

ANNEX TO ITEM 7

EQUALITIES PANEL

24 JANUARY 2000

CITIZEN SURVEY 1999

1. Introduction

This report is an analysis of the results by gender, ethnicity and disability of the survey conducted by NOP on behalf of Milton Keynes Council.

One of the tasks within the Equalities Corporate Action Plan (CP5) is to continue to use relevant external data to inform policy. These results can feed into policy development within the relevant directorates/service areas.

Please note that if you are using this information in any reports/presentations/service plans etc., you must state the following background methodology behind the survey:

- Sample size of 1079. Interviews conducted face to face in respondents homes between 2 October and 7 November 1999.
- Data Weighted by age, sex, working status, tenure and ethnicity to represent the residents of Milton Keynes.
- Extra booster interviews were carried out with ethnic minority residents. The total number of ethnic minority residents interviewed is 115.
- The overall sample size is associated with an error of +/-3 %. When comparing figures therefore, a difference of 3 per cent or more is significant.
- The percentages within these tables are based on the following sample sub - groups:

Gender

Male	524
Female	555

Ethnicity

White	964
Minority	115

<u>Disability</u>	186
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2. Summary

See final page.

Impressions of the Council

Q.1. *Thinking about this area, how satisfied or dissatisfied are you with this area as a place to live?*

	MKC 1999	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
Very/fairly satisfied	87%	88%	85%	87%	82%	85%
Very/fairly dissatisfied	9	8	10	9	15	8

- Almost 9 in 10 residents are satisfied with their area as a place to live
- Although the level of satisfaction is slightly lower amongst the ethnic minorities group, they have a higher level of dissatisfaction with their area - 15% as against 9% for the population as a whole

Q.2. *And over the past two years or so, do you think this area has got better or worse as a place to live, or has it stayed about the same?*

	MKC 1999	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
Better	11%	14%	8%	11%	17%	12%
Worse	26	25	27	26	19	32
Stayed the same	58	56	59	58	51	51

- Nearly 6 in 10 residents think that their area has stayed the same
- A quarter of the population think that their area has got worse. This is highest in the disability group with one third perceiving that the area has got worse as a place to live
- The Ethnic Minorities Group was the most likely to feel their area had got better (17%)

Q.3. Overall, how satisfied or dissatisfied are you with the way Milton Keynes Council is running the area?

	MKC 1999	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
Very/fairly satisfied	63%	64%	62%	63%	65%	56%
Very/fairly dissatisfied	22	22	22	22	20	35
Neither	12	13	12	12	9	6

- Approaching two thirds (63%) of local people are satisfied with the way the council is running the area
- Highest dissatisfaction is with the Disability group (35%) whilst the Ethnic Minority group is as likely as the White group to be satisfied

Q.4. *I am going to read out a list of statements about Milton Keynes Council and I would like you to tell me, from this card, how strongly you agree or disagree with each.*

	MKC 1999		Ethnicity				Disability	
	Agree	Dis-agree	White		Minority		Agree	Disagree
			Agree	Disagree	Agree	Disagree	Agree	Disagree
The quality of Council services is good overall	66%	18%	66%	18%	65%	14%	64%	24%
The Council is too remote and impersonal	38	26	37	26	45	26	41	33
The Council gives residents good value for money	47	27	48	27	39	36	50	30
The Council treats all types of people fairly	47	23	46	23	54	24	46	32
The Council appears to be honest in its dealings	46	17	46	18	49	13	45	26

The quality of Council services is good overall

- Two thirds (66%) of local residents feel the quality of council services is good overall.
- Almost one quarter (24%) of the Disability group do not agree with this statement

The Council is too remote and impersonal

- Less than 4 in 10 (38%) feel that the council is too remote and impersonal
- 45% of the Ethnic Minority Group were in agreement with this statement compared with only 37% of the white population
- One third (33%) of the Disability Group disagreed with this statement

The Council gives residents good value for money

- Approaching 5 in 10 (47%) of local people feel that the council is giving residents good value for money.
- Just over one third (36%) of the Ethnic Minority Group disagree with this statement compared with 27% of the white population.

The Council treats all types of people fairly

- 47% (nearly 5 in 10) of local people feel that the council treats all types of people fairly.
- Over half of the Ethnic Minority Group (54%) agree with this statement
- Almost one third (32%) of the Disability Group disagree with this statement

The Council appears to be honest in its dealings

- Just under 5 in 10 (46%) agreed that the council is honest in all its dealings
- A quarter (26%) of The Disability Group disagreed with this statement

Q 25. *Which of these statements comes closest to your own attitude towards Milton Keynes Council?*

	MKC 1999	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
I'm not interested in what the Council does, or whether they do their job	1%	1%	1%	1%	2%	-
I'm not interested in what the Council does, as long as they do their job	12	11	12	11	20	12
I like to know what the Council is doing, but I'm happy to let them get on with their job	60	58	63	61	47	55
I would like to have more say in what the Council does, and the services it provides	24	25	23	24	27	30
I already have some say in the Council and the services it provides *	1	2	1	1	3	2

- 13% of local people are not interested in what the council does. 84% expressed an interest.
- The Ethnic Minority group have least interest in what the Council does (22%), 74% expressed an interest
- The Disability group is most likely to want to to have more say in what the Council does (30%)

Service Priorities

Q.8. *Still thinking of council services, which one is the most important? Which is the second most important?*

(Percentages are combined totals for first and second choices)

Service	MKC 1999	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
Schools	34%	29%	39%	34%	43%	23%
Refuse collection	22	25	20	23	15	18
Public transport	17	16	19	17	29	18
Road & pavement maintenance	14	17	11	14	11	15
Street cleaning/litter removal	11	11	11	11	10	9
Services for the elderly and disabled	10	10	11	11	6	19

- Local residents identified the following as their top 5 most important services:
 - schools 34%
 - refuse collection 22%
 - public transport 17%
 - road and pavement maintenance 14%
 - street cleaning/litter removal 11%
- The following groups rated the importance of Schools higher than the overall population: Females (39%), Ethnic Minority Group (43%).
- Public Transport was considered to be of second highest importance by the Ethnic Minority Group - almost 3 in 10 (29%).
- The Disability Group rated services for the elderly and disabled to be their second most important service (19%)

Q.9. *And if the council were to spend more money on a particular service, which service would be your first priority? And which would be your second priority?*

Service	MKC 1999	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
Schools	33%	31%	35%	32%	46%	23%
Public transport	28	30	26	28	31	31
Services for the elderly and disabled	16	15	16	16	5	21
Road & pavement maintenance	14	16	13	15	10	16
Public car parks	10	11	10	11	7	7
Council housing	10	9	12	10	10	14

- Services that are considered as overall spending priorities are:
 - schools 33%
 - public transport 28%
 - services for elderly and disabled 16%
 - road and pavement maintenance 14%

- Almost half (46%) of the Ethnic Minority Group considered Schools to be the overall spending priority

- Services for the elderly and disabled were rated as a higher spending priority by the Disability group (21%) than the population overall (16%).

Issue Priorities

Q.22. *I am going to read out some things that the council is considering as possible priorities for the local area. Please tell me, using a phrase from this card, how important each one is.*

Issue	MKC 1999 Very important	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
Reducing youth crime	86%	83%	90%	86%	89%	88%
Improving care and support for older people in their own homes	78	78	78	78	73	84
Improving standards in schools	77	73	82	77	85	71
Reducing poverty and discrimination	70	66	74	70	80	73
Improving public transport	64	65	63	63	72	75
Improving the efficiency of council services	60	57	63	59	71	64
Ensuring a prosperous economy	60	60	60	60	59	54
Regenerating older town centres and housing estates	57	55	58	57	52	66
Future planning of Milton Keynes	50	51	49	49	56	53
Making council services more environmentally friendly	44	41	46	43	57	43
Improving the management of council housing	42	37	48	42	46	53
Involving the local community more in the work of the council	43	39	46	42	55	55
Increasing the amount of waste recycled	40	38	43	40	51	37

- When asked to identify which was the most important issue to them from a list of priorities the council is considering, over 7 in 10 local people identified the following issues:
 - reducing youth crime (86%)
 - improving care and support for older people in their homes (78%)
 - improving standards in schools (77%)
 - reducing poverty and discrimination (70%)

- The Disability group considered *improving care and support for older people in their own homes* to be of greater priority than did other groups.

- The Ethnic Minority Group considered *improving standards in schools* to be a particularly important priority issues (85%)
- *Reducing poverty and discrimination* was also a more important priority to the Ethnic Minority Group than the overall population (80% versus 70%)
- *Improving Public Transport* was of greater concern to the Disability (75%) and Ethnic Minority (72%) Groups than the overall population (64%)

Communication

Q.10. *How well do you think Milton Keynes Council keeps residents informed about*?

MKC 1999 Issue	MKC 1999	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
The services and benefits it provides	54%	54%	53%	54%	45%	51%
Local events and activities that affect you as residents	60	60	59	60	51	55
The reasons why it makes the decisions it does	33	34	33	34	30	32
How the council spends its money	38	41	35	39	29	39
The council's standards of service	43	43	43	44	37	42
Its future plans	42	41	44	43	38	38
How to complain	45	44	46	45	41	46
How well the council is performing	47	49	45	47	41	42
Who to contact at the council to find out about services and facilities	51	50	51	51	43	55

The services and benefits it provides

- The council is seen to be keeping people well informed with a rate of over 5 in 10 (54%) of local people.
- The Ethnic Minority Group do not feel as well informed (45%)

Local events and activities that affect you as residents

- Nearly two thirds of the local population (60%) feel that the council does keep them well informed about local events and activities.
- The groups that feel less well informed about events and activities are the Ethnic Minorities Group (51%) and Disability Group (55%)

The reasons why it makes decisions

- A third of local people (33%) agree that the council does keep them well informed about why it makes decisions
- The group that felt that it was receiving less information on this was the Ethnic Minority Group (30%)

How the council spends its money

- Approaching 4 in 10 (38%) local people feel the council does keep them well informed on this issue.
- Only 3 in 10 (29%) of the Ethnic Minority Group felt they were well informed on how the Council spends its money

The council's standards of service

- Over 4 in 10 (43%) local people feel that they are kept well informed on the council's standards of service.
- Those in the Ethnic Minority group (37%) felt least well informed with information about standards

Its future plans

- 42% of local people agreed that they are kept well informed about the council's future plans.
- This figure was not as high for the Ethnic Minority and Disability groups (38%)

How to complain

- Over 4 in 10 (45%) people overall felt that they are kept aware about how to complain.
- The Ethnic Minority Group felt somewhat less well informed on how to complain (41%)

How well the council is performing

- Nearly 5 in 10 (47%) local people feel that they are kept aware about council performance.
- Both the Ethnic Minority (41%), and Disability Group at (42%) felt less well informed than the overall population .

Who to contact at the council to find out about services and facilities

- Over half of the local people (51%) said the council keeps them well informed on who to contact at the council.
- The Ethnic Minority Group felt least well informed (43%) about this.

Q11 *On which of the areas, if any, would you like more information about Milton Keynes Council?*

	MKC	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
How the Council spends its money	39%	38%	41%	39%	45%	36%
The reasons why it makes the decisions it does	32	36	28	33	23	30
Improvements planned for services	31	33	28	30	34	29
The services and benefits it provides	25	22	28	25	23	31
Local events and activities that affect you as residents	23	19	27	23	18	15
Who to contact at the council to find out about services and facilities	22	22	22	22	27	26
How to complain	18	19	17	17	28	19
How well the Council is performing	17	19	15	17	22	16
The Council's standards of service	14	15	13	14	16	14

How the Council spends its money

- Almost 4 in 10 (39%) people would like more information on this area
- This percentage was higher in the Ethnic Minority Group (45%)

The reasons why it makes the decisions it does

- Nearly one third (32%) of the local population would like to see more information provided on why the Council makes the decisions it does
- The Ethnic Minority Group are less likely to have an interest in this area (23%)

Improvements planned for services

- Almost one third (31%) of the local population would like more information on this area

The services and benefits it provides

- One quarter of the population (25%) would like additional information on this area
- The Ethnic Minority Group were more likely to want additional information (31%)

Local events and activities that affect you as residents

- Almost a quarter (23%) of residents overall would like more information on this area
- A higher percentage of the Female population would like more information (27%)
- The Disability Group have least interest in this area (15%)

Who to contact at the council to find out about services and facilities

- Both the Ethnic Minority (27%) and Disability Groups (26%) would like more information on who to contact at the Council than the general population (22%)

How to complain

- Fewer than 2 in 10 (18%) local residents would like more information
- At nearly one third (28%), the Ethnic Minority group gave this a high rating for wanting to have more information

How well the Council is performing

- 17% of local residents would like to receive more information about performance
- The Ethnic Minority Group showed the most interest in receiving more information on this area (22%)

The Council's standards of service

- This area of service attracted the least interest from all of the groups

Q.12 a *From which of these sources do you currently receive information about Council services and what the Council is doing?*

	MKC 1999	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
The Messenger/Newsletter from the Council	84%	80%	88%	85%	79%	85%
Council Tax leaflet	22	23	20	22	10	16
Local newspapers	75	75	75	76	65	70
Libraries	13	13	13	13	12	16
Local radio	22	23	21	23	11	18
Local television	12	10	14	12	8	11
Personal contact	4	4	3	4	2	7
Leaflets	24	24	23	23	31	17
District Offices	3	3	3	3	1	7
Local Councillors	6	5	6	6	-	8
Special newsletter dealing with specific issues e.g. local plan	14	13	15	14	12	18
Schools	8	7	8	8	7	6
Internet/MK Website	3	3	2	3	5	1
Word of mouth	21	24	18	21	16	18

- The Messenger/Newsletter from the Council is the most important source for all groups for information about the Council
- Local Newspapers are also a good source of information with 3 out of 4 (75%) local residents receiving information via this source. This decreases for the Disability (70%) and Ethnic Minority Groups (65%)
- The Council Tax Leaflet is considered to be a source of information by almost a quarter of the population (22%), but only by 1 in 10 of the Ethnic Minority Group (10%)
- Local Radio is used by only one in ten of the Ethnic Minority Group (11%) compared with two in ten of the local population (22%)
- Leaflets are a source used by almost a quarter of the local population, (24%) but more highly used by almost one third of the Ethnic Minority Group (31%)
- Local Councillors were not mentioned as a source to receive information by the Ethnic Minority Group

Q12b *And how would you prefer to receive information? Please choose one or two ways of receiving information?*

	MKC 1999	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
The Messenger/Newsletter from the Council	62%	62%	62%	62%	57%	65%
Council Tax leaflet	6	7	5	6	6	6
Local newspapers	37	39	34	37	40	30
Libraries	3	4	2	3	3	2
Local radio	11	14	7	11	8	9
Local television	6	6	7	6	11	6
Personal contact	4	4	3	4	8	8
Leaflets	18	17	19	18	15	13
District Offices	1	1	1	1	2	2
Local Councillors	5	6	3	5	2	8
Special newsletter dealing with specific issues e.g. local plan	18	13	24	18	13	19
Schools	2	2	2	2	1	2
Internet/MK Website	3	6	1	3	6	2
Word of mouth	4	5	3	4	4	4

- Almost two thirds of the local population chose Messenger as their preferred source of information (62%). This was by far the most popular option across all the groups examined.
- Local newspapers were the second most preferred option, with over a third favouring this option (37%). There was less support for this option from the Disability Group (30%).
- Leaflets were in the top four of the sources favoured by residents overall (18%).
- Special newsletter dealing with specific issues was amongst the top four sources of information (18%). This was rated more highly by the Female Group (24%).

Local Voting

Q27. *A lot of people don't manage to vote in local elections. How about you?
Thinking about the last time there were local elections in your area, did you
manage to vote?*

	MKC 1999	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
Yes	58%	59%	56%	58%	49%	62%
No	37	36	38	37	41	32
Too young to vote	3	2	3	3	1	4
Not eligible/on the register	2	2	6	1	7	1

- Over half the local population say they voted in the last local elections (58%)
- More people from the Disability group say they voted (62%) than from the general population (58%)
- The Ethnic Minority group were less likely to vote than any of the other groups (49%)

Q28. *Why didn't you vote in the last local elections?*

	MKC 1999	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
There was no-one there I want to vote for	3%	3%	2%	2%	8%	2%
I was too busy	15	19	10	15	10	13
I/someone in my family was unwell	4	2	6	4	2	12
I was away from home on election day	18	22	15	18	16	17
I was not interested in the election	8	7	9	8	6	6
I was too young to vote	1	-	3	1	4	-
I was not registered to vote	6	5	6	6	4	2
Whether I vote or not makes no difference to what the Council does or how well it does	3	4	3	3	4	2
I did not know the election was taking place	2	2	1	2	-	4
I deliberately decided not to vote	10	9	12	11	6	19
The polling station was too difficult to get to	1	1	2	1	3	3
Forgot	7	7	6	7	9	2
Didn't receive a polling card	3	3	4	3	5	1
Not given enough information	4	3	6	5	2	5
Did not live in this area at the time	6	8	4	6	9	4
A waste of time	1	-	2	1	3	5
Other	5	6	4	5	7	4

- The Ethnic Minority Groups was more likely to say there was no-one they wanted to vote for (8%) as against the general population 3%
- The Disability Group were more likely to consider voting a waste of time (5%) than any of the other groups (1%). They were also more likely to deliberately decide not to vote (19%) compared with the general population (10%)
- Males (22%) are more likely than any of the other groups to be away from home on election day

Q29. *If you were given a choice on how you could vote at elections, would you prefer to vote..*

	MKC 1999	Gender		Ethnicity		Disability
		Male	Female	White	Minority	
By post	24%	21%	27%	24%	25%	24%
By phone	18	15	21	18	18	21
By email	10	14	7	10	19	4
Or in person at a polling station	47	50	44	48	37	54
Don't know/ wouldn't vote	3	3	3	3	5	3

- The most popular method of voting for all groups is in person at the polling station, however the Ethnic Minority Group are less likely to prefer to vote in person at the polling station (37%) than the general population (47%) ,
- It is Interesting to note that the Disability group do not favour phone or postal methods above voting in person at the polling station

SUMMARY

Overall Performance

- Compared to the general population
- ? Ethnic Minorities are more likely to be dissatisfied with their area as a place to live (15% vs 9%).
- ? People with disabilities are more likely to be dissatisfied with the way in which the Council is running the area (35% vs 22%) and less likely to feel the quality of services is good overall.
- ? Ethnic Minority groups are more likely to feel the Council is too remote and impersonal (45% vs 37%)
- ? Those with disabilities are more likely to feel that the Council does not treat all people fairly (32% vs 23%)
- ? Ethnic Minority people are more likely to feel the Council does not treat all people fairly (54% vs 47%)

Priorities

- Priorities are similar across the different population groups examined, but...
- ? Schools were rated particularly highly by ethnic minorities and women
- ? Services for the elderly and disabled were higher priorities for the disability group
- ? Public transport was rated more highly by the ethnic minority and disability groups

Communication

- The Ethnic Minority group felt less well informed than the general population in almost all categories of information
- Messenger is the most used source of information about the Council across all population groups
- Ethnic Minority groups are somewhat less likely to use local newspapers and local radio as a source of information than the general population

Voting

- People with disabilities were more likely and ethnic minorities less likely to vote in local elections than the general population.
- As with other groups, the preferred voting method of those with disabilities is in person at the polling station.

Overall Conclusion

- For Ethnic Minority residents the most pressing issue is that of communication
- For people with disabilities, the provision of services is the area of greatest concern.