

Comment/Query/Suggestion

Champions appreciated the effort to simplify the strategy but still found some of the language too technical or unclear.

There was strong support for the focus on translation services and using simple tools to aid access.

The lack of promotion of available translation services was noted; champions recommended using short, simple explanatory videos to raise awareness.

Agreed that improving website usability is important but emphasised that not everyone can access or navigate it easily.

Found online services overly complicated, with too many steps; they suggested creating a simple mobile app for easier access on the go.

Navigating waste and bin services online can be challenging, often resulting in the need to call the council.

Champions found the idea of automating simple tasks helpful, but warned against removing the human touch for those who need personal support.

Champions appreciated being asked for their input and expressed a desire for more inclusive and accessible engagement methods in the future.

There was a call for wider and ongoing upskilling of City Council staff regarding the full range of services offered, to prevent knowledge gaps that also affect citizen understanding. For example annual, corporate-wide training or quiz for staff on service responsibilities.

Felt disconnected from both the City and County Councils, with perceived little council presence or engagement. We do not see the Council visibility within community ladders beyond community centre based ladders.

There is misunderstanding of the responsibilities of City and County Council. Recommended a collaborative approach between City and County Council to clearly communicate who is responsible for what - possibly through a physical resource sent to households, like a simplified bin guide like ('what goes into which bins') included with Council Tax letters.

It was noted that not all residents respond well to online communication; there is a need to strengthen face-to-face engagement across the city.

Emphasised the importance of reimbursing/renumerating/acknowledging/compensating community members for their time and contributions to co-production efforts for equality. Highlighted that some residents face multiple disadvantages and on no/low income and cannot afford to volunteer time that is needed in co-production work.

Suggested gathering broader feedback from residents, not just champions, to understand public trust levels and perceptions of the councils.

Stressed that engagement should not be a one-off event; there needs to be an ongoing dialogue with communities over time.

There was a concern that too many printed materials can lead to information overload; champions advised more thoughtful, targeted communication approaches.

Name (Optional)
Adil
Adil
Fatou
Ridwan

Nikki

Ridwan

Adil

Nicole

Response/how we will use this feedback
<p>We will ensure a concise, clear summary of the strategy that uses plain English is included when the strategy is published on the Oxford City Council website this summer.</p> <p>We will also re-consider the language across the whole strategy when it is reviewed fully in 2027.</p>
Great to hear!
We will share this suggestion with the Communications Team who will be leading on this action.
<p>Absolutely, ensuring we are making accessing our digital services as easy as possible and supporting people to do so is very important.</p> <p>There are a number of ongoing actions in place with local initiatives to signpost and support our more vulnerable citizens to access digital skills training and technology.</p> <p>And ultimately our face-to-face and telephone services will remain in place for those that need them.</p> <p>We have a programme of work already underway and ongoing to simplify our processes and utilise automation where possible and appropriate to make accessing our services quicker and easier.</p> <p>Our website and webforms should be mobile-accessible so there are no plans for a mobile app at this time, but again we will share this feedback with the Communications Team for consideration.</p> <p>These webpages are actually currently being reviewed as part of the website development plan and so changes and improvements should be seen soon! ☐</p> <p>manage our contact channels so that those who need to access our services via telephone or face-to-face can do so with little delay and those that can utilise our digital channels are encouraged and supported to do so.</p> <p>We are utilising automation and AI to improve the efficiency of our service delivery, rather than replacing staff.</p> <p>We will pass this feedback on to our Consultation Officer and will ensure this is taken on board for the full review of the Citizen Experience strategy in 2027.</p>
<p>We will share this feedback with our People Team for consideration for our staff training programme and our annual staff briefing event.</p> <p>There is actually a plan being developed to broaden the Customer Service outreach to other community facilities as well as Community Larders.</p>

