenges in the workforce.  Caught up with peoples wims
80	16/08/2022 09:24 AM ID: 197626044	Ignoring the basics of providing a comprehensive service
81	16/08/2022 09:31 AM ID: 197625671	Forgetting the majority of the population which is simply struggling to negotiate day to day life
82	16/08/2022 09:52 AM ID: 197623372	Lack of interest or not playing an active role.
83	16/08/2022 10:09 AM ID: 197629023	Gong 'over the top' and making everything unwieldy and expensive
84	16/08/2022 10:52 AM ID: 197611995	Words not action.
85	16/08/2022 11:12 AM ID: 197634486	Far too much emphasis on minority groups while majorities get ignored.
86	16/08/2022 11:14 AM ID: 197635405	Trying to cover all areas with the same approach, rather than dealing on an individual basis.
87	16/08/2022 11:56 AM ID: 197636745	Too generalised.
88	16/08/2022 12:02 PM ID: 197633575	Think it's all just a case of training. EDI is a topic which will forever grow and change. To attempt to get it remotely right an organisation needs to be agile in it's response to change. It's in the culture and will take years of imbedded behaviour.
89	16/08/2022 16:35 PM ID: 197661379	Tick box training instead of actually grappling with the real life issues in diversity faced in the organisation. Training needs a safe place where people can discuss genuine questions and concerns and work through real issues, without fear for their jobs or being branded racist, homophobic, ableist, transphobic, islamaphobic etc.
90	16/08/2022 20:42 PM ID: 197679154	Too much reliance on surveys and not enough direct participation using virtual access that was so successful during the pandemic
91	16/08/2022 21:24 PM ID: 197681086	Loses focus on the majority
92	16/08/2022 23:49 PM ID: 197684829	Sometimes people lack training, sometimes forethought, often basic compassion and common sense. High-flown phrases are meaningless unless people make them work.
93	17/08/2022 10:30 AM ID: 197700342	Failing to make any great practical difference to anything or anyone.
94	17/08/2022 12:08 PM ID: 197709597	Not having enough staff

#### 14. What do you think is the most common mistake an organisation makes in its approach to diversity and inclusion?

95	17/08/2022 16:34 PM ID: 197730554	Writing about it rather than implementing it
96	19/08/2022 08:01 AM ID: 197891694	Vocabulary usually used to write inclusion documents - and this document is an example - instantly discriminates against those who have not had extensive education, plus those who are fluent in everyday English but who do not know the finer vocabulary needed to understand this type of document. For example, a first generation immigrant. Their children might understand, but would not necessarily know much of the vocabulary.
97	19/08/2022 17:47 PM ID: 197938517	Going over the top too woke, PC etc
98	19/08/2022 18:33 PM ID: 197940528	Getting in involved in this rubbish in the first place !
99	20/08/2022 16:37 PM ID: 197731246	Getting involved in the first place!
100	21/08/2022 07:43 AM ID: 198009550	Too many people can often be pigeon-holed by religion &/or colour of their skin. Very few have such set views as to be hesitant or resistant to interacting with the community at large - maybe ways are feasible to improve things for the few who don't mix freely. There appear to be more mixed marriages or households than a couple of generations ago which is, hopefully, making society as a whole more inclusive & diverse. Making stereotyping of families etc less easy would generally be a benefit if the use of some terms not so 'favourably viewed' slipped out of use.
101	22/08/2022 12:38 PM ID: 198062147	Hiding behind technology. Real people answering the phone, particularly for the older and hard of hearing would make life so much better, less frustrating and more human.
102	22/08/2022 16:53 PM ID: 198086203	Assume everyone thinks it's a good idea
103	22/08/2022 16:58 PM ID: 198084521	Taking the matter too seriously.
104	23/08/2022 10:32 AM ID: 198117121	Doing the thinking in order to compile a strategy but not doing the ground work with the people they need to in order to make it happen.
105	25/08/2022 11:40 AM ID: 198262512	Possibly looking for problems that don't exist in the first place. A recent council job advertised in the Abingdon Herald implied that they only wanted applicants from black & ethnic minorities / LGBTQ+. This creates a problem - doesn't eliminate it, and can cause resentment. Its what the far right just love!
106	27/08/2022 10:41 AM ID: 198370630	No firm action plan with timelines and how this is going to be assessed. Doesn't bother to look at councils from other parts of the UK where the council have taken huge steps to accomodate diversity, perhaps due to high diverse population. The councils being referred to are Brent, Haringey, Bradford and others.
107	27/08/2022 12:39 PM ID: 198373658	Being too fixed in job specifications.
108	30/08/2022 11:05 AM ID: 198465749	Adhering to policy without thinking about the unintended consequences for others. i.e. hitting the target but missing the point. Policy is a group of peoples guidance to do a specific thing, which is a fantastic audit trail but not an indication of the culture of an organisation.
109	30/08/2022 13:43 PM ID: 198479475	Tokenism, where policies appear great on the surface but fail to make a true impact or small changes happen which look good on the outside but are of limited help. A serious commitment to equality and diversity means engaging with the affected communities in a meaningful way, and a commitment from all staff to unlearning unconscious biases and preconceptions. It means taking lessons from members of oppressed groups and listening to them above all others.

#### 14. What do you think is the most common mistake an organisation makes in its approach to diversity and inclusion?

110	30/08/2022 22:14 PM ID: 198515432	Excluding those disabled folk who can speak for themselves.
111	31/08/2022 12:52 PM ID: 198547952	Thinking that diversity and inclusion is foreign languages, disabled (including blind or deaf) people - many of the population may not fall into these categories but need to have action taken to ensure inclusion.
112	31/08/2022 14:49 PM ID: 198557891	Organisations sometimes talk the talk, ticks the boxes, but then fail to grasp diversity and inclusion. You are no different to the County Council in that regard. I have worked for Oxfordshire, Buckinghamshire and Royal County of Berkshire Counties (the latter before abolition) Bucks and Berks both had diversity awareness training which covered sexual orientations, gender discrimination (including language used) religious traditions, food, cultural traditions, how the minorities saw officials and how to interact inoffensively. Oxfordshire did not and I guess you probably don't either from some of the language and activity VOWH DC undertakes.
113	01/09/2022 20:53 PM ID: 198652739	Not resourcing it properly
114	03/09/2022 10:23 AM ID: 198730467	Have a separate group that cares about diversity and inclusion, but it doesn't permeate other areas.
115	06/09/2022 09:36 AM ID: 198859442	Write an all singing all dancing strategy and then forget it, having ticked it off as 'done'.
116	06/09/2022 10:49 AM ID: 198867351	See above: npt treating people with respect and consideration. And that within a culture which aims at effectiveness rather than efficiency.
117	06/09/2022 18:35 PM ID: 198907612	Tend to follow the advice of political lobbyists like stonewall. Who are anti-lesbian, anti-mother, anti-woman and anti-faith based culture. A diversity officer and champions and training is a distraction to people actually learning how to do their employed jobs properly.
118	09/09/2022 11:16 AM ID: 199113836	Not consulting everybody for suggestions
119	09/09/2022 11:31 AM ID: 199115099	Allowing approaches from any source.
120	09/09/2022 11:47 AM ID: 199116388	Spending too much money on it
121	09/09/2022 11:52 AM ID: 199115251	Taking what you are doing too seriously. Just treat everyone the same. If you treat people as individuals that you appreciate, then they will respond positively. If you categorise them, they will respond to that category, and that may be self-defeating and be used to undermine what you are trying to achieve.
122	09/09/2022 12:06 PM ID: 199117614	Perpetuating differences rather than encouraging convergence.
123	09/09/2022 12:14 PM ID: 199118147	Over thinking it
124	09/09/2022 12:18 PM ID: 199117863	They pay too much attention to special interest groups who do not speak for the "silent majority". That is how so many of our institutions become "woke".
125	09/09/2022 12:28 PM ID: 199119160	Ensuring that diversity and inclusion reach all levels of the organisation.
126	09/09/2022 12:34 PM ID: 199119552	Misunderstanding all people.
127	09/09/2022 12:35 PM ID: 199118894	Insufficient research into all interested parties based on taking the majority views.
128	09/09/2022 12:39 PM ID: 199119789	To go over the top and in doing so to actually be offensive and exclude citizens!!!

#### 14. What do you think is the most common mistake an organisation makes in its approach to diversity and inclusion?

129	09/09/2022 12:51 PM ID: 199120363	Talking about it too much and not doing anything. Too complicated, too many hot water
130	09/09/2022 12:56 PM ID: 199120340	Failure to identify unrepresented minorities
131	09/09/2022 12:57 PM ID: 199120283	Probably having staff working from home as informal opportunities for cross discipline conversations are missed
132	09/09/2022 13:45 PM ID: 199123549	Although there is a need to acknowledge and understand people that fall within the LGBTQ category, this is a small minority group whereas there is a much larger group that fall within the 'disabled' category. Do not let the need to be seen to be fair to all then lead to a diminution of the need to be seen to be fair to this larger group.
133	09/09/2022 13:47 PM ID: 199123846	Just starting the process and doing all the actions but not focusing on the enduring legacy of it. It has to become embedded in everyday practice so that it isn't something staff have to consider.
134	09/09/2022 14:24 PM ID: 199125176	Lots of 'waffle' , far too much unnecessary wording without clarification ( no point in constantly using jargon which is only mainly understood by local government office-based staff ?!) and have I missed a section on accountability and a tight goal check for evaluating the efficacy of this project ? It seems almost as waffly as the 'summaries' of the individual Council members on the website ! Sorry ...have I missed something ?
135	09/09/2022 14:42 PM ID: 199127684	Not being open enough and sometimes treating people with the wrong label.
136	09/09/2022 15:08 PM ID: 199128664	No need for it just tell your staff to treat everyone with respect and understand peoples needs. Diversity is not an industry. Its respect and common sense.
137	09/09/2022 16:57 PM ID: 199137535	The challenge is to emphasise inclusivity as opposed to diversity. To include those who don't agree with inclusivity of diversity.
138	09/09/2022 17:29 PM ID: 199139040	Doesn't speak to the people it affects enough.
139	09/09/2022 17:53 PM ID: 199139729	To many organisations giving the same information
140	09/09/2022 19:51 PM ID: 199143763	thinking some hard to reach groups care that much for what the authority is doing
141	10/09/2022 12:00 PM ID: 199157980	Making assumptions about the people's sensitivities.
142	10/09/2022 15:10 PM ID: 199163557	Spending time and money on material like this.
143	10/09/2022 17:20 PM ID: 199165987	IT SEEMS TO BE A PROBLEM WITH ALL COUNCILS THEY ASSUME THAT BY GIVING POSITIONS TO A FEW TOKEN MINORITY MEMBERS THAT THEY HAVE DONE THE RIGHT THING BUT THIS IS NOT THE CASE .SOME OF US FACE A MINORITY RELATED PROBLEM EVERY DAY OF OUR LIVES AND THE COUNCIL IS NOT GOOD AT SEEING THIS AS WITH MY APPLICATION WITH THE ONLINE FORM IT JUST IS NOT SEEN BY COUNCILS .  EVERY COUNCIL NEEDS A PERSON THAT HAS A HANDLE ON EVERY MINORITY SO 8-10 PERSONS TO EACH AREA BECAUSE A WHEELCHAIR USER HAS VASTLY DIFERENT PROBLEMS TO ME WITH MY PANIC ATTACKS . NOT ONE PERSON CAN DO ALL OF IT AS THEY PROBABLY WILL NOT NOTICE THE PROBLEM AS IT DOS,NT AFFECT THEM. SO NO SINGLE DIVERSITY OFFICER CAN SEE THE FULL RANGE OF PROBLEMS. ONE DIVERSITY OFFICER WOULD MOST LIKELY CAUSE MORE PROBLEMS LIKE COUNCIL INVOLVEMENT USALLY DOES .THIS IS NOT WELL THOUGHT THROUGH.

#### 14. What do you think is the most common mistake an organisation makes in its approach to diversity and inclusion?







144	10/09/2022 19:25 PM ID: 199170378	Overlooking the "ordinary person" ie the white british and too much emphasis on the ethnic minorities	
145	10/09/2022 22:11 PM ID: 199173256	Thinking that diversity and inclusion contribute to providing a better public service	
146	11/09/2022 09:11 AM ID: 199178403	keeping in touch	
147	12/09/2022 09:46 AM ID: 199208991	Not appreciating all the problems - no over view?	
148	12/09/2022 10:51 AM ID: 199214088	Not reflecting the society which they serve, i.e. recruiting and promoting based on ethnicity or beliefs rather than meritocracy.	
149	12/09/2022 15:45 PM ID: 199239589	Messing around with it in the first place	
150	12/09/2022 19:53 PM ID: 199249892	An inability to appreciate the situation of people whose lifestyle does not conform to a limited range of assumed behaviours.	
151	13/09/2022 00:27 AM ID: 199267287	Organizations might tend to give relatively vague information/ knowledge lack of depth about diversity and inclusion. For example, when talking about a culture of a specific region, information is likely to be around religious, food, some 'fun facts' etc. Serious information/ in-depth knowledge about the society, its origin, the behavior code, research/observation results and how to measure/ understand what diversity and inclusion is are rarely discussed. This might lead to 'diversity and inclusion' remains a term that one is familiar with but not truly understands, therefore not easy for people to implement in daily life.	
152	13/09/2022 11:15 AM ID: 199288392	See response to (10) above.	
153	13/09/2022 22:02 PM ID: 199350649	To engage with it	
154	15/09/2022 12:44 PM ID: 199491109	Possibly not being able to be flexible enough within the constraints of its operation.	
155	15/09/2022 18:28 PM ID: 199520001	Not asking the people needing responses/help/services before rolling out an organisation wide campaign or change. You are asking the right people the right questions beforehand!	
156	15/09/2022 19:09 PM ID: 199522064	Talks too much, does too little	
157	30/09/2022 17:32 PM ID: 200493710	Thinking that someone with one vulnerability can speak for other vulnerabilities. We all have our own agendas whether consciously or unconsciously.	
158	04/10/2022 12:59 PM ID: 200684545	Needs to have councillors and employees walking around at different times of the day and night in order to understand the 'scene'.	
		answered	158
		skipped	76

#### 7. Community Cohesion







#### 15. How strongly do you feel you belong to your local area? (When answering the questions in this section, please consider your local area to be within 15-20 minutes walking distance from your home)

Answer Choices	Response Percent	Response Total
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**15. How strongly do you feel you belong to your local area? (When answering the questions in this section, please consider your local area to be within 15-20 minutes walking distance from your home)**

1	Very strongly		33.33%	72
2	Strongly		32.87%	71
3	Neither strongly nor not strongly		16.20%	35
4	Not very strongly		12.50%	27
5	Not strongly at all		3.70%	8
6	I don't know		1.39%	3
			answered	216
			skipped	18

**16. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?**

Answer Choices		Response Percent	Response Total
1	Strongly agree		13.21%
2	Agree		48.58%
3	Neither agree nor disagree		26.89%
4	Disagree		4.72%
5	Strongly disagree		2.83%
6	I don't know		3.77%
		answered	212
		skipped	22

**17. To what extent do you agree or disagree that people pull together to improve the local area?**

Answer Choices		Response Percent	Response Total
1	Strongly agree		15.81%
2	Agree		44.65%
3	Neither agree nor disagree		24.19%
4	Disagree		9.77%
5	Strongly disagree		4.19%
6	I don't know		1.40%
		answered	215
		skipped	19



**18. Do you have any other comments about diversity and inclusion that you would like to add? If yes, please use the box below.**

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	76
1	08/08/2022 17:39 PM ID: 197210073	People pull together as a community, we don't need councils wasting our taxes on these surveys and policies.		
2	09/08/2022 09:01 AM ID: 197232713	People from different age groups and those who are neuro-diverse are not always included		
3	09/08/2022 09:08 AM ID: 197233169	Please - and this is meant very seriously - stop wasting precious resources on this non topic		
4	09/08/2022 09:24 AM ID: 197234297	The difficulty we have in our community happens when there are land owners who do not live in the area but are entitled to have a say in our community decisions. This happens in local amenities as well as land owners that neighbour community spaces but do not live in the village.		
5	09/08/2022 11:14 AM ID: 197240107	Not everyone in our parish wants to be involved in our community - all we can do is keep the door open and welcoming.		
6	09/08/2022 11:26 AM ID: 197242453	We have developed a strong local community because we feel we are forgotten about in South Oxfordshire, next to the Reading border. As a Bicester boy, I value my Oxfordshire roots and feel the SODC and South and Vale need to do more to be more inclusive throughout all of the county.		
7	09/08/2022 15:04 PM ID: 197259882	Funding for community activities		
8	09/08/2022 16:38 PM ID: 197267711	Yes I feel that the Council should concentrate it's limited resources on more important projects. This survey is pointless.		
9	10/08/2022 13:03 PM ID: 197313434	Question 15 is poorly formed. How strongly do I feel that I do or don't belong? The answers aren't relevant to the question.		
10	10/08/2022 13:21 PM ID: 197314382	<p>The major issues locally are that major Councils (SODC and OOC) have either chosen to opt out of service provision or central government has chosen to downgrade the status of such Councils. Therefore SODC has no role in say housing - even as a developer of plans it is ignored and everyone with any knowledge knows that (and regrets it).</p> <p>A major issue is one of age. Older people are not so well 'integrated' with younger ones outside of the traditional family ties.</p> <p>Parish Councils have commonly been in a position of being the focal point for connection rather than SODC and OCC - as these bodies actually work on matters beyond waste collection (the only service that 60-70% of the community need from SODC (or associate from it).</p> <p>Parish Councils are ignored in every policy matter on CIL. A great let down this and possibly illegal.</p>		
11	11/08/2022 10:48 AM ID: 197387694	I feel strongly that I belong as I am part of a church, I work in a local school and my children attend local schools. Without these involvements I would not feel strongly that I belong		
12	12/08/2022 14:03 PM ID: 197310257	A rural environment presents particular challenges to realising the the aspiration of diversity and inclusion. Not enough consideration is given to that.		
13	12/08/2022 14:18 PM ID: 197475500	Please shift the focus to people who are marginalised because of an immutable characteristic such as SEX, race, religion and disability.		
14	12/08/2022 20:25 PM ID: 197494570	There is a pomposity in Henley - where I have lived for 30 years or so - from people who seem to think that the less fortunate, such as disabled people are scum. Coupled with a very ineffective SODC in its lack of leadership in showing		

**18. Do you have any other comments about diversity and inclusion that you would like to add? If yes, please use the box below.**

		fair play and direction in these areas we continue to have very unfair treatment in our lives
15	13/08/2022 14:30 PM ID: 197515837	Although there are relatively small numbers of people from BAME backgrounds and other minority backgrounds it is important that diversity and inclusion works positively for them.
16	14/08/2022 14:38 PM ID: 197540488	There is a real risk that these marginal activities will detract from the council core business.
17	15/08/2022 12:24 PM ID: 197579134	No
18	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.
19	15/08/2022 12:36 PM ID: 197580021	More parks that cater for children with disabilities, accessible play equipment
20	15/08/2022 12:40 PM ID: 197580128	I live in an area that is not particularly diverse. With regard to community building: Some people who live here are amazing and put in lots of time to make it seem like a community - notably the committee of the local community centre, and the local church. But most people just live here!
21	15/08/2022 12:43 PM ID: 197578986	No – thank you for the opportunity to comment.
22	15/08/2022 13:03 PM ID: 197581563	STOP INTERFERING! REMEMBER: YOU'RE IRRELEVANT TO MOST PEOPLE.
23	15/08/2022 13:09 PM ID: 197580509	My community has no problems associated with diversity and/or inclusion. It includes people from various countries, some with learning difficulties. Some people have taken in Ukrainian refugees. I have never (in over 30 years) heard a racist, homophones, ageist or any other comment. We all just accept each other in a friendly way.
24	15/08/2022 13:16 PM ID: 197581804	I generally don't see many opportunities to network or pull together with different people. Where are these and what do they focus on?
25	15/08/2022 13:17 PM ID: 197583364	It was disturbing to read over the weekend of a report that a young lady from an ethnic minority was verbally abused by another member of the community. When this was reported there was outrage from the majority of residents, but it shows that there are still some areas of the community which may benefit from further education on the building and maintaining of an inclusive and civilised society
26	15/08/2022 13:29 PM ID: 197583393	The majority of exclusion observable to me is socioeconomic.
27	15/08/2022 13:42 PM ID: 197584985	Insufficient Doctors surgery's School dental hygiene checks
28	15/08/2022 13:43 PM ID: 197584769	Who are these "diverse" people? Are they helping the local community? Are they pulling together with the rest of the Community?
29	15/08/2022 13:58 PM ID: 197584777	No
30	15/08/2022 14:06 PM ID: 197585765	I would like to say Strongly Agree to the above three questions but there are, perhaps inevitably, some people who don't agree with inclusivity.
31	15/08/2022 14:17 PM ID: 197587172	There is no such thing as community now but this is not because of a diversity problem and more to do with changing values people have. People only care about themselves these days and have little time for local issues unless they are directly impacted (building developments etc). Councils do not help as they allow areas to become dirty and unkempt and full of litter which adds to the cycle of uncaring. A good start would be to ensure people keep their front gardens off the

**18. Do you have any other comments about diversity and inclusion that you would like to add? If yes, please use the box below.**

		<p>public footpath without having to raise the issue every couple of months - this is all types of housing and not restricted to social housing. If an Estes looks clean and tidy people will look after it more and expenditure is low as just needs some enforcement.</p> <p>Stop trying to solve problems which don't really exist to the detriment of the real every day issues people are struggling with.</p>
32	15/08/2022 14:46 PM ID: 197590158	<p>Part of the issue is that people in this part of the world don't really do small talk. You are looked on as odd if you strike up conversation with someone to whom you have not been introduced. So this has influenced my not feeling a strong connection.</p>
33	15/08/2022 15:52 PM ID: 197592845	<p>I really wish there was some way to get rid of all the levels of local government. This exercise is typical of the pointless schemes you create and congratulate yourselves on the fine job you're doing.</p>
34	15/08/2022 16:44 PM ID: 197600233	<p>People from the town not understanding life in rural areas and wanting sububination like stree lighting etc</p>
35	15/08/2022 17:13 PM ID: 197601342	<p>I live in a small cul-de-sac that includes mixed race couples, ethnic minorities, single parents, families with young children and elderly people living alone. Everyone rubs along together just as one would expect. I've had similar experiences working for a number of organisations in the public and private sector for the last 40 years. I've never come across significant problems caused by lack of diversity or inclusivity. I really don't think this should be a priority at the moment - its a "nice to have" not an "essential". We need to focus on making sure people have homes to live in, affordable energy to keep warm, water to drink / wash, food to eat, good healthcare and education.</p>
36	15/08/2022 17:54 PM ID: 197604595	<p>no</p>
37	15/08/2022 22:19 PM ID: 197614507	<p>Some people work hard to improve the area. Most just do their own thing. A few are just plain selfish. We don't seem have much community spirit. That said when there is an event it can feel better.</p>
38	15/08/2022 23:38 PM ID: 197616471	<p>No one talks to anyone where i live. I don't know any neighbours names.</p>
39	16/08/2022 07:31 AM ID: 197620624	<p>While I think this policy is a good idea, at a time when people are concerned about rising energy costs and environmental impacts, I believe this is a policy that will help the Tory opposition to rally the anti-woke brigades and derail the Liberal Democrat leadership of our local area.</p>
40	16/08/2022 09:52 AM ID: 197623372	<p>As stated earlier, it would be nice to see various important religious festivals date included and school recognises these dates and give option for children to take day off to celebrate their important occasion.</p>
41	16/08/2022 11:12 AM ID: 197634486	<p>Where does the funding for this come from? You're supposedly short of funds yet spend money on this and other areas such as electric charging points when other services are falling apart!! How many people have/can afford electric cars vs how much funding has been spent on charging points? What's the % of minorities living in VOWH vs %of budget allocated to providing minority services?</p>
42	16/08/2022 20:42 PM ID: 197679154	<p>People feel that they belong when they have a chance to participate therefore a much higher level of community participation through virtual access to district/town/parish council meetings would be a simple and relatively cheap way to provide access to a more diverse level of opinion</p>
43	19/08/2022 08:01 AM ID: 197891694	<p>Inclusion might mention all the fantastic groups in Thame that pull together for the community. It is a very positive situation, and worth using (citing!!) as an example.</p>
44	19/08/2022 18:33 PM ID: 197940528	<p>As above -- perhaps pay attention to people who pay their way in life, work hard and pay their taxes !</p>
45	21/08/2022 07:43 AM ID: 198009550	<p>I do feel that some disabilities are still not obvious enough for many to appreciate that a particular person has issues that they may need help with. As a society/community we can be very welcoming/engaging, but at times very much</p>

**18. Do you have any other comments about diversity and inclusion that you would like to add? If yes, please use the box below.**

		<p>the opposite.</p> <p>Things like changing the labelling to accessible for facilities from disabled is a big step in the right direction as far as I am concerned. Not everyone is in a wheelchair or has a carer with them at that particular moment.</p>
46	22/08/2022 12:38 PM ID: 198062147	<p>We would like to see much greater diversity on town and parish councils. Diversity of age, ethnicity, gender and outlook. Any assistance from SODC and Vale would be appreciated. Inclusion in your communications would help.</p>
47	22/08/2022 16:58 PM ID: 198084521	<p>The Vale of the White Horse district is not an ethnically or socially diverse area, so your emphasis on 'Diversity and Inclusion' is an unnecessary use of resources.</p>
48	23/08/2022 10:32 AM ID: 198117121	<p>I have lived in Abingdon for over 30 years and it is only during the pandemic, thanks to a local What's App group, that I have got to know more people in our very local area. When there is a local project, I see people working together, but I feel there must be ways to harness the interest people have in getting to know people who are not exactly like themselves.</p>
49	25/08/2022 11:40 AM ID: 198262512	<p>When I was growing up in Abingdon (1960/70s) racism was a problem in school and there were about 2 BAME children at school!</p> <p>This area now has a reasonably large ethnic population including Polish &amp; C. Which is great and everyone seems to get along fine so let's not look for problems if they don't exist.</p> <p>The Chinese communities have integrated well too.</p>
50	27/08/2022 12:39 PM ID: 198373658	<p>Embarrassment and fear sometimes prevent individuals communicating with people who are disabled or from different cultures and genders. Accents and speed of talking can be a problem, especially for those who are older or with a hearing impairment.</p>
51	30/08/2022 11:05 AM ID: 198465749	<p>none - all mentioned earlier</p>
52	30/08/2022 13:43 PM ID: 198479475	<p>People in Wallingford tend to have a good sense of community and there are some great voluntary groups making a difference. However, I notice that the membership of these groups is white and middle class. These are also the type of people who dominate our public spaces. I am concerned that non-white people are not enabled to feel comfortable here, and that people on lower incomes are left out of community initiatives.</p>
53	30/08/2022 22:14 PM ID: 198515432	<p>Question 17 - We often do not know what is happening "behind the scenes"</p>
54	31/08/2022 12:52 PM ID: 198547952	<p>15-20 minutes walking distance from my home only gets me to a neighbourhood shopping centre (one shop/post office), a church or a pub. I don't go to church or pubs so have no possibility of socialising with a wider population than my neighbours without going further.</p>
55	31/08/2022 14:49 PM ID: 198557891	<p>This is probably another of your tick box exercises so I will refrain from further comment.</p>
56	01/09/2022 20:53 PM ID: 198652739	<p>It should be a vital part of all policy making</p>
57	03/09/2022 10:23 AM ID: 198730467	<p>Our area can be rather clique-ish and it is the usual 'loud voices' that dominate the conversation. It is difficult to put one's head up above the parapet as it too often gets shot down by the few.</p>
58	06/09/2022 09:36 AM ID: 198859442	<p>Be mindful of the fact that a diversity strategy requires people to be identified in a particular group and as such separated. A diversity and inclusion strategy to some extent fails from the start - much better to put all energies into Respect and Leadership at all levels, that way you get true inclusivity without labelling people.</p>
59	09/09/2022 11:47 AM ID: 199116388	<p>I see no problems.</p>

**18. Do you have any other comments about diversity and inclusion that you would like to add? If yes, please use the box below.**





60	09/09/2022 11:52 AM ID: 199115251	We all seem to treat each other the same. It works.
61	09/09/2022 12:18 PM ID: 199117863	I do not believe this focus on "diversity and inclusion" is something most people think important. Local authorities and similar must not let themselves be intimidated or unduly swayed by fashionable enthusiasms.
62	09/09/2022 12:35 PM ID: 199118894	Certain parts of the country feature more diversity than others by force of numbers. Action based on those areas should not be applied to other areas where the numbers do not justify it.
63	09/09/2022 12:57 PM ID: 199120283	Much focus on older peoples needs and those of people with disability has been lost or watered down by other equality strands over the last decade. Allowing for the fact that OCC forecast an increase of over 300% in the number of people over 80 years of age in Oxfordshire by 2030 this appears remiss not to plan better/ focus more on this.
64	09/09/2022 13:45 PM ID: 199123549	Only what I have said before!
65	09/09/2022 14:24 PM ID: 199125176	Successful diversity and inclusion may depend on the opportunities for living somewhere with a good mix of housing, with regular public transport available and having enough about to attract small groups of like minded residents who can support each other and feel confident to both do that as well as reaching out to the wider community to encourage friendship and understanding. Not an easy task in a small village/hamlet .
66	09/09/2022 15:08 PM ID: 199128664	Ensure everyone can speak English and no special days for special groups.
67	09/09/2022 19:51 PM ID: 199143763	there are a certain number of people that actively try to make my area a worse area. criminals, fly-tippers, noise makers, graffiti painters, fly posters.  i don't notice that these are a group. if they are i don't want the council to allow them to thrive.  the diversity that these sorts of people offer is far from welcome even where it is not criminal. not all diversity is good. the council should hold high standards and pull people up.
68	10/09/2022 17:20 PM ID: 199165987	AS SOON AS YOU SAY LOCAL PEOPLE GETTING INVOLVED ITS THE SAME PEOPLE THAT ARE ALWAYS INCLUDED ,MOSTLY WHITE MIDDLE CLASS HOME OWNERS ,NEVER PEOPLE LIKE ME ,PEOPLE THAT SEE THE INEQUALITIES WITHIN THE SYSTEM .PEOPLE THAT HAVE BEEN AT THE RECEIVING END OF POOR COUNCIL DECISIONS , PEOPLE THAT ARE IN CONTACT WITH THOSE THAT GET THE WORST TREATMENT,PEOPLE WHO HAVE SEEN THE RIGHT TO A PRIVATE LIFE WIPED AWAY AND REPLACED WITH JUST LIMITATIONS ON WHAT YOU CAN DO OR SAY.  A BIT LIKE CITIZENS ADVICE BEING PAID BT THE MONEY GRABBING ENERGY COMPANIES TO OFFER A PARTICULAR LEANING TO ADVICE GIVEN , NOT HOW TO GET ENERGY CHEEPER BUT HOW TO TURN YOUR LIGHTS OFF .  WE DONT NEED MORE COUNCIL INTERFEERENCE ALL WE NEED IS A COUNCIL THAT LISTENS TO US AND NOT COUNCIL BOSSES ,THOSE GRADUATES THAT HAVE NEVER HAD ANY BAD EXPERIENCES IN LIFE, FROM A WEALTHY BACKGROUND ,PAID SCHOOLING NEVER BEEN IN TROUBLE WITH THE POLICE AND HAVNT A CLUE HOW TO LIVE LIFE WITH THIS HANGING OVER THEM ,IF THIS IS WHAT YOU MEAN ,NO THANK YOU.
69	12/09/2022 15:45 PM ID: 199239589	It is a currant fad which has no relevance to ordinary people who ignore it and get on with normal life
70	13/09/2022 00:27 AM ID: 199267287	I think it is very important to promote diversity and inclusion in the community. Well done for putting out a strategy!





**18. Do you have any other comments about diversity and inclusion that you would like to add? If yes, please use the box below.**

		<p>I think it is also very important that people can have a non-judgemental space to talk openly about their culture and ask questions they have towards the other cultures (in a polite and respectful way).</p> <p>As a ethnic minority, I find there are people (including myself) who would like to contribute more to the community but do not know how- or need help to integrate.</p>
71	13/09/2022 11:15 AM ID: 199288392	No further comments
72	13/09/2022 20:57 PM ID: 199347170	Issues vary greatly across the vale area. In towns such as Abingdon and Didcot, things are very different from rural regions such as here.
73	13/09/2022 22:02 PM ID: 199350649	Stop the process - it is a waste of time and energy.
74	30/09/2022 17:32 PM ID: 200493710	Please do not forget the immunocompromised - they are not only susceptible to COVID but all diseases. Just because government advised shielding has stopped their susceptibility continues.
75	04/10/2022 12:46 PM ID: 200683684	<p>Response below received via email.</p> <p>Have we only just woken up to the fact that we are all so very different???</p> <p>It has always been thus!</p> <p>We all need to respect one another and to value one another recognising and honouring our differences and diversities.</p> <p>I was given that understanding at primary school .</p> <p>I'm in my eighties.</p> <p>Respect and valuing one another surely must start in school if the parents haven't highlighted it first.??</p> <p>Perhaps education in schools should go back to teaching essential life skills , how to survive on a difficult pathway and how to care for ourselves as well as caring for one another too , how to get along with one another when we are so very different, BEFORE entering Academic studies as being the only essential route to survival and getting on in the world .</p> <p>We are still , I think , a Christian country , welcoming all religions . That simple Christian message, "To love (honour respect) one another " stands us in good stead but we need to keep saying it to ourselves day in and day out!</p> <p>I wish you all good luck in your endeavours , as you bravely move forward hopefully ever finding new ways improve our society . Thank you.</p>
76	04/10/2022 12:50 PM ID: 200683896	<p>Response below received via email.</p> <p>The D&amp;I strategy has replaced the protected characteristic of 'sex' with the legally meaningless term of 'gender'.</p> <p>This glaring error does not give me, personally, confidence in the reliability of the drafters or their knowledge of Equality Law.</p> <p>I am on annual leave at the moment and I hesitate to link the consultation on the Parish website as it is.</p> <p>Thank you for your time.</p>

answered	76
skipped	158

## 8. Our commitment to equal access for all

19. Which of the following describes how you identify yourself?				
Answer Choices			Response Percent	Response Total
1	Male		46.30%	100
2	Female		43.98%	95
3	Neither of the above (specify below if you would like to)		0.00%	0
4	Prefer not to say		6.48%	14
5	I identify as:		3.24%	7
			answered	216
			skipped	18
I identify as: (7)				
1	08/08/2022 19:59 PM ID: 197216222	Vulcan		
2	08/08/2022 20:10 PM ID: 197215937	Please don't conflate sex (Male/Female) with gender identity - you can capture both if you want without rolling them into one Q. It renders the info you are capturing useless for some purposes - how will you know if women are under represented in answering this survey?		
3	12/08/2022 14:18 PM ID: 197475500	I don't identify as anything. I'm a female. I have a nationality.		
4	12/08/2022 22:07 PM ID: 197498294	I do not identify as anything - I am an adult human female. Your question is badly phrased and a cause for concern		
5	15/08/2022 13:56 PM ID: 197584956	human		
6	19/08/2022 17:47 PM ID: 197938517	How can you not be male or female woke woke woke		
7	15/09/2022 19:09 PM ID: 199522064	We are two people responding together. One male, one female.		

20. How old are you?				
Answer Choices			Response Percent	Response Total
1	16-24		0.00%	0
2	25-34		0.93%	2
3	35-44		5.09%	11
4	45-54		13.43%	29
5	55-64		24.07%	52

## 20. How old are you?

6	65-74		29.63%	64
7	75+		18.98%	41
8	Prefer not to say		7.87%	17
			answered	216
			skipped	18

## 21. Is English your first language?

Answer Choices		Response Percent	Response Total
1	Yes		93.98%
2	No		1.85%
3	Prefer not to say		4.17%
			answered
			216
			skipped
			18

If you have said 'no' please let us know what your first language is here: (2)





1	15/08/2022 16:59 PM ID: 197600388	Fante
2	16/08/2022 09:52 AM ID: 197623372	Nepali

## 22. What is your ethnic group?




Answer Choices		Response Percent	Response Total
1	Prefer not to say		7.44%
<b>White</b>			
2	English, Welsh, Scottish, Northern Irish, British		79.53%
3	Irish		1.86%
4	Gypsy or Irish Traveller		0.00%
5	Any other white background		4.65%
<b>Asian or Asian British</b>			
6	Indian		0.93%
7	Pakistani		0.00%
8	Bangladeshi		0.00%



## 22. What is your ethnic group?

9	Chinese		0.47%	1
10	Any other Asian background		0.47%	1
<b>Black or Black British</b>				
11	Caribbean		0.47%	1
12	African		0.00%	0
13	Any other black background		0.00%	0
<b>Mixed or Multiple Ethnic Groups</b>				
14	White and Black Caribbean		0.00%	0
15	White and Black African		0.00%	0
16	White and Asian		0.00%	0
17	Any other mixed background		0.00%	0
<b>Other Ethnic Group</b>				
18	Arab		0.00%	0
19	Other (please specify):		4.19%	9
			answered	215
			skipped	19
Other (please specify): (9)				
1	08/08/2022 19:59 PM ID: 197216222	Vulcan		
2	15/08/2022 10:24 AM ID: 197569460	Prefer not to say. My ethnicity should not determine your judgement of my reply		
3	15/08/2022 12:24 PM ID: 197579134	Prefer not to say. That should have been included as an option rather than forcing people to conform to your ideals		
4	15/08/2022 12:36 PM ID: 197579664	Object to information harvesting		
5	15/08/2022 12:43 PM ID: 197578986	Prefer not to say.		
6	15/08/2022 14:46 PM ID: 197590158	White & Polynesian (Maori)		
7	16/08/2022 09:52 AM ID: 197623372	Nepali		
8	19/08/2022 17:47 PM ID: 197938517	English white		
9	13/09/2022 22:02 PM ID: 199350649	English / Indian / Norwegian / Scottish / Irish		

**23. Are your day to day activities limited because of a health problem or disability which has lasted or is expected to last 12 months or more?**

Answer Choices			Response Percent	Response Total
1	Yes		18.06%	39
2	No		73.15%	158
3	Prefer not to say		8.80%	19
			answered	216
			skipped	18

If yes, please specify: (35)

1	09/08/2022 10:40 AM ID: 197238367	Mobility. I am isolated.
2	09/08/2022 11:14 AM ID: 197240107	My hearing is very poor, which makes it difficult for me to participate in large meetings or to enjoy some social/entertainment events.
3	09/08/2022 15:04 PM ID: 197259882	Spinal and leg issues.
4	09/08/2022 16:38 PM ID: 197267711	Yes I am getting older and frailer. And there is a huge problem with older people being excluded. Internet management and having to do everything on line. One's faculties are much reduced as we age and the technology doesn't account for this - in fact the technology is becoming ever more complex.
5	10/08/2022 13:03 PM ID: 197313434	Mobility disability
6	11/08/2022 10:48 AM ID: 197387694	Autism
7	12/08/2022 20:25 PM ID: 197494570	As stated earlier - I had an acute stroke in July 2020 which I survived from after being unconscious on the floor of my bathroom for 2 days. I am mentally and physically afflicted with disabilities and am treated for diabetes and prostate complications too. I have worked as a professional all my working life but have been unable to work since early 2020
8	15/08/2022 12:40 PM ID: 197580128	Impaired hearing
9	15/08/2022 12:47 PM ID: 197580688	Deafness Lack of ability to balance leading to falls
10	15/08/2022 13:56 PM ID: 197584956	none of your business
11	15/08/2022 13:58 PM ID: 197584777	Very slight fatigue, either due to IBS or side effects of hypertension drugs.
12	15/08/2022 14:28 PM ID: 197588125	Physical disability
13	15/08/2022 14:46 PM ID: 197590158	Heart condition.
14	15/08/2022 16:50 PM ID: 197598960	I am 86, with cancer (undergoing treatment), losing mobility, sight, hearing, understanding. No complaints - I feel I have been lucky and have enjoyed a good life. I just wish we had options for assisted dying, so we could exit when we've had enough - no wish to be a burden to myself, or the community.
15	15/08/2022 17:08 PM ID: 197601404	Age
16	15/08/2022 17:54 PM ID: 197604595	arthritis painful joints in hands knees

**23. Are your day to day activities limited because of a health problem or disability which has lasted or is expected to last 12 months or more?**

17	16/08/2022 11:12 AM ID: 197634486	Severe RA- struggle to complete daily tasks sometimes.
18	16/08/2022 11:56 AM ID: 197636745	Parkinson's
19	16/08/2022 16:41 PM ID: 197664373	Caring for my wife.
20	19/08/2022 08:01 AM ID: 197891694	I have learnt over the years to live with my disability, so that it rarely impacts on my life. However, both it and my post as Head of Inclusion at a large school in Reading, make me very aware of the issues being highlighted in this document.
21	19/08/2022 18:33 PM ID: 197940528	Arthritis.
22	25/08/2022 11:40 AM ID: 198262512	but occasional anxiety!
23	27/08/2022 12:39 PM ID: 198373658	Rheumatoid Arthritis, with mobility problems.
24	30/08/2022 11:05 AM ID: 198465749	why do you want to know?
25	30/08/2022 13:43 PM ID: 198479475	Chronic illness (ME/CFS) Wheelchair user when out and about
26	30/08/2022 22:14 PM ID: 198515432	I have at least two friends who are "wheelchair bound."
27	03/09/2022 10:23 AM ID: 198730467	Slight mobility issues
28	06/09/2022 10:49 AM ID: 198867351	Age mainly.
29	09/09/2022 12:56 PM ID: 199120340	Restricted eyesight (Glaucoma)
30	09/09/2022 13:45 PM ID: 199123549	Mobility impaired.
31	10/09/2022 17:20 PM ID: 199165987	I SUFFER FEQUENT PANIC ATTACKS ,TYPE TWO DIABETESE, AND DIABETIC NERVE DAMAGE PERIFERAL NEUROPHATHY. DIABETIC EYE DAMAGE.
32	12/09/2022 09:26 AM ID: 199207710	Heart failure
33	12/09/2022 15:05 PM ID: 199237223	breathing and therefore walking difficulties
34	15/09/2022 19:09 PM ID: 199522064	Alzheimer's, arthritis
35	30/09/2022 17:32 PM ID: 200493710	Immunocompromised

9. Anything else?

**24. If you have any additional comments you would like to make, please provide them in the comment box below.**

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	51
1	08/08/2022 19:59 PM ID: 197216222	What a colossal waste of time and resources.		
2	08/08/2022 20:57 PM ID: 197218796	Need a caring organised council that answers questions rapidly		
3	09/08/2022 09:08 AM ID: 197233169	Please reconsider this daft policy. Add up the salaries and time taken and tell the public - then ask them if they think it is worth it		
4	09/08/2022 11:26 AM ID: 197242453	There have been lots of surveys at various levels asking locals on their views. I think in view of the present economic situation the council really need to be clear about what is can and cannot do over next few years.		
5	09/08/2022 17:08 PM ID: 197269601	The policy and training needs to be regularly refreshed.		
6	10/08/2022 13:21 PM ID: 197314382	First survey I have seen for sometime. Obviously after Covid SODC needs to look at itself - probably fully amalgamate with the Vale. Will not be popular with many but so weak is SODC on sports planning, CIL use and other matters it might as well do so.		
7	10/08/2022 13:50 PM ID: 197271754	None		
8	12/08/2022 14:03 PM ID: 197310257	see point 18		
9	12/08/2022 14:18 PM ID: 197475500	Get an expert in Equality Law to draft your strategy. It will save you money in the long run.		
10	12/08/2022 22:07 PM ID: 197498294	Please make this policy a sensible one, not virtue signalling. Build in measurement so it delivers something		
11	13/08/2022 14:30 PM ID: 197515837	I welcome the council's commitment to welcoming diversity in all our communities and taking measures to optimise participation and inclusiveness.		
12	14/08/2022 14:38 PM ID: 197540488	It is vital that the council does not focus on marginal activities and focuses on its core obligations.		
13	15/08/2022 01:59 AM ID: 197445832	A powerful Strategy that may sometimes be challenging to achieve but conscientiousness by all will lead to a satisfying result.		
14	15/08/2022 10:24 AM ID: 197569460	Your proposed policy is a waste of time and money. Stick to what you are required to provide - and improve your planning policies. Your abandonment of Oxfordshire 2050 will be open season for development by appeal.		
15	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.		
16	15/08/2022 12:36 PM ID: 197580021	We live in a lovely part of the world but accessibility is still a problem for wheelchair users and those with mobility problems.		
17	15/08/2022 13:03 PM ID: 197581563	At this unprecedented time of economic crises to receive a questionnaire on this matter is pure comedy. Wake up!		
18	15/08/2022 13:41 PM ID: 197585444	Don't assume people want to download		
19	15/08/2022 13:58 PM ID: 197584777	No		

**24. If you have any additional comments you would like to make, please provide them in the comment box below.**

20	15/08/2022 14:46 PM ID: 197590158	Ethnic groupings used in the UK do not permit those with Australian Aborigine or New Zealand / Pacific native ancestry to answer. The ethnic groupings are not white, Asian or black. They are Polynesian or Melanesian.
21	15/08/2022 15:52 PM ID: 197592845	I hope my answers help you with yet another stupid exercise
22	15/08/2022 17:08 PM ID: 197601404	As an older person I feel annexed by the constant demands to use apps
23	15/08/2022 17:54 PM ID: 197604595	no
24	15/08/2022 20:21 PM ID: 197610894	N/A
25	15/08/2022 21:42 PM ID: 197613265	Please don't confuse the 'diversity' agenda which has been hijacked by certain lobby groups with the very real needs of some people who have great difficulty accessing services. These have been deliberately conflated too often and risk not focussing on the people that need the most assistance
26	16/08/2022 07:31 AM ID: 197620624	The majority of people I know would vote for lower local taxes. The district council element may not be a majority share but people don't pay close attention. This policy will be used by many to say that Liberal Democrats waste public money. I am sure you know this.
27	16/08/2022 08:13 AM ID: 197622006	Not sure what EASY READ is. Is it an internet or used with print on paper?
28	16/08/2022 09:31 AM ID: 197625671	I do resent the tendency to racially categorise in your questions
29	16/08/2022 12:02 PM ID: 197633575	I think it's great that you are identifying this as a need and actively working with it.
30	19/08/2022 08:01 AM ID: 197891694	All comments made previously also apply here.
31	19/08/2022 18:33 PM ID: 197940528	Read the survey.
32	22/08/2022 08:58 AM ID: 198045650	Response below received via email.  Hello , I am now living and loving it, in Devon, could not stand the traffic and house building surrounding Watlington  hope the edge road WILL make a difference  i fought for ANPR from the M40, those big over 7.5 tonnes, coming through Watlington, it would pay for itself overnight, you need the edge road and this ANPR, to make Waatlington free of all the POLLUTION, NOISE AND TRAFFIC JAMS  besst of luck
33	22/08/2022 09:02 AM ID: 198045827	Response below was received via email.  I have just come out of hospital after a total knee replacement, I am in a lot of pain so don't feel up to doing a lot of reading or research into this subject. The key to a good strategy as we all know is communication. A lot of elderly people live in the Vale especially in North Hinksey (Botley) I am a Parish Councillor so I know a lot of people in the area. Most elderly people do not know how to use a computer, so it is important that contact details for the Vale need to be in a paper format that can be posted to residents. A lot of people find it difficult to go to the library, there are steep hills all around so it is not easy for them.  I am a wheelchair user and recently I have had to give up on going out after I was nearly tipped out of my seat after my wheels came to grief with a massive pothole.

**24. If you have any additional comments you would like to make, please provide them in the comment box below.**

		Both the roads and footpaths are in a terrible state. The inclusion Strategy says that people should feel included and supported, well I do not feel that I am, I have not been able to go out for some time and have missed quite a few important events. I feel totally excluded.
34	25/08/2022 11:40 AM ID: 198262512	(Ref. previous comment boxes).
35	27/08/2022 10:41 AM ID: 198370630	Just let me know when you start offering facilities and services which the Hindu community can start to benefit from. Hopefully this won't take long if you plan and implement your diversity strategy well.
36	30/08/2022 11:05 AM ID: 198465749	Is there any evaluation of the policy planned?
37	30/08/2022 22:14 PM ID: 198515432	Training should include interfacing(!) with many different types of people!
38	03/09/2022 10:23 AM ID: 198730467	I note that LGBTQ+ wasn't mentioned. Homophobia and transphobia often read their ugly heads in our area.
39	06/09/2022 09:36 AM ID: 198859442	By asking me my age, ethnicity, and state of health you have already discriminated against me by attempting to label me. As such you are diminishing my value as an individual. The Diversity and Inclusion Strategy fails right here.
40	06/09/2022 18:35 PM ID: 198907612	Get off the woke bandwagon and deliver services that we need! Create a place where people feel pride to live - paint park fences, pick up litter, stop Thames water from dumping sewerage in the Thames, start recycling hubs, think creatively about library events, upgrade outdoor pools - the list is endless!!!
41	09/09/2022 12:35 PM ID: 199118894	None.
42	09/09/2022 12:51 PM ID: 199120363	Do something
43	09/09/2022 13:45 PM ID: 199123549	There is a need to be practical and not just ideological!
44	09/09/2022 14:42 PM ID: 199127684	I feel Councils should listen to the people more, after all they are the ones that elect the councillors and now we seem to be in the age of eco friendly resources not everyone can walk or cycle which our existing Councillors seem to think we can all do. We still live in the age of the car and from a business point of view should not be shutting Oxford down. Oxford City Council seems to want to take us back to the Horse and Cart if so perhaps we should bring back the trams.
45	09/09/2022 17:53 PM ID: 199139729	The younger generation will have more knowledge and understanding please do not try to have to many organisations and committees
46	09/09/2022 19:51 PM ID: 199143763	this should not be the council's priority- the area generally is nice- it could be better. please focus on making the area generally better and then the levels of trust between people will all lift and you will make the lives of everyone better. treating people with respect will not itself make lives better. making places better and providing better quicker services would.
47	10/09/2022 17:20 PM ID: 199165987	ANY DIVERSE COMUNITY HAS MANY ALTERNATIVE MINORITIES CONTAINED WITHIN ITS REACH .THE EASIEST WAY TO GET PEOPLE INVOLVED IS BY MAKING IT TOTALLY INCLUSIVE ,IF YOU WANT CHANGE YOU CAN NOT HAVE THE SAME GROUP INVOLVED IN RUNNING THE SCHEME.THIS WOULD BE THE MOST OFF PUTTING SITUATION ,THE PARISH COUNCIL ECT CAN NOT BE INVOLVED THIS WOULD JUST CONVINCCE PEOPLE THAT THIS IS JUST A BIT OF WINDOW DRESSING ITS NEEDS SOMETHING NEW IN ITS APPROACH.
48	10/09/2022 22:11 PM ID: 199173256	Yawn
49	12/09/2022 15:45 PM ID: 199239589	I don't see how this questionnaire with restricted answers does any good.

**24. If you have any additional comments you would like to make, please provide them in the comment box below.**

50	13/09/2022 11:15 AM ID: 199288392	No further comments.	
51	13/09/2022 22:02 PM ID: 199350649	Redirect resources to front line services - stop wasting time and effort on Diversity and Inclusion.	
		answered	51
		skipped	183

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**25. How did you hear about the Draft Diversity and Inclusion Strategy?**

Answer Choices			Response Percent	Response Total
1	Twitter		2.75%	6
2	Facebook		4.59%	10
3	Instagram		0.00%	0
4	Poster		0.00%	0
5	Newsletter		2.75%	6
6	Email		76.61%	167
7	Letter		3.67%	8
8	Our website		1.38%	3
9	Another website		0.46%	1
10	Word of mouth		1.38%	3
11	Radio/TV		0.00%	0
12	Read it in the newspaper		1.38%	3
13	District Council		5.05%	11
14	Parish Council		5.96%	13
15	Other (please specify):		1.83%	4
			answered	218
			skipped	16
Other (please specify): (4)				
1	15/08/2022 09:02 AM ID: 197562942	Interesting that the first time I came across this was a post on twitter saying only a few days left! And I am interested in local politics (I know, a bit weird...) and use electronic Comms in many ways		
2	15/08/2022 12:29 PM ID: 197579609	The email invite to take part in study		
3	06/09/2022 18:35 PM ID: 198907612	Cornerstone		

## 25. How did you hear about the Draft Diversity and Inclusion Strategy?

4	12/09/2022 15:45 PM ID: 199239589	Your email
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