



STREET VOICE

A Citizens' Jury on transport, health and
climate change in Oxford

**Report for Overview and Scrutiny Committee
September 2022**

street.voice@kellogg.ox.ac.uk



Kellogg College
University of Oxford



Global Centre on
Healthcare & Urbanisation

NUFFIELD DEPARTMENT OF
PRIMARY CARE
HEALTH SCIENCES
Medical Sciences Division

TABLE OF CONTENTS

1.	Jurors' Statement	p.2
2.	Introduction	p.4
3.	Selecting and recruiting Jury members	p.8
4.	Advisory Group	p.12
5.	Jury Sessions	p.13
6.	Priority recommendations	p.18
7.	Evaluation	p.24
8.	Acknowledgements	p.32
9.	Appendices	p.33



This statement was written by a sub-set of the Jurors and endorsed by all.

We are a group of passionate Headington locals from a diverse range of backgrounds. We came together as a “Citizens’ Jury” to answer the question: How can we travel in Oxford in a way that is good for our health and the environment?

We joined this jury because we felt strongly that, in navigating complex - and often divisive - topics such as local travel, a process which allows people time to deliberate and discuss is the best way forward. We were keen to learn more about Oxford’s travel and transport issues, and excited to think that the recommendations we put forward might help to shape future travel policy. We hoped that our suggestions would provide the Council with fresh ideas and a strong sense of what the people of Oxford value and prioritise as they travel around their local city.

We knew that reaching agreement on how to balance people’s travel needs with environmental and health considerations would be challenging and would involve much negotiation, including arriving at a greater understanding of the difference between “needs” and “wants”. However, our experience proved that, with expert facilitation, a group of people, diverse in life experience, knowledge and understanding, can meet such challenges; and that the negotiations along the way can be “bonding” rather than “polarising”. In fact, everyone involved found this Citizens’ Jury process highly informative and rewarding.

We would strongly encourage other people to get involved if the opportunity arises - and we would encourage councils to use more of these juries alongside surveys and consultations. Our experience has been that individuals are far happier with change if they think they, or ‘people like them’, have been truly listened to.



Oxford's travel and transportation system needs to be approached with an open mind. Our vision is for more flexibility to be built into the system: money could come from several different "pots" rather than being ring-fenced; big changes should be responsive to trials/feedback; new schemes could be assessed according to their benefit as policy tools rather than their immediate economic benefits. We hope for a transport system that works for the whole community, that is inclusive and not detrimental to any part of society. Our recommendations include options for public transport, local businesses, active travel, and private vehicles.

There are many challenges ahead, some of which can be solved more easily than others. For some, time will be needed to change cultural norms. A holistic approach to policy, infrastructure and the environment will be key to unlocking a cultural shift and enhancing our great city whilst responding to the climate emergency.

Oxford is beautiful, with a rich character and history. We urge Oxfordshire County Council and the organisations you work with to take time to understand our recommendations with a positive mindset. Maintaining communication going forward will be vital, and we, this local Headington Citizens' Jury, one amongst many community groups, will be there to listen and be involved.

Engage with us, inspire us, work with us.



This is the Report of Oxford's Citizens' Jury, *Street Voice*, which took place over four weekends in June and July 2022. It addressed the related issues of transport, health and climate change.

What is a Citizens' Jury?

A Citizens' Jury is one example of a representative deliberative process. Citizens' Juries have three defining characteristics:

- Representativeness – a randomly selected group of people make up the Jury, chosen through a process of sortition (see below) who are broadly representative of a community
- Deliberation – participants spend a significant amount of time learning about relevant issues from a range of perspectives, and collaborate through facilitated deliberation to seek common ground on recommendations
- Impact – the process has a link to public decision making.

While the number of participants is smaller than that in a typical public consultation, the legitimacy of the Citizens' Jury derives from the rigorous approach to selecting Jurors, the information brought to them from a balanced selection of sources and the facilitated deliberation that allows them to consider and scrutinise evidence before developing proposals.

The Street Voice Citizens' Jury

The Street Voice Citizens' Jury brought together 16 people broadly representative of the population of Oxford, to provide robust public input into the question "How can we travel where we need to in Oxford in ways that are good for health and the climate?" They met over four weekends in June and July 2022. During the process, the Jurors were provided with evidence related to this question that had breadth and diversity, and were given the time and space to learn, discuss and agree on ways forward that would lead to recommendations. Oxfordshire County Council endorsed the process and agreed at the outset to receive and respond to the Jury's recommendations.



Street Voice Citizens' Jury - Timeline



Why a Citizens' Jury on transport, health and climate change?

The Street Voice Citizens' Jury was organised by an independent team of researchers, funded by the University of Oxford's Climate and Health Pump-Priming fund, which supports interdisciplinary research activities at the intersection of climate and health. The Citizens' Jury focused on transport in Oxford, as a key public policy that has the potential to address both climate and health issues in a holistic way.

Oxfordshire County Council acknowledged a climate emergency in 2019, and has therefore laid down its commitment to supporting policies that cut greenhouse gas emissions. It is well established that there is a strong link between poor air quality, poor health and polluting modes of transport. Furthermore, physical activity, to which active travel can contribute, is associated with improved public health. Therefore, the connections between transport, health and climate, together with the County Council's interests in these issues, provided the rationale for the Street Voice Citizens' Jury.



The Citizens' Jury was an opportunity for a diverse group of local citizens with different characteristics, situations and viewpoints to learn about issues relevant to transport, health and climate change. Information was presented from a variety of perspectives brought to the Jury by researchers, practitioners, advocates, employers and residents of areas where transport interventions have already been implemented. The Jurors were assisted by a facilitator in a process of questioning, discussing and deliberating, to develop recommendations that aimed to work, as far as possible, for everyone in Oxford.

The Citizens' Jury was overseen by an Advisory Group composed of practitioners and researchers in the fields of deliberative democracy, transport, climate change and health, as well as local politicians and campaigners. The recommendations are intended to inform local government decision-making in Oxford.

This report

This report has been prepared for the Overview and Scrutiny Committee meeting on 30th September 2022. It

- describes the Citizens' Jury make-up and process
- documents the recommendations and proposals generated by the Jury
- presents the process evaluation.



3. SELECTING AND RECRUITING THE JURY MEMBERS

The Jury members were selected following liaison with the Advisory Group. This included discussion on the geographic area from which Jurors were invited, and the criteria by which they were matched to the population of Oxford. The Sortition Foundation advised and assisted throughout the process of recruiting Jurors.

Recruitment of Jurors followed a two-stage process, which is considered good practice for deliberative events. It focused on five electoral wards covering Headington and the surrounding area (see below for more detail of the boundary). Headington was considered an appropriate location because a number of transport schemes such as bus priority measures and improvements to the park and ride interchange have already been implemented. There are also potential plans to consult on the introduction of new traffic schemes in Headington in the future. The area includes a variety of neighbourhood types, road layouts and spatial characteristics that are also found elsewhere in Oxford.

Recruitment stage 1

Invitation letters were mailed on 22nd April 2022 to 2,000 randomly selected households in the five target wards (see invitation letter in Appendix 1). A higher proportion were mailed to more deprived areas: 20% of the invitations were sent to addresses in Index of Multiple Deprivation deciles 1- 3, and the other 80% were distributed randomly across all deciles 1-10. The invitation letters included a link to an online form, as well as a phone number where people could register their interest in taking part and record demographic and attitudinal data on the selection criteria agreed by the Advisory Group:

- age band
- gender
- ethnic group
- disability
- concern about climate change.

Registration was open for three weeks, until 15th May 2022.



Recruitment stage 2

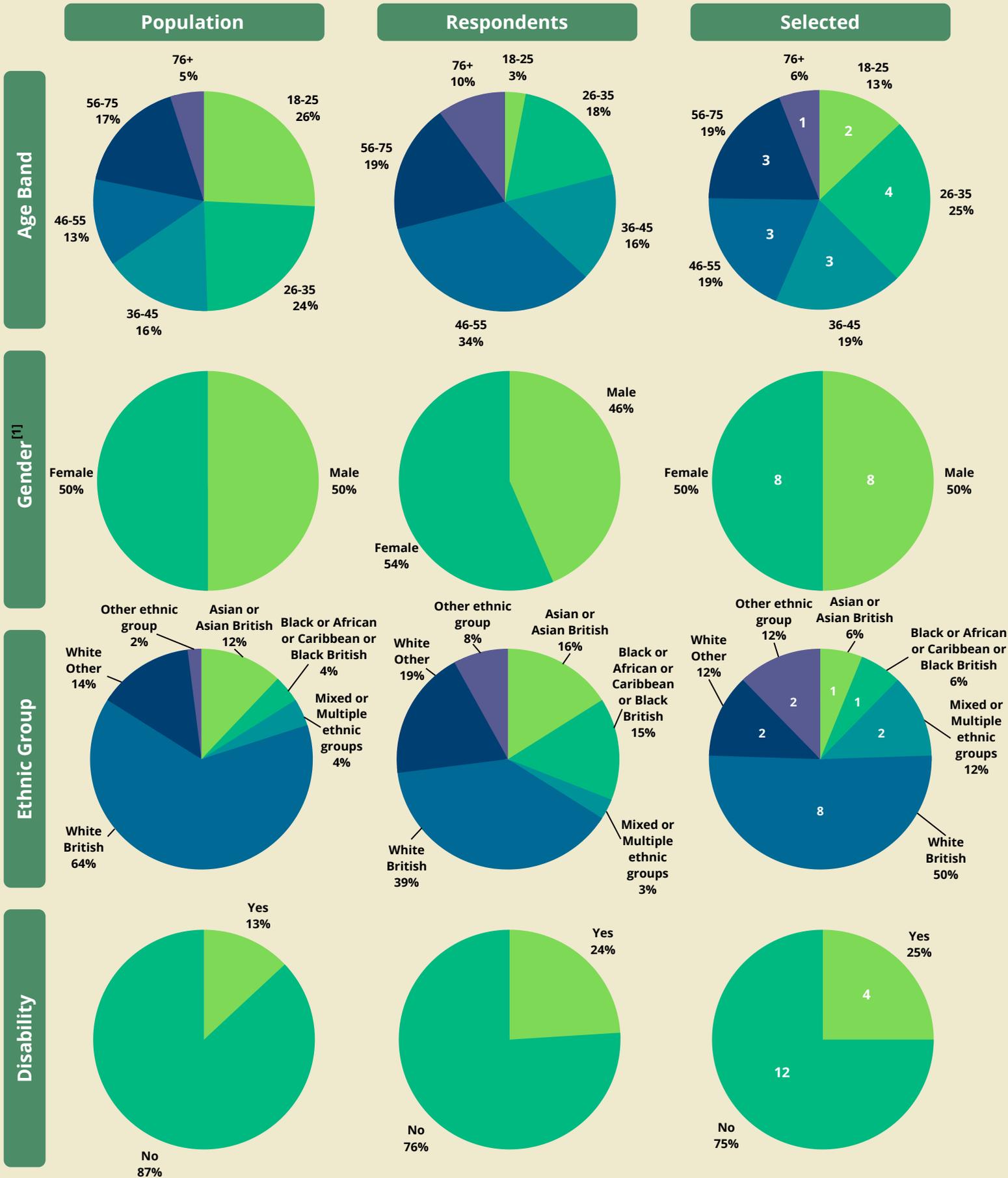
Sixty-one residents registered their interest and indicated they were available to take part in the Citizens' Jury over the four specified weekends. From this pool, sixteen Jurors were selected to match targets for each of the criteria above, plus the Index of Multiple Deprivation (IMD), to reflect the population of Oxford. Targets for IMD, ethnic group and disability were adjusted relative to available population data to compensate for potentially out-of-date data and to ensure inclusion of people from groups that are often under-represented in public engagement exercises. More detail is available in Appendix 4.

The Sortition Foundation oversaw the selection of the 16 Jurors using an algorithm freely available at Github (<https://github.com/sortitionfoundation>). Three of the Jurors originally selected were no longer able to commit to all four Jury meetings and were therefore replaced by three others from the registered pool who matched their demographic profiles.

Pages 10 and 11 show the population demographic characteristics, the demographics of those who responded to register their interest, and the profile of the 16 who were selected as Jurors. The selected Jurors were very closely matched to the population targets.



Demographic and attitudinal characteristics of Jurors



[1] The population gender data included only "Male" and "Female" categories. Respondents were given the option to identify as "Non-binary" or "Other" but none did.



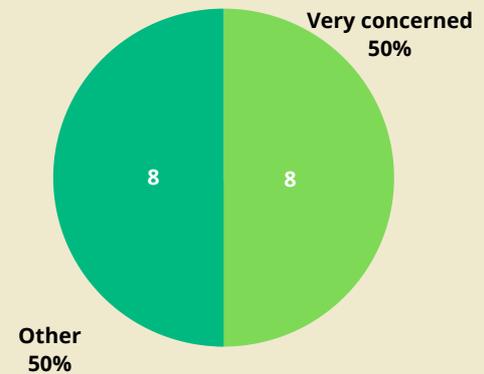
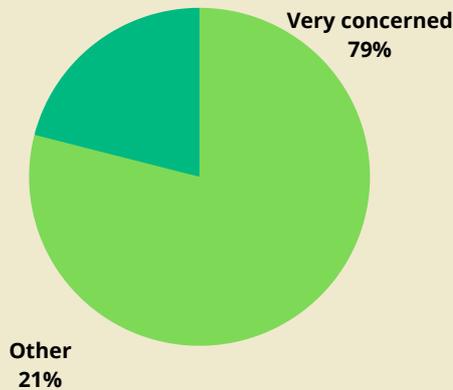
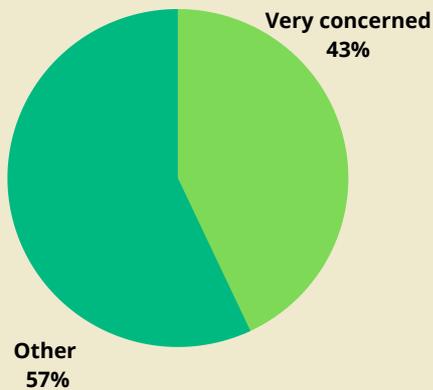
Demographic and attitudinal characteristics of Jurors

Population

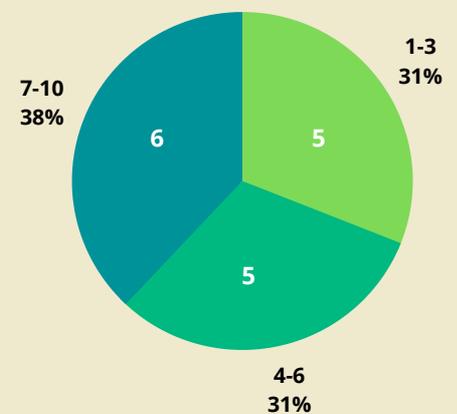
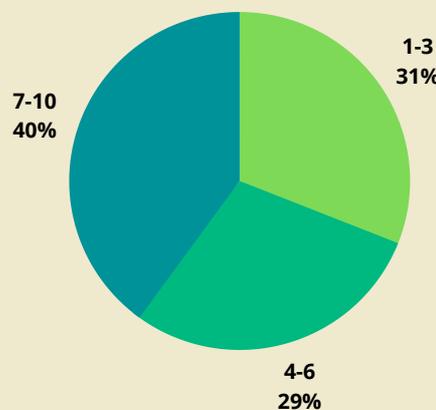
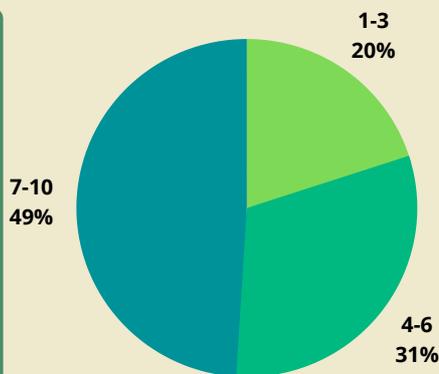
Respondents

Selected

Concern about Climate Change



IMD Decile [2]



[2] Lower IMD decile indicates higher degree of deprivation.

Sources for demographic data and further detail about them can be found in Appendix 4

Number of Jurors

It is advised that for a Citizens' Jury to work effectively, there should be between 12-24 Jurors. Sixteen was thought an appropriate number to be broadly reflective of the city and provide a wide range of views, and was a pragmatic number, given the time and resource constraints.

This is a smaller number than would be involved in a typical public consultation. The Citizens' Jury's legitimacy derives from the depth of this approach to citizen engagement, notably the rigorous method of selecting the 16 Jurors to reflect the make-up of the population of Oxford and the lengthy and exacting approach to presenting a wide range of information and facilitating deliberation, overseen by a project Advisory Group. It should be noted that children and young people were not included in this particular process due to time constraints and the need to secure separate ethical approval and process design features to involve participants under the age of 18.

Advisory Group

In keeping with standard good practice for Citizens' Juries, an Advisory Group was appointed to oversee the legitimacy of the process. Members were selected to represent a range of perspectives: academics, practitioners, campaigners/advocates and experts in deliberative democracy. Three elected members were also invited to join the Advisory Group, selected following advice from the Group Leaders in the Council, to represent a range of perspectives while at the same time excluding cabinet members who are directly responsible for decisions. The Advisory Group members are listed below.

Name	Affiliation
Lizzie Adams	Involve
Emeritus Professor David Banister	Transport Studies Unit, University of Oxford
Dr Audrey de Nazelle	Centre for Environmental Policy, Imperial College London
Cllr Mohamed Fadlalla	Labour County Councillor
Dr Jo Hamilton	School of Geography, University of Exeter
Cllr Kieron Mallon	Conservative County Councillor
Sadiea Mustafa-Awan	Reconnecting Oxford
Professor Alan Renwick	Constitution Unit, University College London
Cllr Roz Smith	Liberal Democrat County Councillor
Scott Urban	Oxfordshire Liveable Streets

The Advisory Group met online before the Jury sessions on two occasions: 30th March and 16th May 2022, with a third and final meeting scheduled for October 2022. They provided expert advice on:

- the wording of the core question and sub-questions
- categories of speakers to address the jury and suggestions of individual speakers
- criteria for the selection of Jurors (geographical area and socio-demographics).



Facilitation and process

The Street Voice Citizens' Jury brought together – for the first time, to our knowledge - the principles of representative deliberative democracy with the practice of convergent facilitation. Facilitation was led by Paul Kahawatte, a facilitator experienced in convergent facilitation.

Convergent facilitation is a process that makes it possible for communities, organisations, and groups taking opposing viewpoints to reach collaborative decisions that everyone can wholeheartedly embrace. It is designed to:

- build trust from the very beginning, even across power differences
- surface concerns and address them
- turn conflicts into dilemmas that the group feels energized to solve together.

It aims to reach genuine agreement about how to move forward with any shared problem with a focus on identifying what's important to all involved and building that into a practical decision that everyone can wholeheartedly support. By clarifying what is important to everyone involved and what people need from an outcome, it seeks creative ways of fulfilling all the needs people have for a solution.

The principles of convergent facilitation informed the Street Voice Citizens' Jury as far as was possible within the constraints of time and resources. They were used to surface the different perspectives of the Jurors and effectively developed many recommendations that achieved consensus among the group. If more time had been available, consensus could have been reached across a larger number of proposals.



Jury meetings

The Jury met four times over a total of 21 hours, divided into two full days and two half days in June and July 2022 at Old Headington Village Hall.

- Day 1: Sunday 12th June (afternoon): 1.30pm - 5.00pm
- Day 2: Saturday 18th June: 10.00am - 5.00pm
- Day 3: Sunday 26th June: 10.00am - 5.00pm
- Day 4: Sunday 3rd July (afternoon): 1.30pm - 5.00pm

Over the course of these meetings, the facilitator and research team guided the Jury through a sequence of activities from the initial meeting and building trust, to establishing criteria for solutions to the core question. These criteria aimed to capture needs or values that would underpin proposals that would work for everyone.

The Jurors heard and digested information and ideas from witnesses, asked them questions, deliberated together and developed proposals. Schedules for each day are included in Appendix 2.



Core questions

The Jurors were tasked with addressing one core question and three sub-questions:

Core question:

How can we travel where we need to in Oxford in a way that's good for health and the climate?

Sub-questions:

1. *What do people who live in, work in or visit Oxford need so that they can move around safely and easily?*
2. *How are people's travel needs best balanced with the need to promote health and fairness and tackle climate change?*
3. *What can Oxfordshire County Council do to help achieve these aims across the whole city?*

Witnesses

Witnesses, or speakers, were selected in consultation with the Advisory Group, who helped to define the categories of witnesses and individual speakers within these categories. Witnesses were chosen to represent, as far as possible within the time constraints, a wide and balanced range of views and perspectives on transport, health and climate change.

The speakers included researchers, council officers, campaign groups, businesses, and a local school teacher. Statements from local residents and others were also read aloud to the Jury. The full list of speakers and written statements is shown below (in order of their appearance). All the presentations and slides were made available on the project website www.gchu.org.uk/street-voice/.



Witness list

Name	Affiliation
Day 1	
Dr Karl Marlowe	Chief Medical Officer at Oxford Health NHS Foundation Trust
Claire Taylor	Corporate Director at Oxfordshire County Council
Day 2	
Alexis McGivern	Department of Geography, University of Oxford
Prof. Tim Schwanen	Transport Studies Unit, University of Oxford
Dr Suzanne Bartington	Institute of Applied Health Research, University of Birmingham
Dr Tim Jones	School of the Built Environment, Oxford Brookes University
Dr Brenda Boardman	Environmental Change Institute, University of Oxford
Emily Scaysbrook	Chair, Oxford Business Action Group
Harriet Waters	Head of Environmental Sustainability, University of Oxford
Luke Marion	Interim Managing Director, Oxford Bus Company
Day 3	
John Disley	Head of Transport Policy, Oxfordshire County Council
Sean Scatchard	Cheney School
Jon Burke	Decarbonisation advisor to cities and former London Borough of Hackney Cabinet member
Richard Parnham	Reconnecting Oxford
Robin Tucker	Coalition for Healthy Streets and Active Travel
Pre-recorded videos	
Shared on the Street Voice website	
Dr Ashley Hayden	Sustainable Transport and Strategy Lead, Oxford Brookes University
Dave Beesely	Chief Executive Officer, Oxford Office Furniture Ltd

Written statements:

- Sajad Khan, City of Oxford Licensed Taxicab Association (COLTA) [originally scheduled to speak on day 3 but, due to unforeseen family circumstances, was unable to attend in person]
- East Oxford District Nursing Team
- South Central Ambulance Service
- Local residents positively impacted by LTNs
- Local residents negatively impacted by LTNs
- Royal Automobile Club (RAC)



On days 2 and 3, after each speaker, the Jurors were given a minute to note any salient points or questions. After each speaker panel of 3-5 speakers, the Jurors would break into three groups of 5 for a facilitated 10-minute question and answer session with each speaker in turn, to ask any follow-up questions. Additional time was scheduled, sometimes in small groups and sometimes in the whole group, for discussion, digestion and reflection on the information and material presented by the speakers. Notes and comments were captured on flip charts, post-it notes and a Miro board. Five overarching proposal themes were identified: Public transport, active travel, private vehicles, education and public engagement, and infrastructure and logistics. Initially, a sixth theme was also identified, entitled “Affordability and fairness”, but it was agreed that as this impacted on all themes, it would be addressed as part of the five core themes.

Between days 3 and 4, the research team gathered material from the notes and comments generated by Jurors during the first three days. They clustered the Jurors’ inputs under the five themes and sub-themes, aiming to reflect all Jurors’ views in a set of draft proposals. These draft proposals were shared with the Jurors by email midweek before they met on day 4 to allow them, if they had time, to read through them in advance of the final day.

On day 4, Jurors discussed and amended the draft proposals. Then, a system of 'traffic light' style dots was used to establish support for, concerns about, and opposition to, each proposal. In addition, each Juror was given a total of 7 gold stars, which they could use to identify the priority proposals that were most important to them.

Appendix 6 describes in detail the process of generating proposals and recommendations.

Throughout the Citizens’ Jury sessions, regular updates were posted on Twitter (@GCHUOxford), and regular blog posts were published between sessions (<https://www.gchu.org.uk/category/street-voice/>)



After the prioritisation process using coloured dots and stars, a total of 41 proposals had been assigned at least one gold star identifying it as important to at least one Juror. Where opposition to one of these “starred” proposals was indicated by a red dot, the principles of convergent facilitation were applied. This involved exploring the nature of the disagreement, and then seeking amendments that retained both what was important about the original proposal, but that also addressed the objections. We have identified these 41 proposals as “priority recommendations” and they are listed below, under the five themes.

It should be noted that many other proposals that weren’t singled out for priority stars also enjoyed full consensus, with a high level of support (just green stickers) and no opposition or concerns. We would like to draw the reader’s attention to the full set of proposals in Appendix 5, which reports all 157 proposals by theme, along with detailed charts to show the levels of support and concern for each. If resources had allowed more time to apply the practice of convergent facilitation more fully, consensus may have been reached on an even greater number of proposals.

A large number of recommendations were supported and not opposed in principle. Jurors recognised, however, that financial resources are limited and acknowledged that not everything on the long list of proposals could necessarily be implemented. They were not given information that could have informed an economic analysis of trade-offs, which could have helped them to prioritise different proposals within a defined budget.

Some of the recommendations concern actions that Oxfordshire County Council itself could take, while others would require the council to collaborate with, or influence, other agencies or levels of government.

6. PRIORITY RECOMMENDATIONS



1. Public Transport

Bus services

- Improve the reliability of bus services, which may include installing more bus priority features, bus lanes or bus gates where appropriate. This shouldn't be at the expense of pavements or cycle lanes.
- Make public transport disability-friendly (for visible and invisible disabilities).
- Ensure subsidies for public transport, with national government support on routes where demand is low.

Bus ticketing and fares

- Instate free bus travel for as many groups as possible, with a cost-benefit analysis of where the resources are coming from. Prioritise groups that are most cost-effective, paying attention to the negative impact (ie prices rises) for other service users. Target groups, in no particular order: under 16s; 16-18 year olds; those with disabilities (visible and invisible) without time restrictions; those aged 55+ (pensioners); key workers (with a subsidy from national government); extend to other age groups as far as possible.
- Remove time restrictions on concessionary bus passes, following a cost-benefit analysis of the cost implications.
- Allow one ticket to be accepted by all bus service providers.
- Introduce a universal travel card or travel loyalty scheme.
- Carry out a cost-benefit analysis of completely free transport.

Park and ride

- Provide secure bike parking at the Park and Ride (last mile bikes).

Pick Me Up

- Reactivate the Pick Me Up service.
- Ensure the Pick Me Up service is subsidised and well-resourced (not expecting to make a profit).

Bus infrastructure

- Promote a school bus system to pick up students.



2. Active travel

Children and schools

- Ensure bicycles are provided for disadvantaged students (i.e. those receiving Pupil Premium) when providing cycle training at school (including bike repair and quality locks).
- Make cycle training (“bikeability”) part of the school curriculum (in PE lessons), ensuring that road use and safety is the main focus point, not only learning to ride a bike.

Training for adults

- Use more incentives e.g. vouchers, repairs, food, other benefits to encourage take-up of cycle training and cycling.

E-bikes and E-scooters

- Create OCC project team to develop "solutions" for particular groups (e.g. teachers, parents, nurses, shoppers) to access e-bikes or e-scooters, either to hire, loan, long-term trial or buy with support, together with training for users where needed.
- Ensure clear guidelines and laws for e-scooters, including where they can be used.

Other active travel proposals

- Prioritise safe cycle routes near schools.
- Ask universities and hospitals to give over some of their land for safe walking and cycling routes (as a percentage of their land or employees) where it's not already needed for something else, and if at no cost to them.
- If an active travel project can't be approved now, please don't do things that make current provision worse as there might be funding for it in future.



3. Private vehicles, motorised transport and congestion

Low Traffic Neighbourhoods

- Introduce variable LTNs, e.g. using rising bollards that are up at certain times of the day and retreat at other times.
- Introduce Automatic Number Plate Recognition enforcement of LTNs at key locations to allow through emergency services, district nurses, carers, buses + Pick-Me-Up and in the case of major incident, allow lifting of restrictions.
- Engage on LTNs with key organisations, e.g. district nurses, so they can update their route mapping and change their mileage payments.
- Reduce motorised traffic in residential areas so routes to school feel, and are, safer for children (and everyone) to walk and cycle in, including LTNs to reduce through traffic.

Restricting or charging for access

- Introduce a congestion charge based on the size of vehicle and emissions, coupled with free Park and Ride (subsidised by the congestion charge).

Electric vehicles

- Phase in more charging points for electric vehicles, based on need, and make them highly visible to give people confidence they can charge EVs easily, as those who have EVs feel let down given lack of street access and existing charging points not working.

4. Education and public engagement

Engage with the public before and after changes are introduced

- Establish more channels for participation, co-creation and community decision-making, at all stages of the process: from gathering initial ideas, to providing feedback on plans, to decision-making about proposals. This could include further Citizens' Juries and other types of engagement.
- If after a trial period, the interventions have not had the intended effects, decision-makers should be willing to consult those affected and change the approach.

Demonstrate new forms of transport

- Provide demonstration sessions for the public to try out new e-vehicles and bike technology such as e-scooters, e-bikes and cargo bikes (both 'e' and other). These sessions should take place in easily accessible locations such as supermarket car parks or places of worship. Organise a roadshow to major employers and industrial areas. They should be connected to schemes to make these technologies easily affordable.

Children's education

- Provide cycling proficiency training in primary schools from very early years (reception upwards) as a mandatory part of the PE curriculum, including testing to check ability to ride and understanding of safety issues.



5. Infrastructure and logistics

Walking and cycling infrastructure and road space allocation

- Introduce more infrastructure for clear physical separation between different forms of transport where this makes it safer.
- Introduce systems that allow for separation in time between different forms of transport e.g. bike filter lights at traffic lights at all major junctions where bike lanes cross.
- Ensure greater police enforcement of traffic rules on pavement parking to protect pedestrians, including wheelchair and mobility vehicle users and people pushing buggies or caring for children, or even make on-pavement parking illegal. Think about wall-to-wall (not kerb-to-kerb) solutions to ensure safe ways through for pedestrians.
- Ensure police give high priority to stopping bike thieves (through deterrents and prosecution).

Quality and maintenance of paths

- Ensure cycle paths are continuous, uniformly and brightly colour-coded of a standard width and not shared with pedestrians, bus stops, lamp posts, driveways and drainage lids (that are slippery in wet conditions). Incorporate drains so they don't disrupt cyclists and give cycle paths right of way over cars.
- Ensure pavements, roads and cycle paths have sound, even surfaces, are repaired when needed and well lit, and that drain covers are non-slip surfaced.
- Ensure walkways and cycleways are not obstructed by hedges and verges.
- Explore the possibilities for using recycled materials to repair potholes.
- Ensure cycle lanes are regularly monitored to keep them clean of debris from fallen tree branches, to fix potholes promptly and move obstructions like lamp posts.

Routes and navigation

- Provide named off-road walking and cycling routes with signage (and distances) that are pleasant and that connect major areas.

Cycle storage and security

- Provide secure or patrolled designated bike storage zones or "hangars" on streets or in empty retail stores where cyclists can leave bikes safely and easily.



Evaluation methods

Feedback questionnaires were completed by Jurors at four time points: before day 1, after day 2, after day 3, and after day 4. The questions were derived from standardised instruments designed to measure experiences of deliberative processes, developed by the OECD (OECD, 2021)^[1]. The feedback from days 2 and 3 was used to inform the design of subsequent sessions. Feedback from before day 1 and after day 4 was used to compare Jurors' positions before the Jury started with those at the end, and to evaluate the whole process.

After day 4, Jurors were invited to volunteer to take part in a telephone evaluation interview to explore their views in more depth. Five Jurors volunteered to be interviewed in the six weeks following the Citizens' Jury. Although this elicited feedback from fewer Jurors than the questionnaires, the approach was more flexible, allowing Jurors to share experiences in their own words and in greater depth. They were conducted by a researcher from the Nuffield Department of Primary Care Health Sciences who had not been involved in the organisation or delivery of the Citizens' Jury, and therefore had independence from the process. The interviews lasted up to 30 minutes, were audio-recorded and transcribed verbatim. The interviewees' identities were not shared with the Street Voice researcher team, and interviewees were encouraged to be candid in order to elicit constructive critical feedback. This was to help further contextualise and interpret the recommendations, and to improve the planning of future projects.

Ethical approval was obtained for the evaluation from the University's Department of Continuing Education (Reference: OUDCE C1A 22 020_Amendment_02, dated 21st July 2022).

Findings from the questionnaires and interviews are summarised below. Further evaluation data are reported in Appendix 3.

[1] OECD (2021) Evaluation Guidelines for Representative Deliberative Processes, Paris: OECD, <https://tinyurl.com/OECDEvaluation>



Questionnaire results

Evaluation questionnaire feedback from 11 of the Jury members provides strong evidence that the process was perceived as balanced, that the issues were discussed from a wide variety of perspectives and that the recommendations reflect the different views and judgements of the Jurors.

The extent to which Jurors felt informed on five relevant policy issues was measured before and after the Citizens' Jury, to examine potential changes between the first and the last sessions. Responses show that Jurors felt their understanding had increased markedly on all five issues (transport planning, public health, air pollution, climate change and net zero). They reported that the Citizens' Jury allowed them to understand the arguments, perspectives, concerns and opinions of others.

Jurors were asked before and after the Citizens' Jury about their trust in local government and the likelihood that they would be engaged in decisions that affect their community in the future. Both aspects increased considerably over the course of the process.

Five of the respondents said they felt the Citizens' Jury lasted an appropriate length of time, and five felt it should have been longer, all but one saying half a day or less would have been useful and the other one preferring a full day more. They said additional time would have been used for deliberating and weighing the different arguments, and/or developing and agreeing on the final wording of recommendations. All but one said it would have been possible for them to have given more time to this process. Had resources allowed, more time would have been scheduled for the final session.



Questionnaire results (continued)

Jurors were invited to describe in their own words,

- a) their overall experience of the Citizens' Jury;
- b) what they liked about it; and
- c) what could have been done better.

These comments are reported in full in Appendix 3. They were broadly very positive, citing enjoyment of learning about the issues and the perspectives and opinions of their fellow Jurors, as well as the supportive environment in which the exchanges took place. One Juror indicated they would have liked to have heard from a wider range of witnesses. Several mentioned that the process felt rushed at times, particularly at the end. In a future Citizens' Jury, more time would be given to deliberation at the end of the process, to ensure Jurors have sufficient time to agree on the wording of the recommendations.



Interview findings

The in-depth interviews broadly reflected the questionnaire feedback, adding depth and context. The findings below illustrate this.

Design and Facilitation

The design and facilitation of the Citizens' Jury sessions enabled people with diverse ideas and opinions about climate change and transport to reach agreement, despite some initial concerns that the significantly different perspectives held among the Jurors would be challenging to resolve and could lead to conflict. Activities in the initial sessions allowed Jurors to get to know each other and build trust. Finding common ground on areas unrelated to transport and climate change established a sense of good will and shared purpose that surprised some Jurors.

"I thought the deliberation process worked really, really well, surprisingly well. I think that was a lot to do with quite simple things. On the first day, as we were chatting, it became clear that there were very diverse opinions among the jury on things like car ownership, cars, degree of concern about climate. And so initially, I thought, 'Oh, God, we're going to have some really, really big arguments here.' But I think we didn't really have them. That was my experience."



Design and Facilitation (continued)

“The group that I was in, we spoke to him [the witness strongly opposed to LTNs] and said, ‘..what about that, and how do you feel about this?’ And he was quite open, I think more so because I think it came down to that ‘we’ve got more in common than divides us’ principle, because his reasons for his concerns were the same as the people who were pro LTNs. And actually, if you can agree on the founding principles, then how you achieve it, you can you move a little bit closer together.”

The process encouraged all voices to be heard and the majority of the evaluation data suggested it was largely successful in this. Jurors were asked about accessibility needs when they were recruited, and activities were designed with participation and inclusivity in mind. One interviewee noted that some barriers to participation that related to invisible disabilities had not been fully overcome, but this Juror felt they had, on the whole, been able to contribute to a reasonable extent.

“There were people who were more forthcoming than others. The facilitator, I think, did a good job of empowering people to speak up.”



Learning and information

The Jurors felt they had learnt a great deal about the subject matter over the course of the Citizens' Jury, and it stimulated an interest in some to find out more and to become more engaged in change. Interviewees felt there was a good balance of small group discussion and whole group activities and a focus on the appropriate scale of activity. The process was said to be intensive, with a large quantity of information to take in from the speakers in the format of presentations and statements, and some found it challenging to absorb everything. Some would have preferred a more interactive format to the delivery of this information, and one suggested that a precis of each presentation in advance would have helped.

"I felt that there was a bit too much listening to the speakers in a way that meant you couldn't always take in fully what they were saying... But despite that, I still feel that I know a lot more."

"There were aspects of it that I have never heard of, that now I know more about because I've come home and I thought, gosh, I will look that up. And I looked up even more."

"We all became pretty engaged through this. I would imagine we've spoken to those who we're in touch with about having been involved and having got something out of being consulted and being able to hear other people's points of view. So that was a positive."

"It definitely spurred me to look into more the local connectivity and the investment that's going on locally, and how residents can get involved in demonstrating support or concerns."

"It made me feel even more determined to get involved in these community grassroots projects that can actually, I hope they can, lead to change."



Time and Pace

Reflecting the questionnaire feedback, in the view of the Jurors, in general the length of the Citizens' Jury overall was good and the process up to the final afternoon felt well-paced. Some felt, however, that the final session, at which the recommendations were finalised and prioritised, was somewhat rushed. More time at the end would have allowed the potential to develop the recommendations more fully.

"Towards the end it felt quite rushed. We only had a half day to finalise the recommendations... so that felt a little bit frenetic on the last day. I think possibly a full day on the last day might have been good."

"I did feel a little bit like sometimes we focused a lot of time on talking about how we would do the discussion and general ideas and then we ran out of time at the end to actually talk through properly the concrete ideas. I would have liked a bit more of a balance towards the really talking through ideas at the end."

"At the end of the process, I became somewhat frustrated, because by that stage, there'd been a lot of suggestions put forward and there was insufficient time to prioritise, to filter, or to discuss the various suggestions to determine what the group's consensus was around those."

"I think with the time given we've done all right. I think the support from the facilitators was very good, because we would have not finished it if we were left to our own devices. I think maybe another day would have been useful, where you don't have any speakers, we don't have any new information, and you've had enough time to process. So you come in, and then you just finalise - doesn't have to be a full day, could be a couple of hours."



Breadth of speakers

The Jurors said they felt the breadth of speakers was good, as was reflected in the questionnaire data. It was suggested that some additional categories would have been valuable, had there been more time. For example, it was unfortunate that the taxi company representative had been unable to attend due to unforeseen family circumstances, and it would have been good to have heard from a car-share organisation.

Because some members of the Jury were unable to attend every session, not all the presenters were heard by all the Jurors. This led, in one case, to a perception that some voices were unrepresented (e.g. the business community), even though they had in fact been included. The presentations were all posted on the website, but for a variety of reasons, these were not necessarily accessed in between the weekend sessions.

“The biggest positive was, I came out thinking, as humans, if people are facilitated well, then great things can happen... I came out of the whole process saying, you know, people can really work together if they've got the right conditions and they're given a really interesting project, and they're encouraged to like each other, to find common ground and then, you know, really big decisions can be made quite easily.”

Juror attendance

On days 1, 2 and 4, fifteen of the sixteen Jurors attended, and on day 3, fourteen were present. No Juror missed more than one session. Those who were unable to attend reported that this was due either to illness, testing positive for Covid 19, or that a family issue had arisen that required their attention. The high level of attendance suggested that the Jurors enjoyed the process and felt it was worthwhile.



Acknowledgements

We are grateful to Pete Bryant from Shared Future, Tom Lord from Sortition Foundation, and Liz Goold for their generous support and guidance through the project.

Thanks also to Claire Taylor, Carole Stowe, Alick Bird and Avni Gupta, Officers at Oxfordshire County Council, for their support in the process. The facilitation team was crucially supported by the highly skilled facilitation of Ama, Katie and Roz who volunteered a great amount of time and skill.

The research team was supported by Yanelle Cruz Bonilla and Eliza Leveté-Newell. Support during the Jury meetings was provided by Mary, Caroline and Marta.

We are very grateful to Sabrina Keating from the Nuffield Department of Primary Care Health Sciences for organising, conducting and transcribing the telephone evaluation interviews.

Thanks also go to the whole Advisory Group for providing their time and expertise to support the project.

Project team

The project was organised and delivered by an interdisciplinary team of researchers from the University of Oxford: Dr Alison Chisholm^[1], Dr Juliet Carpenter^[2], Robert Weavers^[2], Dr David Howard^[2] and Professor Catherine Pope^[1]. An independent facilitator, Paul Kahawatte, was appointed as lead facilitator.

[1] Nuffield Department of Primary Care Health Sciences

[2] Global Centre on Healthcare and Urbanisation at Kellogg College



9. APPENDICES

Appendix 1	Invitation letter
Appendix 2	Daily schedules
Appendix 3	Evaluation data
Appendix 4	Jury recruitment and demographic profile
Appendix 5	All proposals
Appendix 6	Methods for generating and agreeing recommendations and proposals



22 April 2022

Dear Resident(s),

We would like to know whether you would be interested in joining a Citizens' Jury organised by the University of Oxford to help answer the important question:

How can we travel where we need to in Oxford in a climate-friendly way that promotes health?

It will be held over four sessions at Old Headington Village Hall in Headington on these dates:

- | | |
|---|---|
| 1) Sunday 12 June: afternoon, 1.30-5.00pm | 3) Sunday 26 June: full day, 10.00am-5.00pm |
| 2) Saturday 18 June: full day, 10.00am-5.00pm | 4) Sunday 3 July: afternoon, 1.30-5.00pm |

We are looking for **16 people in total**. If you are selected to take part, we will cover your meals and transport costs and give you **£210** if you attend all four meetings, to thank you for your time taking part.

During the Citizens' Jury, local residents from all walks of life will hear a range of evidence and views on issues to do with how we travel within the city, how it affects people's health and the climate, and the problems and benefits that can come with changing how we travel. It can be difficult to find solutions that work for everyone. The Citizens' Jury is an opportunity for local residents to understand each other's views and experiences, and to try to reach decisions that people can agree on about how to make Oxford an inclusive, fair and safe place to move around.

The jury members will develop recommendations for Oxfordshire County Council.

Oxfordshire County Council has endorsed this process and has agreed to listen to, and respond to, the recommendations.

You don't need any prior knowledge of the issues to take part. All we ask from you is your willingness to listen to the information presented, to share your views and ideas, and to work with your fellow residents to explore ways forward. The process is entirely independent of the council.

Register your interest

The University team leading this work will randomly select 16 local residents to take part who represent the make-up of the community. Every person aged 18 years old and over, at this address, can register their interest by visiting www.gchu.org.uk/reply or by calling 01865 612035 (9am-4pm, weekdays). The deadline to register is midnight on Sunday 15 May 2022. More details about the event are available overleaf. Thank you for your interest. We look forward to hearing from you.

Yours faithfully,

David Howard

Dr David Howard, Lead Researcher

Frequently Asked Questions:

"Street Voice": A Citizens' Jury on how we can travel where we need to in Oxford in a climate-friendly way that promotes health

What is a Citizens' Jury?

Citizens' Juries are used all over the world. They bring together a randomly selected representative group of people to learn about important issues, discuss them with one another, and then make recommendations about what should happen and how things should change.

What will taking part involve?

The focus of this Citizens' Jury is **how can we travel where we need to in Oxford in a climate-friendly way that promotes health?**

If you are selected to take part, you will have the opportunity to meet with individuals from all walks of life who live in Headington and surrounding areas. Together you will have discussions and hear from engaging expert speakers. You do not need to come with any knowledge of the topics – we will provide all the information you need.

As a member of the Citizens' Jury, you will hear evidence, work with other participants, and develop recommendations. These will be presented to Oxfordshire County Council in the summer of 2022. The council's Cabinet has agreed to listen to, and respond to, the jury recommendations and use these to inform future decisions on how to address the impacts of transport on climate and health in Oxford.

Who is funding and running "Street Voice"?

The "Street Voice" project is being funded by the University of Oxford, as part of the Climate and Health Pump Priming Fund. It is being run by the "Street Voice" Project Team at the University of Oxford.

When and where will the event be held?

The event will be held at Old Headington Village Hall in Headington, over four sessions at these dates and times:

- Sunday 12 June – afternoon, 1.30-5.00pm
- Saturday 18 June – full day, 10.00am-5.00pm
- Sunday 26 June – full day, 10.00am-5.00pm
- Sunday 3 July – afternoon, 1.30-5.00pm

You must be able to attend the entire programme.

How will you ensure that the event is accessible?

If you are selected to take part, we will reimburse reasonable transport costs, and lunch during the two full days of the Jury will be provided. You will also receive £210 to thank you for your time. Half will be paid in the week after the first two meetings, and the remainder in the week after completing the Citizens' Jury. The venue is fully wheelchair accessible. If you need any additional support to enable you to participate, we will do our best to provide this.

How do I get to the event?

The event will take place in Old Headington Village Hall in Headington. All reasonable travel expenses to the event will be refunded, such as bus fare or car mileage (at 25p per mile). There is some free parking available at the venue. You will need to make your own travel arrangements. We will give you information on how to claim your travel and other expenses if you are selected to take part. At that point, you will also be able to let us know if you have any specific transport needs.

Who can apply?

Any permanent resident or student over 18 years old, living in a household that has received this invitation, can apply. There are a few exceptions to this, as set out below. Please note that a maximum of one adult from any single household will be selected to participate.

The following people cannot apply: Elected representatives from any level of government and local authority staff working on transport, environment or planning. Paid employees of any political party, or staff or board members of organisations actively campaigning on transport, environment or planning issues.

How was I selected to receive this invitation?

Your household was one of 2000 addresses randomly selected from Headington Ward, Headington Hill & Northway Ward, Churchill Ward, Barton & Sandhills Ward and Quarry & Risinghurst Ward, using Royal Mail's address database. For more information about the selection process, please see the Street Voice website www.gchu.org.uk/street-voice/

How do I register my interest?

You can register your interest in participating in the "Street Voice" Citizens' Jury at www.gchu.org.uk/reply or by calling 01865 612035 (9am-4pm, weekdays). The deadline for registering your interest is midnight on Sunday 15 May 2022.

On the website or phone call, you will be asked to provide your name, contact details, and other information about your age, gender, ethnic group, and concern about climate change. This information will be stored and processed by the University of Oxford study team to select a group of jurors who are broadly representative of the community in these terms. This information will be stored securely by the University until the end of June 2022, when the jury meetings are underway, and then it will be deleted.

You may withdraw any personal information you have provided by contacting the Project Team by phone 01865 612035 (9am-4pm, weekdays) or by emailing street.voice@kellogg.ox.ac.uk

After I register my interest, what happens next?

Once registration has closed, we will select 16 people at random, from those who registered their interest, to participate in the event. This random selection will be weighted to ensure that there are people from all walks of life represented in the group. If you are selected, we will contact you by phone, email and/or letter on or around 18 May 2022 to let you know. Later, we will be back in touch to explain arrangements and discuss any dietary or accessibility requirements you may have.

What will happen after the event?

The Jury will make recommendations concerning changes in how people move around the Headington area and Oxford more widely, and how improvements to health and reductions in emissions could be made. This will be written up in a final report, showing where consensus was achieved and including a 'minority report' documenting issues on which not everyone reached agreement.

Oxfordshire County Council's Cabinet will meet in public to consider the Jury's recommendations. They have committed to responding in a timely fashion, explaining which recommendations they will act on and why they won't act on others. The council will report on progress of implementation.

Where can I get more information?

If you would like to contact someone about the event before registering, please email street.voice@kellogg.ox.ac.uk or call 01865 612035. Alternatively, information about the event is available on the website: www.gchu.org.uk/street-voice

To register your interest visit:

www.gchu.org.uk/reply or call 01865 612035 (9am-4pm, weekdays)

before midnight on Sunday 15 May 2022

Day 1: Sunday 12th June

APPENDIX 2: SCHEDULES

Time	Activity
From 1:00pm	Refreshments
1:30pm	Welcome and introductions to the team
2:00pm	Icebreaker
2:30pm	Break
2:45pm	Basic group agreements
3:30pm	Speaker panel: Setting the scene
	Dr Karl Marlowe, Chief Medical Officer, Oxford Health NHS Foundation Trust Claire Taylor, Corporate Director, Oxfordshire County Council
4:00pm	Break
4:15pm	Principles and values for solutions to transport, climate and health
5:00pm	Finish for the day



Day 2: Saturday 18th June

Time	Activity
9:30am	Refreshments
10:00am	Welcome and revisit last session
10:45am	Speaker panel: Climate change, health and transport
	<ul style="list-style-type: none"> Alexis McGivern - Department of Geography, University of Oxford Prof. Tim Schwanen - Transport Studies Unit, University of Oxford Dr. Suzanne Bartington - Institute of Applied Health Research, University of Birmingham Dr Tim Jones - School of the Built Environment, Oxford Brookes University Dr. Brenda Boardman - Environmental Change Institute, University of Oxford
11:25am	Break
11:40am	Q&A and discussion and deliberation
12:45pm	Lunch
1:25pm	Speaker panel: Employers, businesses and buses
	<ul style="list-style-type: none"> Emily Scaysbrook – Chair, Oxford Business Action Group Harriet Waters - Head of Environmental Sustainability, University of Oxford Luke Marion - Interim Managing Director, Oxford Bus Company
1:55pm	Q&A
2:45pm	Break
3:00pm	Discussion
3:35pm	Lived experience of LTNs
4:00pm	Discussion
5:00pm	Finish for the day



Day 3: Sunday 26th June

Time	Activity
9:30am	Refreshments
10:00am	Welcome and revisit last session
10:15am	Speaker panel 1:
	<ul style="list-style-type: none"> • John Disley, Head of Transport Policy, Oxfordshire County Council • Sajad Khan, City of Oxford Licensed Taxicab Association • Sean Scatchard, Cheney School
10:40am	Q&A and discussion
11:25am	Break
11:40pm	Speaker panel 2:
	<ul style="list-style-type: none"> • Jon Burke, Decarbonisation advisor to cities • Richard Parnham, Reconnecting Oxford • Statements from East Oxford District Nursing Team and South Central Ambulance Service • Robin Tucker, Coalition for Healthy Streets and Active Travel
12:15pm	Q&A
1:00pm	Lunch
1:40pm	Deliberation and drafting recommendations
3:15pm	Break
3:30pm	Deliberation and drafting recommendations
5:00pm	Finish for the day



Day 4: Sunday 3rd July

Time	Activity
From 1:00pm	Refreshments
1:30pm	Welcome and introduction to the day
1:40pm	Claire Taylor, Oxfordshire County Council
1:45pm	Deliberation and drafting recommendations
2:55pm	Break
3:10pm	Deliberation and finalising recommendations
4:40pm	Finalise recommendations
5:00pm	Street Voice Citizens' Jury closes



APPENDIX 3: EVALUATION QUESTIONNAIRE DATA

Data in Tables 1 and 2 below show responses to the evaluation questionnaires completed by Jurors before the Citizens' Jury first met, and again at the end of the process. All other data are solely from the post-process questionnaire.

Table 1

On a scale of 0 to 10, where 0 means “not at all informed” and 10 means “very well informed”, to what extent, if at all do you feel that you are informed at the moment on the following issues:

Issue	Mean, pre-process (n=14)	Mean, post-process (n=11)
Transport planning	2.5	5.8
Public health	3.3	6.2
Air pollution	3.5	6.2
Climate change	5.1	7.5
Net Zero	2.6	6.4



Table 2

On a scale of 0 to 10, where 0 means “not at all” and 10 means “very much”, to what extent, if at all, do you agree with the following statements:

Statement	Mean, pre-process (n=14)	Mean, post-process (n=11)
I have trust in local government	4.9	6.6
I am likely to be engaged in decisions that affect my community in the future	4.4	7.3

Table 3

Other questions answered on a scale of 1 to 10	Mean, post-process (n=11)
To what extent did you feel that <u>the facilitators were neutral or biased</u> (favouring certain opinions or offering theirs)? Please answer on a scale of 0 to 10, where 0 means “completely neutral” and 10 means “very biased”.	1.4
To what extent do you feel that the <u>information resources provided, as a whole, neutral, with fair and diverse viewpoints represented</u> ? Please answer on a scale of 0 to 10, where 0 means “the information base felt very biased” and 10 means “the information base felt neutral with a large diversity of sources”.	7.4
To what extent, if at all, do you feel that the <u>final recommendations reflected the different views and judgements of the members</u> ? Please answer on a scale of 0 to 10, where 0 means “the diversity was not at all reflected” and 10 means “ultimately, our recommendations broadly satisfied the concerns of all members”.	8.3
To what extent, if at all, do you feel that <u>the issue was discussed from a variety of perspectives</u> (for example, considering underlying issues, existing structures, trade-offs values etc.)? Please answer on a scale of 0 to 10, where 0 means “from very limited number of perspectives” and 10 means “the issue was discussed from a wide variety of perspectives”.	8.2
To what extent, if at all, do you think that <u>the task you were given allowed you to consider a narrow or a wide range of options for your recommendations</u> ? Please answer on a scale of 0 to 10, where 0 is “extremely narrow”, 5 is “just right” and 10 is “extremely wide”.	6.9
Please answer the following questions on a scale of 0 to 10, where 0 means “not at all” and 10 means “to a great extent”. To what extent, if at all, did you feel: pressured to agree with ideas or arguments of others?	1.9
Please answer the following questions on a scale of 0 to 10, where 0 means “not at all” and 10 means “to a great extent”. To what extent, if at all, did you feel: that your contributions made it into the recommendations?	8.1



Table 4

Please answer all of the following questions on a scale of 0 to 10, where 0 means “not at all” and 10 means “to a great extent”. To what extent, if at all, do you feel that:

<i>Other questions answered on a scale of 1 to 10</i>	Mean, post-process (n=11)
<i>Your understanding of the issue became clearer throughout the process?</i>	7.7
<i>You gained more arguments and perspectives to support your own opinion about the issue?</i>	6.7
<i>You understood the arguments, perspectives, and concerns of others?</i>	8.6
<i>Your understanding of others’ opinions of the issue became clearer through this process?</i>	8.2

Free text comments

How would you describe your overall experience of the Citizens’ Jury?

- I found a lot of the speakers informative and was interested in the viewpoints of others
- Intensive but rewarding
- Very good, well managed, would recommend to others
- I enjoyed it and appreciated meeting a cross section of the local community, hearing their concerns and being given an opportunity to give my views
- It was good, interesting and engaging
- An extremely positive experience - I'm sad it's at an end! I think contentious issues such as these should, where possible, be put to a Citizens' Jury. V good facilitation from all "agents"

How would you describe your overall experience of the Citizens' Jury? (continued)

- Great
- Interesting and hopeful
- The Jury really opened my eyes to different perspectives. Although there were a couple of conflicting opinions at times, everyone was able to reach consensus in a respectful manner.
- It was a positive experience, which has sparked my interest in community involvement. It was very well-run by all involved.
- Interesting and I enjoyed all of the speakers, except 2 which I could not grasp what was said. Otherwise it was a very enjoyable experience.

What did you like about it?

- Learning about local policies
- Chance to hear from subject matter experts
- The opportunity to learn about local issues and try and find a local solution
- Well natured. It was a wide cross section of engaged citizens doing their best. The team were professional and pleasant to deal with.
- Discussing ideas and hearing from a lot of different people
- Really well facilitated; emphasis on the first day on finding common ground helped with the gradual coming together that occurred over the next few days. I felt that everyone felt truly listened-to
- Hearing from councillors about the situation and thought process
- Community feel
- I felt comfortable in sharing my opinion and felt like my opinions were just as valid and listened to as anyone else's.
- I liked hearing other points of view, and understanding why they mattered to the people holding them
- Friendly atmosphere. Time to have a drink and freedom to get up and have toilet break and fresh air



What could have been done better?

- I did prefer the smaller groups. I am not much of a public speaker. A bit longer needed if possible
- Bit more time on the last day. Allowing more discussion of conflicting views
- Clarifying the 'scope' of discussions and the setup of each day (i.e. by the end of the day we will...)
- More time, and being clearer on the process [unclear text] early on.
- Sometimes we could have moved on a bit faster or been more concise
- The day that had the most talks could have been broken up more with breaks. Some speakers might have conveyed their messages more clearly with "checking understanding" questions rather than just talking for the whole time.
- The topic could have been more focused (i.e. narrower)
- A bit rushed
- The 10am-5pm days could have been shortened slightly. We also could've listened to talks from a more diverse group of people, for example, students and disabled people.
- I could have not missed the last - most important! - day. Apart from that, I did feel more time would have been helpful.



Selection targets for ethnicity, IMD and disability did not exactly mirror the population of Oxford, but instead over-represented people from traditionally more marginalised backgrounds. The Sortition Foundation advised that it might not be possible to perfectly reach all the targets with a small sample. Therefore, we chose to err on the side of including more, rather than fewer, Jurors from groups that are more often under-represented in consultations when selecting for ethnic group, disability and socio-economic status.

Age Band

Age band based on ONS's admin-based population estimates (ABPE) for 2020

Age band	Population %	Respondents %	Selected %
18-25	26	3	12
26-35	24	18	25
36-45	16	16	19
46-55	13	34	19
56-75	17	19	19
75+	5	10	6



Gender

Gender based on ONS's admin-based population estimates (ABPE) for 2020

Gender	Population %	Respondents %	Selected %
Male	51	44	50
Female	49	56	50
Non-binary	-	0	-
Other	-	0	-



Ethnic Group

What is your ethnic group? (Choose one option that best describes your ethnic group or background). Based on 2011 Census data for Oxford.

Ethnic Group	Population %	Target %	Respondents %	Selected %
Asian or Asian British	12	35	16	6
Black or African or Caribbean or Black British	4		15	6
Mixed or Multiple ethnic groups	4		3	12
Other ethnic group	2		8	12
White British	64	65	39	50
White Other	14		19	12

Where the number of individuals being selected is small (in this case, 16), it is difficult to hit targets of a large number of categories, so categories need to be merged.

The most recent data available for identifying ethnic group targets at the time of selection were 2011 census data, which were thought likely to underestimate minority ethnic groups. There was a further risk that minority ethnic groups might be represented in very small numbers if the population proportions were used as targets, and that this might result in a perception of tokenism. For these reasons, higher targets were set for non-white groups than the population data based on the 2011 Census.



Disability

Do you have any long-standing illness, disability or infirmity? (Long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)? Based on 2011 Census data for Oxford.

Disability	Population %	Target %	Respondents %	Selected %
Yes	13	20	24	25
No	87	80	76	75

Concern about climate change

How concerned, if at all, are you about current climate change, sometimes referred to as 'global warming'? Based on BEIS Public Attitudes Tracker survey winter 2021.

Concern about climate change	Population %	Target %	Respondents %	Selected %
Very concerned	43	45	79	50
Fairly concerned	42	55	21	50
Not very concerned	10	-	-	-
Not at all concerned (3%) / Don't know (1%)	4	-	-	-



IMD Decile

Based on Ministry of Housing, Communities & Local Government data 2019

IMD Decile	Population %	Target %	Respondents %	Selected %
1-3	20	30	31	31
4-6	31	30	29	31
7-10	49	40	40	38

Index of Multiple Deprivation data is assigned at Local Super Output Area (LSOA) level (a group of nearby postcodes) and deciles are then assigned to households within those LSOAs. IMD data are not available directly at household level. To compensate for the likelihood that people from less disadvantaged groups within each band would apply, we set higher targets for more disadvantaged IMD deciles.



This appendix presents the full set of proposals that the Jurors developed, categorised under five main themes as set out below, and further divided into sub-themes.

1. Public transport
2. Active travel
3. Private vehicles
4. Education and public engagement
5. Infrastructure and logistics.

Each individual proposal is identified by a number and letter code. The detailed charts show the level of support recorded for each, established using a system of coloured dots and stars. Each Juror was asked to indicate their support, reservation or opposition to individual proposals with a coloured dot (either red, orange, green or blue) according to the scheme below. In addition, each Juror was given a total of 7 gold stars, which they could use to identify the top 7 proposals that were most important to them.

	<ul style="list-style-type: none"> • I like this • I want this to be included
	<ul style="list-style-type: none"> • I could potentially support this if changes were made
	<ul style="list-style-type: none"> • I am opposed to this • I cannot live with this
	<ul style="list-style-type: none"> • I'm neutral • I'm okay with this being included
	<ul style="list-style-type: none"> • (Optional) These are my seven priority recommendations (select up to 7) (in addition to the green dots)

Due to limited time and the large number of proposals, not all the proposals were allocated dots by every Juror. This explains why not all proposals are assigned a total of 16 coloured dots.

The horizontal axis shows how many stickers of each colour, or gold stars, were assigned to each proposal. The scale is variable between the charts. Blue (neutral) dots straddle the vertical axis.

Further details of the methods for developing proposals can be found in Appendix 6.



PUBLIC TRANSPORT

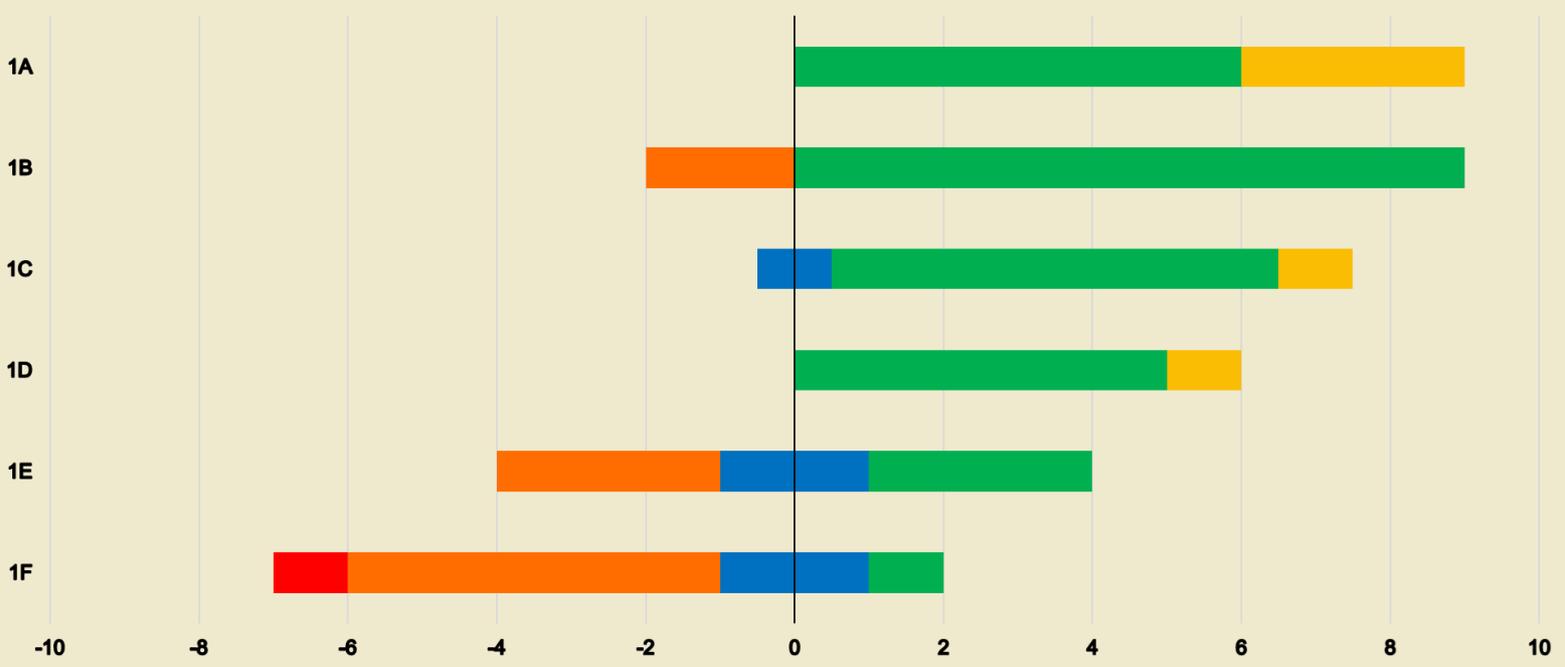
Bus Services

Code	Proposal
1A	Improve the reliability of bus services, which may include installing more bus priority features, bus lanes or bus gates where appropriate. This shouldn't be at the expense of pavements or cycle lanes.
1B	Improve the availability and accuracy of information about bus times and fares (both online and in real time at bus stops)
1C	Make public transport disability-friendly (for visible and invisible disabilities).
1D	Ensure subsidies for public transport, with national government support on routes where demand is low.
1E	Provide bus drop-off points outside the pedestrianised centre (e.g. at St Aldates, St Clements, Botley Road and north Oxford) and then electric shuttle buses from there for 'last mile' into the town centre for the less mobile.
1F	Provide a service that follows numbered bus routes but can be boarded and disembarked at any point along the route (not just at bus stops)



PUBLIC TRANSPORT

Public transport, Bus services



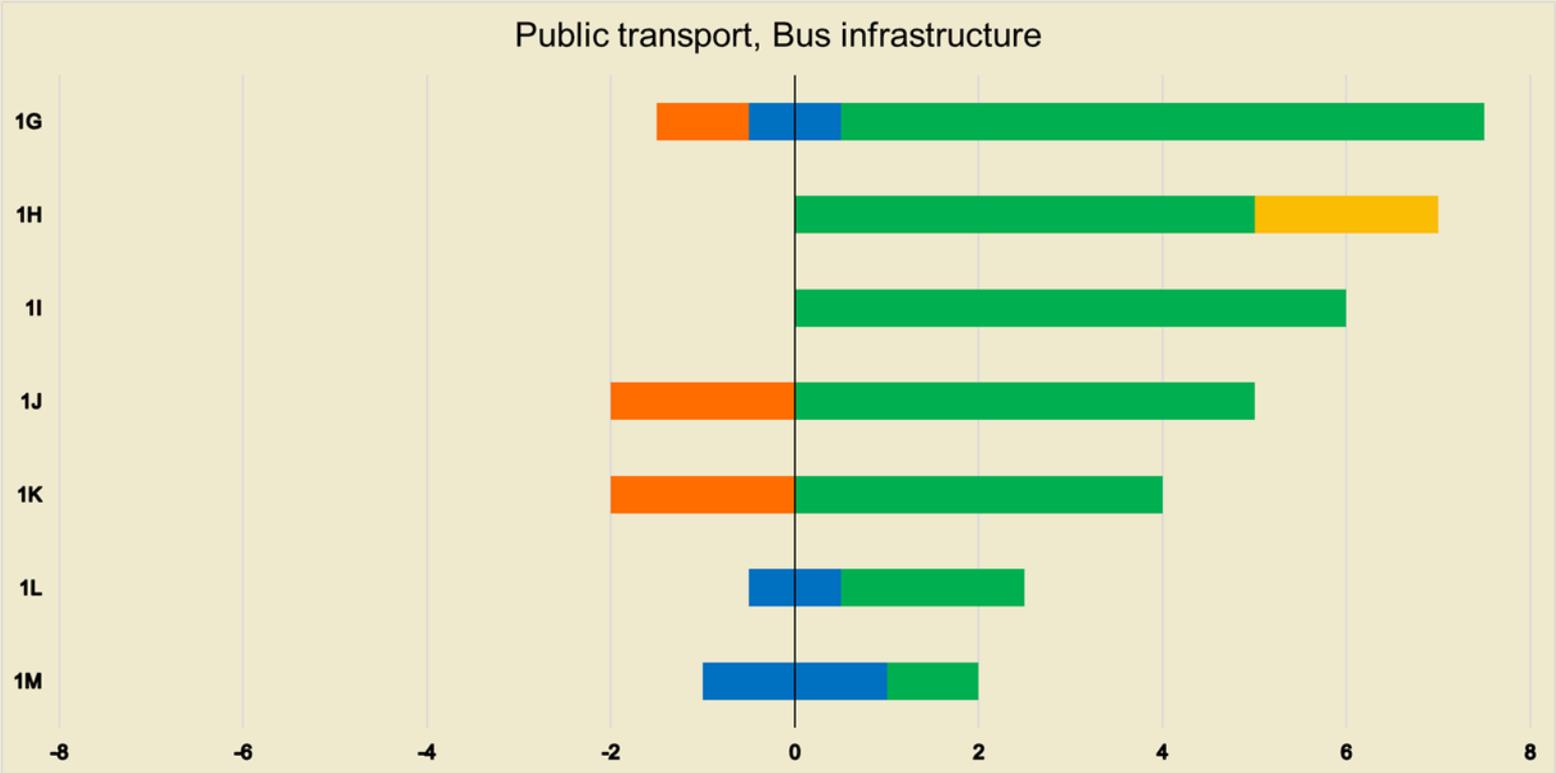
PUBLIC TRANSPORT

Bus Infrastructure

Code	Proposal
1G	Ensure that 'on demand' bus stops are located so that drivers have sight of those waiting as they approach and, in locations where sight of waiting passengers is difficult in the dark, ensure buses stop regardless of whether they see a waiting passenger.
1H	Promote school bus system to pick up students
1I	Improve the location of bus stops, to make public transport really accessible
1J	Bike parking at bus stops.
1K	Ensure there is enough space on buses with foldable chairs, to allow space for people with buggies, mobility scooters, people in wheelchairs, and the elderly.
1L	Improved bus stops, that include "real" seats and a shelter
1M	Guarantee that buses will stop when people need them (recognising this will slow the service). Where visibility is poor or where buses share stops (usually in towns) ensure that buses stop at all stops without being hailed.



PUBLIC TRANSPORT



PUBLIC TRANSPORT

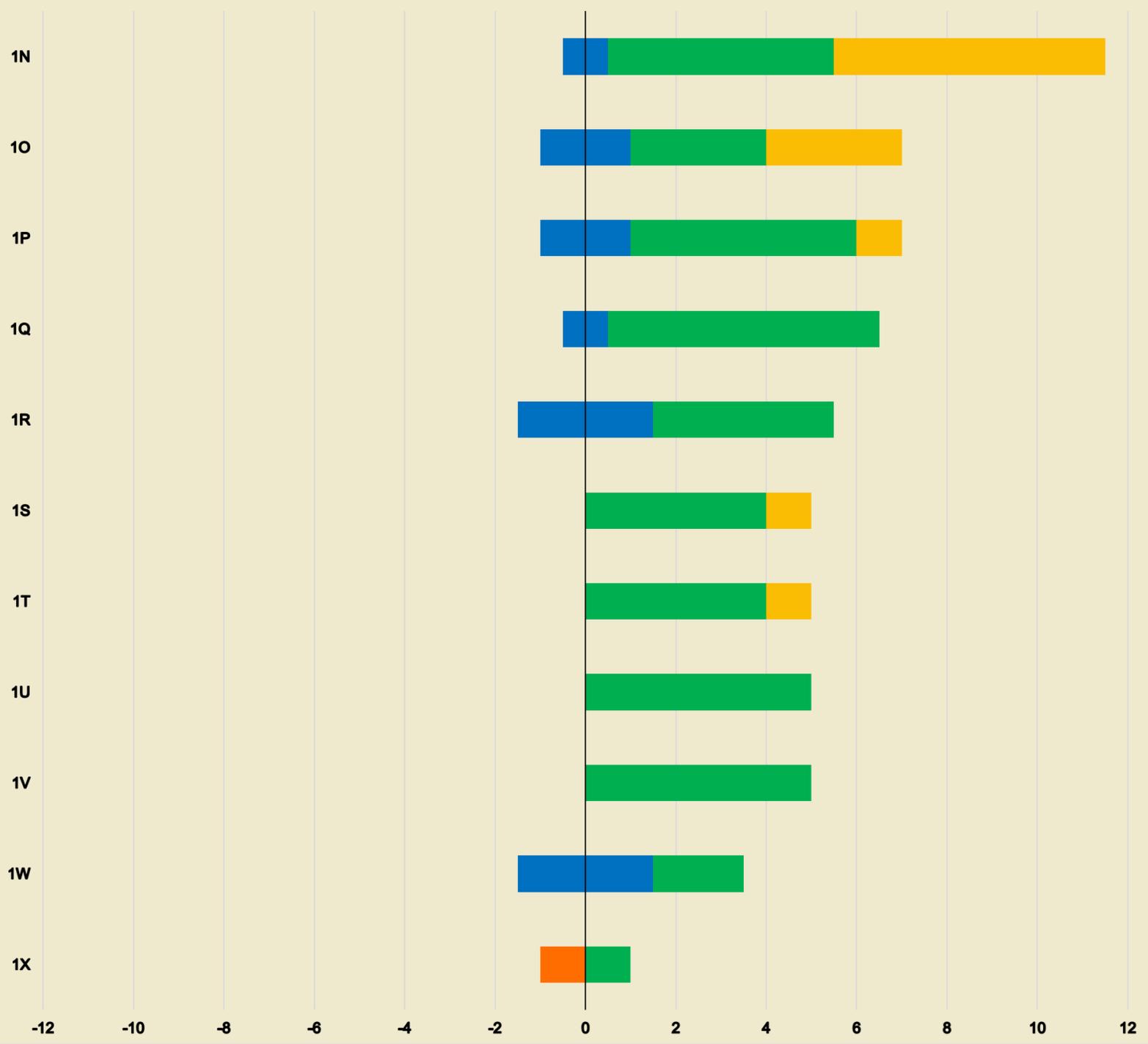
Bus Ticketing and Fares

Code	Proposal
1N	Instate free bus travel for as many groups as possible, with a cost-benefit analysis of where the resources are coming from. Prioritise groups that are most cost-effective, paying attention to the negative impact (i.e. prices rises) for other service users. Target groups, in no particular order: under 16s, 16-18 year olds, those with disabilities (visible and invisible) without time restrictions, key workers (with a subsidy from national government);
1O	Remove time restrictions on concessionary bus passes, following a cost-benefit analysis of the cost implications.
1P	Allow one ticket to be accepted by all bus service providers
1Q	Bring back (or review) return bus tickets (more affordable)
1R	Allow tickets to be transferable for one hour ('Quick change' tickets, £1 for 1 hour)
1S	Introduce a universal travel card or travel loyalty scheme
1T	Cost-benefit analysis of completely free transport
1U	Simplify buying children's bus tickets when the accompanying person has a bus pass.
1V	Facilitate joined-up public transport, and flexibility of bus fares and tickets including County ticketing.
1W	Provide assistance, where needed, to people applying for bus passes, so the application process is not a barrier to uptake
1X	Reinvest money from people who opt out of concessionary fares. (ie When people who are entitled to free travel opt out of taking it up, the money saved should be reinvested in some other aspect of the bus service).



PUBLIC TRANSPORT

Public transport, Bus ticketing and fares



PUBLIC TRANSPORT

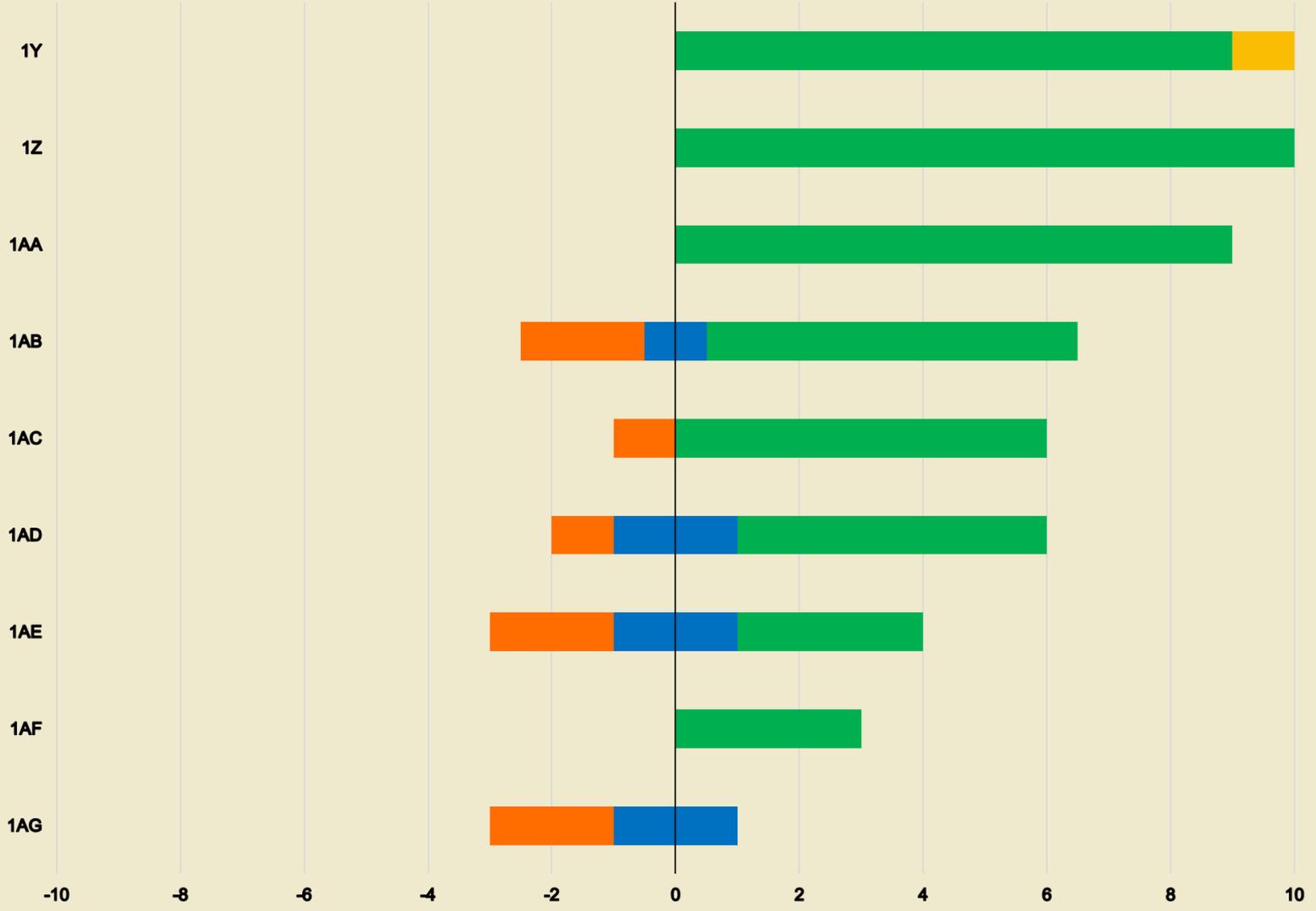
Park and Ride

Code	Proposal
1Y	Provide secure bike parking at the Park and Ride (last mile bikes)
1Z	Allow children to travel free on the P&R bus
1AA	Make the Park and Ride more affordable. Do not charge for both parking and the bus - make parking free for 11 hours
1AB	Provide hospital staff with regular direct shuttles from the Park and Ride to the hospitals, 24/7
1AC	Provide free solar charging for EVs at the Park and Ride sites
1AD	Provide more publicity about these changes and benefits of using the Park and Ride
1AE	Expand parking capacity of Park and Ride
1AF	Make the Park and Ride more affordable. Do not charge for both parking and the bus - make the bus free
1AG	Use Park and Ride as hubs for school shuttle buses, including for private schools.



PUBLIC TRANSPORT

Public transport, Park and Ride



PUBLIC TRANSPORT

Pick Me Up

Code	Proposal
1AI	Extend the Pick Me Up service to include phone booking and pre-booking
1AJ	Reactivate the Pick Me Up service
1AK	Ensure the service is accessible for all, including those without smart phones (using targeted promotions)
1AL	Ensure the service is subsidised and well-resourced (not expecting to make a profit)
1AM	Allow the service to pass through ANPR and bus gates in LTNs
1AN	Consider making the service Oxfordshire-wide

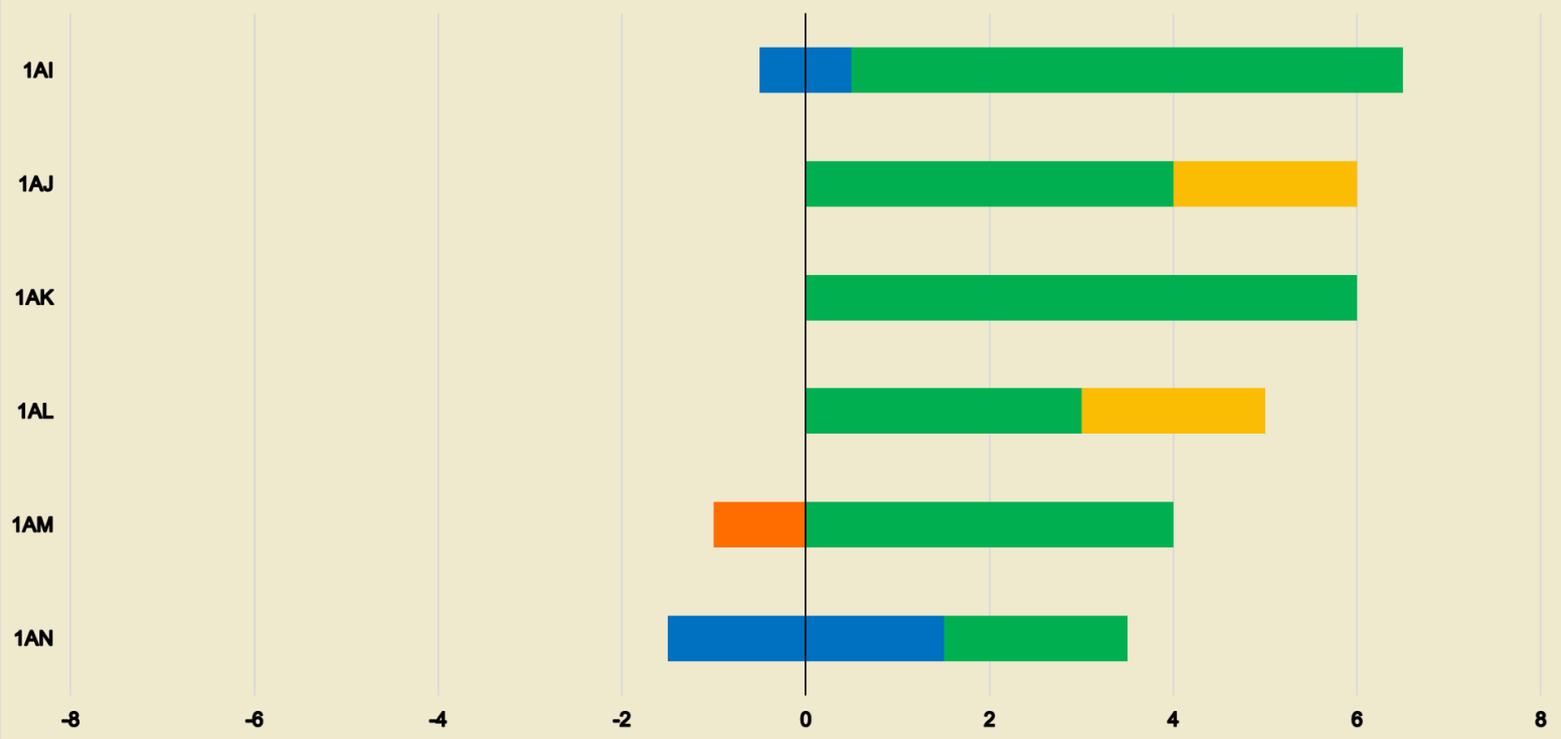
Other transport ideas

Code	Proposal
1AO	Introduce an electric metro train service connecting the Mini plant, Littlemore, Blackbird Leys, Iffley, central Oxford, Oxford Parkway and Kidlington with the possibility of extension into East Oxford
1AP	Waterbus, electric/solar narrowboat between locks (Wolvercote to station)

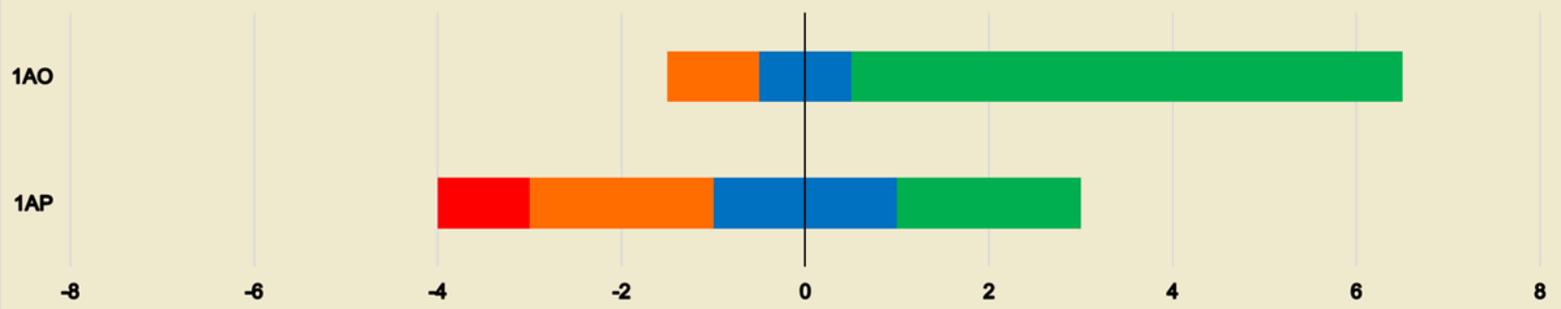


PUBLIC TRANSPORT

Public transport, Pick Me Up



Public transport, Other transport ideas



ACTIVE TRAVEL

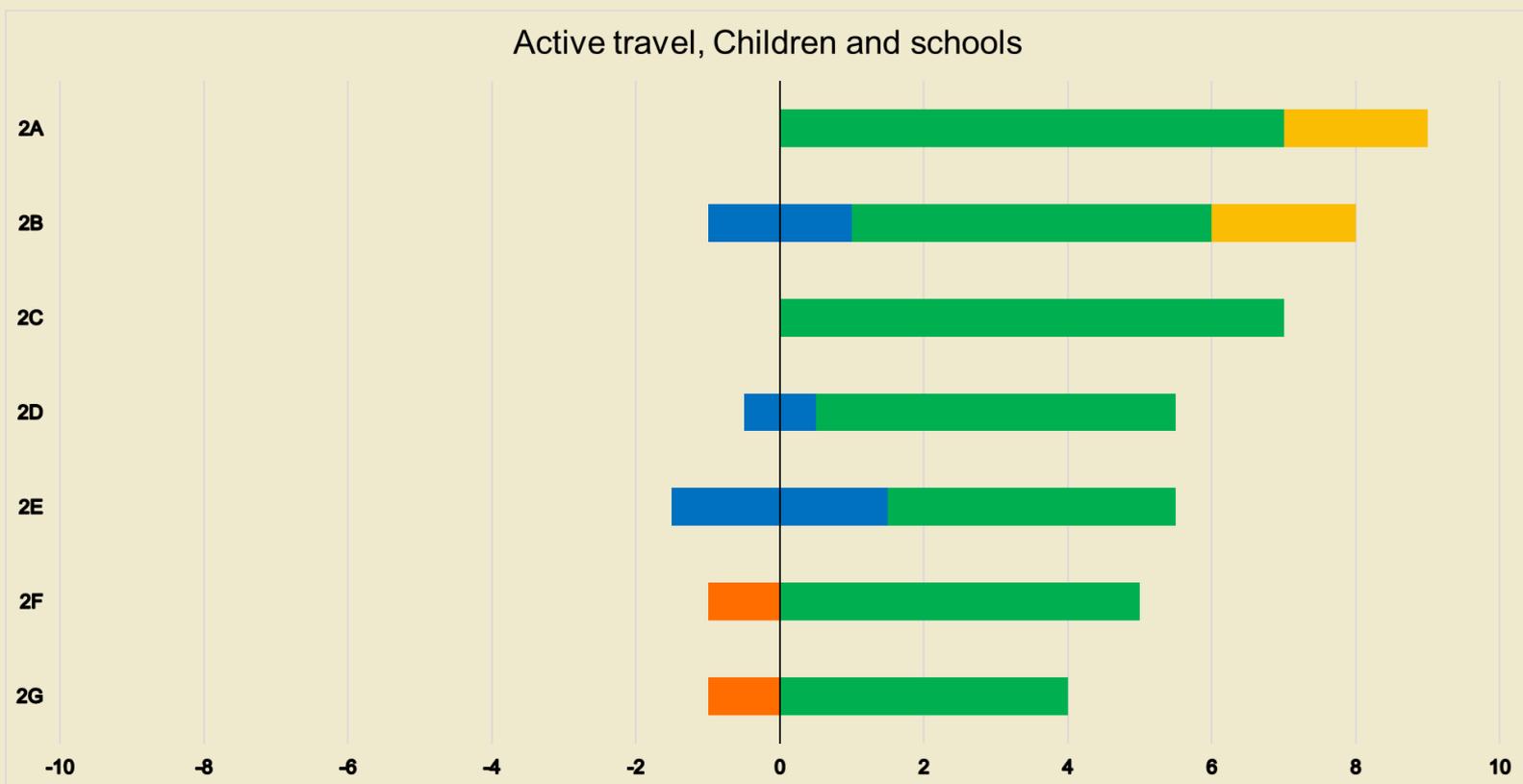
Children and Schools

Code	Proposal
2A	Ensure bicycles are provided for disadvantaged students (i.e. those receiving Pupil Premium) when providing cycle training at school (including bike repair and quality locks)
2B	Make cycle training ("bikeability") part of the school curriculum (in PE lessons), ensuring that road use and safety is the main focus point, not learning to ride a bike
2C	Educate children about culture of active travel and participating in a society where space is shared
2D	Provide school buses for secondary schools if pupils are from a larger area
2E	Raise awareness among parents about the relative risks of obesity vs road accidents for walking and cycling
2F	Implementing widespread "School Streets" programmes, including private schools
2G	Providing supervised cycling/walking buses (not just using volunteer parents)



ACTIVE TRAVEL

Active travel, Children and schools



ACTIVE TRAVEL

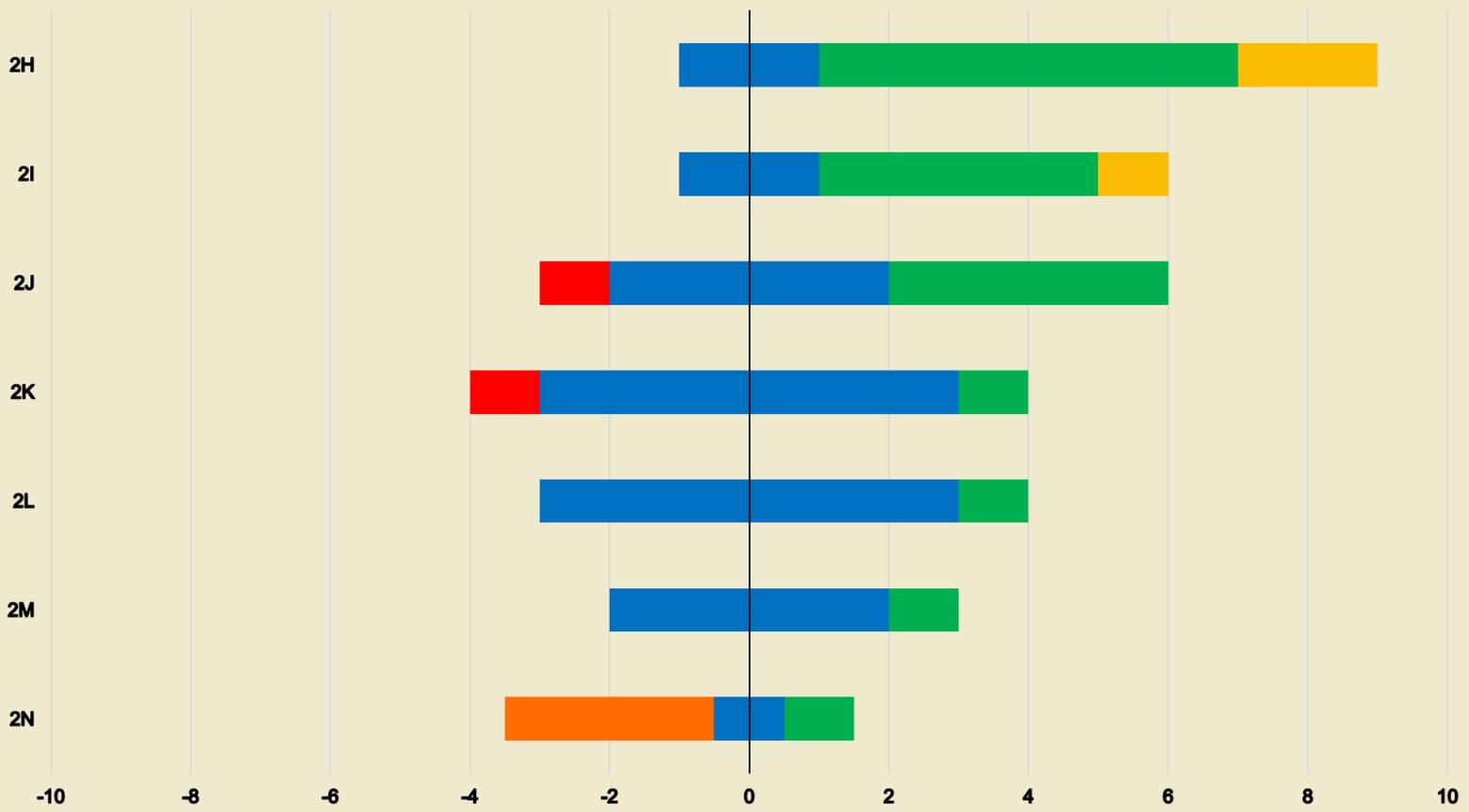
Training for adults

Code	Proposal
2H	Encourage shift to cycling through the provision of free cycle training
2I	Use more incentives e.g. vouchers, repairs, food, other benefits to encourage take-up of cycle training and cycling
2J	Offer free cycle training through workplaces, to address issues related to cycle safety and confidence.
2K	Encourage employers to provide employees with free one-to-one cycle training to staff, as Oxford University does with the cycle trainers “Broken Spoke”
2L	Expand, publicise and incentivise the existence of the national ‘Bikeability’ programme, funded by the Department of Transport, that provides cycle training to the public. In Oxford, the ‘Broken Spoke’ bike co-op runs Bikeability-accredited training, through some workplaces.
2M	Ensure that cycle training provides a solid understanding of road sharing.
2N	Promote public understanding of the role of active travel in addressing health issues



ACTIVE TRAVEL

Active travel, Training for adults



ACTIVE TRAVEL

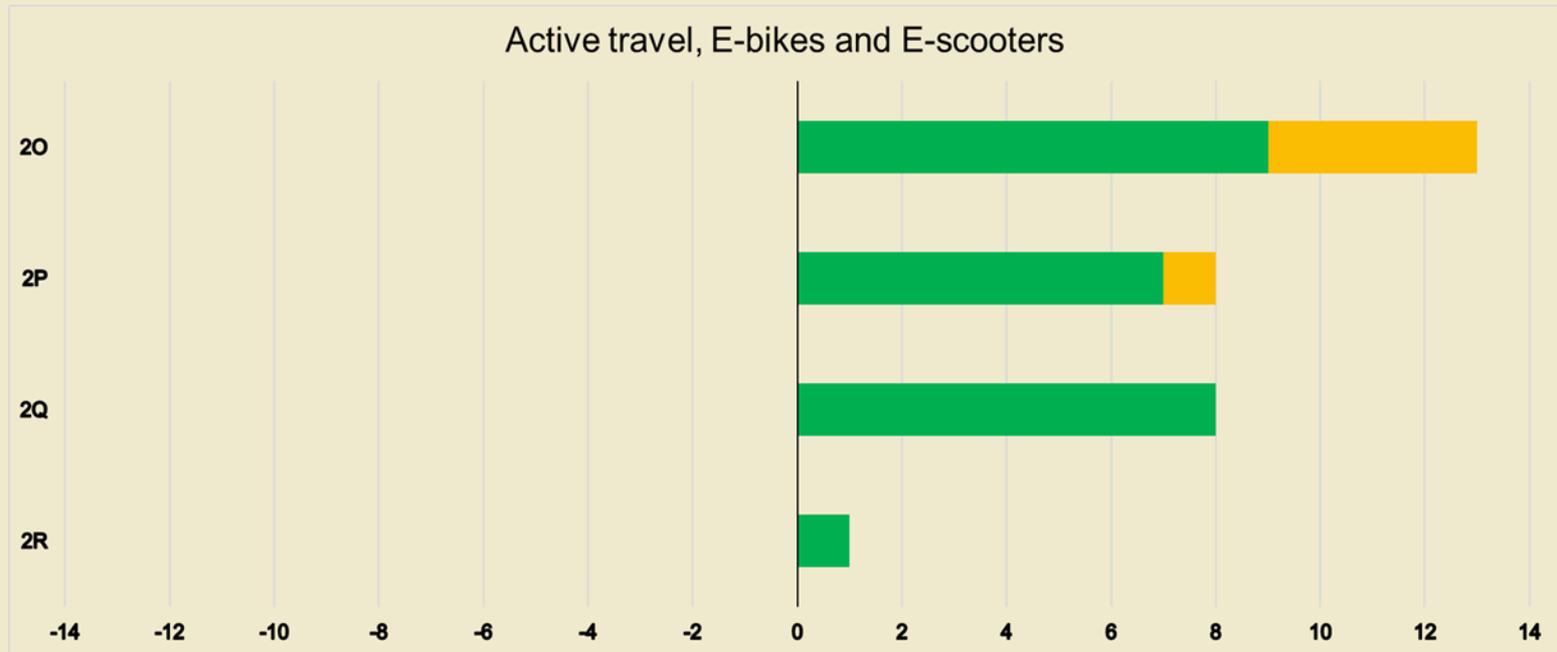
E-bikes and E-scooters

Code	Proposal
2O	Create OCC project team to develop "solutions" for particular groups (e.g. teachers, parents, nurses, shoppers) to access e-bikes or e-scooters, either to hire, loan, long-term trial or buy with support, together with training for users where needed
2P	Ensure clear guidelines and laws for e-scooters, including where they can be used
2Q	Demonstrate innovative technologies, through active outreach, so that people understand the new possibilities
2R	Conduct safety reviews



ACTIVE TRAVEL

Active travel, E-bikes and E-scooters



ACTIVE TRAVEL

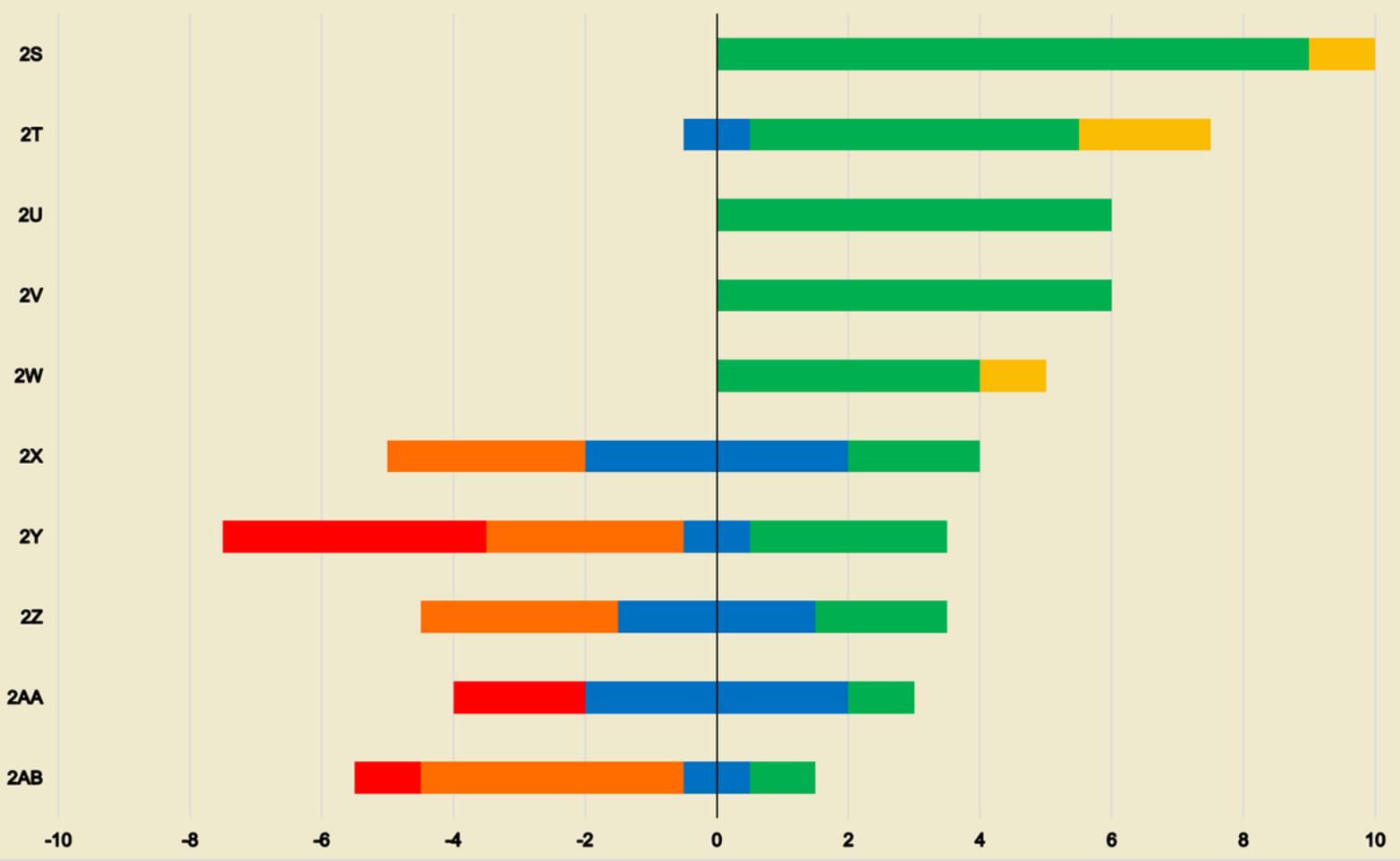
Other active travel proposals

Code	Proposal
2S	Prioritise safe cycle routes near schools
2T	Ask universities and hospitals to give over some of their land for safe walking and cycling routes (as a percentage of their land or employees) where it's not already needed for something else, and if at no cost to them
2U	Re-introduce lollopop ladies/men for cyclists at the end of the school day
2V	Re-introduce lollopop ladies/men
2W	If an active travel project can't be approved now, please don't do things that make current provision worse as might get funding for it in future
2X	Provide videos showing routes by which cyclists can travel between key destinations
2Y	Use cut-out figures by roadside to calm traffic near schools
2Z	Provide racks for storing/holding e-scooters tidily on pavements or roadsides
2AA	Borrow money expected to be raised by workplace parking levy to fund walking and cycling projects or infrastructure
2AB	Safe driving courses for young adults to ensure they don't drive dangerously to cyclists



ACTIVE TRAVEL

Active travel, Other active travel proposals



PRIVATE VEHICLES

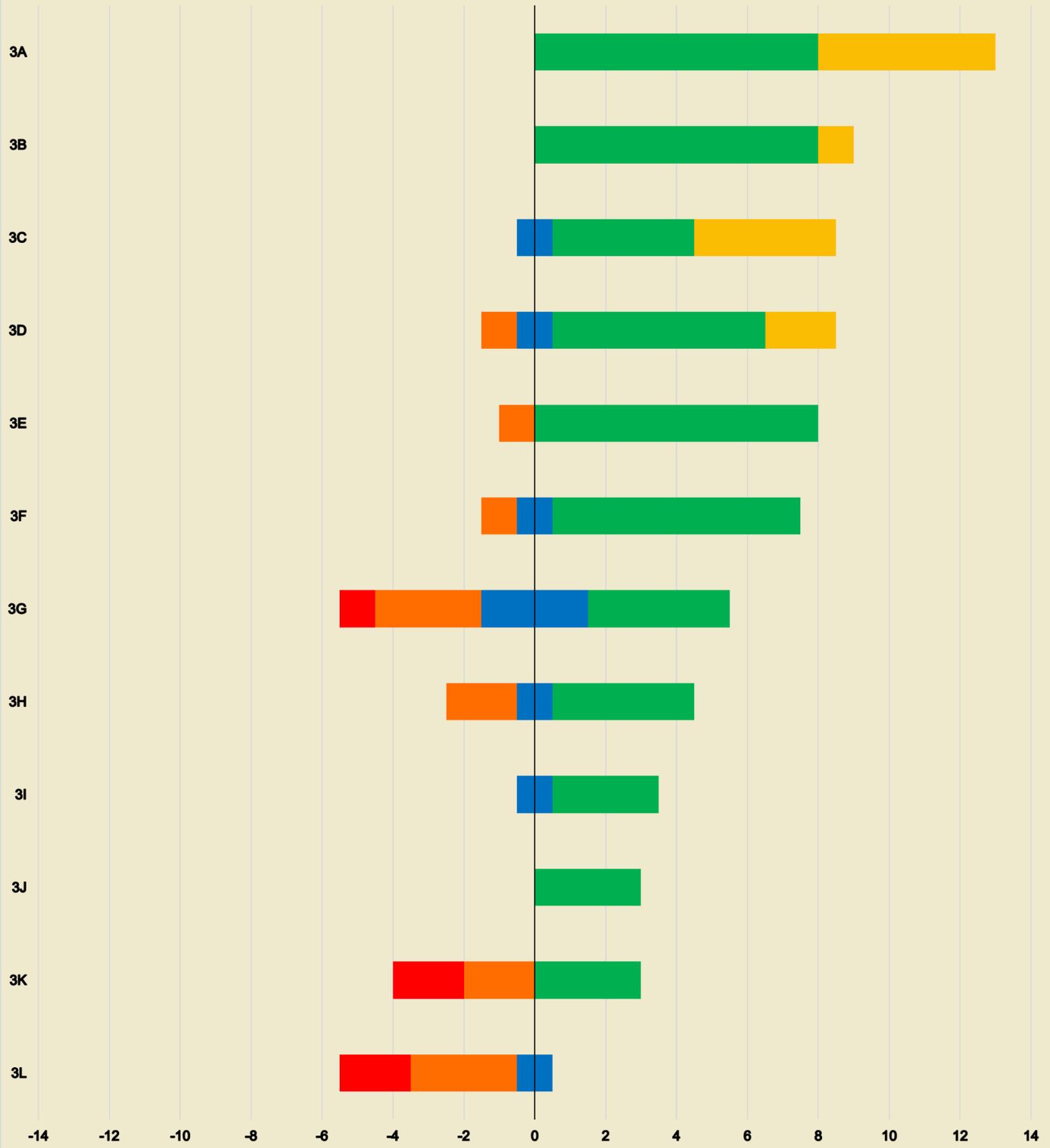
Low Traffic Neighbourhoods

Code	Proposal
3A	Introduce variable LTNs, e.g. using rising bollards that are up at certain times of the day and retreat at other times.
3B	Engage on LTNs with key organisations, e.g. district nurses, so they can update their route mapping and change their mileage payments
3C	Reduce motorised traffic in residential areas so routes to school feel, and are, safer for children (and everyone) to walk and cycle in, including LTNs to reduce through traffic
3D	Introduce Automatic Number Plate Recognition enforcement of LTNs at key locations to allow through emergency services, district nurses, carers, buses + Pick-Me-Up and in the case of major incident, allow lifting of restrictions.
3E	Introduce LTNs after, or at least alongside, other measures (such as improved cycle lanes, improved and more affordable bus services, an offer of three free bus journeys to allow people to try out using the bus) to make alternatives to the car easier and more attractive
3F	Introduce further LTNs only as part of a bigger project, after robust consultation and with support for most affected groups.
3G	Keep LTNs, with some adjustments, and keep them in place long enough to see the impacts over time
3H	Prioritise communications and participatory co-design when implementing new LTNs, making available clear information about the rationale for introducing them, and the information on which their implementation and evaluation and monitoring are based.
3I	Offer one-off passes to allow people direct access to hospital or doctor appointments
3J	Raise awareness of LTNs via notices and letters
3K	Halt further introduction of LTNs and conduct RIA (regulatory impact analysis) before deciding on further LTNs
3L	Offer drivers 3 free LTN entry passes, followed by 5 passes @£5, then @£10, with allocation of passes reset every 12 months



PRIVATE VEHICLES

Private vehicles, Low traffic neighbourhoods



PRIVATE VEHICLES

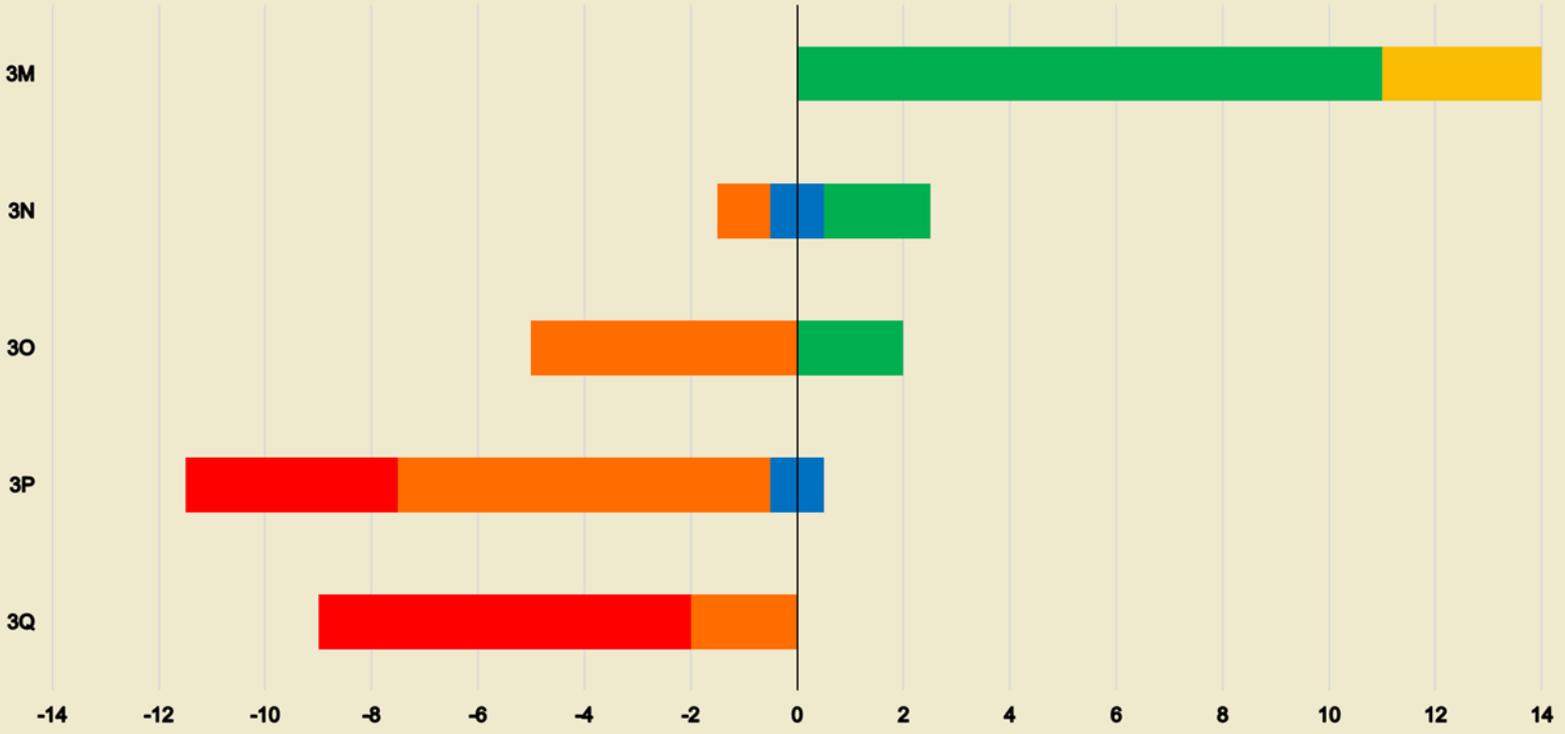
Restricting or charging for access

Code	Proposal
3M	Introduce a congestion charge based on the size of vehicle and emissions, coupled with free Park and Ride (subsidised by the congestion charge)
3N	Allow time-restricted access to specific areas – e.g. schools
3O	Introduce restrictions on the size of vehicles and technologies that are allowed in city centre
3P	Allow shops and businesses to make and receive deliveries only between 6-8am or 7-9am before the city opens up.
3Q	Allow no vehicles into the city centre except buses, taxis and mobility cars



PRIVATE VEHICLES

Private vehicles, Restricting or charging for access



PRIVATE VEHICLES

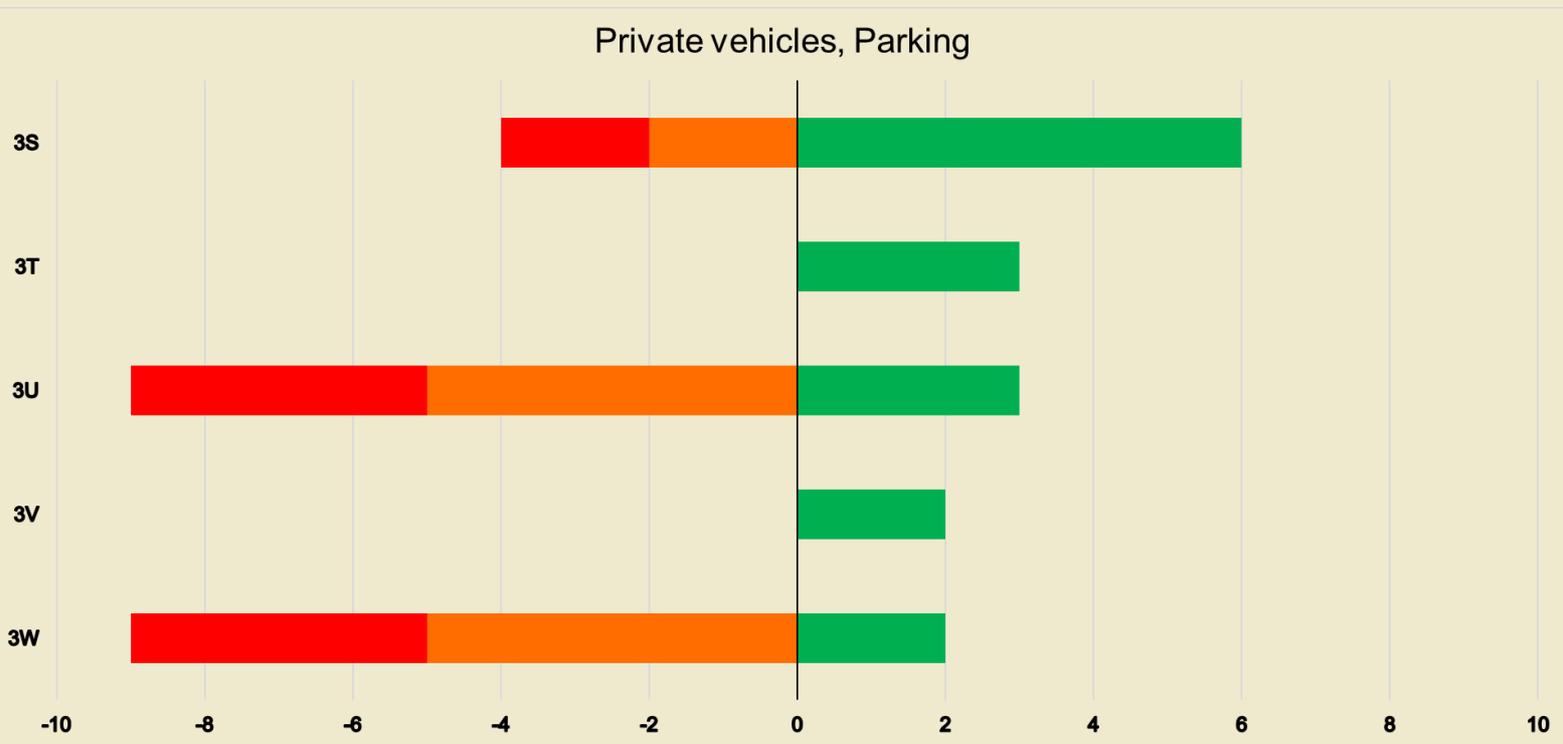
Parking

Code	Proposal
3S	Introduce different parking charges for different vehicles by size and emissions (e.g. SUV/van have an increased charge; EV have a reduced charge)
3T	Ensure car parking does not affect pavement use (cars that park on the road and pavement simultaneously)
3U	Restrict second car permits per household to only where they are essential
3V	Develop and support car pooling (could be linked with congestion charge, incentivise business to incentivise employees)
3W	Reduce on-street parking (in residential or commercial areas)



PRIVATE VEHICLES

Private vehicles, Parking



PRIVATE VEHICLES

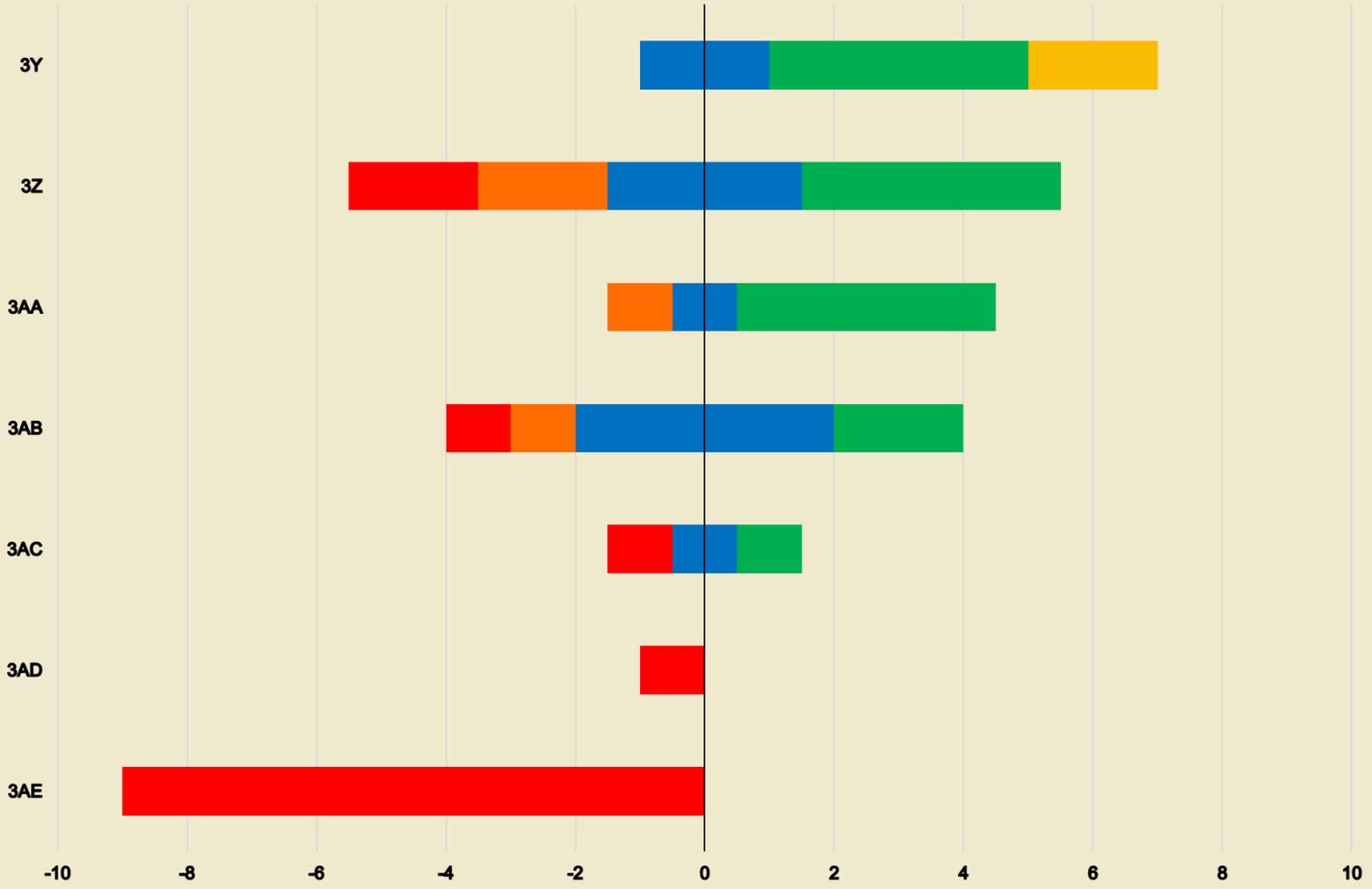
Electric Vehicles

Code	Proposal
3Y	Phase in more charging points for electric vehicles, based on need, and make them highly visible to give people confidence they can charge EVs easily, as those who have EVs feel let down given lack of street access and existing charging points not working
3Z	Increase EV use in the city: They reduce air pollution, noise and greenhouse gas emissions, but contribute to fine particulate pollution
3AA	Provide solar panel charging points for taxis (in exchange for restricted fares).
3AB	Reduce all vehicles, including EVs, as they contribute to road danger, congestion and fine particulate pollution.
3AC	Reconsider target for reducing car journeys to allow for EV incentives
3AD	Incentivise taxis going electric through council support
3AE	Mandate only electric vehicles in the City Centre: Buses; Taxis; Cars; Emergency Service Vehicles; Delivery vehicles



PRIVATE VEHICLES

Private vehicles, Electric vehicles



EDUCATION AND PUBLIC ENGAGEMENT

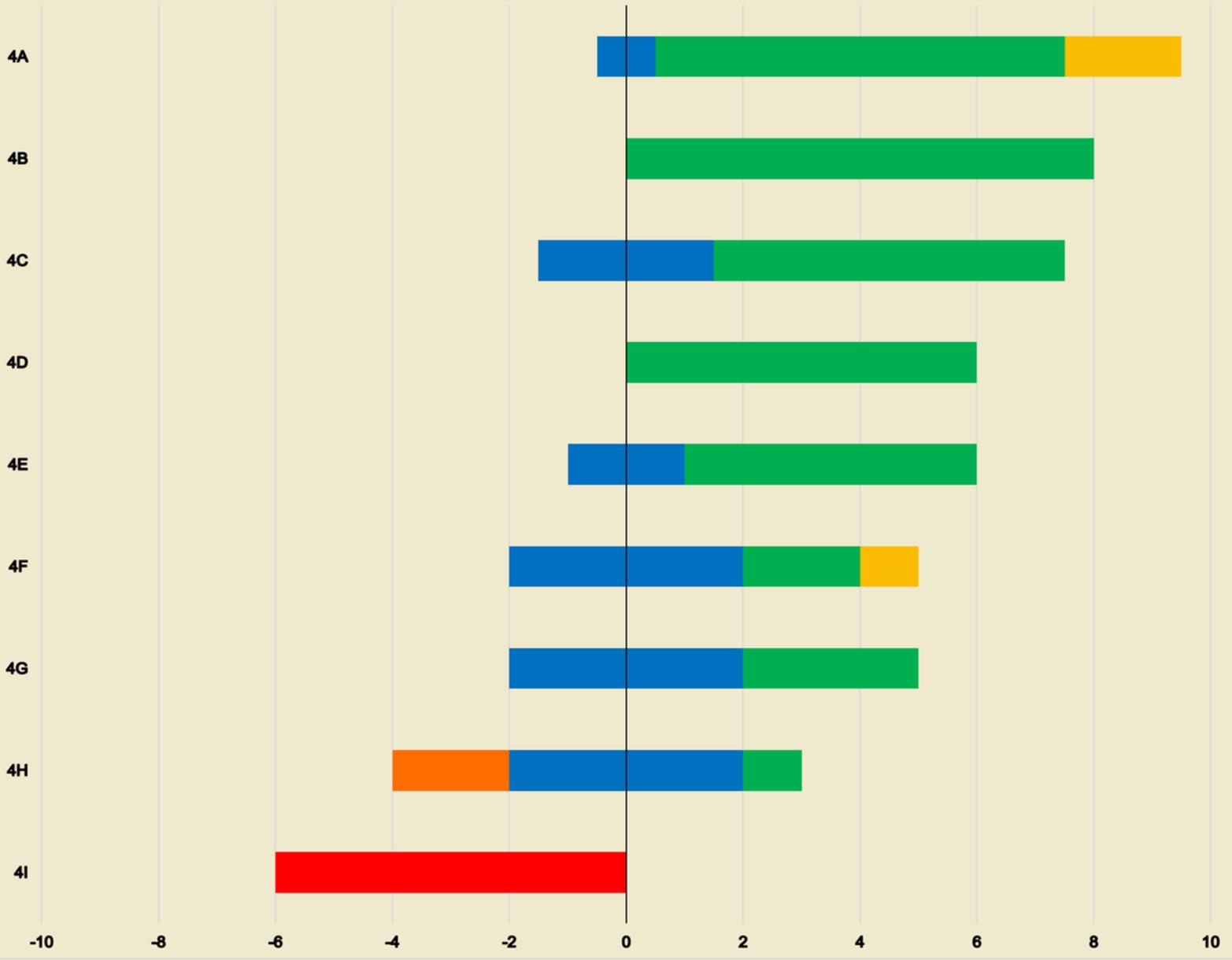
Engage with the public before and after changes are introduced

Code	Proposal
4A	Establish more channels for participation, co-creation and community decision-making, at all stages of the process: from gathering initial ideas, to providing feedback on plans, to decision-making about proposals. This could include further Citizens' Juries and other types of engagement.
4B	Ensure genuine and accessible consultation, communication and information about proposed changes, including evidence to support the reasons for changes.
4C	Provide information about the details of phasing, so that citizens are aware of planned changes in the future.
4D	Ensure comprehensive information is provided about proposed changes, including evidence-based data to support the rationale for change.
4E	Consider using a team of 'communicators' to get the messages across effectively, through events in public spaces and repeat them in many fora.
4F	If after a trial period, the interventions have not had the intended effects, decision-makers should be willing to consult those affected and change the approach.
4G	Recommendations from engagement processes such as Citizens' Juries should be publicised widely, including through 'Roadshows', the media and other channels.
4H	Be clear about the costs of change, its risks as well as its benefits.
4I	Consider holding referenda for proposals (acknowledging that it is costly).



EDUCATION AND PUBLIC ENGAGEMENT

Education and public engagement, Engage with the public before and after changes are introduced



EDUCATION AND PUBLIC ENGAGEMENT

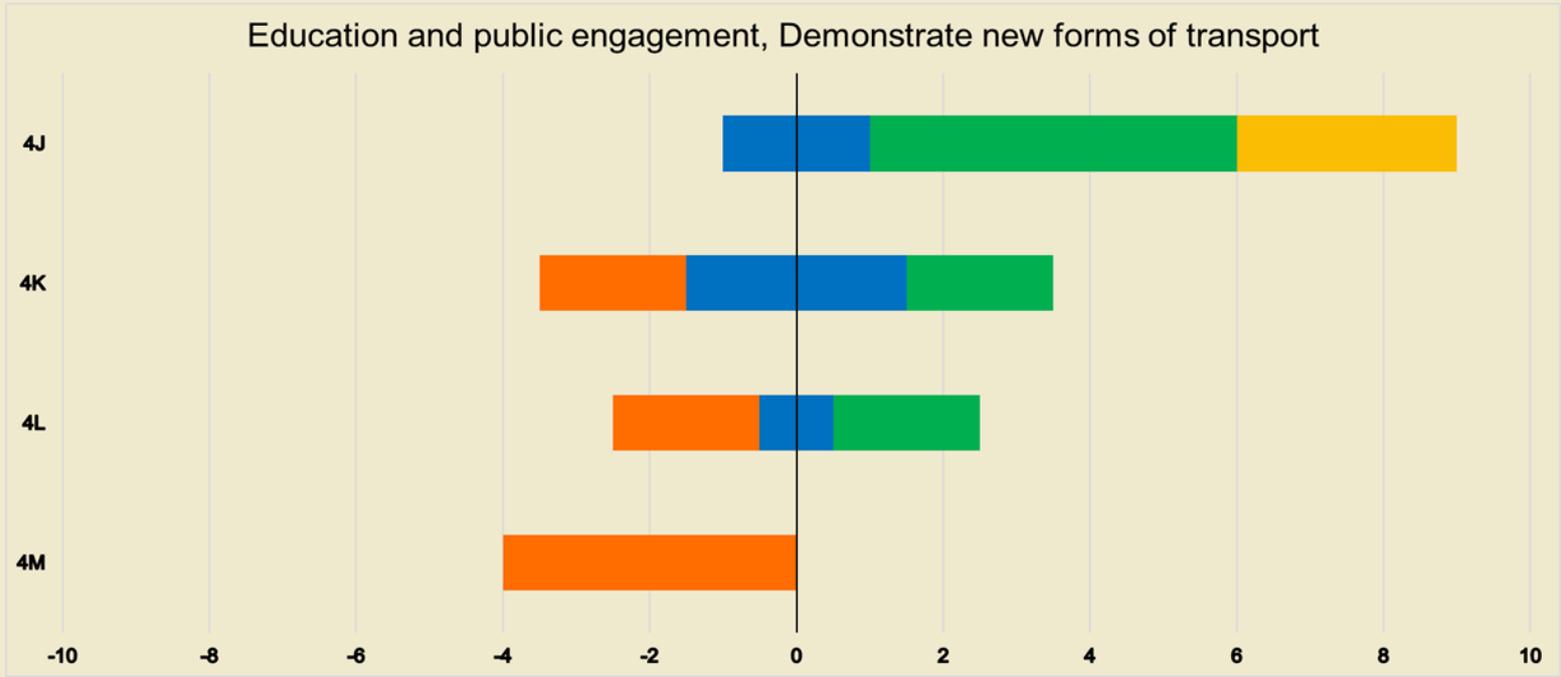
Demonstrate new forms of transport

Code	Proposal
4J	Provide demonstration sessions for the public to try out new e-vehicles and bike technology such as e-scooters, e-bikes and cargo bikes (both 'e' and other). These sessions should take place in easily accessible locations such as supermarket car parks or places of worship. Support a roadshow to major employers and industrial areas. They should be connected to schemes to make these technologies easily affordable.
4K	Offer guided 'try out' sessions, by closing residential streets for the day, for the public to try the new forms of transport. Incentivise demonstration sessions with vouchers or food.
4L	Set up a 'buddy' system, for members of the public who are less confident with new forms of transport and advertise on buses.
4M	Make new modes of transport easier to access for older / younger generations, e.g. onsite App installation assistance



EDUCATION AND PUBLIC ENGAGEMENT

Education and public engagement, Demonstrate new forms of transport



EDUCATION AND PUBLIC ENGAGEMENT

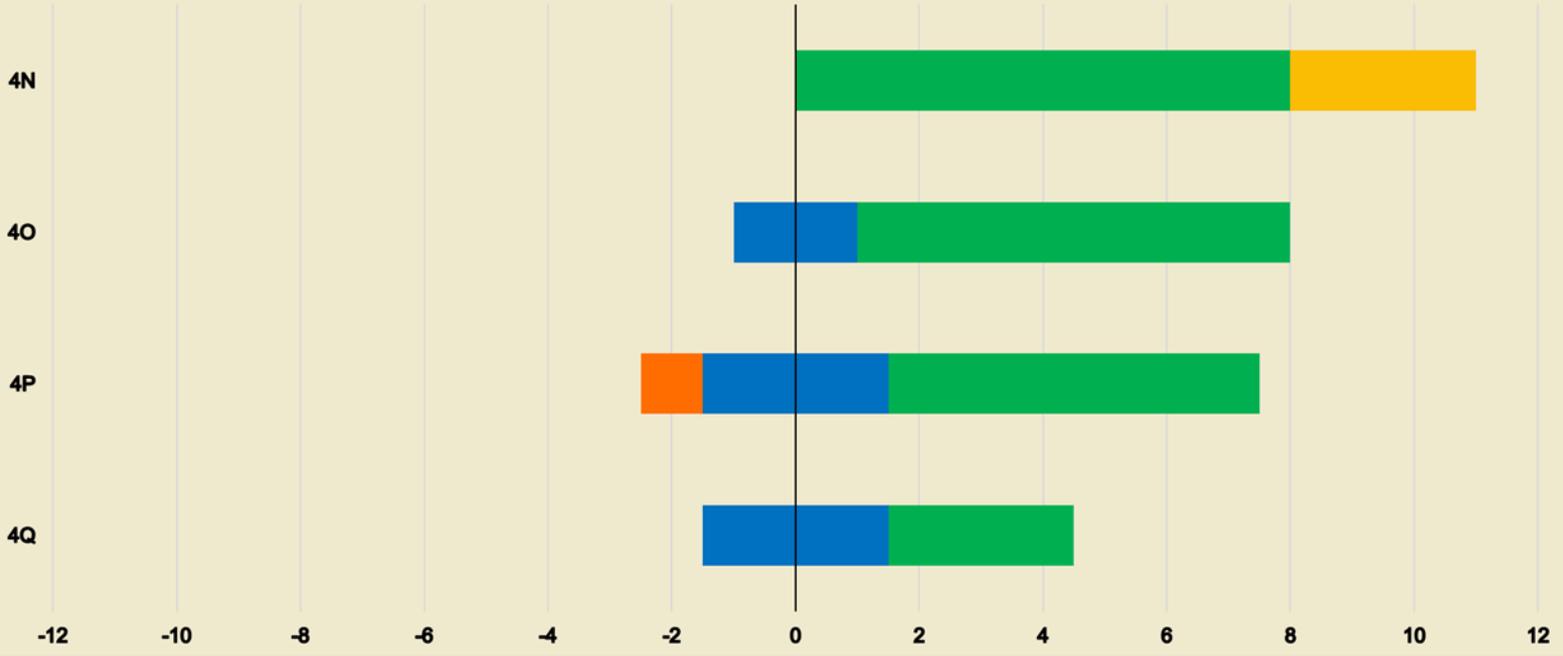
Children's education

Code	Proposal
4N	Provide cycling proficiency training in primary schools from very early years (reception upwards) as a mandatory part of the PE curriculum, including testing to check ability to ride and understanding of safety issues.
4O	At secondary school, if cycling training isn't compulsory, offer incentives for students to attend cycle training and to cycle to school (e.g. a voucher for school canteen if they cycle)
4P	Make access to bikes affordable for children, for example through funding a bike recycling scheme at primary schools.
4Q	Ensure that training provides a solid understanding of road sharing at an early age.



EDUCATION AND PUBLIC ENGAGEMENT

Education and public engagement, Children's education



EDUCATION AND PUBLIC ENGAGEMENT

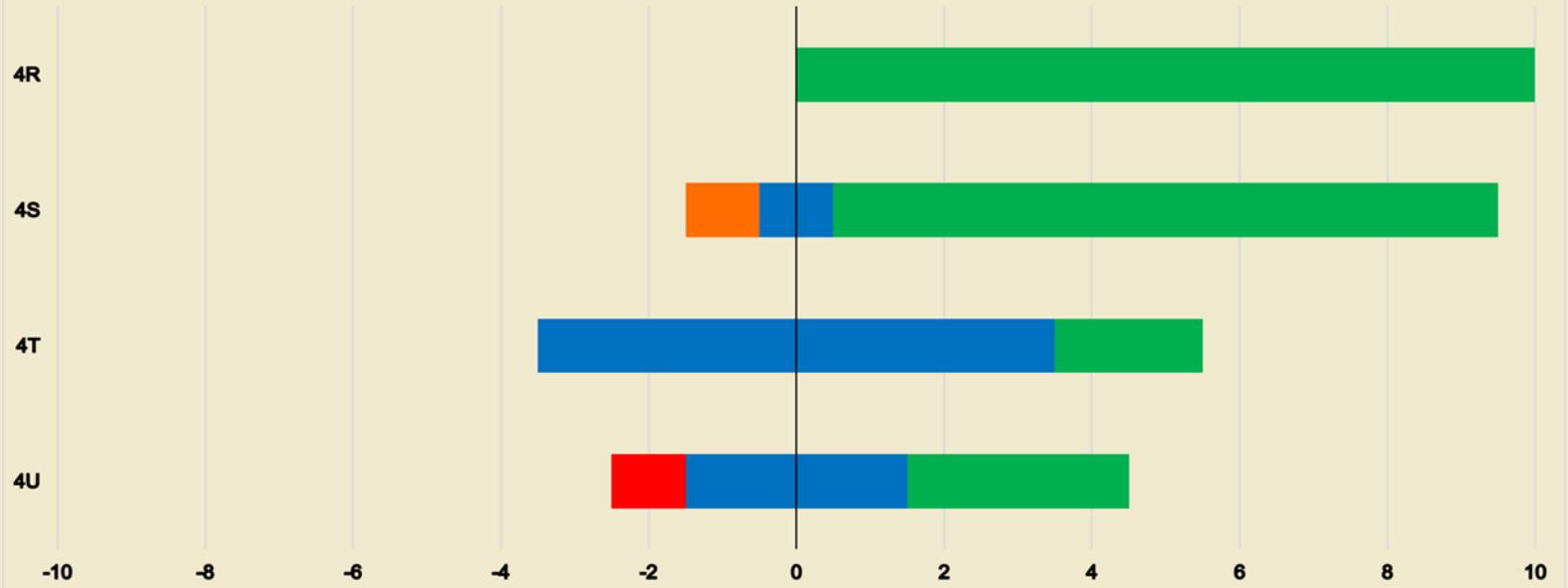
Provide information

Code	Proposal
4R	Ensure accessible and reliable information is available about public transport, also taking into account those without access to a smartphone
4S	Provide accessible information about existing cycle routes and walking routes in the city
4T	Provide more information about the positive impacts of shopping locally, rather than not locally.
4U	Provide more support for pedestrians to navigate the city, including those who are partially sighted



EDUCATION AND PUBLIC ENGAGEMENT

Education and public engagement, Provide information



EDUCATION AND PUBLIC ENGAGEMENT

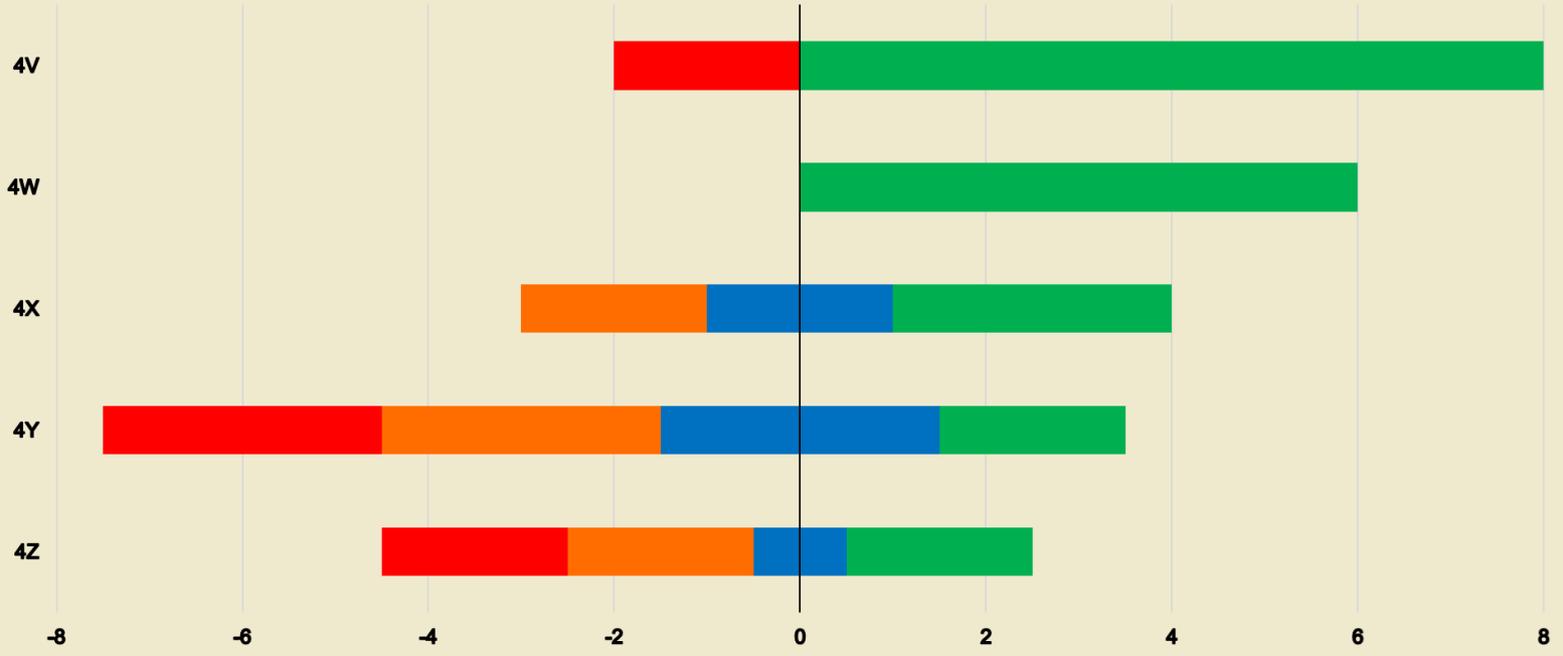
Awareness raising

Code	Proposal
4V	Provide educational programmes to help shift thinking from 'wants' to 'needs', and encourage a culture change. This could be in schools / colleges, at events such as fairs and festivals, and in public spaces such as Bonn Square.
4W	Fine vehicles blocking cycle lanes
4X	Enforce the use of cycle lanes
4Y	Provide safety training, space and information for motorcyclists.
4Z	Support the accountability of cycling, including the provision (and mandating) of low-cost insurance (that would be free for children)



EDUCATION AND PUBLIC ENGAGEMENT

Education and public engagement, Awareness raising



INFRASTRUCTURE AND LOGISTICS

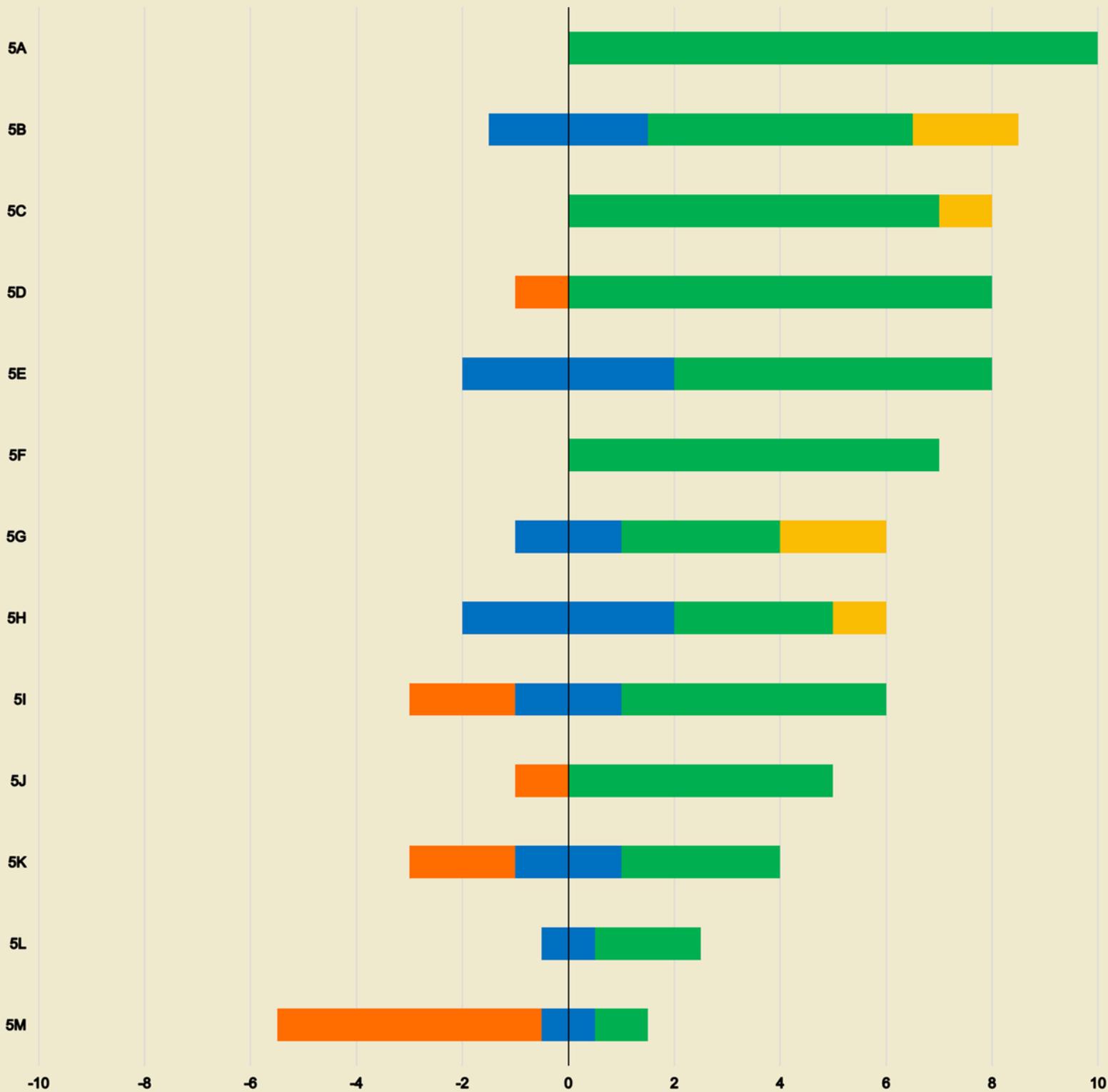
Walking and cycling infrastructure and road space allocation

Code	Proposal
5A	Give pedestrians, cyclists and mobility scooters right of way/higher priority. Provide more crossings that support visually impaired people and give all more time to cross, as well as allow diagonal crossing.
5B	Introduce more infrastructure for clear physical separation between different forms of transport, where this makes it safer
5C	Introduce systems that allow for separation in time between different forms of transport e.g. bike filter lights at traffic lights at all major junctions where bike lanes cross
5D	All new policies and decisions are put through a 'healthy travel' filter. E.g. Is this going to increase car journeys? Answer should be no. Will it make cycling more difficult? Answer should be no. An example of where this hasn't been done - new Kidlington roundabout.
5E	Ensure greater police enforcement of traffic rules to protect cyclists and pedestrians. Ensure police enforce rules about cycling.
5F	Ensure safe cycle corridors to schools and the surrounding areas separated from cars
5G	Ensure greater police enforcement of traffic rules on pavement parking to protect pedestrians, including wheelchair and mobility vehicle users and people pushing buggies or caring for children, or even make on pavement parking illegal. Think about wall-to-wall (not kerb to kerb) solutions to ensure safe ways through for pedestrians.
5H	Ensure police give high priority to stopping bike thieves (through deterrence and prosecution).
5I	Open up spaces that are currently not available for walking/cycling (e.g. University Parks)
5J	Reduce levels of motorised traffic and have road infrastructure that encourages drivers to slow down at junctions, creating more safety for cyclists
5K	Use existing space creatively (wall-to-wall rather than kerb-to-kerb)
5L	Develop alternative routes for non-motorised travel away from traffic, which still allow access to where people need to go (eg. University Parks)
5M	More official and creative ways to signal where cyclists have been killed (e.g. white bikes)



INFRASTRUCTURE AND LOGISTICS

Infrastructure and logistics, Walking and cycling infrastructure and road space allocation



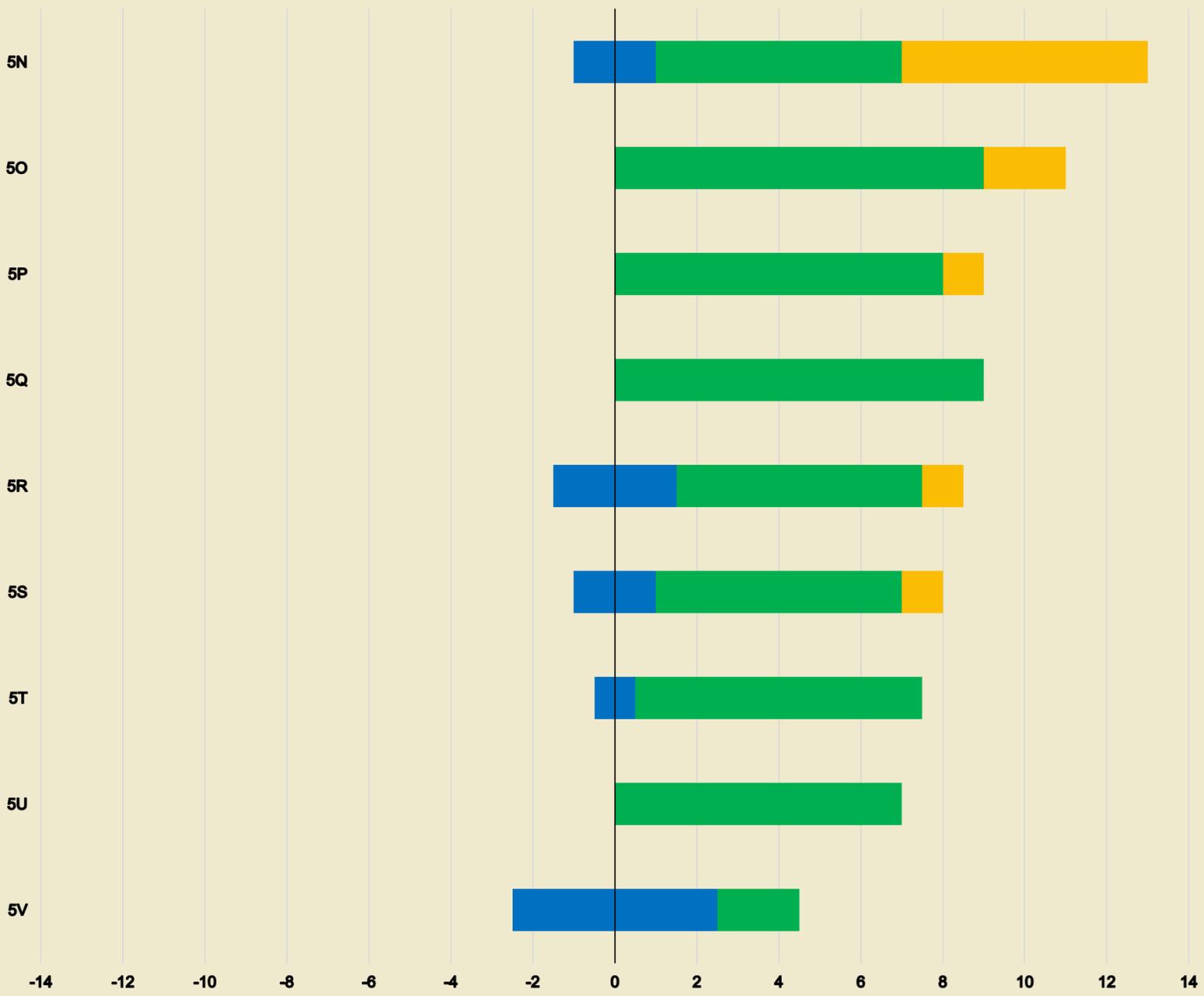
INFRASTRUCTURE AND LOGISTICS

Quality and maintenance of paths

Code	Proposal
5N	Ensure cycle paths are continuous uniformly and brightly colour coded of a standard width and not shared with pedestrians, bus stops, lamp posts, driveways and drainage lids (that are slippery in wet conditions). Incorporate drains so they don't disrupt cyclists and give cycle paths right of way over cars.
5O	Ensure pavements, roads and cycle paths have sound, even surfaces, are repaired when needed and well lit, and that drain covers are non-slip surfaced
5P	Ensure walkways and cycleways are not obstructed by hedges and verges
5Q	Improve ring road cycleways with barriers/greenery to separate motorised and non-motorised modes, and to reduce pollution exposure
5R	Explore the possibilities for using recycled materials to repair potholes
5S	Ensure cycle lanes are regularly monitored to keep them clean of debris from fallen tree branches, to fix potholes promptly and move obstructions like lamp posts
5T	Include a focus on pedestrians and wheelchair users at junctions and crossings (e.g. longer crossing times at crossings)
5U	Provide more vandal-proof benches, improved green spaces, sheltered 'stopping' areas for pedestrians and cyclists.
5V	Provide cycling infrastructure that facilitates cycling

INFRASTRUCTURE AND LOGISTICS

Infrastructure and logistics, Quality and maintenance of paths



INFRASTRUCTURE AND LOGISTICS

Routes and navigation

Code	Proposal
5X	Provide named off-road walking and cycling routes with signage (and distances) that are pleasant and that connect major areas
5Y	Better signage and information to help people find their way around and predict travel times when walking and cycling
5Z	Provide ramps and tracks so bikes can easily be taken over bridges etc

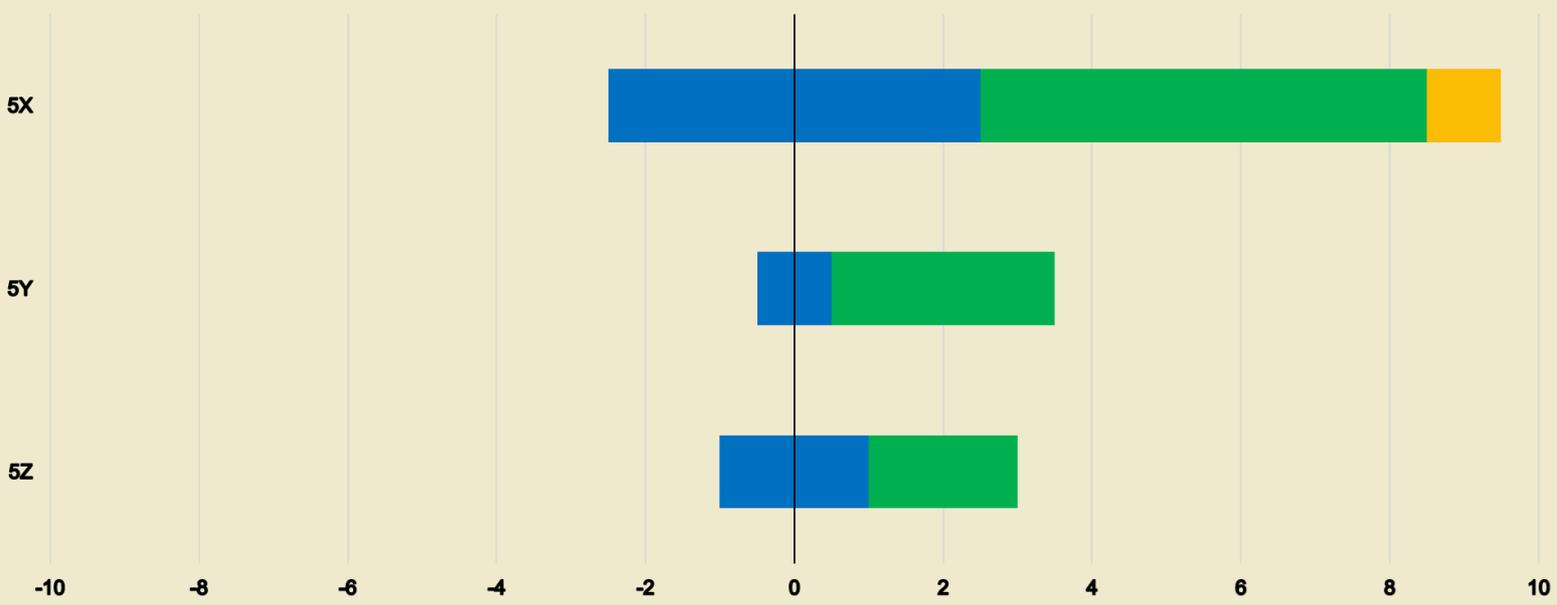
Cycle storage and security

Code	Proposal
5AA	Provide secure or patrolled designated bikes storage zones or "hangars" on streets or in empty retail stores where cyclists can leave bikes safely and easily
5AB	Provide bike storage and station access at the rear end of the train station
5AC	Provide more solar e-bike charging points and tyre pump facilities in easy access, strategic places

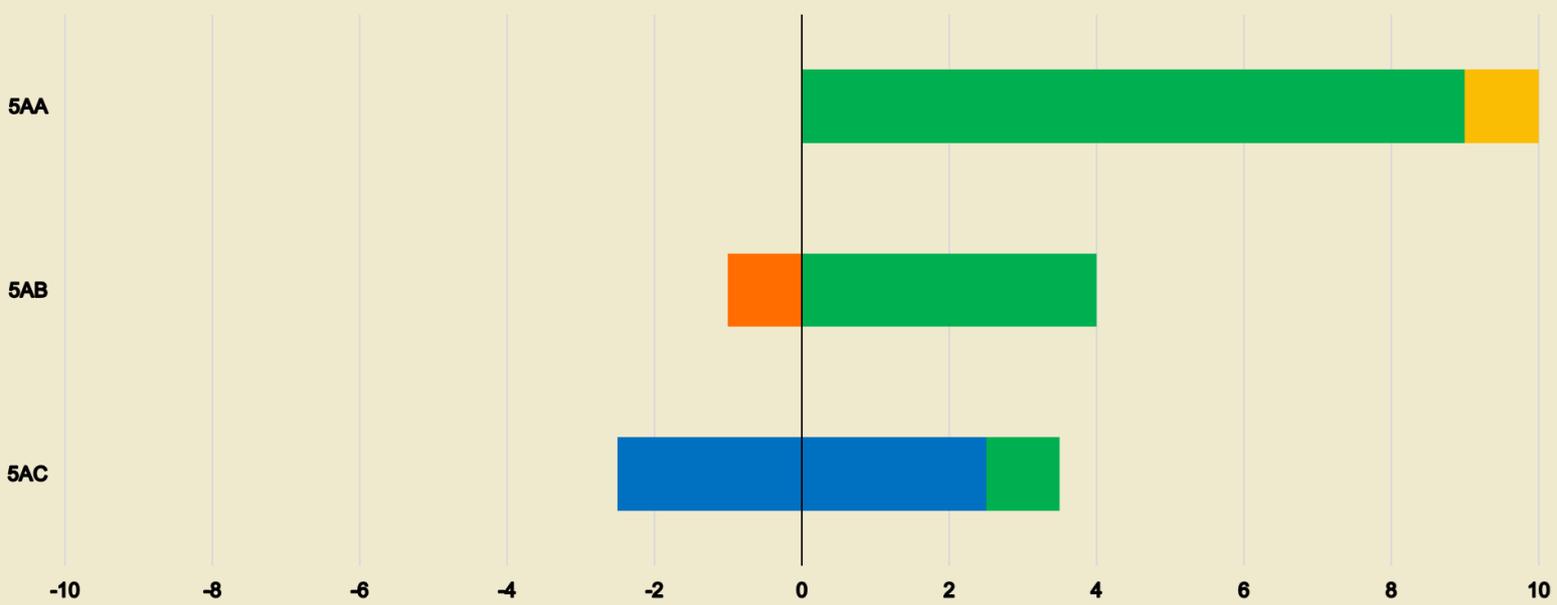


INFRASTRUCTURE AND LOGISTICS

Infrastructure and logistics, Routes and navigation



Infrastructure and logistics, Cycle storage and security



INFRASTRUCTURE AND LOGISTICS

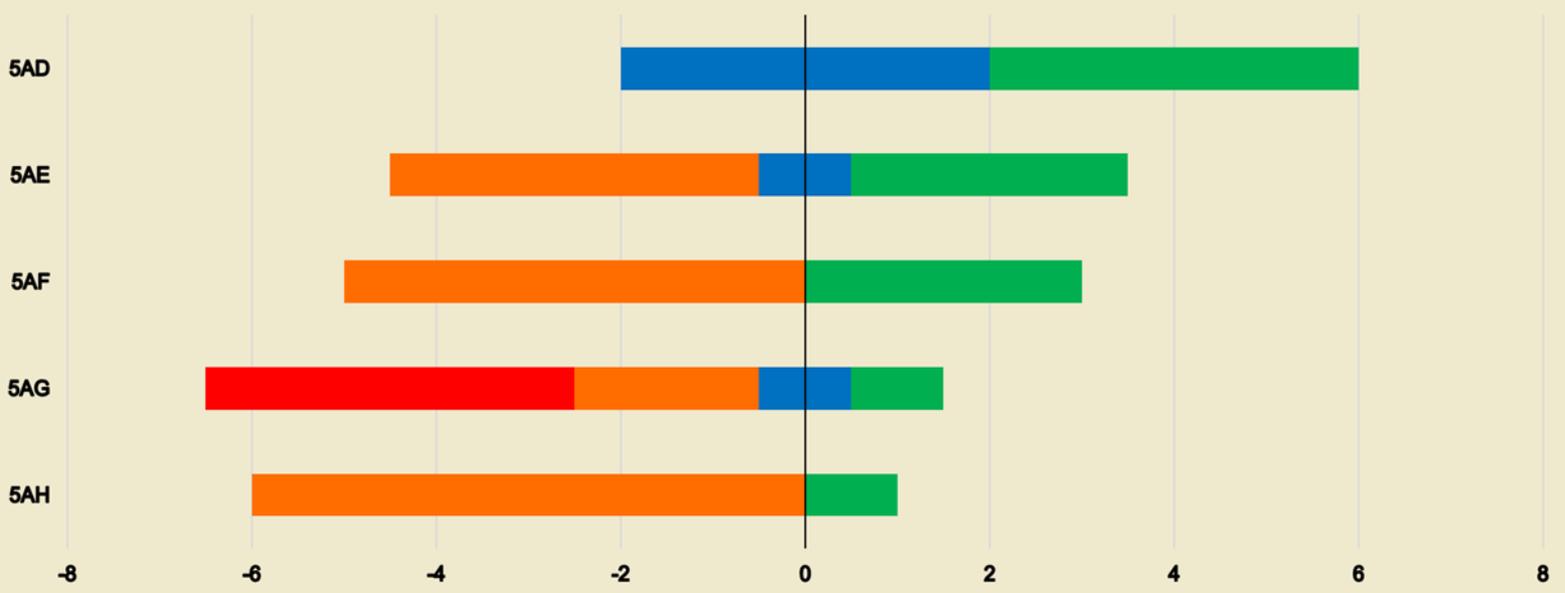
Deliveries

Code	Proposal
5AD	Introduce incentives offering lower delivery price to customers who accept delivery times that allow for grouping of local deliveries.
5AE	Ensure delivery depots are affordable and convenient, provide for bulk deliveries, lockers with warehouses and containers that address businesses' concerns about insurance, access and keys.
5AF	Introduce restrictions on the size of vehicles and technologies that are allowed in city centre
5AG	Introduce a levy on the delivery of online orders to incentivise local shopping, and to support the operation of low-emission last-mile deliveries
5AH	Build delivery depots on the ring road to facilitate last mile delivery using low emission (EV, e-cargo bikes and cycle) vehicles and help co-ordinate businesses to develop workable delivery systems that are good quality and affordable.



INFRASTRUCTURE AND LOGISTICS

Infrastructure and logistics, Deliveries



Generating proposals and recommendations

This Appendix provides further details about how proposals and recommendations were generated.

In the first two sessions, the Jurors agreed a set of criteria or principles that expressed what was important to them in reaching solutions to the core question. The criteria aimed to capture the needs or values that would underpin proposals that would work for everyone.

During the afternoon session of the day 3 meeting, after the speaker presentations were complete, the process of developing proposals began. Jurors spent some time reviewing the notes captured on flipcharts and Miro boards over the course of the sessions to date, as well as the criteria that the group had agreed were important. Following this, the Jurors were asked to each note down three ideas for solutions that came easily to mind that they felt would address the core questions of the Jury. From these ideas, five themes were identified:

1. Public transport
2. Active travel
3. Private vehicles, motorised transport and congestion
4. Education and public engagement
5. Infrastructure and logistics

Each Juror then selected a theme and worked in a group with other Jurors to cluster the post-its for that theme and to add more. In the groups, they considered what was missing, discussed any reservations or concerns they had and changes they would like to make.



Between days 3 and 4, the research team gathered material from the notes, post-its and flip charts generated by Jurors during the first three days. They organised them under the five themes, and clustered them under sub-themes, bringing together all the Jurors' inputs. They aimed to reflect all Jurors' views in a set of draft proposals that captured their discussions and ideas, in order to facilitate the process of reaching an agreed output by the end of the final day. The draft proposals were shared with the Jurors by email ahead of the day 4 session, with an invitation to review and comment on them by email.

On day 4, the facilitators and research team supported the Jurors to move from the criteria and the many discussions, insights and thoughts developed over the first three sessions, to agree a final set of proposals for Oxfordshire County Council. The aim was to establish what was missing from the draft set, what needed to be amended, and which ideas felt most important to individuals in the group, and then seeking consensus on these most important ones.

Establishing support for, concerns about, and opposition to, proposals was done using a system of coloured dots and stars. Each Juror was asked to indicate their level of support for each of the 157 proposals, using a coloured dot for each. The four colours (red, orange, green and blue) signified their varying levels of support according to the schema on page 100. In addition, each Juror was given a total of 7 gold stars, which they could use to identify the top 7 proposals that were most important to them.



Due to limited time and the large number of proposals, not all the proposals were assigned dots by every Juror: rather Jurors focused on the themes most important to them. This explains why not all proposals are assigned a total of 16 coloured dots.

The final stage of the proposal development was for the whole group to consider the proposals that had been assigned at least one star and also at least one red and/or orange dot, indicating that at least one of the Jurors valued it highly, and at least one Juror had some opposition or concern about it. Through applying the principles of convergent facilitation, the facilitator sought clarity on the nature of the concern or opposition and explored with the group whether the proposal could be amended in a way that addressed the concerns and retained the intention of the proposal, so it could be agreed by all. Time constraints meant it was not possible to explore the potential to generate consensus around every proposal, so those which had been assigned a star (denoting that it was of great importance to at least one Juror) were prioritised. Consensus was achieved across the whole group on 41 recommendations, each of which had been identified as a priority (with a gold star) by at least one Jury member.

	<ul style="list-style-type: none"> • I like this • I want this to be included
	<ul style="list-style-type: none"> • I could potentially support this if changes were made
	<ul style="list-style-type: none"> • I am opposed to this • I cannot live with this
	<ul style="list-style-type: none"> • I'm neutral • I'm okay with this being included
	<ul style="list-style-type: none"> • (Optional) These are my seven priority recommendations (select up to 7) (in addition to the green dots)



Contact

Global Centre on Healthcare and Urbanisation
Kellogg College
62 Banbury Road
Oxford
United Kingdom
OX2 6PN

street.voice@kellogg.ox.ac.uk

<https://www.gchu.org.uk/street-voice/>

Twitter: @GCHUOxford



Kellogg College
University of Oxford



Global Centre on
Healthcare & Urbanisation

NUFFIELD DEPARTMENT OF
PRIMARY CARE
HEALTH SCIENCES
Medical Sciences Division

STREET VOICE