

EQUALITIES ANALYSIS OF NOP CITIZENS SURVEY

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1. Purpose

1.1 To provide the Panel with an analysis of the results by gender, ethnicity and disability of the survey conducted by NOP on behalf of Milton Keynes Council.

2. Summary

2.1 The report contains information which can be fed into policy development within directorates and service areas.

3. Recommendations

3.1 That the results from the survey be noted and widely circulated.

3.2 That the Panel identify any issues that should be monitored through future surveys.

4. **Background**

4.1 The Citizens Survey was conducted by NOP on behalf of Milton Keynes Council during October and November 1999. Extra booster samples interviews were carried out with ethnic minority residents. This has now established a benchmark against which to measure future performance.

4.2 One of the tasks within the Corporate Equalities Action Plan is: *To continue to use relevant external data to inform policy.* The Citizens survey has been analysed according to ethnicity, gender and disability and can therefore be used for this purpose.

5. **Issues and Choices**

5.1 The analysis falls into four main areas:

- (a) Overall Performance;
- (b) Priorities;
- (c) Communication; and
- (d) Voting.

5.2 The summary contained at the **Annex** to this report, contains the key findings for each area.

5.3 The overall conclusion from this analysis is that for ethnic minority residents the most pressing issue is that of communication and for people with disabilities, the provision of services is of greatest concern.

6. **Implications**

6.1 Environmental

None.

6.2 Equalities

The results provide benchmarks against which future progress on equalities can be measured.

6.3 Financial

The addition of a booster sample of ethnic minority residents in the survey added significantly to the overall cost of the exercise.

6.4 Legal

None.

6.5 Staff and Accommodation

None.

7. **Conclusions**

7.1 The analysis provides new and relevant data that can be used to inform and influence policy development.

Background Papers: Milton Keynes Residents' Survey 1999