

Kirklees E-Panel Survey 6 – Equality and Diversity – March 2015

Overall results:

The most popular response is highlighted for each question.

Please tell us how far you agree or disagree with these statements:					
	<i>Strongly agree</i>	<i>Slightly agree</i>	<i>Neither agree nor disagree</i>	<i>Slightly disagree</i>	<i>Strongly disagree</i>
Kirklees Council staff should be as diverse as the people that live here	146 (46%)	68 (22%)	64 (20%)	22 (7%)	16 (5%)
A diverse workforce provides a better service	118 (37%)	61 (19%)	83 (26%)	34 (11%)	20 (6%)
The council does enough to support the rights of different groups	82 (26%)	94 (30%)	96 (31%)	30 (10%)	12 (4%)
Kirklees Council treats me with fairness	79 (25%)	100 (32%)	95 (30%)	27 (9%)	12 (4%)

Please select a place on the scales below based on how you feel about the statements:						
Everyone should be treated the same and get the same service			..Unsure either way..			The service should be different depending on people's needs
71 (22%)	25 (8%)	13 (4%)	22 (7%)	36 (11%)	49 (16%)	100 (32%)

Councils need strict rules to help avoid costly mistakes - you can't be too careful!			..Unsure either way..			It's better to be flexible and take each issue on its own merits - most people can be trusted!
46 (15%)	35 (11%)	26 (8%)	38 (12%)	55 (17%)	48 (15%)	67 (21%)

Please tick if you'd like to make any comments on your answers:

32 comments received, which can be summarised under the following themes:

- Council feels fair overall, but not all staff are fair to each other / residents
- Should take more risks and be more flexible
- Should be different for each service and recognise varying resident needs
- E&E less important in light of reduced budget
- Budget pressures having a negative effect on fairness
- Staff should be more diverse but more importantly, get the best people for the job
- Empower staff to make decisions
- E & D is too complex an issue to get into here

Please tell us how far you agree or disagree with these statements:					
	<i>Strongly agree</i>	<i>Slightly agree</i>	<i>Neither agree nor disagree</i>	<i>Slightly disagree</i>	<i>Strongly disagree</i>
If I had a problem I think Kirklees Council would listen	48 (15%)	125 (40%)	59 (19%)	60 (19%)	23 (7%)
The council would ignore any complaint from me	22 (7%)	46 (15%)	63 (20%)	115 (37%)	69 (22%)
The council cares about my wellbeing	21 (7%)	83 (26%)	132 (42%)	56 (18%)	22 (7%)
The council disregards my best interests when it makes decisions that affect me	30 (10%)	55 (17%)	132 (42%)	69 (22%)	29 (9%)
Kirklees Council values my contribution	23 (7%)	114 (36%)	93 (30%)	49 (16%)	36 (11%)
I have opportunities to help shape council services	26 (8%)	121 (39%)	80 (26%)	52 (17%)	32 (10%)

Please complete this sentence in your own words. (There's no right or wrong answer, just say whatever comes to mind!)

'When different communities try to work together, they...'	267 responses – summary below
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- Comments had three main themes – overall positive, overall negative and broad opinions of the approaches needed for communities to work together (rather than the outcomes they can achieve)
- 149 positive comments
- 68 negative comments
- 50 other opinions
- Positive comments included general outcomes: '*...succeed*', '*...flourish*', '*...can achieve a lot*' and comments that reflect on the positive impact on the communities themselves: '*...break down barriers and gain an understanding of diversity*', '*...become a society*', '*...will contribute to reducing prejudice, stereotypes and racism*'
- Similarly, negative comments included general outcomes: '*...often fail*', '*...struggle*', '*...often disagree*' and comments that reflect a perception of selfish behaviour: '*...mostly protect their own interests*', '*...most often then [sic] not fail, due to prejudices and opinions of individuals*', '*...usually follow their own interests*'
- The other general comments give opinions on what needs to happen before a community can work together: '*...need guidance and help*', '*...should try to forget cultural and religious differences*' and '*...must focus on what they have in common rather than their differences*'

Taking everything into account, how satisfied or dissatisfied are you with the way Kirklees Council runs things?	
31 (10%)	<i>Very satisfied</i>
135 (43%)	<i>Slightly satisfied</i>
58 (18%)	<i>Neither satisfied nor dissatisfied</i>
62 (20%)	<i>Slightly dissatisfied</i>
29 (9%)	<i>Very dissatisfied</i>

Please tick if you'd like to make any comments on your answers:

59 comments received, which can be summarised under the following themes.

- A different mentality between officers and councillors
- Politics gets in way of doing what's right
- Sense of feeling ignored as an individual by council / too much bureaucracy
- Recognition of challenges on services due to cuts, with minorities possibly being hit hard
- Perceived inequalities between North and South Kirklees
- Service specific complaints/specific suggestions about people's local areas
- Comments that the survey questions are difficult to answer
- Few positive comments on having opportunities to get involved and cuts being managed well so far.

Who took part?

- 316 panellists took part in this survey.
- 15 of those could not be joined up with the panellist's demographic data (as they gave us a different email address we didn't recognise). These responses are included in the results below, but excluded from any demographic breakdowns.
- Of the 301 responses we can identify:
 - 132 (44%) female, 169 male (56%)
 - 26 BME respondents (9%)
 - 13 LGB respondents (5%)
 - 30 disabled respondents (10%)
- These numbers mean too few respondents from minority groups to be able to compare results between them, however it does reassure us that the profile of respondents is broadly representative of the Kirklees population overall.