

# Communications and engagement

Hints and tips to help the partnership promote equality and diversity in its communications and engagement work.

## Holding events for the public

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- Choose a wheelchair accessible venue - check there are accessible toilet facilities for both disabled attendees and attendees with children (if appropriate)
- When advertising the event, think about using a range of channels (e.g. website, local community newsletters, day centres)
- Check the calendar to try and avoid running events on the same dates as major local, cultural and/ or religious events
- Provide refreshments that are suitable for a range of diets, including vegetarian, vegan and halal. Make sure these different foods are clearly labeled

## Putting together information on behalf of the partnership

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- Try to use Plain English in all partnership literature (see [www.plainenglish.co.uk](http://www.plainenglish.co.uk) for details)
- Use a sans serif font (e.g. Arial, Univers) at 12 point minimum
- Would it be appropriate to offer some partnership information in alternative formats (e.g. large print, easy read) and/or languages which would be provided upon request?
- It's often helpful to use pictures/ photos to convey information
- Try to use images in partnership literature which represent all sections of Oxfordshire's community
- Think about how you're going to make the partnership information available to people (try not to rely on just one channel e.g. the Internet)

## Running consultations

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- Make clear that consultation responses are treated in confidence and will not be linked to an individual.
- Where public consultation is carried out by a third party on the partnership's behalf (e.g. by a consultant or market research company), make sure they understand the need to be inclusive and accessible
- Use a variety of consultation techniques and opportunities to maximise involvement (e.g. exhibitions, focus groups, surveys)
- Draw on partner organisations' consultation mechanisms and expertise to get feedback on partnership issues - this will help avoid duplication
- Monitor who is responding to your consultation - are there any groups in the community that haven't had their say? If so, think about carrying out some targeted consultation to fill the gap.
- Try to set up your consultation so that you will be able to analyse the results according to disability, gender, ethnicity etc of respondents (to spot common issues)