Welcome...

The survey was sent to members by post and by email. We received 475 responses by the deadline, representing an overall response rate of 50%.

This survey’s lucky winner!

Mr Prideaux completed our Talkback survey and entered our prize draw. First out of the hat - he wins high street shopping vouchers for £30.

Do you know of anybody else that would like to become a member of Talkback?

Talkback helps us find out what residents views and opinions are on a range of services and issues. The views of panel members are important in helping us improve local areas and the way we deliver our services.

Every effort is made to ensure the panel mirrors the population of the city. Panel members are selected on the basis of where they live, age, ethnicity etc.

The results of all surveys are examined by officers in the Council who, together with your elected Councillors, use the panel’s views to help develop local policies and improve services.

Anybody interested in joining Talkback can do so by calling 01865 252057 or going to www.oxford.gov.uk/talkback
What’s important to you within each of the Council’s strategic priorities

More housing, better housing for all:
- Services for homeless people were heavily supported with four fifths of the panel considering them very or quite important.
- There was also lots of support for extending the licensing scheme aimed at improving accommodation standards in the private rented sector.

Stronger and more inclusive communities:
- The provision of leisure centres and free bus travel to pensioners received the most support.
- 61% of respondents felt that work to support the promotion of healthy lifestyles was very or quite important.
- Community Centres were considered to be ‘very’ or ‘quite important’ by 68% of respondents.

Improve the local environment, economy and quality of life
- Street cleaning and public health were considered to be a high priority by most respondents.
- 87% of respondents considered the maintenance of parks and green areas to be very or quite important.
- Planning for emergencies was supported by 66% of respondents.
- Public health was also a priority for the panel with 75% considering this to be ‘very’ or ‘quite important’.

Reduce crime and anti-social behaviour:
- Work with the police to combat anti-social behaviour received a high level of support with 91% of respondents considering this to be very or quite important.
- The reduction of environmental crime was also well supported with 79% considering this to be of above average importance.
- Street Wardens were well supported with 73% of respondents considering them to be ‘important’.

Building a world class city for everyone.
Tackle climate change and promote environmental resource management.

- Provide fuel poverty grants for insulation and home improvements.
- The most important services according to the panel were waste collection and recycling, which were rated above average importance by 91% and 90% respectively.
- Fuel Poverty Grants were considered to be particularly important by residents in the south east of the city and Cowley.

Transform Oxford City Council by improving value for money and service Performance.

- The collection of council tax was considered to be very or quite important by 70% of respondents.
- Managing the property portfolio was rated as above average importance by 59% of respondents.
- The importance of good customer services was also highlighted by the panel.

The top 5 rated services across all categories from a list of services provided were:
1. Waste collection
2. Working with Thames Valley Police to reduce crime and anti-social behaviour
3. Recycling
4. Street cleaning
5. Maintenance of Parks

Charging

- The majority of the panel felt that influencing behaviour through charging and differential charging were acceptable. However, qualitative comments revealed a significant minority of respondents who were strongly opposed to any form of ‘means testing’.
Overall Priorities

- The final section of the survey invited respondents to list their two most important and one least important service. The results show that waste and recycling was by far the most important. Least important included car parking, managing markets and street fairs.

What will happen to the results?

We will use the results to make changes in the way we operate. Some of the changes include:

- We are proactively prosecuting rogue landlords, publicising these prosecutions, and lobbying Government to extend the rental housing licensing scheme city-wide.
- One of the targets in our Corporate Plan is to ensure 200 new affordable properties are built in Oxford each year.
- We have a target to extend Green Flag status from 3 to 5 parks (Green Flag is a national standard for parks and green spaces in England and Wales).
- We have a target to reduce the Council’s carbon footprint by 8% by 2010 and 28% by 2012.
- We will work in partnership to reduce the number of children in primary schools categorised as obese, and raise the levels of adult participation in sport by 4% by 2012.
- We will work closely with the Primary Care Trust on schemes around health promotion.
- We will ensure there is a proactive programme of joint working including jointly funded Police Community Support Officers.
- The waste and recycling service area will be subject to a fundamental service review. We will market the most cost effective way of delivering this service to you.

You can find the full report to this survey (Report for November 2008 Survey) on our website at

www.oxford.gov.uk/consultationresults