

Citizen and Community Engagement Policy Consultation

The activity ran from 29/05/2025 to 26/06/2025

Responses to this survey: **197**

Key findings:

The consultation received strong support for the Council's commitment to community engagement, with several clear themes emerging:

- **Strong support for engagement principles:** Over 80% of respondents agreed or strongly agreed with the principles outlined in the draft policy, including flexibility, proportionality, transparency, timeliness, feedback, inclusiveness, and strengthening tenant voice.
- **Resident involvement is highly valued:** 93% of respondents said it is either *extremely* or *very important* for residents to be involved in decisions that affect them or their neighbourhood.
- **Engagement is already happening in various forms:** A majority of respondents reported having engaged through online surveys (76%), the Residents' Panel (58%), and speaking with local councillors (49%).
- **Barriers remain, particularly around trust and awareness:** The most commonly cited barrier was feeling that residents' opinions won't make a difference (48%), followed by not knowing enough about the issues (39%) and lack of time (38%).

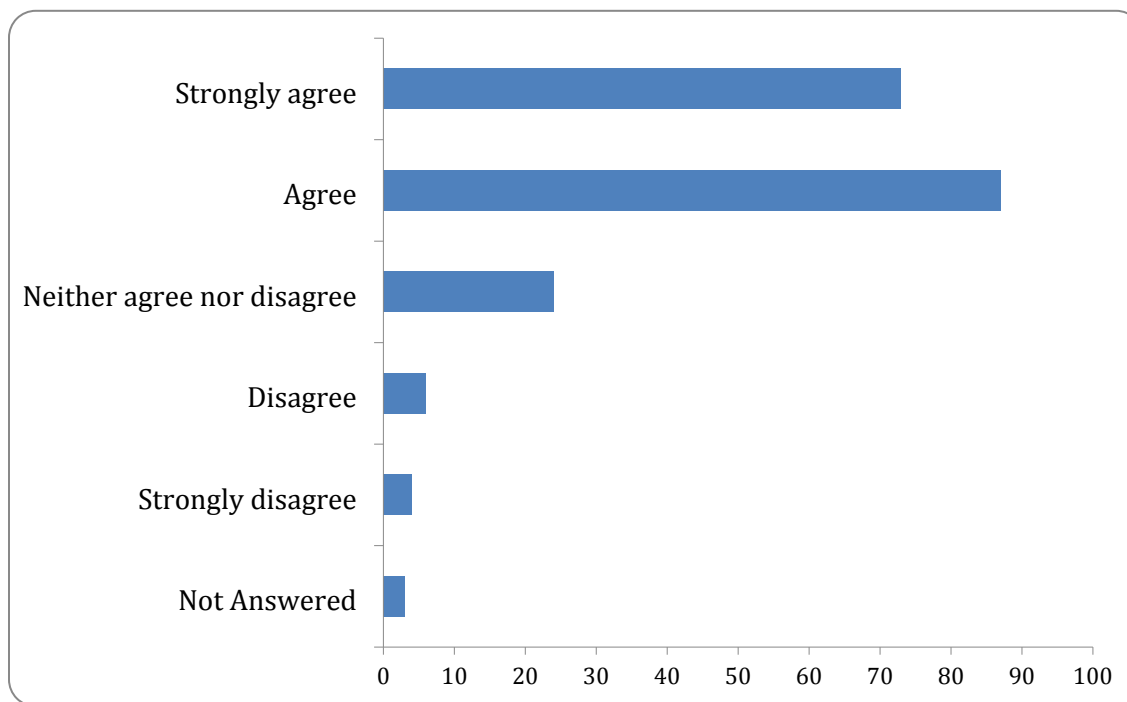
These findings suggest that while residents value and engage with council decision-making, there are still challenges to address, particularly in improving trust, communication, and accessibility.

Detailed results:

A total of 197 people responded to this survey. Most respondents (95%) took part in the consultation as residents of Oxford. A small number of responses came from local businesses (1.5%), community groups or residents' organisations (1.5%), and a local elected Member (0.5%).

The Policy outlines the principles guiding community engagement activities on pages 6 to 10. These include flexibility, proportionality, transparency and clarity, timeliness, feedback, inclusiveness and accessibility, and strengthening tenant voice. To what extent do you agree or disagree that these principles should underpin citizen and community engagement?

There were 194 responses to this part of the question.

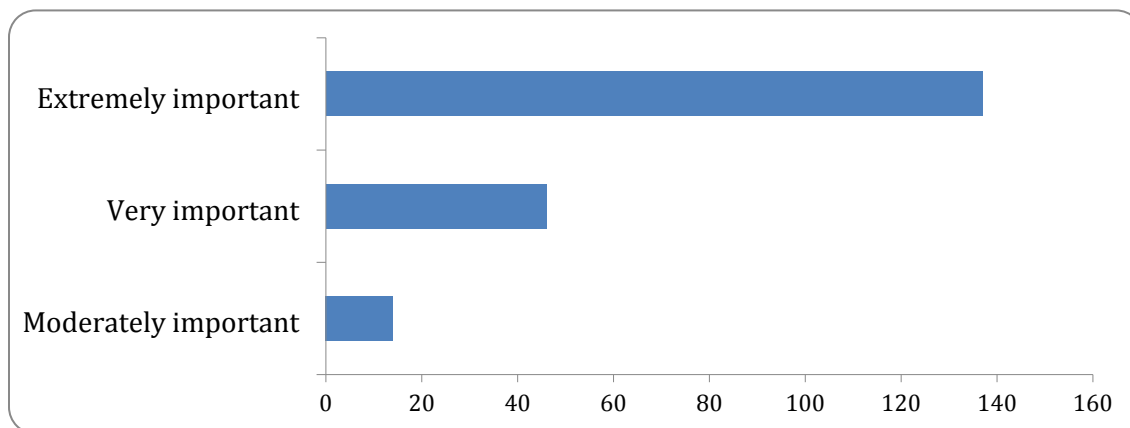


Option	Total	Percent
Strongly agree	73	37.06%
Agree	87	44.16%
Neither agree nor disagree	24	12.18%
Disagree	6	3.05%
Strongly disagree	4	2.03%

Not Answered	3	1.52%
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Oxford City Council is committed to involving residents in its decision-making process. How important do you think it is for residents to be involved in decisions that affect them or their neighbourhood?

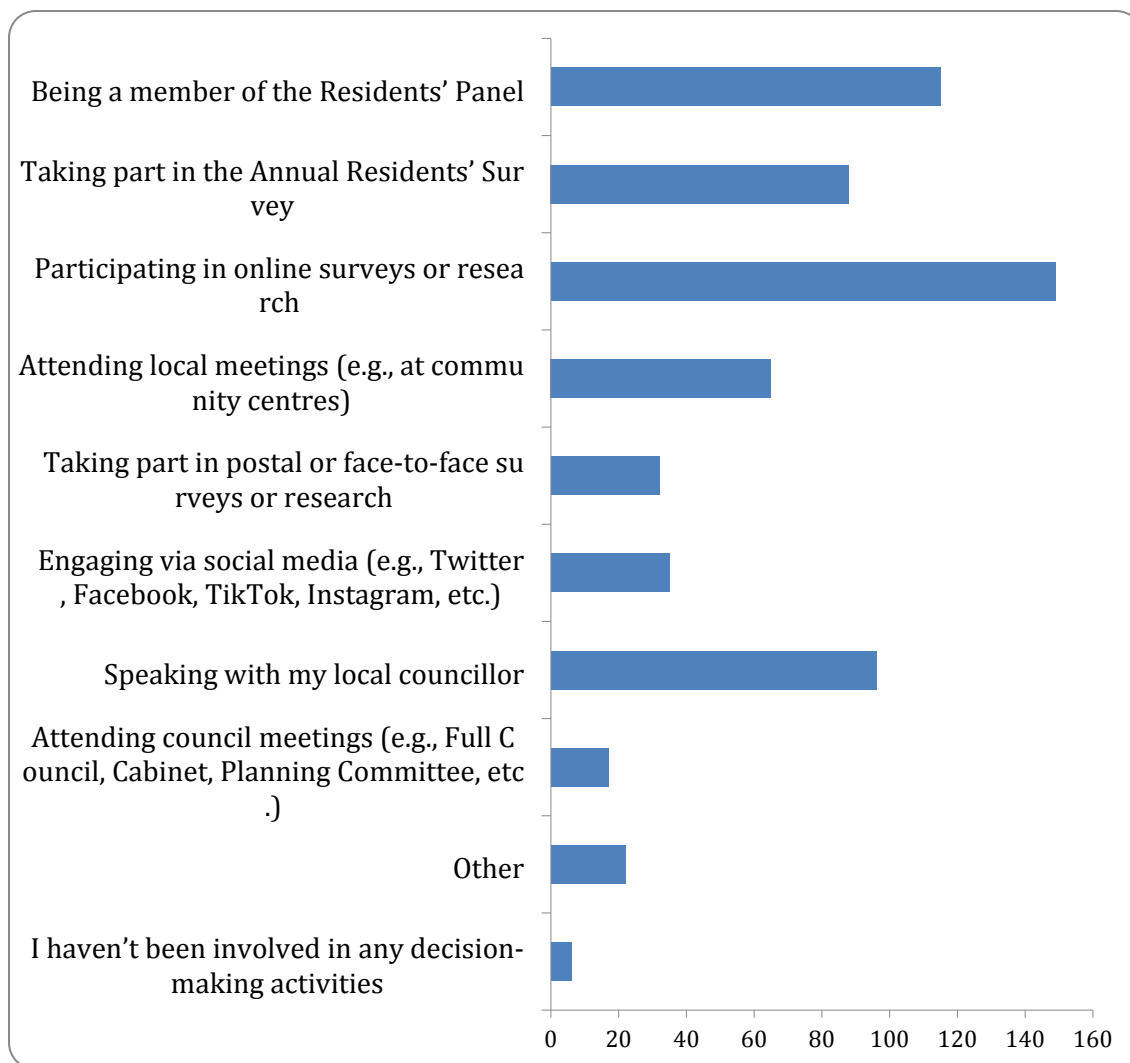
There were 197 responses to this part of the question.



Option	Total	Percent
Extremely important	137	69.54%
Very important	46	23.35%
Moderately important	14	7.11%
Slightly important	0	0.00%
Not at all important	0	0.00%
Not Answered	0	0.00%

In which of the following ways, if any, have you been involved in decisions that affect you or your neighbourhood?

There were 197 responses to this part of the question.

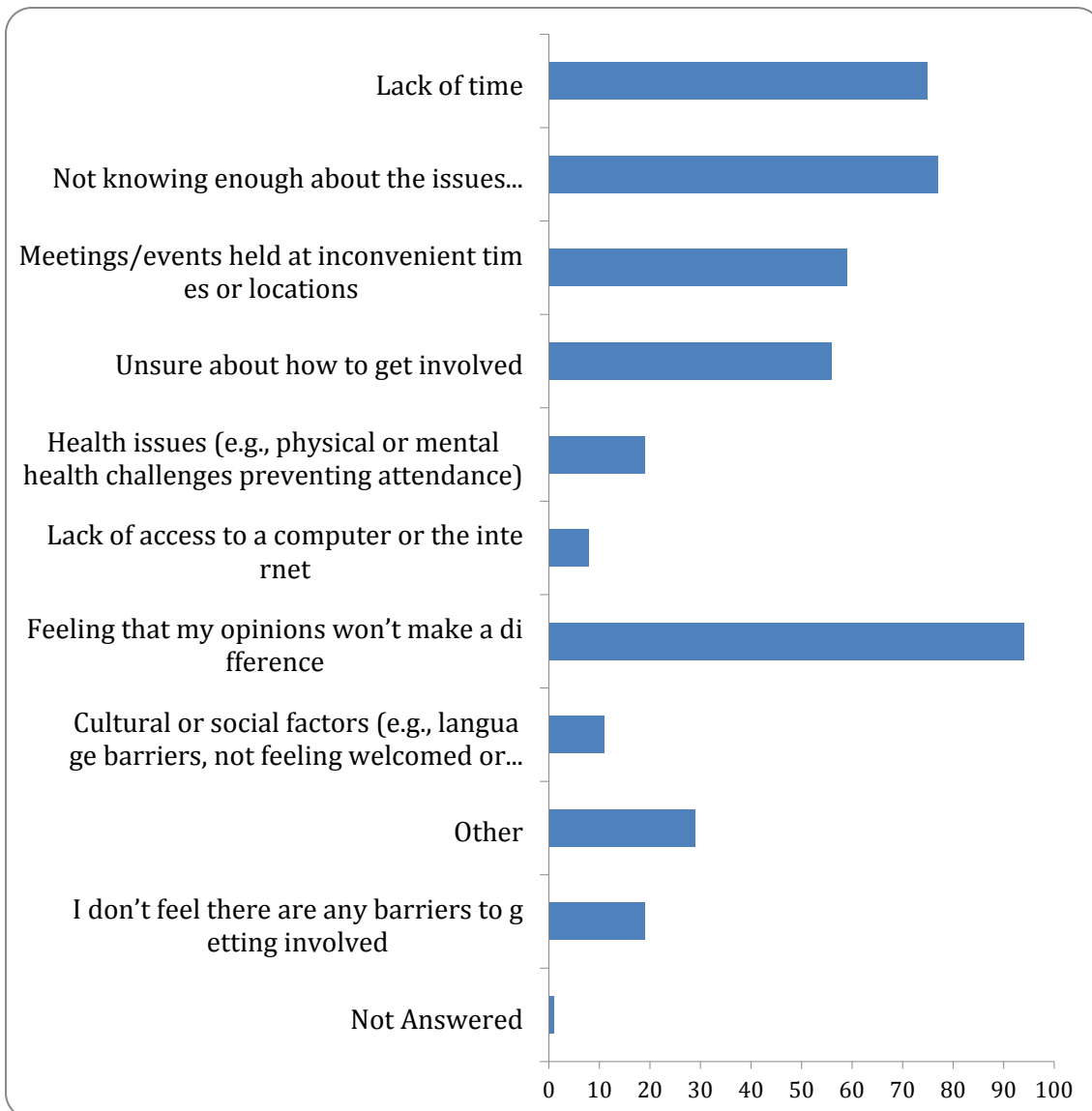


Option	Total	Percent
Being a member of the Residents' Panel	115	58.38%
Taking part in the Annual Residents' Survey	88	44.67%
Participating in online surveys or research	149	75.63%
Attending local meetings (e.g., at community centres)	65	32.99%
Taking part in postal or face-to-face surveys or research	32	16.24%
Engaging via social media (e.g., Twitter, Facebook, TikTok, Instagram, etc.)	35	17.77%
Speaking with my local councillor	96	48.73%
Attending council meetings (e.g., Full Council, Cabinet, Planning Committee, etc.)	17	8.63%
Other	22	11.17%

I haven't been involved in any decision-making activities	6	3.05%
Not Answered	0	0.00%

What do you feel are the barriers, if any, to getting involved in the decision-making process?

There were 196 responses to this part of the question.



Option	Total	Percent
Lack of time	75	38.07%

Not knowing enough about the issues being discussed	77	39.09%
Meetings/events held at inconvenient times or locations	59	29.95%
Unsure about how to get involved	56	28.43%
Health issues (e.g., physical or mental health challenges preventing attendance)	19	9.64%
Lack of access to a computer or the internet	8	4.06%
Feeling that my opinions won't make a difference	94	47.72%
Cultural or social factors (e.g., language barriers, not feeling welcomed or represented)	11	5.58%
Other	29	14.72%
I don't feel there are any barriers to getting involved	19	9.64%
Not Answered	1	0.51%

In your view, are there particular areas or services where you think we should engage with residents more often?

There were 125 responses to this part of the question.

A summary of the most frequently mentioned aspects where residents feel more engagement is needed:

- **Traffic and Transport:** LTNs, Traffic filters, public transport, roadworks, parking, cycling, e-scooters, and coordination between City and County councils on traffic decisions.
- **Planning and Development:** Concerns include a lack of transparency and feedback in planning processes, worries about the loss of green spaces, a strong desire for more proactive community involvement, and the need for affordable housing alongside balanced land use.
- **Social Issues and Services:** Key topics include youth services, social housing, food banks, mental health support, rising crime rates, rough sleeping, and antisocial behaviour.
- **Environment and Green Spaces:** While many residents urge stronger protection of green spaces, opinions vary on the Council's climate emergency initiatives—some demand more action, while others question the approach.

Do you have any further comments on the Citizen and Community Engagement Policy 2025?

There were 67 responses to this part of the question.

The most commonly mentioned themes include:

- **Transparency and Accountability:** Residents are interested in understanding how their input is considered and used. There is a desire to see visible outcomes from engagement and for councillors to be more responsive to community feedback.
- **Communication and Process Clarity:** Some residents find current documents and processes difficult to understand due to their length, complexity, or use of technical language. There is interest in using clearer, plain English, simplifying steps, and providing better guidance on how to get involved and influence decisions.
- **Representation and Inclusive Engagement:** Residents have expressed a desire for more balanced outreach that includes a wider range of voices, such as older adults, disabled individuals, and those without digital access. Suggestions include using diverse participation methods, like citizen juries, to support broader involvement.

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