

# **Appendix 1**

## **Draft library and heritage service strategy 2022-2027**

### **Consultation findings**

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## Executive summary

1. Between 24 January 2022 and 18 March 2022, the council invited structured feedback on its draft library and heritage strategy 2022 - 2027. People were signposted to the full draft strategy document and encouraged to read it for background information.
2. Feedback was primarily collated using an online survey on the council's digital consultation and engagement platform, [Let's Talk Oxfordshire](#) and a small number of paper copies of the consultation document, survey and promotional posters were distributed to all libraries, the Oxfordshire Museum and Oxfordshire History Service. Arrangements were also put in place with Oxfordshire customer services, library and heritage services and the engagement and consultation team to supply information in alternative formats on request and to accept written responses. Anyone replying by paper copy could use a Freepost address.
3. The consultation was actively promoted to different audiences, using multiple channels, with a strong emphasis on paid-for digital promotion using social media. We also targeted communications at service users, staff, and councillors to help them spread the word.
4. In total, the council received **191** survey responses and three written responses. Eighty-one per cent of the survey responses were from Oxfordshire residents.
5. People responding to the survey tended to be older. Just under two thirds of respondents who provided information about themselves self-identified as female (63 per cent) and around a third identify themselves as male (32 per cent).
6. Overall, the consultation findings validate the vision and the package of thirteen priorities for delivery, over the next five years, under the three core priorities of people, place and partnerships. This is a positive reflection of the extensive process of stakeholder engagement we undertook to develop the draft strategy, which included also included early public input in summer 2021.

### **Vision**

- Eighty-seven per cent of survey respondents agreed with our vision for libraries and heritage services as set out in the draft strategy document. Only three per cent disagreed.
- The supporting comments which substantiate peoples' views on the vision, clearly show the value people place on these services, and in particular the importance of the library service.

### **Emerging themes – people, place and partnerships**

#### **People**

- Respondents would most like to see or see more of the following in libraries and heritage sites: the use of libraries as community hubs – as social places, as places for classes, groups and activities (32 mentions), the use of sites as

venues for talks and public lectures and live music/performances (27 mentions) and as places to go as family for children's/family events and activities (from early years to teen) (27 mentions).

- As regards how could the council improve our libraries and heritage services offer for young families the top two themes were: more activities and events including during the holidays and at weekends (36 mentions) and practical ideas to help ensure spaces are welcoming to young families (18 mentions).
- When asked the same question for older people, the top two themes were providing in-library social activities suitable for this age group including book groups, crafts, speakers, local history (27 mentions) and support with digital inclusion, both in terms of fully accessing library technology (7 mentions) as well as support with digital literacy, confidence, cyber safety etc. (21 mentions).
- Whilst for rural areas, the top two themes were: reintroduce/have a mobile library service (41 mentions) and set-up more libraries/support library facilities in villages eg book swaps, a library space in community buildings (12 mentions).

### **Place**

- When respondents were asked how the library and heritage strategy can best support your local area the top two themes were: facilitating the library as a community hub (23 mentions) and extending opening hours to meet needs (14 mentions).
- The top two suggestions for how the council might better celebrate local heritage and highlight Oxfordshire's rich history were to: curate displays / exhibitions - including display boards in local libraries and other places that the public congregate such as railway stations (39 mentions) and putting on events to celebrate local history (32 mentions).

### **Partnerships**

- When asked who/which organisations the library and heritage service should work (or work more) with, by far the most frequently mentioned partnership opportunity by respondents was with education settings (with 71 mentions). This included university, further education and colleges, schools (primary and secondary), nurseries and adult education with emphasis on recognising the valuable resources the libraries offer, with particular mention of encouraging children and young people to access libraries.

### **Package of thirteen priorities**

- Eighty-seven per cent of survey respondents agreed that the 13 priorities set out in the draft strategy document are the right ones to deliver our ambition and vision for libraries and heritage services in Oxfordshire. Only two per cent disagreed.

- Between 85 per cent and 99 per cent of survey respondents agreed (total saying strongly agree and agree) with the five individual **people priorities**. Very few people disagreed with any – ranging between one person and six people per priority (one to three per cent).
  - We want to support children and young people’s learning and parents support for their children’s learning (99 per cent agreement)
  - We want to increase libraries and heritage contribution to learning and promote library’s role in fostering literacy and a love of reading (97 per cent agreement)
  - We want to support people to develop skills and knowledge (97 per cent agreement)
  - We want to increase the impact of libraries and heritage services on health, wellbeing and active citizenship (87 per cent agreement)
  - We want to equip libraries and heritage staff with skills to deliver on innovative services (85 per cent agreement)
- Overall, views on the place priorities were more mixed, with between 60 per cent and 92 per cent of survey respondents agreeing (total saying strongly agree and agree) with the five individual **place priorities**.
- Whilst again, only a small proportion of survey respondents actively disagreed with any of the place priorities (range of between five and 19 people per priority), a notable proportion said they neither agreed nor disagreed.
  - We want to work with communities to design services which reach the heart of communities, reflect our rich diversity, engage new audiences and are responsive to local needs (92 per cent agreement)
  - We want to identify ways to reduce the carbon impact of our buildings and services (89 per cent agreement)
  - We want to use data and intelligence about ‘place’ to target the specific needs of local communities and drive a culture of service improvement (80 per cent agreement)
  - We want to involve people in the design of libraries and heritage buildings (73 per cent agreement)
  - We want to deliver services to support business start-ups to support economic growth (60 per cent agreement)

- Between 77 per cent and 85 per cent of survey respondents agreed (total saying strongly agree and agree) with each of the three **partnership** priorities. Again, only a few people disagreed with any (range of between 5 and 14 people per priority) and a notable proportion said they neither agreed nor disagreed.
  - We want to maximise partnerships at local and national level to improve the sustainability of services (85 per cent agreement)
  - We want to develop partnerships that support more resilient, fairer and healthier communities (85 per cent agreement)
  - We value and want to strengthen our partnership with volunteers (77 per cent agreement)

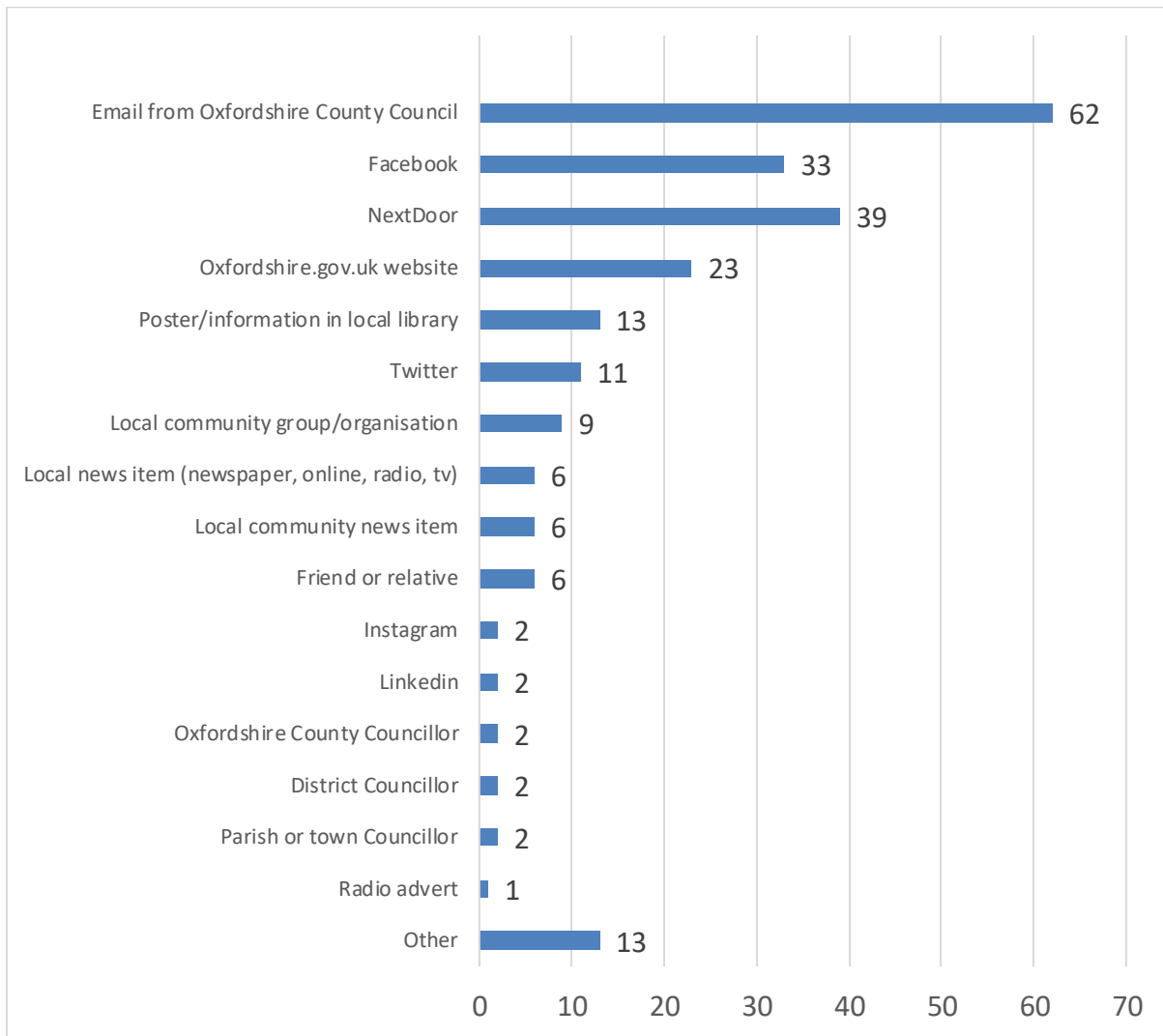
## Section 1: Introduction, communications channels and interpretation

- 1.1 Between 24 January 2022 and 18 March 2022, the council invited structured feedback on its draft library and heritage strategy 2022 - 2027. People were signposted to the full draft strategy document and encouraged to read it for background information.
- 1.2 Feedback was primarily collated using an online survey on the council's digital consultation and engagement platform, [Let's Talk Oxfordshire](#) and a small number of paper copies of the consultation document, survey and promotional posters were distributed to all libraries, the Oxfordshire Museum and Oxfordshire History Service. Arrangements were also put in place with Oxfordshire customer services, library and heritage services and the engagement and consultation team to supply information in alternative formats on request and to accept written responses. Anyone replying by paper copy could use a Freepost address.

### Communications channels

- 1.3 The consultation was actively promoted to different audiences between 24 January and 18 March using multiple channels, with a strong emphasis on paid-for digital promotion using social media. This included using Facebook and Instagram to promote the topic to adult audiences and Snapchat to connect and engage with younger teenage residents.
- 1.4 Messages were also shared on Twitter and Nextdoor to encourage engagement, targeted communications at service users, staff, and councillors to help them spread the word.
- 1.5 A third of people who provided information about themselves said they found out about the consultation via an email from Oxfordshire County Council (33 per cent), followed by around 21 per cent who heard about the consultation through NextDoor and 17 per cent who found out via Facebook. Overall, our communications had good visibility and many more people engaged with the content, than went on to share their views in the survey.

**Chart 1: How did you find out about this consultation?**



Base: 190 respondents

(Number of mentions)

### How to interpret this report

- 1.6 This is a consultation exercise and has not been designed to be a piece of representative research. Therefore, the council cannot attribute any statistical confidence intervals to the data. The people who participated are entirely self-selecting.
- 1.7 The report is presented in two parts, with the first section focusing on the responses to the survey form and the second section summarising the key messages from written correspondence received by the council as part of the consultation.
- 1.8 In total, the council received **191** survey responses and **three** written responses. Not everyone chose to answer each question (as was permitted) and this report uses variable base numbers based on the number of people who had their say.



- 1.9 Please note that restrictions were placed on the online survey, to limit people to sending only one response from any specific email address. That said, the council cannot prevent individuals from submitting multiple responses, should they have multiple email addresses or from submitting an online form as well as comments by letter, email or paper form should they choose to do so.
- 1.10 When interpreting the findings, please note that these are based on the number of people who had their say for each specific question. In addition, for some questions, we allowed people to tick multiple answers meaning that the total mentions may sum to more than the total number of responses. In other cases, due to statistical rounding, the total response to a single-answer question may sum slightly over or under 100 per cent.
- 1.11 This survey contained several open-ended questions, where people responding could share their thoughts. All comments have been read and carefully considered. We have grouped responses into common themes for reporting purposes and used illustrative quotes to bring them to life.

## Section 2: Vision

- 2.1 Part one of the survey sought views on the vision for libraries and heritage as set out in the draft strategy document. Respondents were given the vision and asked to what extent do they agree or disagree with it.

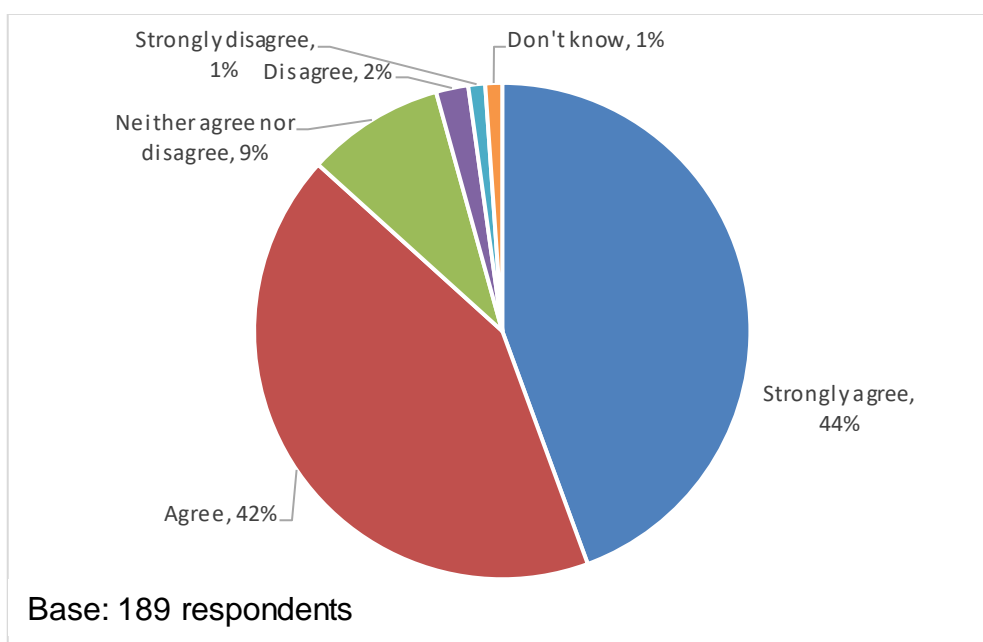
### Vision statement:

Our libraries and heritage services provide opportunities for people to connect and create, to learn and grow together. Inspiring us all, they are places to imagine, and they make a difference to the wellbeing of the communities they serve.

Working in partnership we will provide valued and trusted routes to a wide range of services, information and activities that reflect local needs.

Our buildings will be open and welcoming spaces, our services will be accessible and available, and we will champion digital inclusion, broadening access to everything we offer.

**Chart 2: To what extent do you agree or disagree with our vision as set out in the draft strategy document?**



- 2.2 As shown in chart two above, most respondents were positive about the vision, with 87 per cent in agreement, including 44 per cent who strongly agreed.
- 2.3 Only three per cent of respondents indicated they actively disagreed with the vision, nine per cent were neutral, saying they 'neither agree nor disagree' and one per cent did not know.

- 2.4 Ninety respondents provided detailed feedback to further substantiate their opinion on the vision (140 mentions), with many straying into feedback on the strategy as a whole or on the service as it currently stands. This included 26 comments giving constructive criticism of the vision, 22 suggestions for change – including to the strategy, 15 comments exploring the purpose of the library and 12 comments giving feedback about specific libraries/museums. The supporting comments clearly show the value people place on these services, and in particular the importance of the library service.
- 2.5 Although many single issues were raised and others several times, themes emerging from the comments, all with 10 mentions or more, were:
- Criticism of the vision, including that it doesn't mention books and emphasising their importance to library users, the language used in the strategy more generally (buzz words, meaningless phrases) and that the strategy was currently ambiguous and lacking an action plan and targets (26 mentions)
  - General supportive comments of the vision and strategy - good ideas, common sense - but with some clear caveats (23 mentions)
  - Suggestions for improvement included: extending the visibility of library services to all sections of the community, supporting child and adult literacy, improving engagement and links with other sectors and services, developing libraries as community hubs, and other suggestions for changes to the strategy were also made (22 mentions).
  - In addition, 12 people used this opportunity to comment on individual libraries/museums, whilst 15 people chose to discuss the purpose of a library and to a lesser extent history services, with some stating their personal value.

#### **Illustrative quotes:**

*"Commonsense policy."*

*"I particularly value the Oxfordshire History Centre and the amazing collection of resources that it provides on the history of Oxfordshire."*

*"libraries are for me the most important aspect of county provision for well-being."*

*"There's a lot to take in and quite a lot of jargon to plough through, making it difficult to identify concrete plans and likely changes. I find some aspects of it positive and others less so."*

*"Connect and create', 'places to imagine' and 'champion digital inclusion' are all phrases which are meaningless to me, sorry!"*

*"I do also think you need to mention books - having access to free books must remain part of the very DNA of any library."*

## Section 3: Emerging themes: people, place and partnerships

- 3.1 Part two of the survey asked people for their views about the three themes - **people, place** and **partnerships**, which the strategy is centred around.
- 3.2 Respondents were informed that these themes had been shaped by research and engagement already undertaken by the service and relevant sections of the strategy were embedded into the survey form to help provide context to the questions.

### Theme: people

#### People – our libraries and heritage services will support people to reach their full potential

Libraries are the place where children and adults can find that special book that helps them get the reading habit, and then borrow for free to feed that habit for life. In the museum and the history centre, people can learn new skills, gain information, and participate in activities to support them to live successful and healthy lives.

We offer so many free opportunities to everyone – including finding out about family history and the county’s heritage, accessing council services and other benefits, using freely available computers to apply for jobs, meeting authors, participating in book groups, volunteering, and learning digital skills.

- 3.3 When asked what activities respondents would **like to see, or see more of, in libraries and heritage sites**, 158 respondents put forward a wide range of suggestions and comments (268 mentions), including 26 comments around heritage services, and 36 around library services. Five key themes emerged and those with 10 mentions or more are summarised below, supported by illustrative quotes:
  - Facilitate the library as a community hub – a social place, a place for classes, groups and activities (32 mentions)
  - Put on (put on more) talks and public lectures from authors, poets, historians, experts, and live music/performances (27 mentions)
  - Children’s /family events and activities - (from early years to teen) (27 mentions)
  - Reading groups/book groups (18 mentions)
  - Digital services, WIFI, computer access, makerspaces (11 mentions)

### **Illustrative quotes:**

*“Anything that helps people to meet others who have similar interests, whether as a book club, history society, local area coordinator for activities etc.”*

*“Groups directed at elderly interested in reading to provide wider social interaction and opportunities to meet people. Book suggestions, poetry choices etc. introducing new books, local history etc. with refreshments.”*

*“I love the idea of bringing books to life through creative activities, reading groups, speakers, writing, music & acting workshops for all ages all inspired by a set text.”*

*“Children’s activities, get together for the lonely with refreshments, art displays and demonstrations, advice and support - scams, giving up smoking, claiming benefits, citizens advice etc, live performances.”*

*“Makerspaces, free access to equipment and support for those wanting to learn about new technologies and coding.”*

3.4 As regards to how the council could improve our libraries and heritage services **offer for young families**, 137 respondents put forward a wide range of suggestions and comments (164 mentions) including addressing practical logistics that young families need.

3.5 Four key themes emerged, all with 10 mentions or more. These are summarised below, again supported by illustrative quotes:

- Providing child centred/family orientated activities and events including during the holidays and at weekends (36 mentions)
- Ensure the space is welcoming to young families, this could include: providing toilets, a dedicated space for families to rest, play, do homework, eat, and comfy seats (18 mentions)
- More outreach/engagement/ better links with schools, nurseries and children’s centres (11 mentions)
- Reading groups, reading challenges, reading mentors and support (11 mentions)

### **Illustrative quotes:**

*“Childrens rhymetime and story times with support for parents, advice on benefits, a safe place for families to chill out.”*

*“Toilets, 'picnic areas', secure play facilities while parents browse. Story times for small children.”*

*“Provide child friendly toilets whenever possible alongside basic rest area facilities for parents & carers to change younger siblings or simply take time out from library without needing to actually leave the premises.”*

*“I think that in the past services have been good but perhaps more could be done to encourage links with children's centres, pre-schools and schools in order to encourage more families to get involved especially those parents or carers who do not use the services yet. Reading Challenges etc. Make these more easily accessible to parents who may not read themselves or do not have English as their first language. Link Language Clubs to young families as well as just adults?”*

*“More frequent baby/toddler groups and after school reading clubs for children”*

3.6 When asked what how we could improve our library and heritage services offer for **older people**, 150 respondents put forward a wide range of practical suggestions and comments (215 mentions).

3.7 Six themes emerged, which received 10 mentions or more. These are summarised below, supported by illustrative quotes:

- Providing in-library social activities suitable for this age group, including: book groups, crafts, speakers, local history (27 mentions).
- Support with digital inclusion, both in terms of fully accessing library technology (7 mentions) as well as support with digital literacy, confidence, cyber safety etc. (21 mentions).
- Provide comfortable, suitable seating (14 mentions).
- Be mindful of accessibility, heavy doors, low shelves etc. (13 mentions).
- Facilitate the library as a community hub – a social place, a meeting place, a place to chat (13 mentions).
- Increased focus on customer service for this group (10 mentions).

#### **Illustrative quotes:**

*“Groups where they could get together - not just a book group - but intellectually stimulating one's as well as crafty ideas.”*

*“Provide computer training for people who can't get out of the house to learn how to use e-book services.”*

*“Training on how to use a computer that is created specifically for older people that haven't used a computer before e.g. out to email, how to do internet searching, online shopping, online banking, completing online forms.”*

*“Comfortable seating, a place to rest whilst looking to find a book to read. Large print and audio books.”*

*“Easy access, no heavy doors, toilets and seating. Large print books and audio books with help to use any new technology needed to access them. Family history guidance. Oral history workshops to gather/share local history from older residents. Photo exhibitions.”*

- 3.8 Shifting the focus again to how we could improve our library and heritage services offer for **people in rural areas**, 132 respondents put forward a wide range of ideas and comments (148 mentions). Whilst lots of suggestions were put forward, there were only two themes with 10 mentions or more. These are summarised below, again supported by illustrative quotes:
- Reintroduce/have a mobile library service (41 mentions)
  - Set-up more libraries/support library facilities in villages eg book swaps, a library space in community buildings (12 mentions)
  - Consider opening hours (10 mentions)

**Illustrative quotes:**

*“I live in a village that, when we moved here 7 years ago, had a mobile library. These were an important part of village life and vital for residents who don't have cars. Bring these back so that everyone can have access to them.”*

*“There has to be a way to connect to us. Many of us have village halls - there should be a way for services to come to our villages in the area once a quarter - I live in x - so there are 10 villages in our area. We can all do something collaboratively. Being flexible with timing and locations is critical.”*

*“Depending on demands really, & this is the area where volunteers can really help! Use of village halls for library-related activities can be useful.”*

- 3.9 Sixty-seven respondents came forward with additional comments and ideas (75 mentions) **about the people theme** in the draft library and heritage strategy. No consistent themes emerged (with 10 mentions or more) and comments often reflected points already captured in previous questions.

**Theme: place**

**Place – our libraries and heritage services will be recognised as valuable community assets and we will strengthen their role in ‘place making’ and their position at the heart of their community.**

Our services will place the needs of the local community at the heart of our thinking, decision making and service design. As community needs change, so must our libraries and heritage services to ensure that our physical spaces are integrated with the growing demand for digital services.

We will increase our visibility in communities to ensure increased delivery of the vital social benefits of companionship, support and inspiration. We will listen to and learn from our communities to co-design our spaces. Jointly agreeing outcomes will be crucial to success.

- 3.10 Moving onto the place theme. When asked how the library and heritage strategy can **best support your local area**, 134 respondents provided

feedback (142 mentions). The following two themes emerged (with 10 mentions or more), with many other varied points raised.

- Facilitate the library as a community hub - a place for social/community groups to discuss local issues, as a centre of information for the community, and workshops for people to learn new skills (not just computers/IT) (23 mentions).
- Extend opening hours (14 comments), including weekend and late evening opening, together with promoting this information clearly to local communities.

#### **Illustrative quotes:**

*“Provide free meeting spaces for community groups - this would encourage many people who might not have visited a library in years to at least come into the building and then could learn about other services on offer.”*

*“Making it a hub of the area.”*

*“By being a hub for local groups and a centre for information.”*

*“Later library opening hours.”*

*“Being open every day.”*

*“The opening times are not always convenient.”*

3.11 When asked how the council might **better celebrate local heritage, and highlight Oxfordshire’s rich history**, 111 respondents provided feedback (114 mentions). There was a strength of feeling that there should be more active publicity of Oxfordshire and local history, to promote what the service can offer, including, but not exclusively, online publicity. The key themes, with 10 mentions or more, were:

- Displays/exhibitions - including display boards in local libraries and other places that the public congregate - such as railway stations, and encouraging local artists, community groups or schools to put up exhibitions (39 mentions)
- Events celebrating local history should be organised, with talks from local authors and history societies. Discussion groups, films, walking tours and competitions – which were strongly linked with the suggestions of displays and exhibitions (32 mentions)
- Working with local history societies/groups, with people expressing that collaboration with these groups would be beneficial, and also collaborating with Heritage Open Days (19 mentions)



### Illustrative quotes:

*“Display items from museums and heritage centre in libraries for a few weeks at a time.”*

*“Displays of local history e.g. display boards at places like the Railway Station maybe, or the Westgate Centre.”*

*“Exhibitions and local group events - to showcase local groups and what they do/offer.”*

*“Events etc that celebrate historical anniversaries. Where appropriate, there could be re-enactments, short performances / plays / readings and so on.”*

*“Certainly by engaging with the many local history organisations, and encouraging their growth and development.”*

*“Join with the local history groups to display items of interest to adults and children. Maybe the heritage centre can come down and give a talk?”*

- 3.12 Thirty-nine respondents came forward with 46 additional comments and ideas **about the place theme** in the draft library and heritage strategy. No consistent themes emerged (with 10 mentions or more) and again comments often reflected points already captured in previous questions.

### Theme: partnerships

#### **Partnerships – our libraries and heritage services will deliver on national and local priorities, increasing our strategic and operational collaborations with a wide range of partners.**

Libraries and heritage services constantly work in partnership with local and national organisations. We will build on existing partnerships and evaluate existing relationships alongside developing new partnerships. Partnerships will be essential in attracting funding to support our ambition, but also to ensure we are using our heritage and library assets to deliver maximum impact for health and wellbeing, opportunities for children and young people, vibrant local economies and reducing demand on other services where possible.

Our staff will be supported to develop partnerships where relationships and local knowledge is central. Our consultation shows that our libraries and heritage services are valued by residents; however, we are seeing a decline in physical visits and borrowing in libraries. Whilst the museum and history centre are sustaining visitor numbers, our challenge remains to ensure our services reflect the needs of local communities and are places that inspire visits.

- 3.13 We asked survey respondents, who/which organisations do you think the **library and heritage service should work, or work more, with** and 250 suggestions were put forward, by 140 people. By far, the most frequently

mentioned partnership opportunity was with education settings (with 71 mentions) including university, further education and colleges, schools (primary and secondary), nurseries and adult education with emphasis on recognising the valuable resources the libraries offer, with particular mention of encouraging children and young people to access libraries.

- 3.14 Community groups received 28 mentions, including a wide range of suggestions such as baby and toddler groups, brownies, guides, cubs, scouts, groups unique to individual locations such as Henley Festival, and groups that offer support to both children and young people as well as older people.
- 3.15 Local businesses, healthcare settings and professionals and local council partnerships (city, district and parish) all respectively received 15 mentions. Other opportunities for collaboration with 10 mentions or more were: other museums (13 mentions), citizens advice (11 mentions) and charities (10).
- 3.16 Thirty-three respondents came forward with 38 additional comments and ideas **about the partnership theme** in the draft library and heritage strategy. No consistent themes emerged (with 10 mentions or more) with one or two issues being mentioned more than once. Several of the comments made were not specifically related to the partnership theme. In terms of partnership ideas, there was further mention of collaboration with schools and a suggestion that unwanted books could be donated to schools.

## Section 4: Delivering our ambition

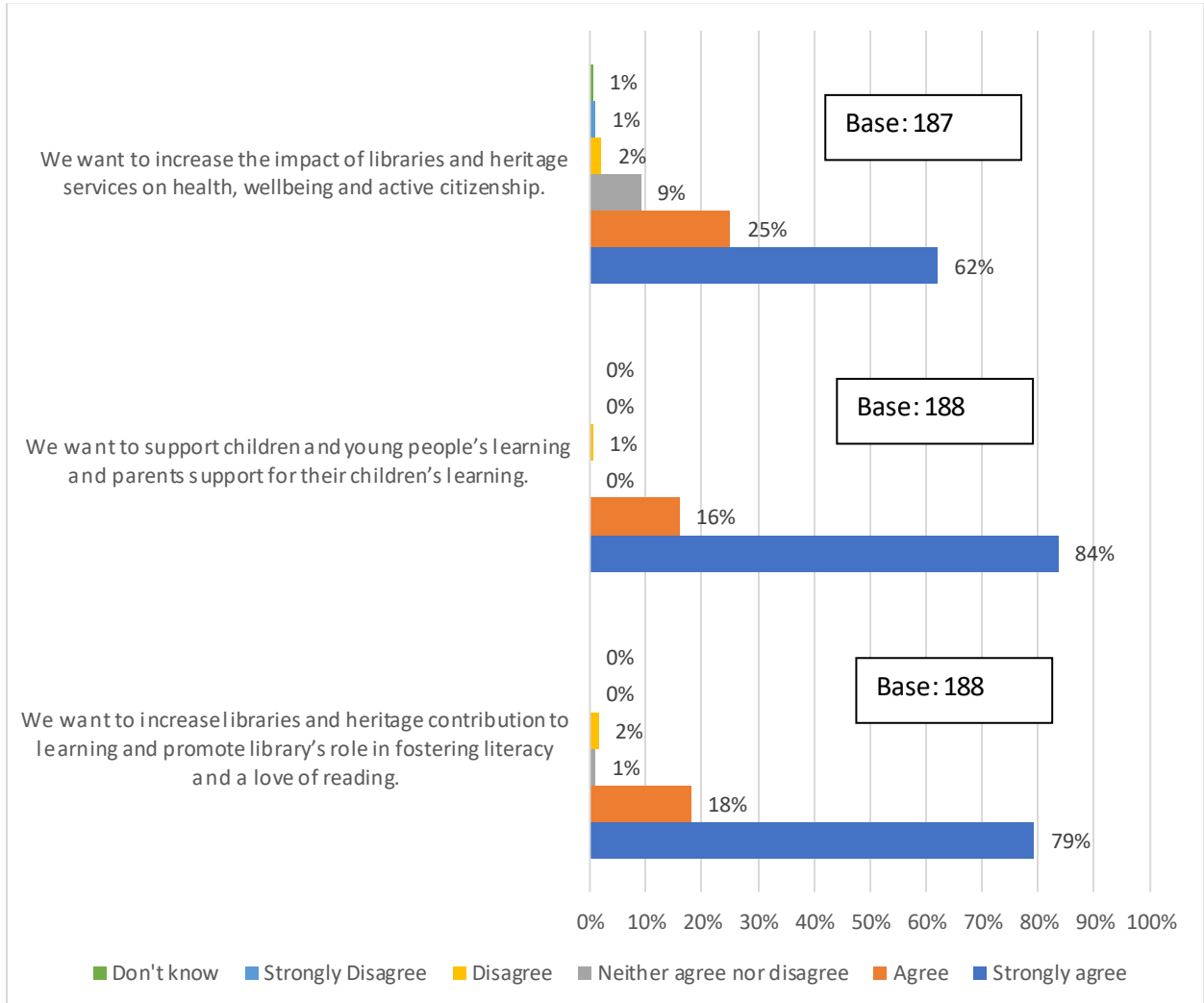
- 4.1. The draft libraries and heritage strategy sets out a summary of the council's priorities for 2022 to 2027, under the three core emerging themes of people, place and partnerships. There are thirteen priorities in total, with five linked to **people**, five linked to **place** and three linked to **partnerships**. Respondents were asked for their views on each of the thirteen priorities, separated by theme.

### People priorities

- 4.2 Between 85 per cent and 99 per cent of survey respondents agreed (total saying strongly agree and agree) with the five individual **people priorities**. Very few people disagreed with any – ranging between one person and six people per priority (one to three per cent).
- We want to support children and young people's learning and parents support for their children's learning (99 per cent agreement)
  - We want to increase libraries and heritage contribution to learning and promote library's role in fostering literacy and a love of reading (97 per cent agreement)
  - We want to support people to develop skills and knowledge (97 per cent agreement)
  - We want to increase the impact of libraries and heritage services on health, wellbeing and active citizenship (87 per cent agreement)
  - We want to equip libraries and heritage staff with skills to deliver on innovative services (85 per cent agreement)

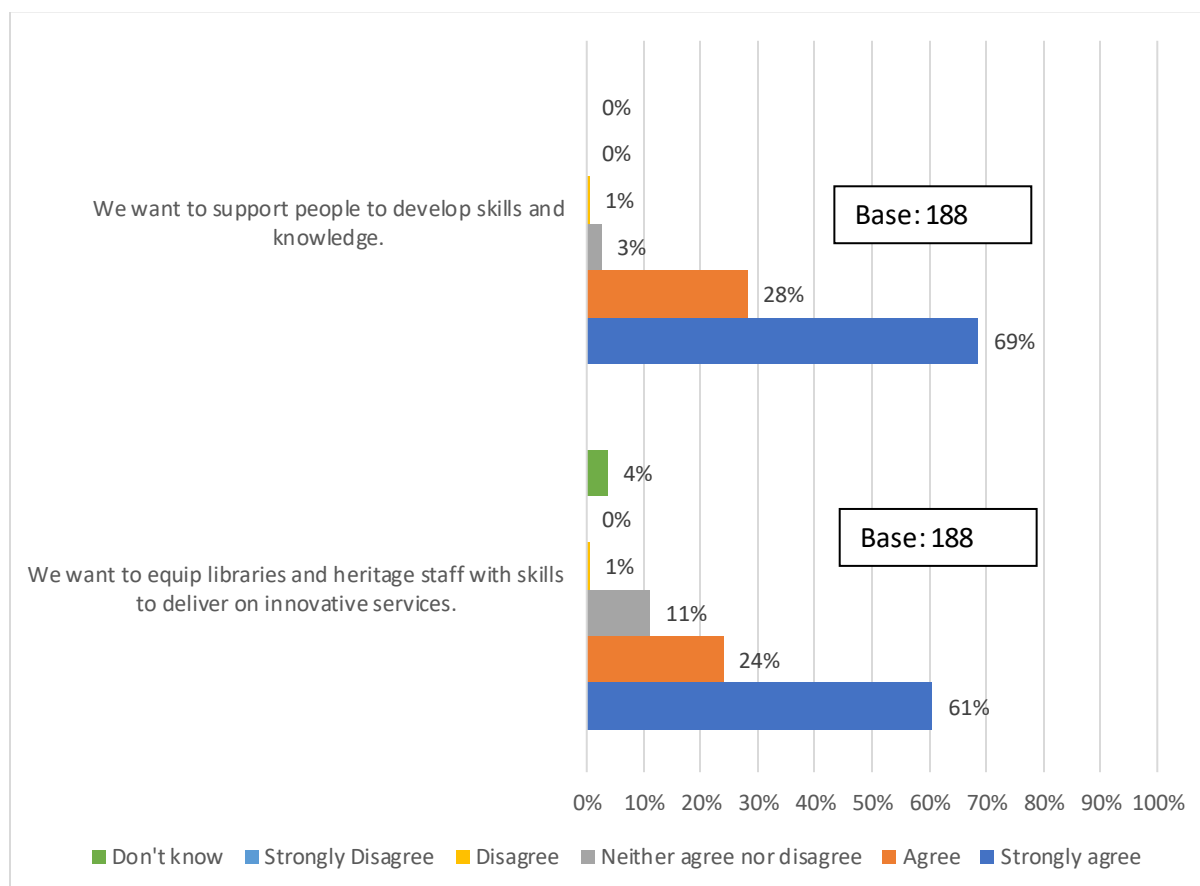
### Chart 3: People priorities

Q. Please indicate to what extent you agree or disagree that the following five priorities are the right ones to deliver our vision for libraries and heritage services.



## Chart 4: People priorities continued

Q. Please indicate to what extent you agree or disagree that the following five priorities are the right ones to deliver our vision for libraries and heritage services.



4.3 When asked if they had any comments, if **anything was missing or could be added to the five priorities linked to people**, 74 people provided comments (with a total of 101 mentions). These formed around the following four themes with 10 mentions or more:

- Purpose of the library (12 mentions). Respondents wished to see libraries as a place for increasing sense of community, knowledge, exchanging ideas, and as a local resource/hub for information and events – as community hubs.
- Staff and volunteers (12 mentions). These focused on the need for improving levels of staffing, better pay, and the importance of volunteers – but crucially alongside trained staff, not instead of them.
- Importance of reading and literacy (12 mentions) including that ‘supporting a love of reading’ should be included in its own right, that books, reading and learning should be a main focus, and stating the importance of literacy, numeracy and language for adults and children.

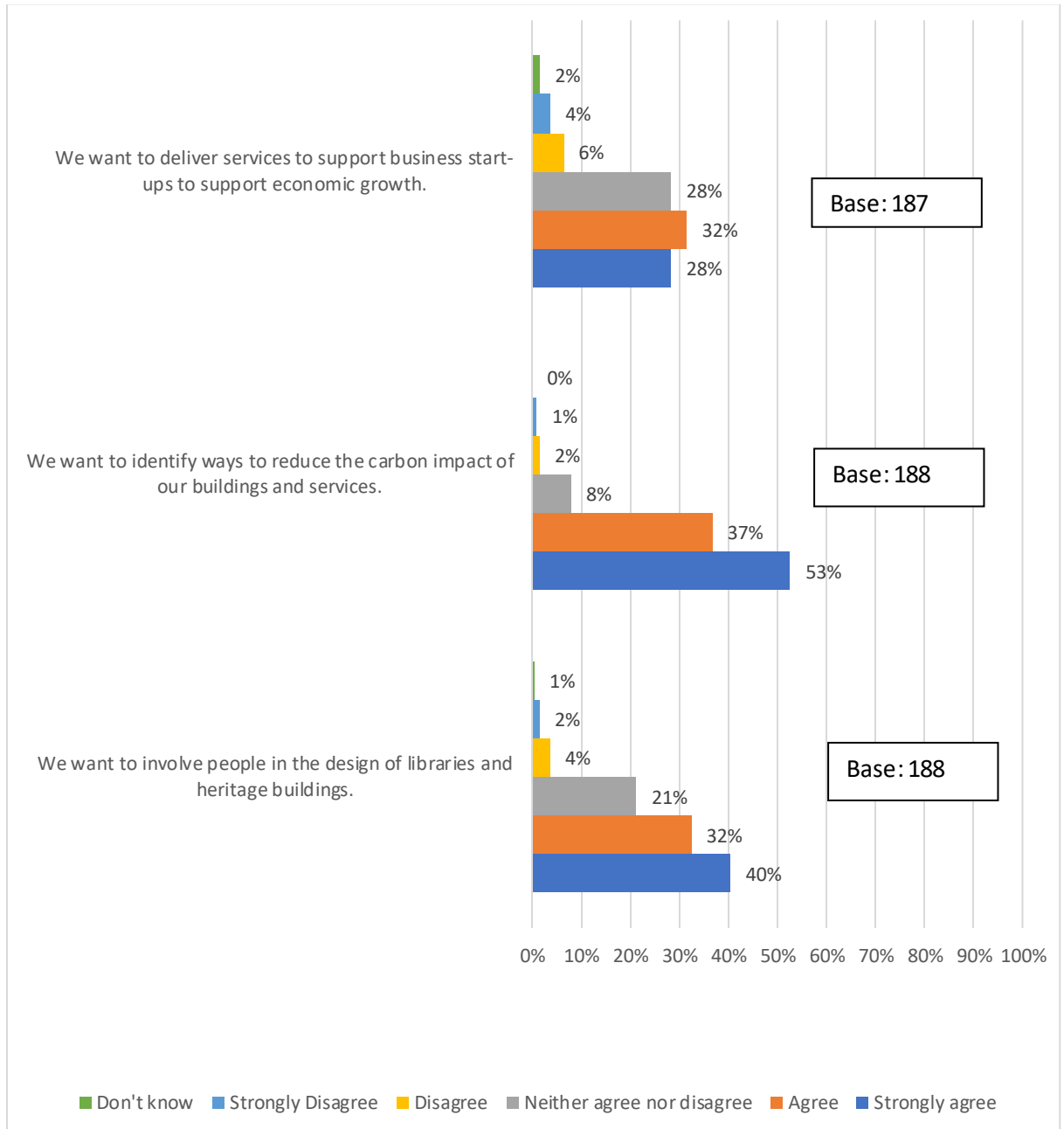
- General criticism of the strategy (10 mentions) included some querying the meaning of 'active citizenship' and 'innovative services'.

### **Place priorities**

- 4.4 Overall, views on the place priorities were more mixed, with between 60 per cent and 92 per cent of survey respondents agreeing (total saying strongly agree and agree) with the five individual **place priorities**.
- 4.5 Whilst again, only a small proportion of survey respondents actively disagreed with any of the place priorities (range of between five and nineteen people per priority), a notable proportion said they neither agreed nor disagreed.
- We want to work with communities to design services which reach the heart of communities, reflect our rich diversity, engage new audiences and are responsive to local needs (92 per cent agreement)
  - We want to identify ways to reduce the carbon impact of our buildings and services (89 per cent agreement)
  - We want to use data and intelligence about 'place' to target the specific needs of local communities and drive a culture of service improvement (80 per cent agreement)
  - We want to involve people in the design of libraries and heritage buildings (73 per cent agreement)
  - We want to deliver services to support business start-ups to support economic growth (60 per cent agreement)

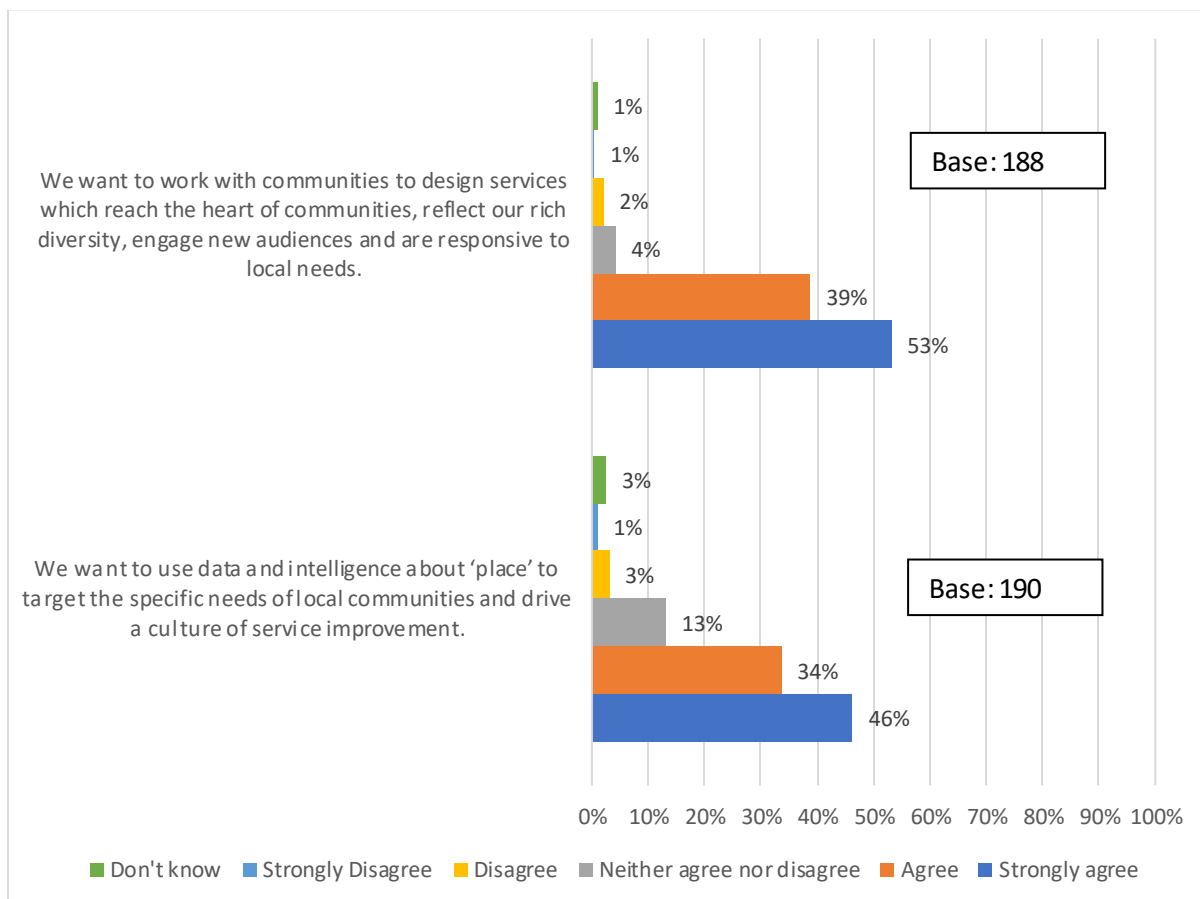
### Chart 5: Place priorities

Q. Please indicate to what extent you agree or disagree that the following five priorities are the right ones to deliver our vision for libraries and heritage services.



## Chart 6: Place priorities continued

Q. Please indicate to what extent you agree or disagree that the following five priorities are the right ones to deliver our vision for libraries and heritage services.



4.6 When asked if they had any comments, if **anything was missing or could be added to the five priorities linked to place**, 58 people provided comments (92 mentions). These formed around the following two themes with 10 mentions or more, with some points that had already been made coming to the fore:

- General criticism of the strategy (13 mentions), with some mentioning it was jargon heavy, unspecific and they didn't understand the meaning of words or phrases. There were also concerns that it was trying to cover too many things, and that focus should be on the core purpose of the service. Others commented that the strategy was 'weak and ill-defined' and 'fundamentally on the wrong track' and that 'your social ambitions sound like a waste of public money'. Others said that 'visits' were not a reliable metric to base decisions on, and that the objectives couldn't be achieved without changing the focus of Oxford back to residents (from tourists and students).



- Suggestions - not linked to activities and sessions (10 mentions) included increasing the appeal with more convenient hours, and getting schools involved to encourage children to use libraries instead of parents having to buy too many books. Other suggestions included using resources in local communities, encouraging adults to use libraries through events, speakers and cultural activities, and highlighted the importance of listening to what communities say they want.

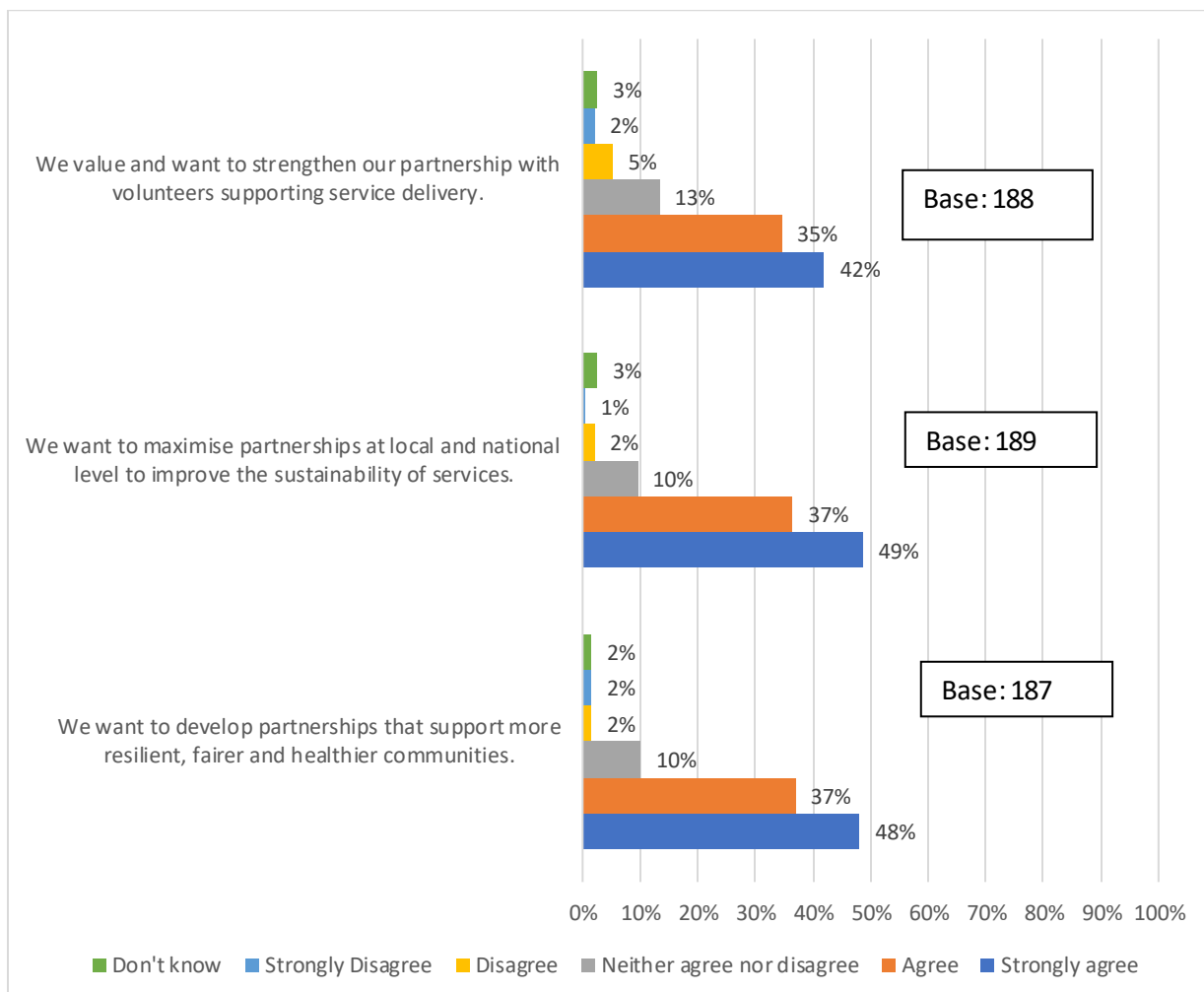
### **Partnership priorities**

4.7 Between 77 per cent and 85 per cent of survey respondents agreed (total saying strongly agree and agree) with each of the three **partnership** priorities. Again, only a few people disagreed with any (range of between 5 and 14 people per priority) and a notable proportion said they neither agreed nor disagreed.

- We want to maximise partnerships at local and national level to improve the sustainability of services (85 per cent agreement)
- We want to develop partnerships that support more resilient, fairer and healthier communities (85 per cent agreement)
- We value and want to strengthen our partnership with volunteers (77 per cent agreement)

## Chart 7: Partnership priorities

Q. Please indicate to what extent you agree or disagree that the following five priorities are the right ones to deliver our vision for libraries and heritage services.



4.8 When asked if they had any comments, if **anything was missing or could be added to the five priorities linked to partnerships**, 61 people provided comments (83 mentions), with one dominant theme emerging:

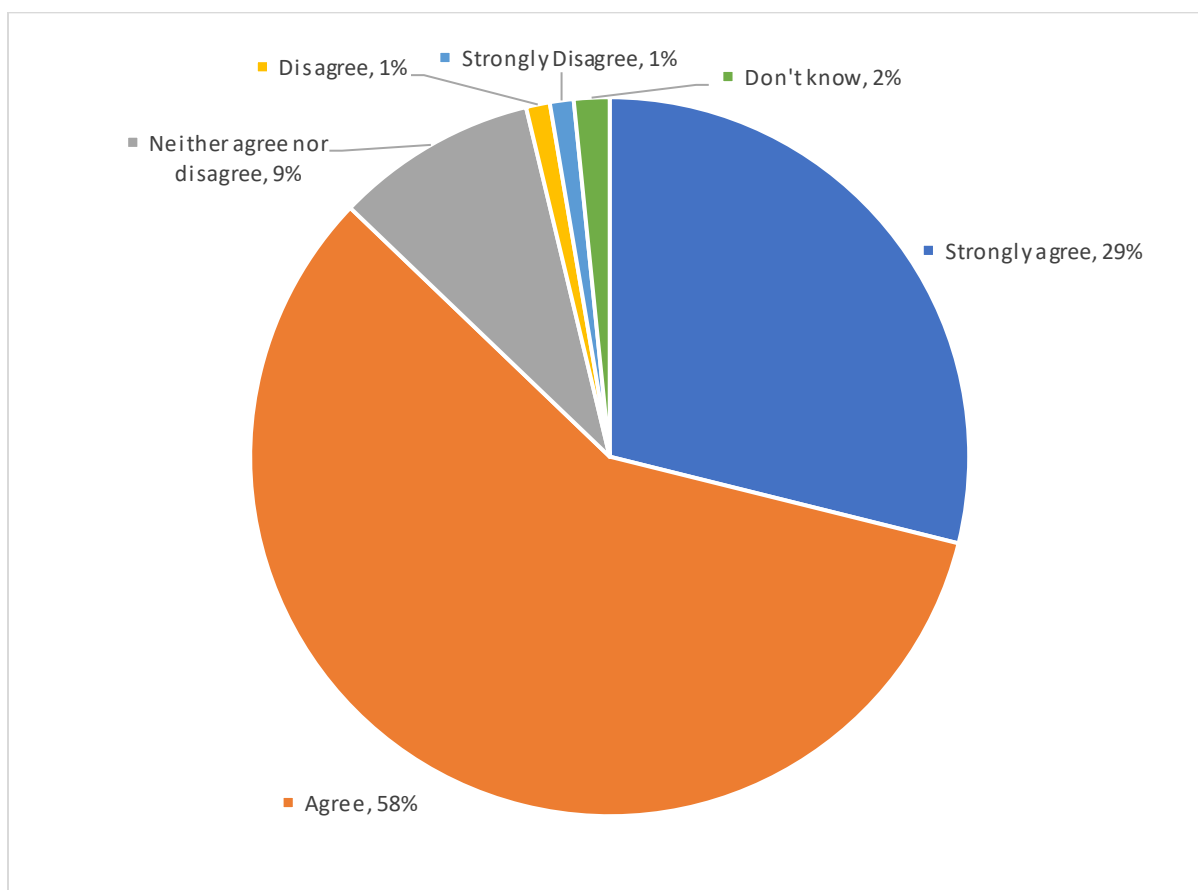
- Partnerships - staffing and volunteers (40 mentions). The overwhelming majority of such comments voiced concerns that, whilst valuable, volunteers should not replace trained, skilled (and paid) staff. The importance of training (for both staff and volunteers) was mentioned many times, as was paying staff well/fairly for their skills, knowledge and experience.

## Overall views on the priorities

- 4.9 Overall, 87 per cent of survey respondents agreed that the thirteen priorities set out in the draft strategy document are the right ones to deliver our ambition and vision for libraries and heritage services in Oxfordshire, including 29 per cent who strongly agree. Only two per cent disagreed overall, nine per cent indicated they were neutral in opinion, replying 'neither agree nor disagree' and two per cent did not know.

### Chart 8: Overall views on our set our thirteen priorities

Q. Please indicate to what extent you agree or disagree that the thirteen priorities are the right ones to deliver our ambition and vision for libraries and heritage services in Oxfordshire?



Base: 187 respondents

- 4.10 When asked **for comments to support their response, if anything was missing, or could anything be added**, 49 people came forward with comments (92 mentions), with one dominant theme emerging (23 mentions) with suggestions, including changes to the priorities and strategy, such as: changes need to be relevant to how people learn and live now after a period of rapid change resulting from the pandemic, wider cultural promotion and

literacy should be considered, concrete figures for book purchases should be provided, and there should be fewer priorities to make changes happen. Other general suggestions included: ensuring there is more for children's literacy, allowing locals to be involved in decision making, providing welcome packs for new residents, holding events to encourage higher footfall, and 'working much more closely with the two universities, with the city council, with local historians, archivists, detectorists, and archaeologists.'

- 4.11 A number of respondents also criticised the priorities/strategy (16 mentions), with some saying that they didn't understand questions or meanings, the strategy document was not easy to read and uses too much jargon. Other comments included: it wasn't clear from the strategy what or how the outcomes will be delivered or how will scarce funds be allocated and prioritised, and that 13 priorities are far too many and the strategy is too ambitious.
- 4.12 At the end of the survey, we provided an opportunity for people to share any other comments or feedback they had about the draft strategy. 54 people took up the opportunity, raising 156 points - many of which reiterated comments already made. Four key themes arose, with 10 mentions or more:
- Feedback about the strategy (including suggested changes to it) and other general suggestions (43 comments)
  - Criticism of the strategy (17 comments)
  - Budget and costs (17 mentions)
  - Positive comments about libraries/services (10 mentions)

## Section 5: Written responses

### Summary of written responses to libraries and heritage consultation

- 5.1 Three written responses were received: two from organisations and one from an individual.
- 5.2 A response was received from the Oxford Preservation Trust outlining the useful relationship that has been established between the Museum Service and the Learning and Access Officer. The response highlighted the education facilities offered to adults and children and the value this brings. A request was made that the strategy acknowledges these achievements as well as inserting an ambition to allow further creative discussion to happen within the forward plan.
- 5.3 The Oxfordshire Local History Association submitted a comprehensive response particularly regarding museum and heritage services and broadly supported the ambitions set out in the strategy. Libraries were lauded as an important community facility which have continued to thrive despite financial challenges and acknowledged the priorities were important and, whilst being supportive of them also stated they could potentially be challenging without adequate resource. Mention was also made of the services provided by the museum and heritage service and challenges the service face. There was an observation that the Oxfordshire Heritage Centre was not well located, with inadequate space and providing suggestions about how this might be addressed.
- 5.4 The individual who responded stated that they highly valued the mobile library service as a disabled person who receives books to their door and that they rely heavily on the service.

## Section 6: Respondent profile

- 6.1 In total, 191 people responded to the survey. Most (155) were Oxfordshire residents (81 per cent), with one further member of the public who said they lived outside of Oxfordshire.
- 6.2 The remainder were stakeholders, including: 14 libraries and heritage services volunteers, eight members of staff, seven representatives of groups or organisations, three friends group members, two councillors (one from Banbury Town Council and one from Oxfordshire County Council) and one person who described themselves as a 'regular library user'.
- 6.3 The seven organisations responding to the survey were as follows. Two have a greater interest in libraries and five have a heritage focus.
- ARCh Oxfordshire
  - Banbury Museum and Gallery
  - Eynsham Museum and Heritage Centre
  - Friends of Goring Library
  - Oxfordshire Architectural and Historical Society
  - Oxfordshire Family History Society
  - Soldiers of Oxfordshire Museum.
- 6.4 Libraries and heritage services serve everyone, and we asked further demographic questions, based on the Equality Act 2010's nine protected characteristics, of the members of the public who responded, so we can better understand whose views have been captured. People were under no obligation to answer any of these questions and could reply 'prefer not to say' or simply skip the question.

### Age

- 6.5 Overall, people responding to the survey tended to be older. Of those who provided information about themselves, fifteen per cent of respondents were aged 45 - 54 years, around a quarter (26 per cent) were 55 - 64 years, and 42 per cent were aged 65 and over. Four per cent were aged 34 or under, and eight per cent were aged 35 - 44 years. Ten people preferred not to say.

### Sex and gender reassignment

- 6.6 Of those who provided information about themselves, around two thirds of respondents self-identified as female (63 per cent), and around a third identify themselves as male (32 per cent). Nine people preferred not to say, and one person said they identified using a different term. Nobody identified their gender identity as being different to the gender assigned to them at birth, and ten people preferred not to say.

### Sexual orientation

- 6.7 Of those who provided information about themselves, seventy-one per cent of respondents self-identified as straight/heterosexual and eight per cent identified themselves as another sexual orientation. Thirty-seven people preferred not to say.

### **Ethnicity**

- 6.8 The majority of respondents (82 per cent) who provided information about themselves, self-identified as 'White (British, Irish, or any other White Background)'. Twenty-three people preferred not to say.

### **Marriage or civil partnership**

- 6.9 Seven in ten respondents (70 per cent), who provided information about themselves, self-identified as being married or in a civil partnership. Fifteen people preferred not to say.

### **Religion or belief**

- 6.10 Just under half of respondents who provided information about themselves (47 per cent), self-identified as Christian (including Church of England, Catholic, Protestant and all other Christian denominations). Just over a third said they had no religion, and twenty-nine people preferred not to say.

### **Disability, illness or health problem and carer status**

- 6.11 Most respondents who provided information about themselves (80 per cent), identified that their day-to-day activities were not limited because of a long-term illness, health problem or disability, which lasted, or is expected to last at least 12 months. Thirty people identified they had a condition that limited their lives a little or a lot. Seven people preferred not to say.
- 6.12 Eight per cent of respondents who provided information about themselves self-identified as being a carer, and eight people preferred not to say.

### **Pregnancy and maternity**

- 6.13 Nobody identified themselves as being pregnant, on maternity leave or returning from maternity leave, and twelve people preferred not to say.
- 6.14 180 people provided their postcode. These have been mapped and will be shared with the service for consideration of the data at a more local level. Other demographic information will be stripped out to maintain anonymity.

## **Survey for the consultation on the draft library and heritage service strategy 2022-2027**

To find out more about this library and heritage service strategy 2022-2027 consultation, and to view or download the draft strategy, visit:  
**[letstalk.oxfordshire.gov.uk/library-heritage-strategy-2022-27](http://letstalk.oxfordshire.gov.uk/library-heritage-strategy-2022-27)**

You can also request a copy of the draft strategy by emailing **[consultations@oxfordshire.gov.uk](mailto:consultations@oxfordshire.gov.uk)** or calling Oxfordshire County Council's customer services team on **01865 792422**.

If you would prefer to complete this survey online, it is available here:  
**[letstalk.oxfordshire.gov.uk/library-heritage-strategy-2022-27](http://letstalk.oxfordshire.gov.uk/library-heritage-strategy-2022-27)**

Once you have completed this survey in response to the draft library and heritage service strategy 2022-2027, you can return it to us for free (as no stamp is needed) by writing this address as **one line** in the middle of the envelope:

### **FREEPOST OXFORDSHIRE COUNTY COUNCIL**

Please also write '**LIBRARIES**' on the top left corner of the envelope, so we can easily identify what is inside the envelope.

All responses must be received by: **18 March 2022** when the consultation closes.

### **Alternative formats:**

We know that some people can't, or find it difficult to, take part in online consultations or need things in a different format such as large print, Easy Read, audio, braille or a different language, to have their say.

If you, or anyone you know needs an alternative format of the survey or consultation document, paper copies of the consultation document or help with sharing their thoughts, please email: **[consultations@oxfordshire.gov.uk](mailto:consultations@oxfordshire.gov.uk)** or call Oxfordshire County Council's customer services team on **01865 792422**. Please note the council's customer services team are unable to answer any detailed questions about the consultations, but they can take your details and ask an appropriate member of staff to get in touch.



## Introduction

The draft library and heritage service strategy 2022-2027 sets out our ambitions for the future development of our services, their wider contributions to the health and wellbeing of Oxfordshire, and the challenges and opportunities we face.

To develop the strategy, we undertook a wide range of research and engagement. We are now consulting on the draft strategy and would like to hear your views about it.

We are keen for residents and partners to give us their view on the priorities we have identified and suggest any actions that might help us to meet these priorities in the short and long term.

**Your responses to the following questions will help us to understand if we need to change anything in the draft strategy before the documents are finalised.**

Q1. I am responding to this survey as:

(Choose any one option)

- an Oxfordshire resident
- a member of the public living outside of Oxfordshire
- a business (please give the name of the business you represent in the box below)
- a representative of a group or organisation (please give the name of the group/organisation you represent in the box below)
- a parish, town, district, or county Councillor (please give your name and the parish or town/ward or division you represent in the box below)
- libraries and heritage services staff
- libraries and heritage services volunteer
- libraries 'Friend Group' member
- other (please specify in the box below)

Please write the name of: your business; group/organisation; name and council parish or town/ward or division you represent; or provide more information if you have ticked 'other':

## Part 1

### Our vision

Our libraries and heritage services provide opportunities for people to connect and create, to learn and grow together. Inspiring us all, they are places to imagine, and they make a difference to the wellbeing of the communities they serve.

Working in partnership we will provide valued and trusted routes to a wide range of services, information and activities that reflect local needs.

Our buildings will be open and welcoming spaces, our services will be accessible and available, and we will champion digital inclusion, broadening access to everything we offer.

Q2. To what extent do you agree or disagree with our vision as set out in the draft strategy document?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any additional comments:

## Part 2

### Emerging themes: people, place and partnerships

Based on the feedback we've already received from the research and engagement we have already undertaken, there are 3 core emerging themes linked to libraries and heritage services in Oxfordshire. These are - people, place and partnerships.

We have developed a set of priorities to shape our direction for the future and our actions will be centred on these three themes.

This section of the survey asks for your views about our three themes - **people**, **place** and **partnerships**. We have provided relevant content from the strategy before each set of questions.

#### Theme: people

##### **People – our libraries and heritage services will support people to reach their full potential**

Libraries are the place where children and adults can find that special book that helps them get the reading habit, and then borrow for free to feed that habit for life. In the museum and the history centre, people can learn new skills, gain information, and participate in activities to support them to live successful and healthy lives.

We offer so many free opportunities to everyone – including finding out about family history and the county's heritage, accessing council services and other benefits, using freely available computers to apply for jobs, meeting authors, participating in book groups, volunteering, and learning digital skills.

Q3. What activities would you like to see, or see more of, in libraries and heritages sites?

Q4. How do you think we could improve our libraries and heritage services offer for young families?

Q5. How do you think we could improve our libraries and heritage services offer for older people?

Q6. How do you think we could improve our libraries and heritage services offer for people in rural areas?

Q7. Do you have any other comments/ideas about our **people** theme in the draft library and heritage service strategy?

## Theme: place

**Place – our libraries and heritage services will be recognised as valuable community assets and we will strengthen their role in ‘place making’ and their position at the heart of their community.**

Our services will place the needs of the local community at the heart of our thinking, decision making and service design. As community needs change, so must our libraries and heritage services to ensure that our physical spaces are integrated with the growing demand for digital services.

We will increase our visibility in communities to ensure increased delivery of the vital social benefits of companionship, support and inspiration. We will listen to and learn from our communities to co-design our spaces. Jointly agreeing outcomes will be crucial to success.

Q8. How can the library and heritage service best support your local area?

Q9. How might we better celebrate local heritage, and highlight Oxfordshire’s rich history?

Q10. Do you have any other comments/ideas about our **place** theme in the draft library and heritage service strategy?

## Theme: partnerships

**Partnerships – our libraries and heritage services will deliver on national and local priorities, increasing our strategic and operational collaborations with a wide range of partners.**

Libraries and heritage services constantly work in partnership with local and national organisations. We will build on existing partnerships and evaluate existing relationships alongside developing new partnerships. Partnerships will be essential in attracting funding to support our ambition, but also to ensure we are using our heritage and library assets to deliver maximum impact for health and wellbeing, opportunities for children and young people, vibrant local economies and reducing demand on other services where possible.

Our staff will be supported to develop partnerships where relationships and local knowledge is central. Our consultation shows that our libraries and heritage services are valued by residents; however, we are seeing a decline in physical visits and borrowing in libraries. Whilst the museum and history centre are sustaining visitor numbers, our challenge remains to ensure our services reflect the needs of local communities and are places that inspire visits.

Q11. Who/which organisations do you think the library and heritage service should work (or work more) with?

Q12. Do you have any other comments/ideas about our **partnerships** theme in the draft library and heritage service strategy?

## Part 3

### Delivering our ambition

A summary of our priorities for 2022 to 2027 is set out in the draft strategy, under the three core emerging themes of people, place and partnerships.

There are thirteen priorities in total, with five linked to **people**, five linked to **place** and three linked to **partnerships**.

**We would like your views on each of the thirteen priorities.**

#### Theme: people

What are your views on the following five priorities?

**Please indicate to what extent you agree or disagree that the following five priorities are the right ones to deliver our vision for libraries and heritage services.**

Q13. We want to increase libraries and heritage contribution to learning and promote library's role in fostering literacy and a love of reading

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14. We want to support children and young people's learning and parents support for their children's learning

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15. We want to increase the impact of libraries and heritage services on health, wellbeing and active citizenship

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16. We want to equip libraries and heritage staff with skills to deliver on innovative services

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17. We want to support people to develop skills and knowledge

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18. Regarding these five priorities linked to **people**, do you have any comments, is anything missing, or could anything be added?

### Theme: place

What are your views on the following five priorities?

**Please indicate to what extent you agree or disagree that the following five priorities are the right ones to deliver our vision for libraries and heritage services.**

Q19. We want to involve people in the design of libraries and heritage buildings

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Q20. We want to identify ways to reduce the carbon impact of our buildings and services

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21. We want to deliver services to support business start-ups to support economic growth

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22. We want to use data and intelligence about 'place' to target the specific needs of local communities and drive a culture of service improvement

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23. We want to work with communities to design services which reach the heart of communities, reflect our rich diversity, engage new audiences and are responsive to local needs

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24. Regarding these 5 priorities linked to **place**, do you have any comments, is anything missing, or could anything be added?

## Theme: partnerships

What are your views on the following five priorities?

Please indicate to what extent you agree or disagree that the following three priorities are the right ones to deliver our vision for libraries and heritage services.

Q25. We want to develop partnerships that support more resilient, fairer and healthier communities

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q26. We want to maximise partnerships at local and national level to improve the sustainability of services

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27. We value and want to strengthen our partnership with volunteers supporting service delivery

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q28. Regarding these three priorities linked to **partnerships**, do you have any comments, is anything missing, or could anything be added?

**We would now like your view on all thirteen priorities as a set.**

Q29. Overall, what are your views on our set of thirteen priorities?

Please indicate to what extent you agree or disagree that the thirteen priorities are the right ones to deliver our ambition and vision for libraries and heritage services in Oxfordshire?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q30. Please tell us more. Is anything missing, or could anything be added?

Q31. Please use this box to share any other comments or feedback you have about our draft library and heritage services strategy.

## About you

We would like to know more about you so that we can understand more about our customers and residents. It helps us to know if we are hearing the views of a wide range of people and communities.

If you do not want to provide any of this information, please select 'prefer not to say'.

**All information given is anonymous and is governed by the General Data Protection Regulations 2018.**

Q32. How did you find out about this consultation? (Choose all that apply)

- Facebook
- Twitter
- Instagram
- LinkedIn
- NextDoor
- Oxfordshire.gov.uk website
- Email from Oxfordshire County Council
- Local news item (newspaper, online, radio, tv)
- Radio advert
- Oxfordshire County Councillor
- District Councillor
- Parish or town Councillor
- Local community news item
- Poster / information in local library
- Local community group / organisation
- Friend / relative
- Other (please specify)

Q33. What is your postcode?

Please provide the first part of your postcode - e.g. OX1 1 or OX14 5  
(i.e. the first four or five digits, but not the letters at the end)

Q34. What is your age?

(Choose one option)

- Under 16
- 16 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 – 74
- 75 - 84
- 85 or over
- Prefer not to say

Q35. What is your gender?

(Choose one option)

- Female
- Male
- Prefer not to say
- I use another term (please state here)

Q36. Is your gender identity the same as the gender you were assigned at birth?

(Choose one option)

- Yes
- No
- Prefer not to say

Q37. What is your sexual orientation?

(Choose one option)

- Straight/Heterosexual
- Bisexual
- Gay or Lesbian
- Prefer not to say
- Other sexual orientation - please state:

Q38. What is your ethnic group or background?

(Choose one option)

- Asian or Asian British (Indian, Pakistani, Bangladeshi or any other Asian background)
- Black or Black British (Caribbean, African, or any other Black background)
- Chinese
- Mixed or multiple ethnic groups (White and Black Caribbean, White and Black African, White and Asian, and any other mixed background)
- White (British, Irish, or any other white background)
- Prefer not to say
- Other ethnic group or background (please specify)

Q39. What is your current religion, if any?

(Choose one option)

- Buddhist
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Hindu
- Jewish
- Muslim
- Sikh
- No religion
- Prefer not to say
- Any other religion (please write below) please specify

Q40. Are your day-to-day activities limited because of a long-term illness, health problem or disability which has lasted, or is expected to last, at least 12 months?

(Choose one option)

- Yes - limited a lot
- Yes - limited a little
- No
- Prefer not to say

Q41. Are you a carer?

A carer is anyone who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support. Both children and adults can be carers.

(Choose any one option)

- Yes
- No
- Prefer not to say

Q42. Are you married or in a civil partnership?

(Choose one option)

- Yes
- No
- Prefer not to say

Q43. Are you pregnant, on maternity leave, or returning from maternity leave?

(Choose one option)

- Yes
- No
- Prefer not to say

## Data protection and privacy

Under the Data Protection Act 2018, we (Oxfordshire County Council) have a legal duty to protect any personal information we collect from you. Oxfordshire County Council is committed to open government and this may include quoting extracts from your consultation response in our report.

We will not however, disclose the names of people who have responded unless they have provided consent. For this purpose, we ask that you are careful not to disclose personal information in your comments - for example the names of service users or children. If you do not want all or part of your response to be made public, or shared with councillors, please state below which parts you wish us to keep confidential.

View Oxfordshire County Council's privacy notice online at [www.oxfordshire.gov.uk/privacy-notice](http://www.oxfordshire.gov.uk/privacy-notice)

Q44. Please use this space to tell us if there is any specific part of your response you wish to keep confidential:



## Stay in touch

We invite you to sign up to get regular email updates on news, events, and developments from across the county.

Q45. Would you like to sign-up?

(Choose one option)

Yes

No

If you have chosen 'Yes' for 'Would you like to sign-up?', please provide your email address below, so we can contact you and send a link to our sign-up page where you can tailor which communications you receive:

**Thank you for taking the time to answer these questions.**