**Who is asking the questions?**
Our equalities and diversity team who are responsible for updating our policies on equality.

**What do we need to know?**
We want to know whether people have equal access to our services, regardless of race, gender, disability, sexual orientation, religion or age.

**Why are we asking you?**
Because you are likely to have views and experiences of equal access to services.

**What will happen to the results?**
The results will be used to decide what actions need to be taken to promote equality and eliminate discrimination.

---

1. **How would you rate our services for:**

(Please tick 1 box for each statement)

<table>
<thead>
<tr>
<th>Good</th>
<th>Fair/Mixed</th>
<th>Not very good</th>
<th>Poor</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
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<td></td>
</tr>
</tbody>
</table>

Providing physical access to public buildings.
Meeting the needs of people who are deaf or have hearing impairments.
Meeting the needs of people who are blind or have visual impairments.
Communicating with people who do not speak English.
Recognising the needs of the different cultural groups in Oxford.

Is there anything else you would like to add?
How would you rate the physical accessibility of the following? This includes issues with physical accessibility which may arise if you are carrying luggage or a baby’s pushchair for example.

(Please tick 1 box for each statement)

<table>
<thead>
<tr>
<th></th>
<th>Good</th>
<th>Fair/Mixed</th>
<th>Not very good</th>
<th>Poor</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council buildings</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Centres</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Council leisure facilities and parks</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public toilets</td>
<td></td>
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</tr>
</tbody>
</table>

Is there anything else you would like to add?

__________________________________________________________________________

Have you or your family and friends experienced any problems with gaining ACCESS to our services?

☐ Yes       ☐ No

If yes please give details

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

Have you personally experienced any difficulty with communication in your dealings with us?

☐ Yes       ☐ No

If yes please give details

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________
Have you ever faced DISCRIMINATION in relation to our services because of your age, sex, race, sexuality, disability, religion or another factor?

☐ Yes ☐ No

If yes, which service? ______________________________________________________

What happened? ____________________________________________________________

If you were to experience discrimination, what would you do?

☐ Report to Council ☐ Complain to the organisation where discrimination is taking place
☐ Report to Police ☐ Nothing
☐ Consider legal action ☐ Don’t know what to do

Do you feel that we provide enough opportunities for you to express your views about our services?

☐ Yes generally ☐ Sometimes ☐ No

Do you find the information (leaflets, letters etc) you receive from us clear and easy to understand?

☐ Definitely ☐ Mostly ☐ Occasionally ☐ Not at all ☐ Don’t Know

If information is not clear and easy to understand please suggest any improvements we could make

__________________________

__________________________

__________________________

Overall do you have any suggestions about what else we could do to meet the particular needs of Oxford’s diverse population groups?

__________________________

__________________________

__________________________
Who is asking the questions?
Our Leisure Services team who are responsible for running our leisure centres, swimming pools, ice rink and outdoor sports facilities.

What do we need to know?
We want to know what is important to you when deciding which leisure facilities to use in the city. We want to know your views, whether you use Council or privately run facilities.

Why are we asking you?
We want to see how we can make our leisure facilities better match your priorities.

What will happen to the results?
The results will be used, along with information about Oxford’s population, to help us decide how we can provide a better value Leisure Service in Oxford.

1. Have you used any of our Leisure Centres in the past year?
   □ YES    □ NO

   If YES which have you used? (please tick all that apply)
   □ Blackbird Leys Pool    □ Temple Cowley Pools    □ Hinksey Pool
   □ Ice Rink              □ Barton Pool             □ Peers Sport Centre
   □ Blackbird Leys Leisure Centre □ Ferry Sport Centre

2. Have you used a privately run (including university facilities) gym or sports centre in the past year?
   □ YES    □ NO

   If YES which have you used?
3. **Approximately how often do you use a gym or sports facility?**

*(Please tick 1 box in each row)*

<table>
<thead>
<tr>
<th></th>
<th>More than once a week</th>
<th>Once a week</th>
<th>Once a month</th>
<th>Irregularly</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Privately run sports/leisure facility</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Council run sports/leisure facility</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. **What time of day do you generally use gym or sports facilities?**

*(Please tick all that apply)*

<table>
<thead>
<tr>
<th></th>
<th>Weekdays</th>
<th>Weekends</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early morning (before 9am)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daytime (9-5)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evening (past 5pm)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. **What factors can prevent you from using a gym or sports facility?**

*(please tick a maximum of 3)*

- Lack of time
- Cost
- Transport issues
- Poor facilities
- Disability not catered for
- Lack of child care
- No interest in using Leisure Centres
- Other (please specify)

6. **What are, or would be, your three most important factors when choosing a gym or sports facility?** *(please tick a maximum of 3)*

- Membership cost
- Quality of facilities available
- Helpful and friendly staff
- Availability of childcare
- Provision of facilities for disabled users
- Secure cycle parking
- Easy access by public transport
- Car parking facilities
- No interest in using Leisure Centres
- Other (please specify)
7. What would encourage you to use a gym or sports facility more often, or start using a gym or sport facility? (please tick a maximum of 3)

☐ Trial membership periods
☐ Social events organised by the Centre (for example organised teams)
☐ Price of individual tuition
☐ Availability of individual tuition
☐ Better quality facilities
☐ Flexible opening hours
☐ Child care facilities
☐ No interest in using Leisure Centres
☐ Other (please specify)

8. Can you suggest any other improvements that you would like to see at a gym or sports facility?

________________________________________________________________________
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**Website**

**Who is asking the questions?**
The website team who are responsible for the maintenance and upkeep of the website.

**What do we need to know?**
We would like to know what you think of the new design of the website which occurred last Autumn. We also want to know if the website includes all the information you need on it.

**Why are we asking you?**
Because many of you will be users of the website.

**What will happen to the results?**
We will use the results to make ongoing improvements to the website. When we surveyed you last year about the website the results helped us when we redesigned the site to ensure it met many of the issues you raised.

1. **Have you visited the website in the past 4 months?**
   - [ ] YES
   - [ ] NO

2. **How would you rate the redesigned website in terms of ease of use?**
   - [ ] Very Good
   - [ ] Good
   - [ ] Average
   - [ ] Poor
   - [ ] Very Poor
   - [ ] Do not use website

3. **We have introduced new accessibility features such as ‘Text 2 Speech’ which allow our web pages to be read aloud for users who have sensory impairments. What do you think of this feature?**
   - [ ] Excellent
   - [ ] Good
   - [ ] Average
   - [ ] Fair
   - [ ] Poor
   - [ ] Don’t know
4 For what purpose do you use the website?

☐ To find information about a service
☐ To apply for something (e.g. job, planning permission etc)
☐ Submit a comment, compliment and/or complaint
☐ To make a payment
☐ Other reason (please state)
☐ Do not use the website

5 Do you find the information on our website useful?

☐ I find the information very useful
☐ I find the information quite useful
☐ I do not find the information useful
☐ Don’t know

6 Do you have any suggestions for changes you would like to see made to the website?

If you would like to receive future Talkback Surveys via email please enter your email address below. Also if your email address has changed recently, please enter it below.

Name

Email address