CMK Town Council Residents' Questionnaire

Summary report by Dr Daniel Haslam

April 2024

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Executive Summary

This report gives an overview of the 2024 Central Milton Keynes Town Council 'Residents' Questionnaire'.

The survey itself covers a wide range of subjects. This Executive Summary includes headline findings based on survey responses. More detail is included in the body of the report.

- Almost 9 in 10 (87%) of responses were either 'happy' or 'very happy' for Question 2 – happiness with Central Milton Keynes/Campbell Park as a place to live.
- In relation to the 'issues' identified in Question 3, the majority of responses were positive, however three areas stood out due to the number of negative responses overall:
  - Litter (42% negative)
  - Parking (44% negative)
  - Underpasses (45% negative)

    Question 17 asks specifically about parking arrangements; 41% of responses were negative.

- There are variations by postcode for all of the identified issues in question 3 (caveats exist about response numbers). Of particular note:
  - Parking garnered more positive responses in MK9 3 than others (67%). This was the only postcode area with a majority of positive responses.
  - MK9 1 and MK9 4 garnered more positive responses in relation to Landscaping (85% and 80%) compared to MK9 2 and MK9 3 (69% and 67%).
  - MK9 3 and 4 were lower in relation to positive responses regarding Paving/Footpaths (58% and 61%) compared to MK9 1 and 2 (75% and 77%).
  - MK9 4 garnered only 36% positive responses in relation to Underpasses; all others were above 50%.

- There was a distinct split in relation to Street Noise with MK9 1 and MK9 2 only 37% and 45% positive whereas MK9 3 and MK9 4 were at 72% and 83% respectively.
- Sense of Safety was around 60-65% positive in MK9 2, 3, and 4 however MK9 1 was at 80%.

- 74% of responses were positive in relation to where respondents live (Question 5)
- Questions 9 and 10 show an interest in sports facilities. This relates back to Question 7 in which 'Private Gym' use was amongst the higher response options.
- Campbell park was the most popular response in relation to question 7 – use of facilities in Central Milton Keynes. Question 11 suggests the majority of people who responded have attended at least one event in the park with 'Fireworks' and 'Festival Events' the most popular responses.
- None of the options in Question 12 gained a majority of selections with only 'Street fairs' garnering over a third (39%). This is perhaps surprising given the phrasing of the question. Responses to Question 22 (things seen in other towns/cities that would make CMK a more interesting place to live) suggest, in contrast, that independent shops/restaurants may be attractive to respondents.
- 84% of respondents suggested they know at least 'a few people' in their street or block (Question 13).
- 86% of respondents selected 'no' for question 19 – 'Do you volunteer for charities/local support groups'.

Introduction

This report summarises the CMK Town Council Residents' Questionnaire which was carried out in February 2024.

It is important to remember that the below results are not exhaustive and only include responses from a minority of constituents. Therefore, care should be taken when referring to any findings. It is not appropriate to make generalised statements about CMK based on these findings, e.g., 'the people of CMK want X'. Instead, any claims should reference the survey itself, e.g., 'the 2024 Residents' Questionnaire showed that X percentage of respondents wanted Y'.

Not all questions have been examined in detail; the full dataset and the analysis on which this report is based have been supplied to the council separately. Because of the nature and detail of the question structure, this report is quite long. Additionally, the postcode breakdown for Question 3 has generated a large amount of additional information which is included in the appendix. It is recommended that readers refer to the above 'Executive Summary' in the first instance.

The report will consider each question in turn. An overall summary of responses will be given for those questions that have been analysed, followed by any relevant additional insight. For ease the report primarily refers to 'positive' and 'negative' responses; 'positive' includes both 'happy' and 'very happy' options whereas 'negative' includes 'unhappy' and 'very unhappy'.

The report includes ends with some concluding comments.

Question 1 – What is your postcode?

216 responses were collected in total for the questionnaire.

The majority of the postcodes were from the MK9 area with single responses from MK11 and MK13 (see **Table 1** below)[1]. Two responses did not include postcode data resulting in 214 that are relevant for this question.

Table 1 – Postcode breakdown

MK11 1	1
MK13 8	1
MK9 1	21
MK9 2	58
MK9 3	59
MK9 4	74
Grand Total	**214**

Question 2 – How would you describe your happiness with Central Milton Keynes/Campbell Park as a place to live?

As shown in **Figure 1**, overall, the majority of respondents selected 'happy' for this question (63%) with almost a quarter selecting 'very happy' (24%).

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[1] *NOTE: the single MK11 and MK13 responses have at times been removed from the analysis in order to make the data cleaner (along with the two responses that did not include postcode data). They're available in the full dataset and can be analysed individually.*

87% of respondents selected one of the 'positive' (happy or very happy) options. However, 13% - more than one in ten – selected a negative option.

Figure 1 – Question 2: Overall

Figure 1 – Question 2: Overall
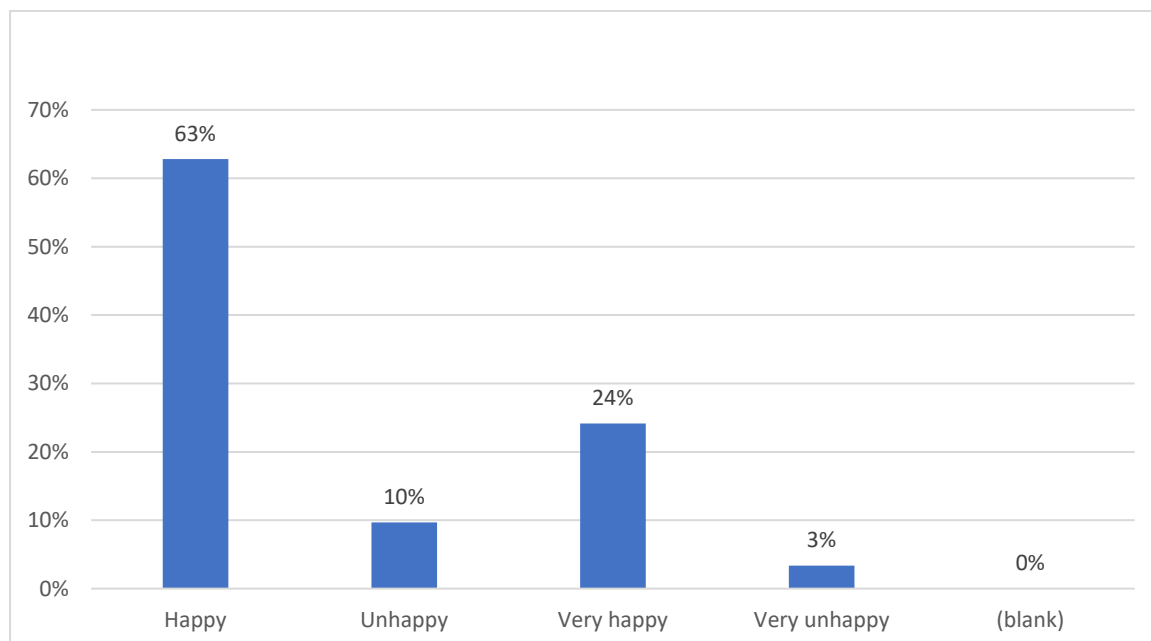
Figure 2 shows Question 2 responses by postcode area. We can see the following in relation to positive and negative responses:

MK9 1 – Positive = 95.2%; Negative = 4.8%

MK9 2 – Positive = 82.5%; Negative = 17.5%

MK9 3 – Positive = 84.2%; Negative = 15.8%

MK9 4 – Positive = 90.2%; Negative = 9.8%

Although there appears to be a large difference between positive responses in MK9 1 compared to MK9 3 there were fewer responses overall from the former (see **Table 1** above) meaning care should be taken in making a direct comparison.

Figure 2 – Question 2: Postcode Breakdown
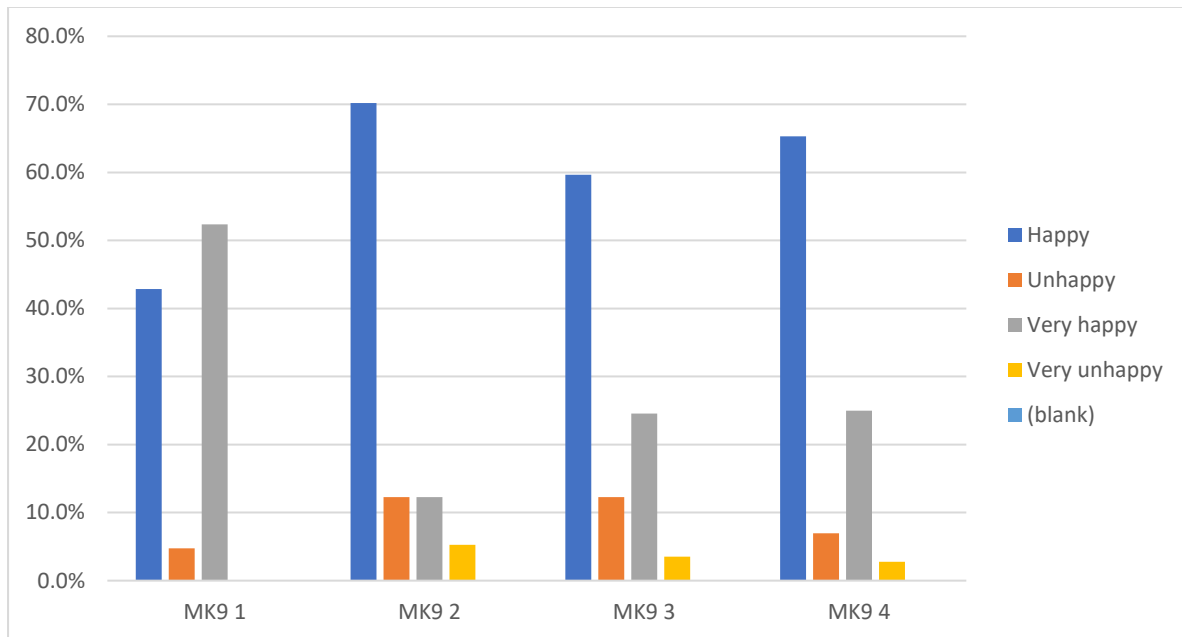
Question 3 – How would you rate the following issues in your area?

Figure 3 was automatically generated by Microsoft Forms. It is a convenient way to show responses to Question 3 in one graph. Further detail follows on each specific subject.

Analysis has been carried out for each subject in relation to postcode and a narrative summary is provided. Graphs and tables for each of these are included in the appendix.

Figure 3 - Summary of Q3 (from Microsoft Forms)

Legend: ■ Very unhappy ■ Unhappy ■ Happy ■ Very happy ■ Don't know

Categories (top to bottom): Litter, Parking, Landscaping and planted areas, Paving/ footpaths, Pedestrian underpasses, Neighbour noise, Street noise, Sense of safety/ security, Other (please specify below). Axis: 100% — 0% — 100%
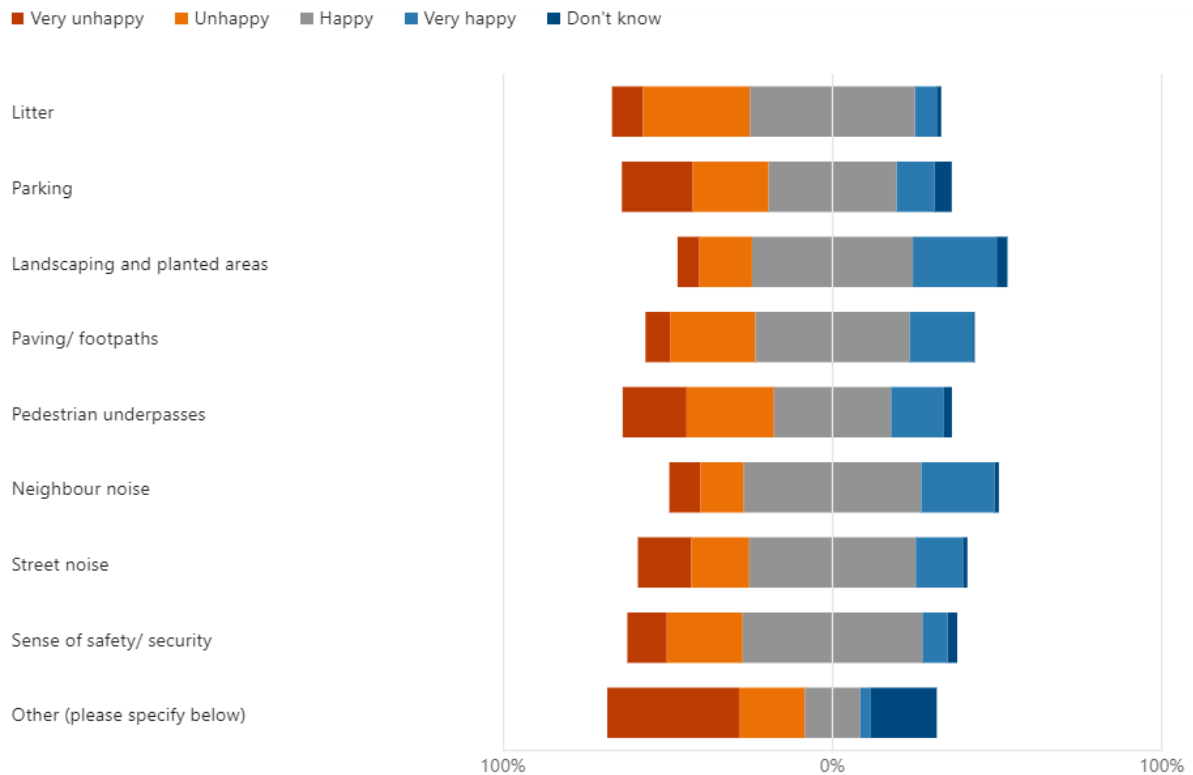
We can see from **Figure 3** that there were mixed response across these different subjects, with Litter generating a large proportion of 'unhappy' responses, whereas 'Landscaping and planted areas' generated a comparatively larger proportion of 'very happy' responses. 'Parking' and 'Pedestrian underpasses' returned the lowest proportion of 'happy' responses.

Question 3 - Litter

Figure 4 shows that the majority of respondents were 'positive' (either happy or very happy) about litter as an issue in their area (57% total). 42% of respondents were 'negative' (unhappy or very unhappy) which is a large minority and represents more than four in ten people.

Results across the postcode areas were broadly similar for MK9 2,3, and 4 with MK9 1 delivering a higher positive rating (66.7%). The lower numbers of responses from MK9 1 should again be considered here. See **Figure 28** in the appendix for this breakdown.

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Figure 4 - Question 3: Litter - Overall
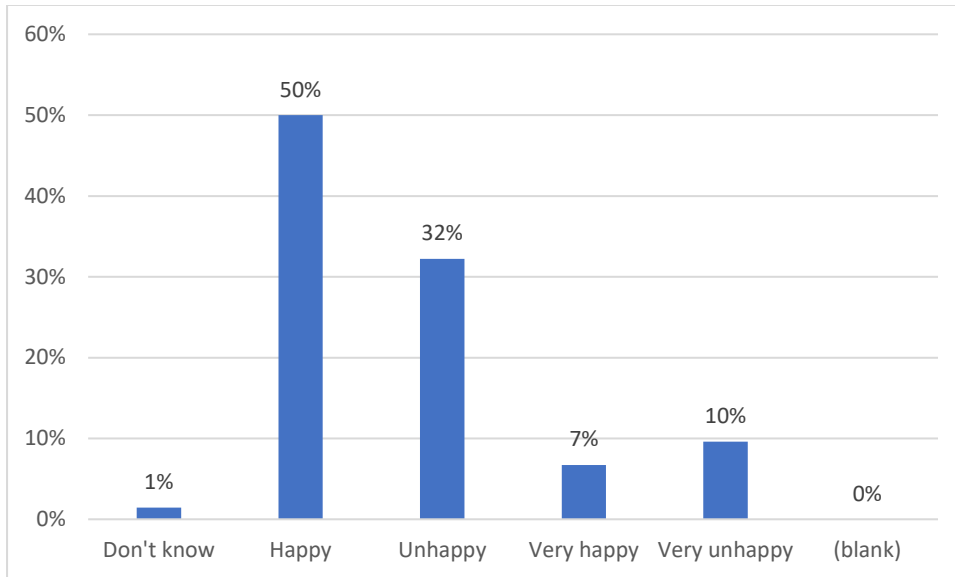
Question 3 – Parking

Again, the overall majority of respondents were 'positive' about parking (51% happy or very happy) as shown in **Figure 5**. A large minority were 'negative' about parking (44%).

Figure 5 - Question 3: Parking - Overall
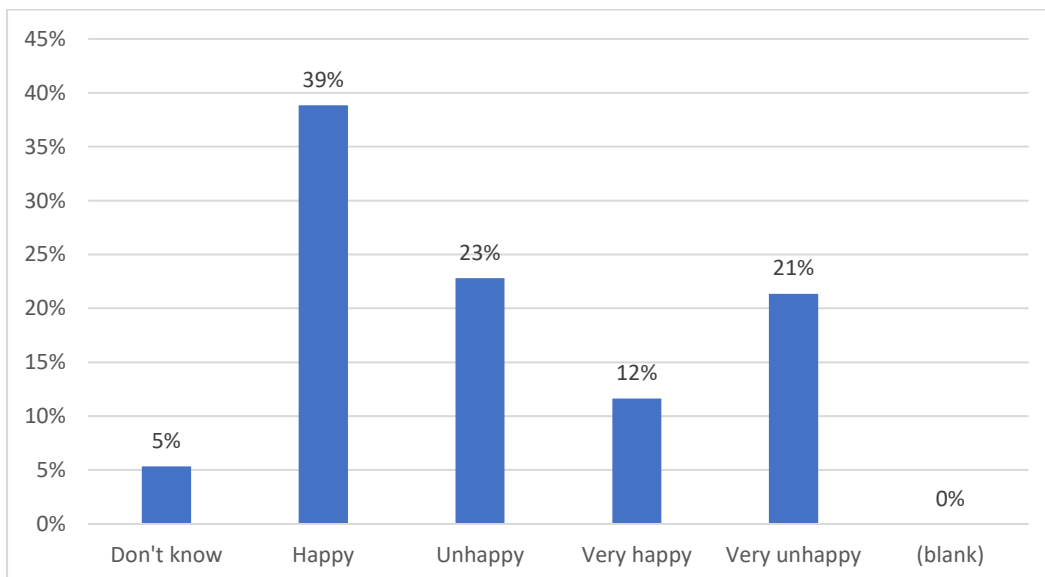
The postcode breakdown shows a majority of 'positive' responses from only one area – MK9 3 (67% either 'happy' or 'very happy'). All other areas

show a majority of respondents were either 'unhappy' or 'very unhappy' in relation to parking. **Figure 29** in the appendix shows this breakdown.

Question 3 – Landscaping

Figure 6 shows that overall, 73% of respondents were 'positive' about landscaping.

Figure 6 – Question 3: Landscaping - Overall
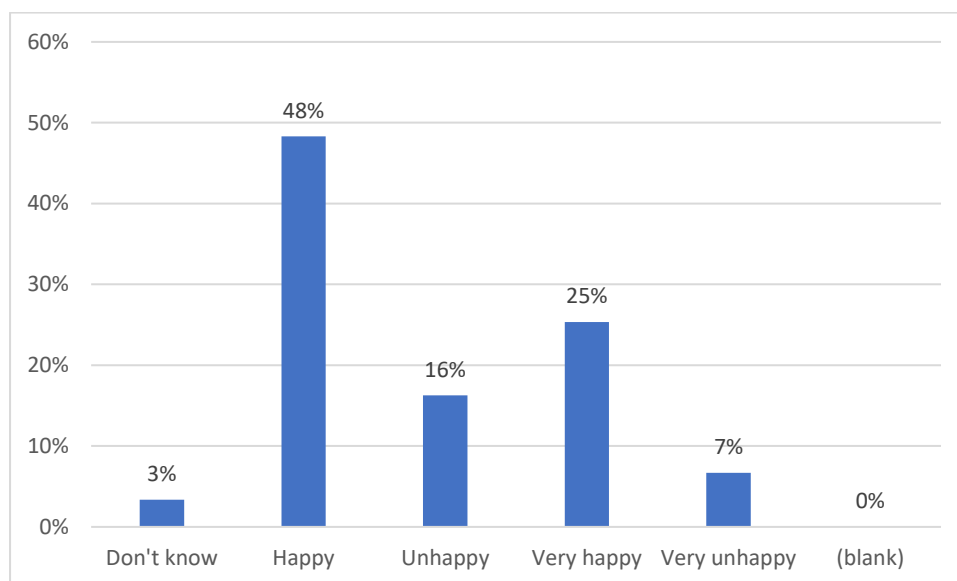
The postcode breakdown shows some variation with 26% negative in MK9 2 (over one in four) and 31% (almost one in three) negative in MK9 3. See **Figure 30** in the appendix.

Question 3 – Paving/Footpaths

66.3% of respondents were positive about paving/footpaths – see **Figure 7**.

The postcode breakdown reveals some variation with 75% positive in MK9 1, 77% in MK9 2, 58% in MK9 3, and 61% in MK9 4. See **Figure 31** in the appendix.

Figure 7 - Question 3: Paving/Footpaths - Overall
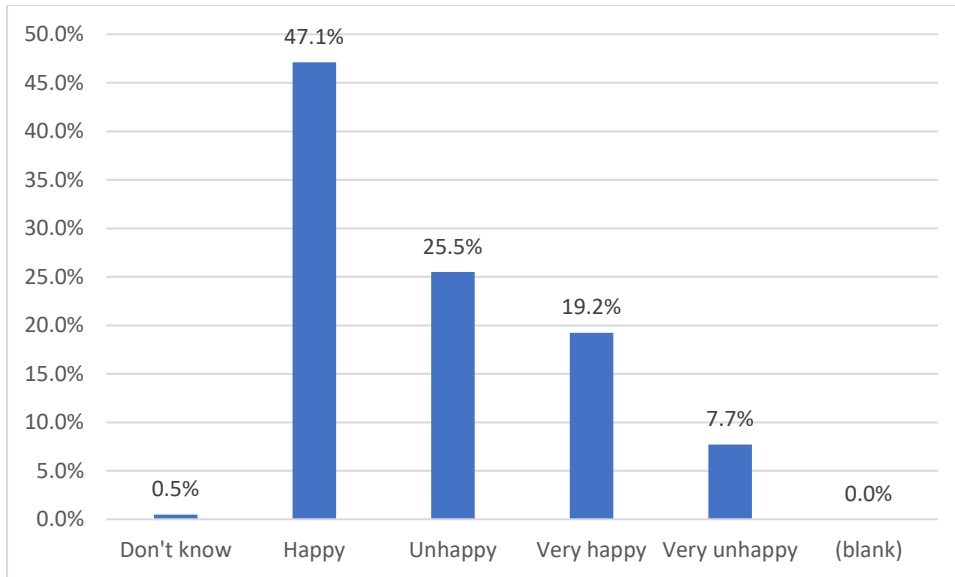
Question 3 – Underpasses

52% of respondents were positive about Underpasses overall as **Figure 8** shows (36% 'Happy' plus 16% 'Very happy'). However, 45% of respondents were negative (26% 'Unhappy' plus 19% 'Very unhappy').

Figure 8 – Question 3: Underpasses - Overall
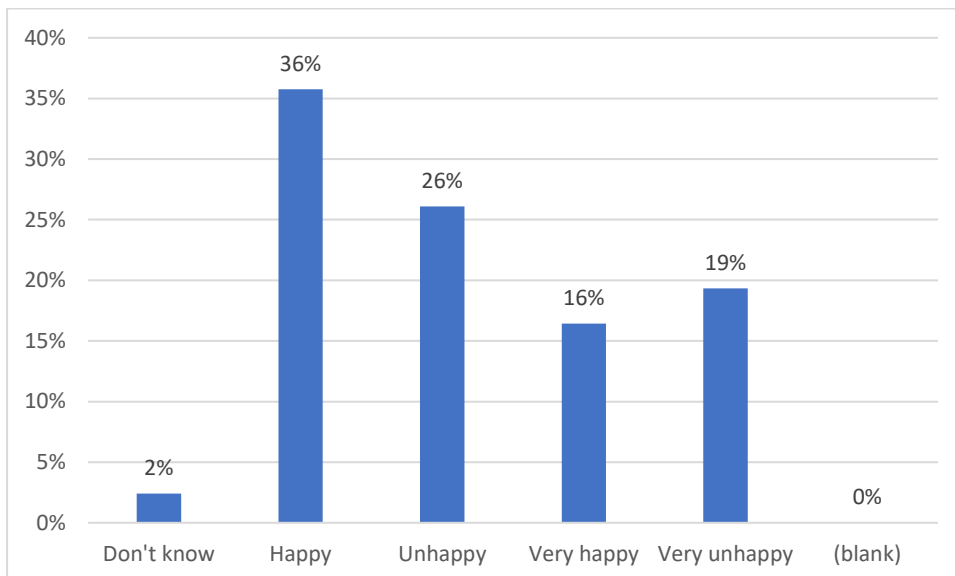
The postcode breakdown reveals some distinct variations with only 36% positive in MK9 4 as opposed to 70% positive in MK9 1 (caveat remains about response numbers). MK9 2 responses were 65% positive and MK9 3 54%. **Figure 32** in the appendix details this.

Question 3 – Neighbour Noise

As shown in **Figure 9**, overall, 76% of respondents were positive about Neighbour Noise. 23% were negative which is almost one in four responses.

Figure 9 – Question 3: Neighbour Noise – Overall
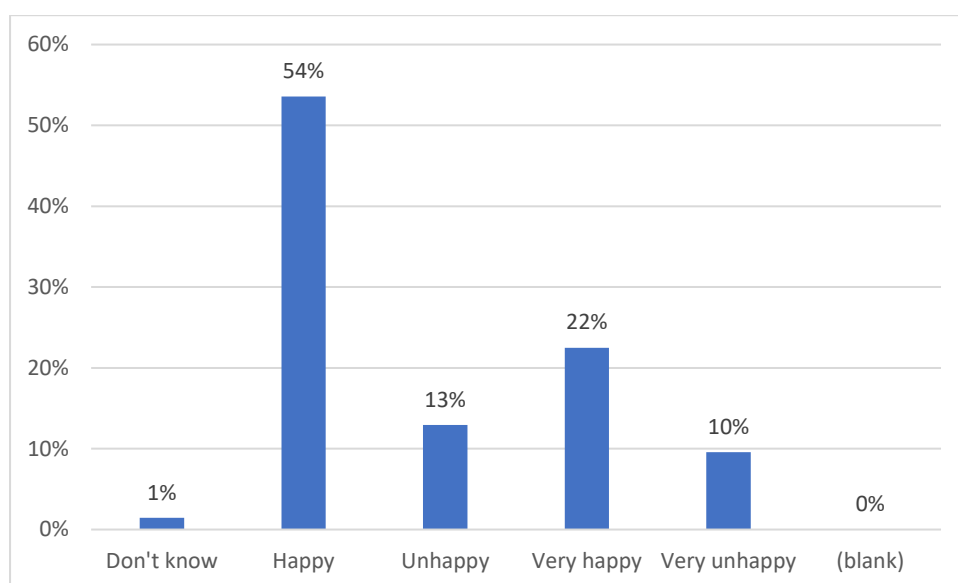
MK9 1, MK9 2, and MK9 3 were 75%, 73%, and 74% respectively. MK9 4 was 84% positive. **Figure 33** in the appendix details this.

Question 3 – Street Noise

65% of responses were positive about Street Noise. 33% (one third) were negative – see **Figure 10**.

Figure 10 - Question 3: Street Noise - Overall
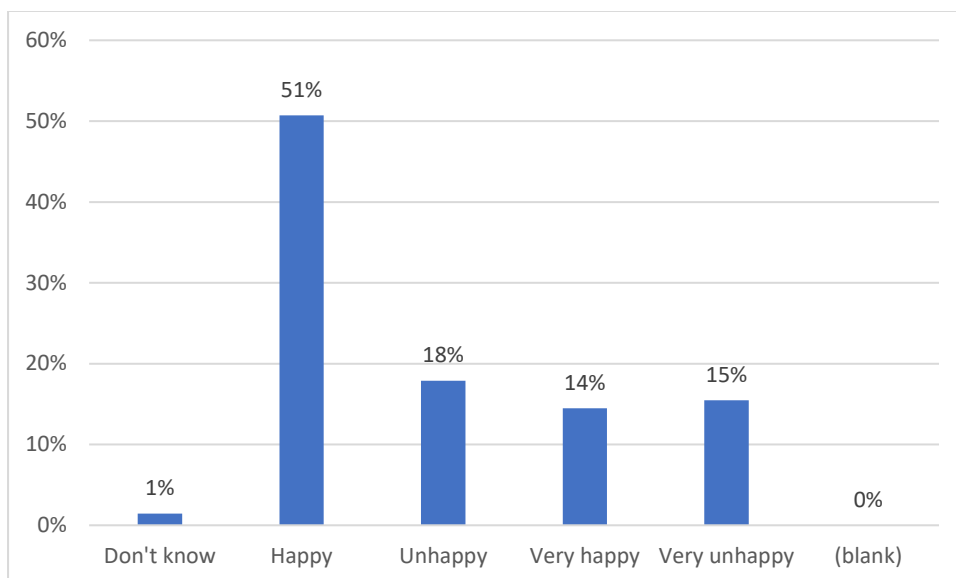
The postcode breakdown revealed some distinct variations:

MK9 1 – 37% positive

MK9 2 – 45% positive

MK9 3 – 72% positive

MK9 4 – 83% positive

Although the caveat around numbers of responses for MK9 1 remains, there is a large difference between that postcode and MK9 4. In addition, we see two areas in which the majority are positive and two in which the majority are negative. See **Figure 34** in the appendix.

Question 3 – Sense of Safety

64% of respondents (around two thirds) were positive in relation to Sense of Safety. This means that around one third of respondents were negative. **Figure 11** shows this.

Figure 11 – Question 3: Sense of Safety – Overall
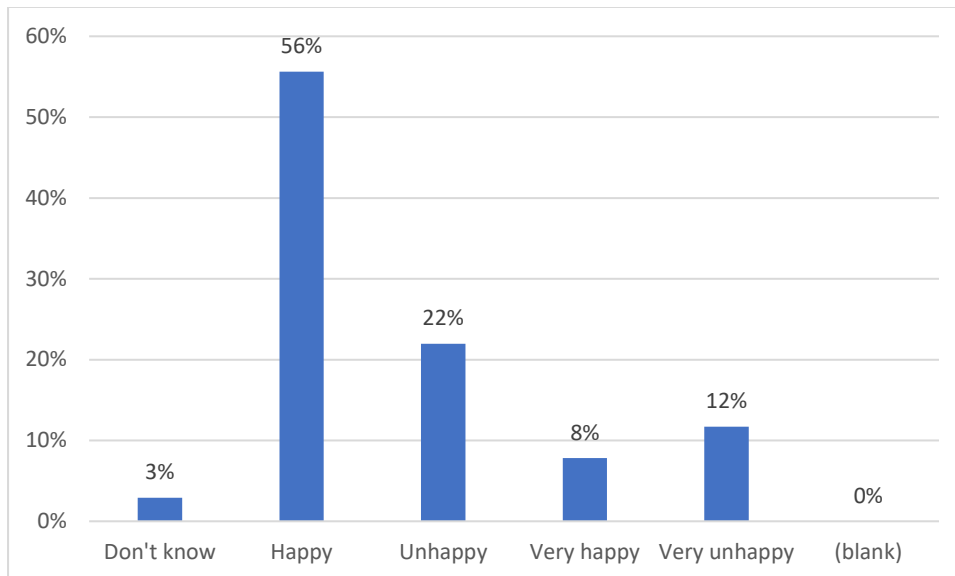
The postcode breakdown shows all areas have a majority positive response to this question however this was lower for MK9 3 and in addition 29% of responses for this area were the 'unhappy' option. See **Figure 35** in the appendix.

Question 4 – Other

The 'word cloud' in **Figure 12** shows simply which words are the most common within these responses. The larger words represent those with the most references Unsurprisingly based on the overall responses to Question 3 parking, litter, and underpasses feature prominently.

Further analysis of these 'other' comments may draw out insight into why some areas report differences in positive/negative responses around the issues in Question 3.

Figure 12 – Q4: 'Other' - Wordcloud

Question 5 - How would you describe your satisfaction with the residential block or street where you live?

As show in **Figure 13**, 74% of responses were 'positive' overall. 25% (one quarter) were negative.

Figure 13 - Question 5: Overall
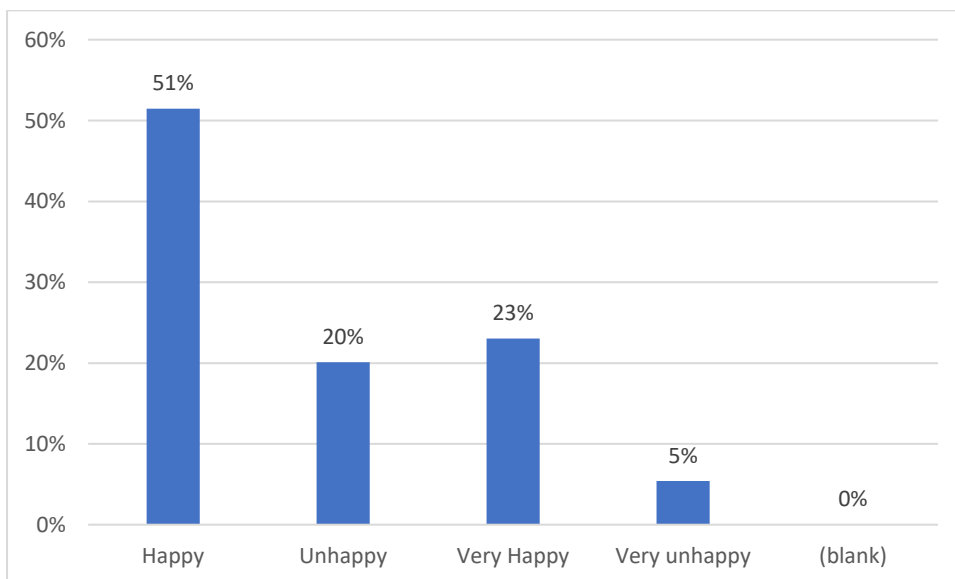
The postcode breakdown does not show any glaring inconsistencies although the 'very happy' response rates are higher for MK9 1 and MK9 4

(38% and 28%) than MK9 2 and MK9 3 (16% and 18%). See **Figure 36** in the appendix.

Question 6 - Other

The 'word cloud' in **Figure 14** below shows a simple analysis of the free-text responses to this question. As with the responses to Question 4, the larger words represent those with the most references. 'Parking' again appears as the most referenced issue.

Further analysis of the detail of these responses is likely to yield greater insight however it appears from an initial review that many of these comments are repeating the concerns from Question 4.

Figure 14 - Question 6: 'Other' responses

Question 7 - How often do you use the following facilities in Central Milton Keynes/Campbell Park?

Figure 15 was automatically generated in Microsoft Forms. The graphical representation is way to view the multiple possible answers to this question.

Of note in these responses:

Many of the responses are in the 'Never' category. 'Campbell Park', 'Private Gym', and 'Other Public Gardens' options generated the most responses of '5-10 times per year' and 'More than 10 times per year'.

MK Theatre generated the most responses for '1-4 times per year'.

Further analysis of this data is possible, and the full dataset has been provided to the council.

Figure 15 – Summary of Question 7 (from Microsoft Forms)
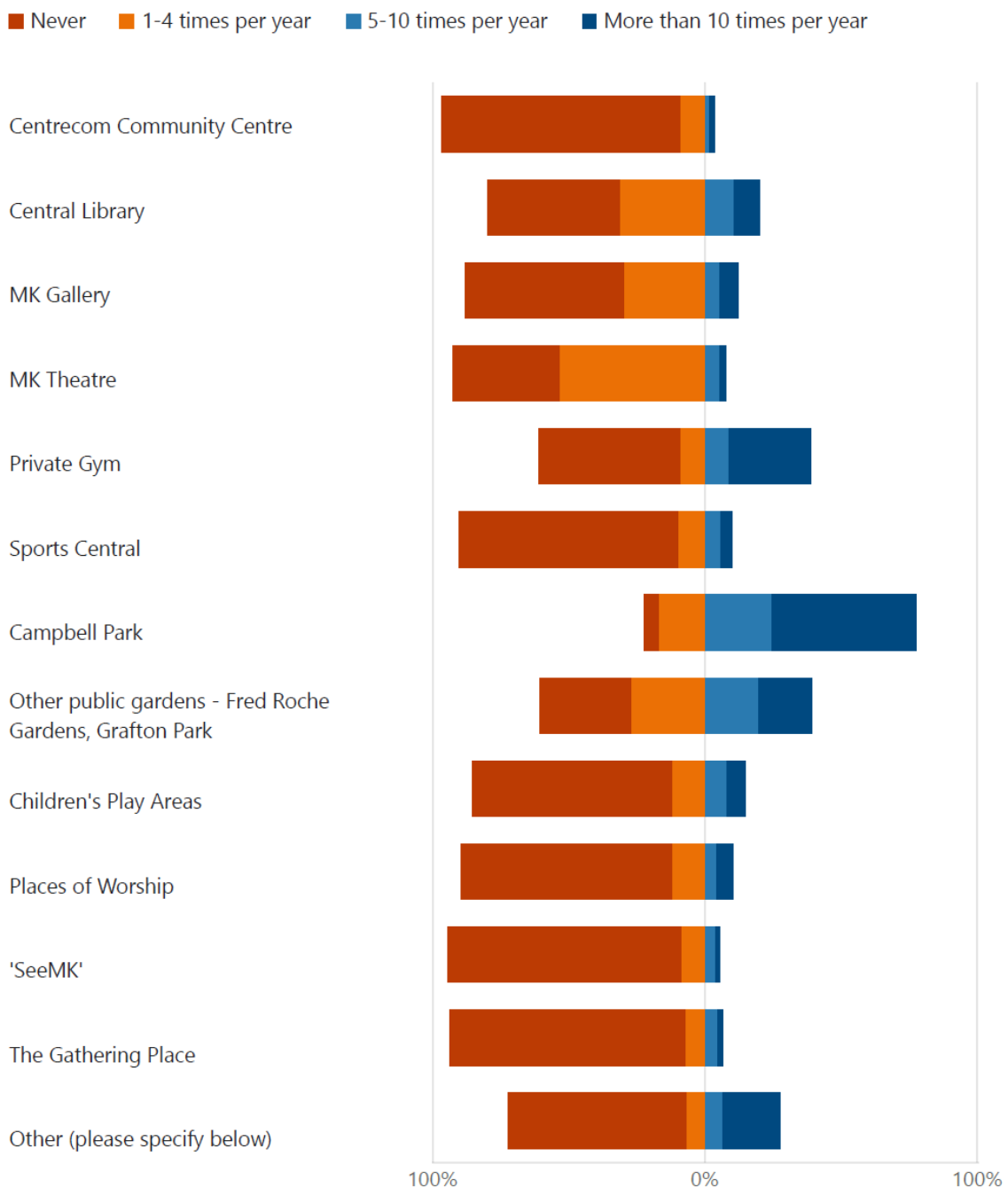
There were only 16 'other' responses to this question which can be reviewed independently.

Question 9 - The Town Council can apply for grants for support with larger projects for the benefit of all residents in Central Milton Keynes/Campbell Park. For each item below, please indicate your level of interest:

Figure 16 was automatically generated in Microsoft Forms. The graphical representation is a way to view the multiple possible answers to this question.

Of note in these responses:

- Areas of most interest include 'Community sports hall', 'Community music venue', 'A place for community performances', and 'Workshop or craft space'.

- 35% of responses were in the 'very interested' category for 'Community Sports Hall' and 30% in the 'fairly interested' category.

- In contrast, 63% of responses were in the 'not interested' category for 'Band practice space'; 60% in the 'not interested' category for 'Pre-school/children's facilities', and 45% in the 'not interested' category for 'Outdoor sports activities'.

Figure 16 - Summary of Question 9 (from Microsoft Forms)

Legend: ■ Not interested ■ A little interested ■ Fairly interested ■ Very interested

A place for residents & community group meetings, parties, etc.

A place for community performances (dance, theatre, comedy, 'indie' films,...

Band practice space

Community music venue

Community sports hall (e.g., for badminton, indoor basketball, yoga,...

Workshop or craft space

Pre-school/ children's facilities

Outdoor sports activities (*please specify below*)

Other (*please specify below*)

100%   0%   100%

Question 10 – Other

The 'word cloud' in **Figure 17** below shows a simple analysis of the free-text responses to this question. Although responses were limited (50 in total) we can see a variety of sports related suggestions.

Figure 17 – Question 10 'other' responses - Word Cloud

Question 11 - Which of the following events held in CMK have you attended in the last two years?

Table 2 shows a breakdown of responses to this question and **Figure 18** provides a graphical representation to enable better comparison across response options.

The events that a majority of people have attended in the last two years are 'Fireworks', and 'Festival events in Campbell Park' (both 58%).

Table 2 – Question 11 Summary

Which of the following events held in CMK have you attended in the last two years?	Selections	% of respondents
Fireworks	124	58%
International Festival	81	38%
Concerts in Campbell Park	94	44%
Festival events in Campbell Park	124	58%
Boxcar racing event in CMK	18	8%
Parades	29	14%
Christmas Lights	90	42%
Other	14	7%

Figure 18 - Question 11 Graph
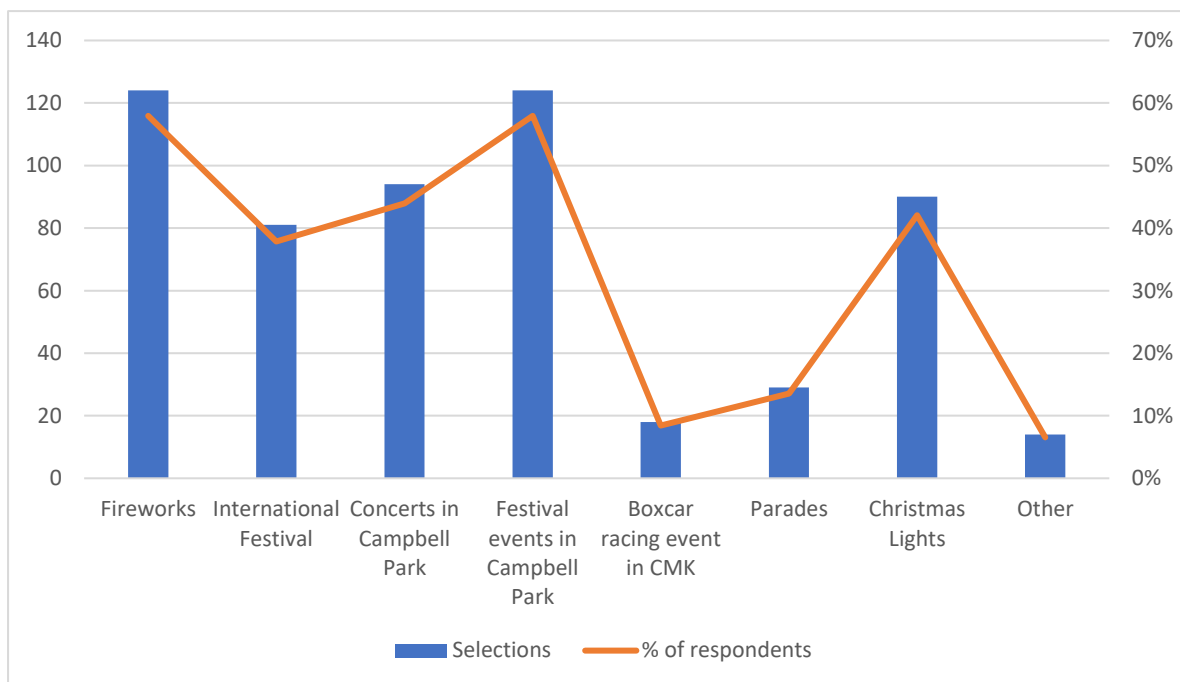
Question 12 - Which of these would make CMK a more interesting place for residents and visitors?

Table 3 and **Figure 19** summarise the responses to this question.

None of the options were selected by a majority of respondents with 'Street fairs' garnering the highest number of selections (73 = 39%).

Table 3 – Question 12 Summary

Which of these would make CMK a more interesting place for residents and visitors?	Selections	%
Small independent music venues	47	25%
Street fairs	73	39%
Independent theatre and dance	21	11%
Artisan pop-up shops	27	14%
Other	20	11%
Total responses	**188**	**100%**

Figure 19 - Question 12 Graph
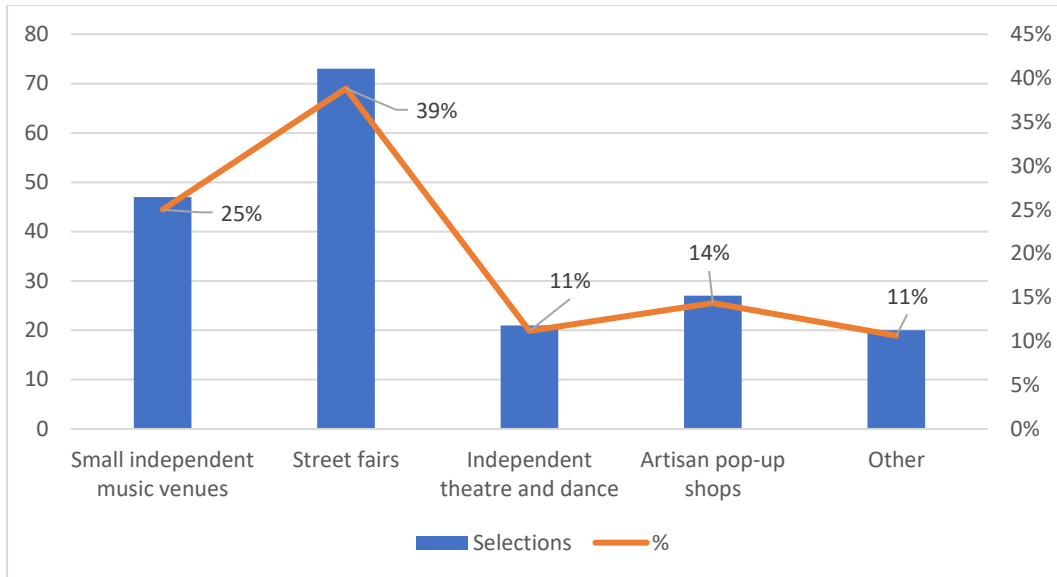
Question 13 - How many neighbours do you know in your street or block (e.g., say 'hello' to or know their names)?

As **Table 4** and **Figure 20** show, the majority (69%) of the responses to this question are in the 'A few people' category.

Table 4 – Question 13 Summary

How many neighbours do you know in your street or block (e.g., say 'hello' to or know their names)?	Selections	%
No one	34	16%
A few people	150	69%
Most people	28	13%
Everyone	4	2%
Total responses	**216**	**100%**

Figure 20 – Question 13 Graph
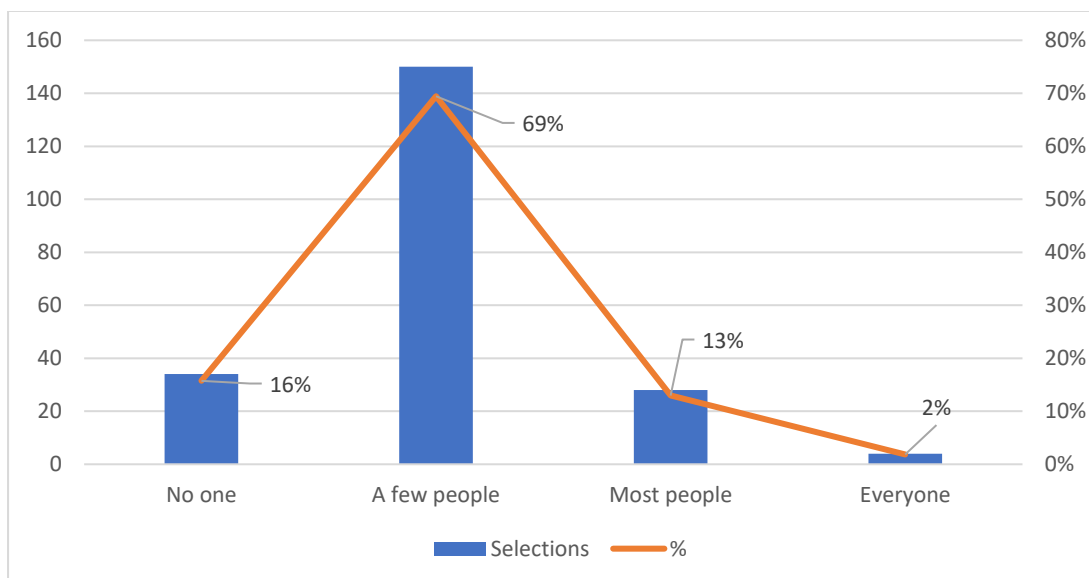
Question 14 - Regarding where you live, do you:

The responses to question 14 as detailed in **Table 5** and **Figure 21** show that no single option has a majority. The total percentage of options that refer to home ownership is 54% and the total of options that refer to rent is 45%.

Table 5 – Question 14 Summary

Regarding where you live, do you	Selections	%
Own your own home	93	44%
Own your home under a shared ownership scheme	21	10%
Rent from the council	11	5%
Rent from a Housing Association	11	5%
Rent from a private landlord	71	34%
Rent rooms in a shared house/flat	3	1%
Total responses	**210**	**100%**

Figure 21 - Question 14 Graph
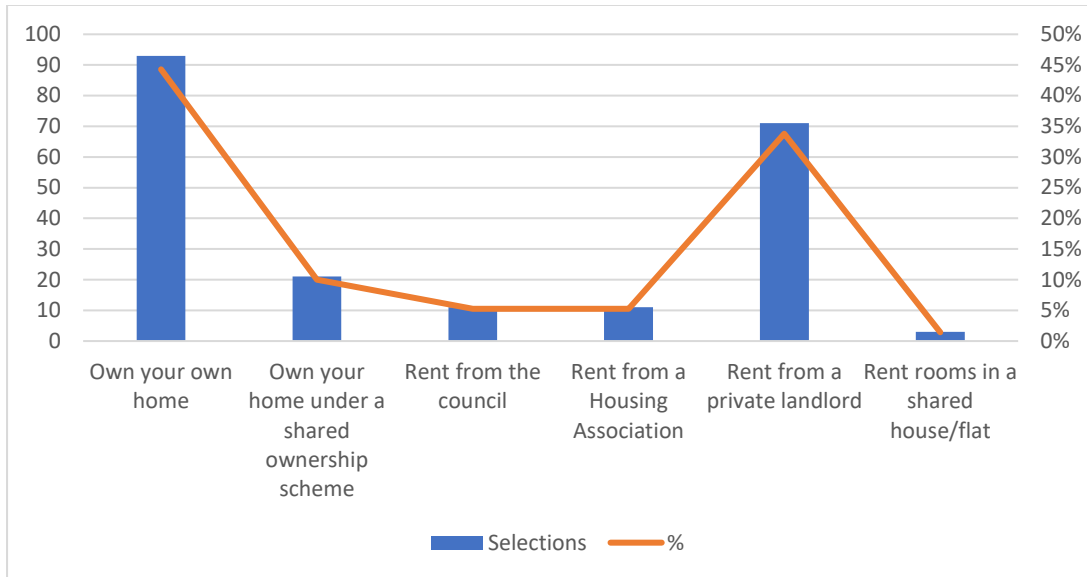
Question 15 – What is your means of travel to work?

Figure 22 below was automatically generated by Microsoft Forms. The online version is interactive and gives the ability to see selected percentages of responses. Depending on how this information is intended to be used, further analysis may be useful.

To summarise:

The '1 adult' option is the majority of responses in all categories (around 75-85%). 86.6% of responses in the 'Work from home' category are the '1 adult' option. This does not mean that 86.6% of people work from home but that 86.6% of respondents who identified as working from home answered that their response referred to one adult.

Figure 22 - Summary of Question 15 (from Microsoft Forms)

15. What is your means of travel to work? *(please indicate number of adults)*
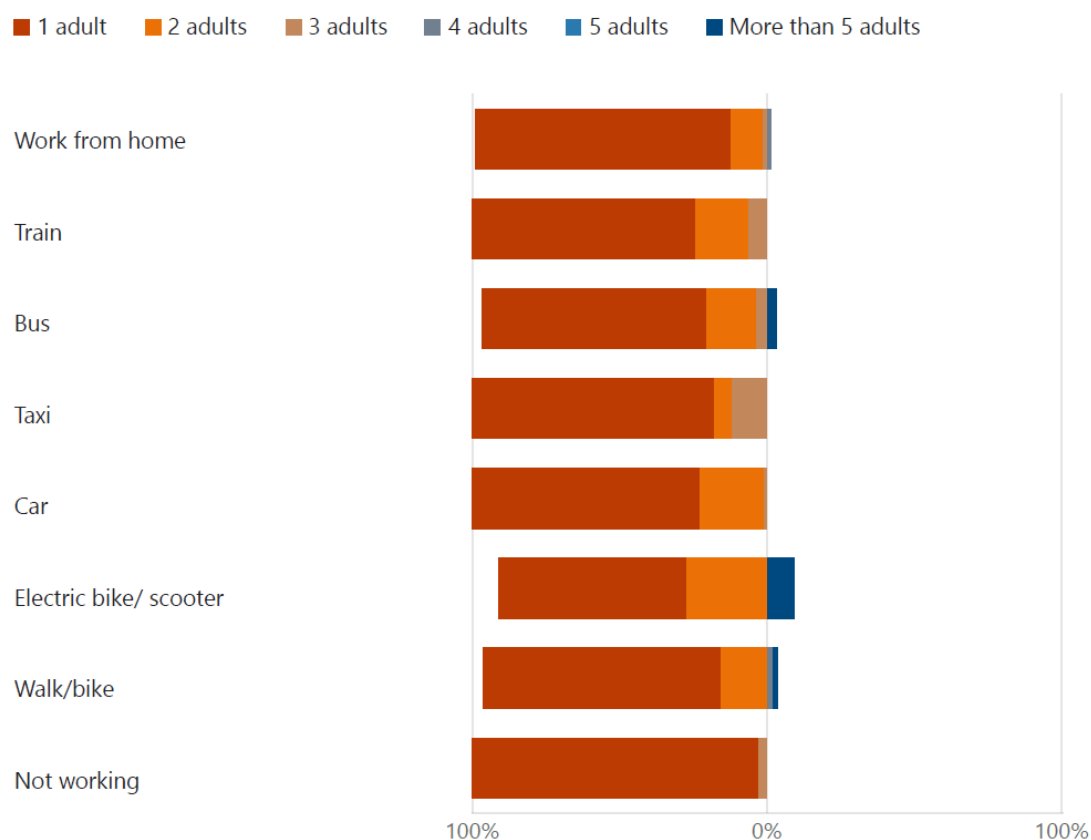
Question 16 – Which doctors' surgery do you use?

This question has not been analysed for the purposes of this report.

Question 17 - Are you content with the parking arrangements where you live?

The responses for question 17 – See **Table 6** and **Figure 23** below – show no one option has a majority. However, 59% of responses are in 'positive' categories ('very satisfied' and 'somewhat satisfied'). This is higher than the overall 'positive' responses to the 'parking' option in Question 3 (51%). This may indicate the different interpretations of the word 'satisfied' used in Question 17 versus the word 'happy' used in Question 3.

Table 6 – Question 17 Summary

Are you content with the parking arrangements where you live?	Selections	%
Very satisfied	62	30%
Somewhat satisfied	60	29%
Somewhat dissatisfied	32	15%
Not at all satisfied	55	26%
Total responses	**209**	**100%**

Figure 23 – Question 17 Graph
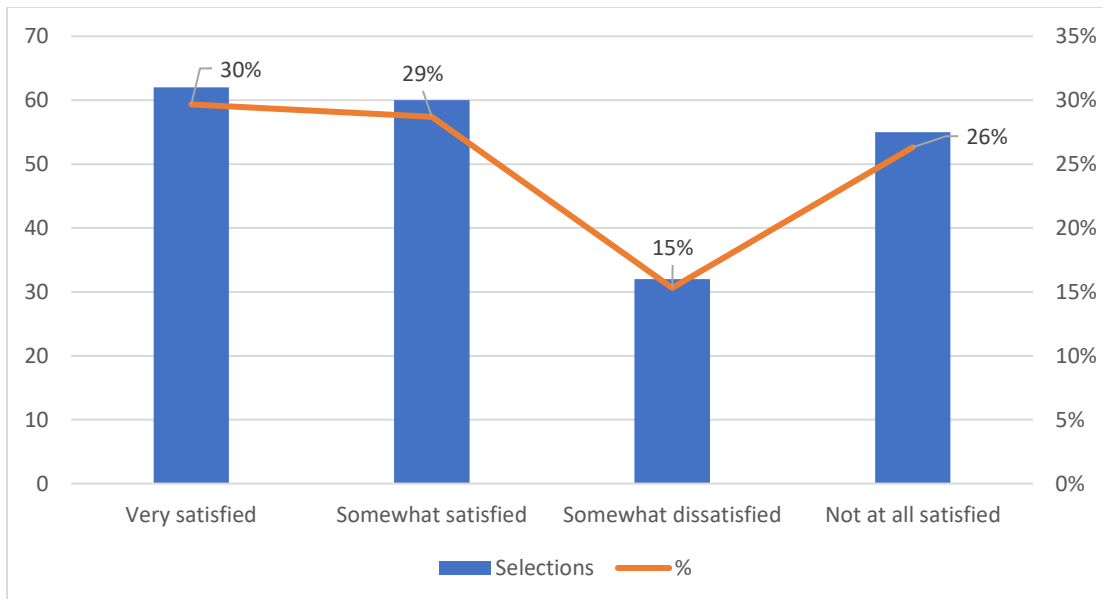
Question 18 – Any comments in relation to parking arrangements?

Question 18 garnered 104 responses of various types. A full analysis of these comments has not taken place for the purposes of this report and simple

word cloud representation as used for other questions does not provide any insight. Further analysis is possible.

Question 19 - Do you volunteer for charities/local support groups?

The responses to Question 19 show that the vast majority of participants in the questionnaire have selected the 'no' option (86%). See **Table 7** and **Figure 24** for the details.

Table 7 - Question 19 summary

Do you volunteer for charities/local support groups?	number	%
Yes	30	14%
No	183	86%
Total	**213**	**100%**

Figure 24 - Question 19 Graph
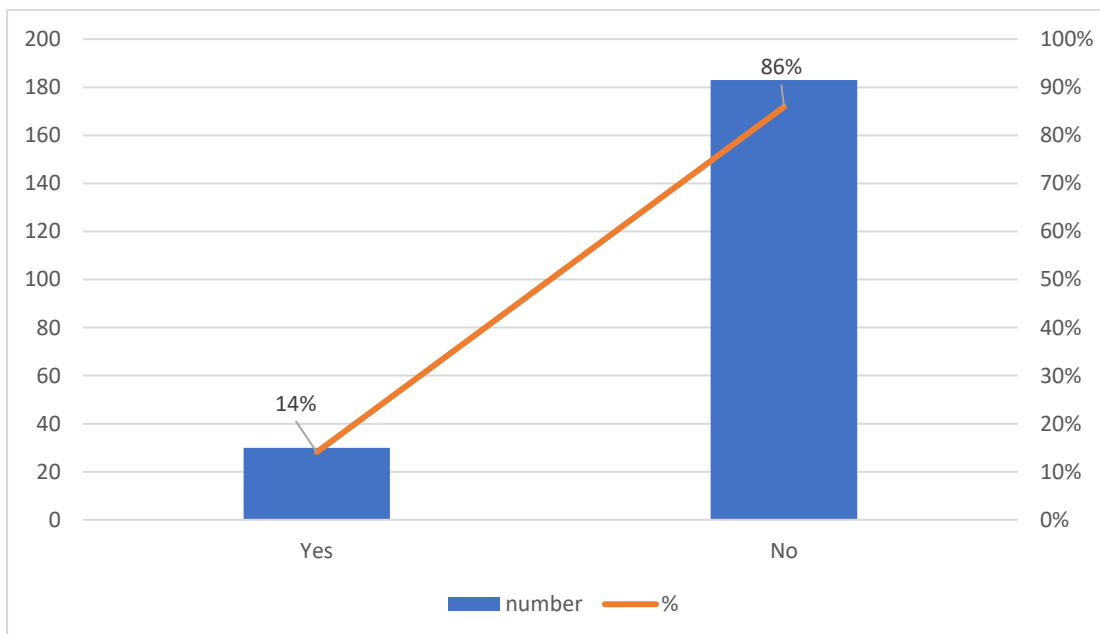
Question 20 only garnered 26 responses which have not been analysed fully. They are available separately as part of the overall dataset supplied to the council.

Question 21 - Would you be interested in helping the community by:

Of the options available in this question 'Volunteering at the central library' is the most popular (43%). All three main options received some selections as **Table 8** and **Figure 25** show.

Table 8 – Question 21 summary

Would you be interested in helping the community by:	Selections	%
Volunteering at the central library	50	43%
Litter picking in your area	36	31%
Light landscape gardening	23	20%
Other	8	7%
Total responses	**117**	**100%**

Figure 25 – Question 21 Graph
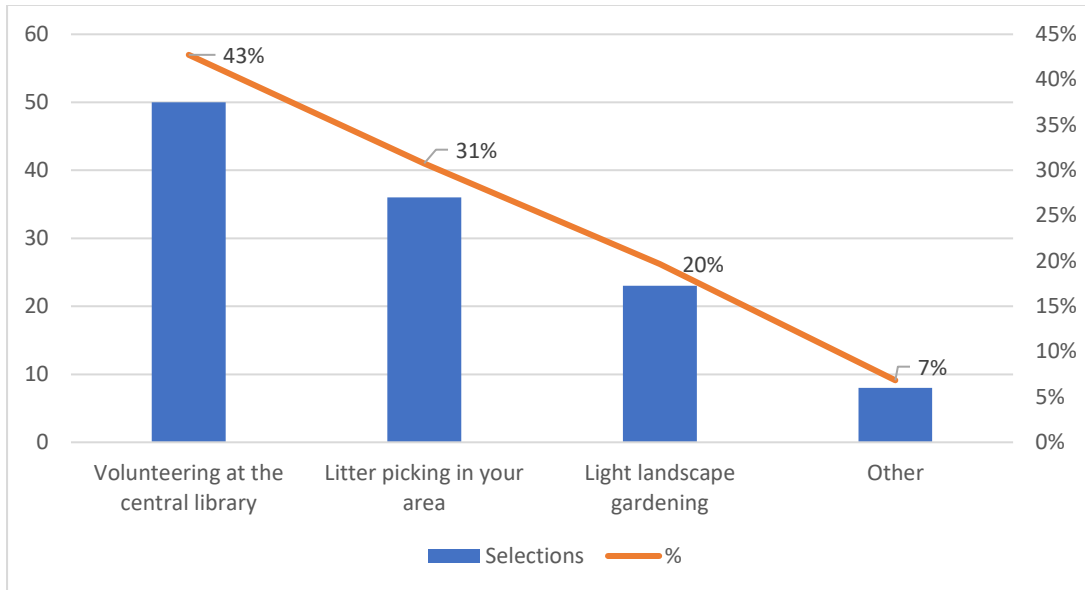
Question 22 – What things have you seen in other towns/cities that would make CMK a more interesting place to live or visit?

Question 2 generated 108 responses which contain a variety of comments and suggestions. A full analysis of these has not taken place for the purposes of this report.

Figure 26 below shows a simple representation of the words used in responses, the larger words demonstrate a higher number of references, and we can see that 'independent' and 'shops' are prominent.

The full data relating to this question has been provided as part of the dataset and further analysis is possible in order to identify other consistencies.

Figure 26 – Question 22 responses 'word cloud'

Figure 26 – Question 22 responses 'word cloud'

Question 23 - Do you have any other comments or suggestions?

As with Question 22, this question generated a variety of different responses. A 'word cloud' representation of these is provided below in **Figure 27** however this does not show any particular consistency. As with other 'free text' response options, further analysis is possible however it is likely that a simple review of comments as provided in the full dataset will provide a reasonable level of insight.

Figure 27 – Question 23 responses 'word cloud'

Concluding Comments

The 'Residents' Questionnaire' generated a wide range of responses and a relatively large amount of data. Some of the data from the questionnaire has not been analysed for this report but may generate additional insights.

Headline findings suggest the majority of respondents are positive about Central Milton Keynes/Campbell Park, their living situations, and the local area.

The inclusion of postcode information means that analysis can focus on variations across different areas. However, as noted previously, care should be taken when making these comparisons as response rates are not consistent. In addition, care should be taken when referring to any of the findings in this report in order not to generalise to the entire population of Central Milton Keynes/Campbell Park.

Appendix

Figure 28 – Question 3: Litter – Postcode Breakdown
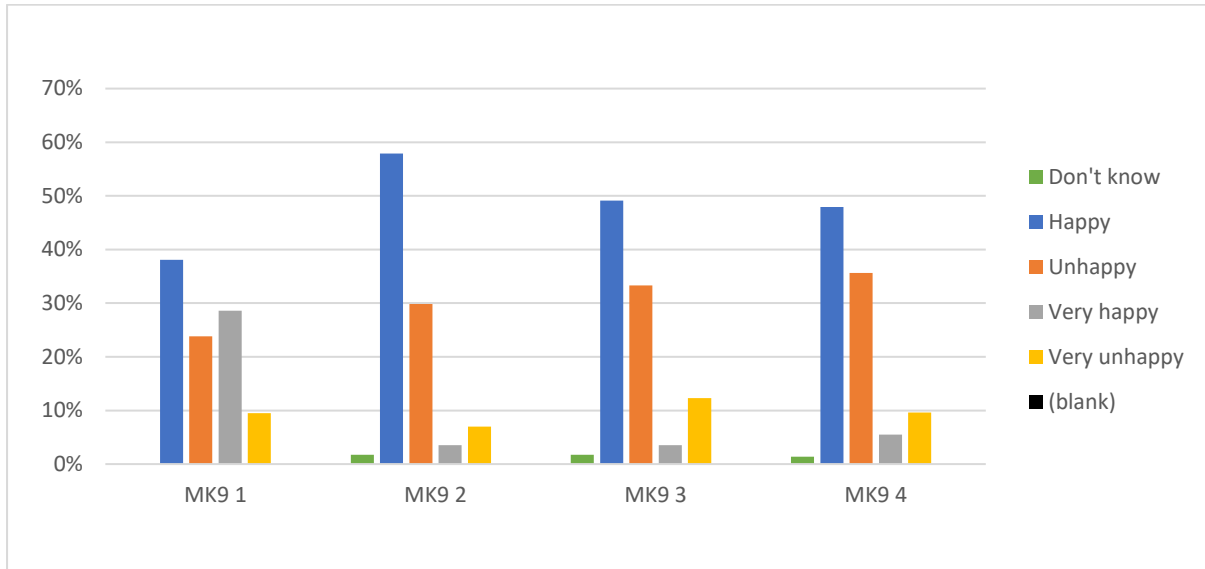
Row Labels	Don't know	Happy	Unhappy	Very happy	Very unhappy	(blank)	Grand Total
MK9 1	0%	38%	24%	29%	10%	0%	100%
MK9 2	2%	58%	30%	4%	7%	0%	100%
MK9 3	2%	49%	33%	4%	12%	0%	100%
MK9 4	1%	48%	36%	5%	10%	0%	100%
Grand Total	**1%**	**50%**	**32%**	**7%**	**10%**	**0%**	**100%**

Figure 29 – Question 3: Parking – Postcode Breakdown
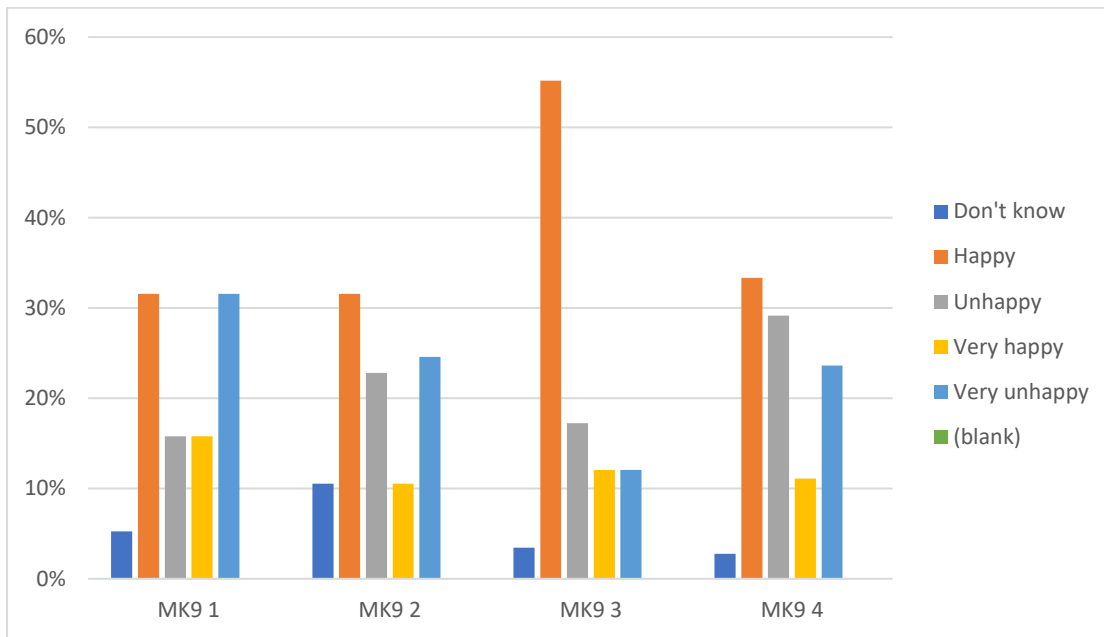
Row Labels	Don't know	Happy	Unhappy	Very happy	Very unhappy	(blank)	Grand Total
MK9 1	5%	32%	16%	16%	32%	0%	100%
MK9 2	11%	32%	23%	11%	25%	0%	100%
MK9 3	3%	55%	17%	12%	12%	0%	100%
MK9 4	3%	33%	29%	11%	24%	0%	100%
Grand Total	**5%**	**39%**	**23%**	**12%**	**21%**	**0%**	**100%**

Figure 30 – Question 3: Landscaping - Postcode Breakdown
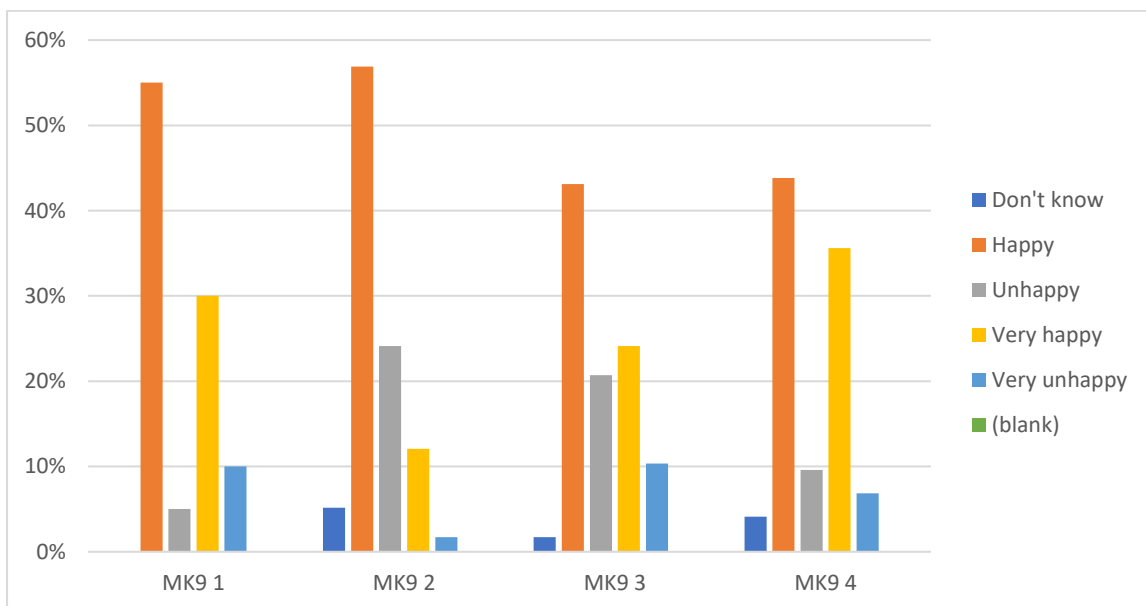
Row Labels	Don't know	Happy	Unhappy	Very happy	Very unhappy	(blank)	Grand Total
MK9 1	0%	55%	5%	30%	10%	0%	100%
MK9 2	5%	57%	24%	12%	2%	0%	100%
MK9 3	2%	43%	21%	24%	10%	0%	100%
MK9 4	4%	44%	10%	36%	7%	0%	100%
Grand Total	**3%**	**48%**	**16%**	**25%**	**7%**	**0%**	**100%**

Figure 31 – Question 3: Paving/Footpaths – Postcode Breakdown
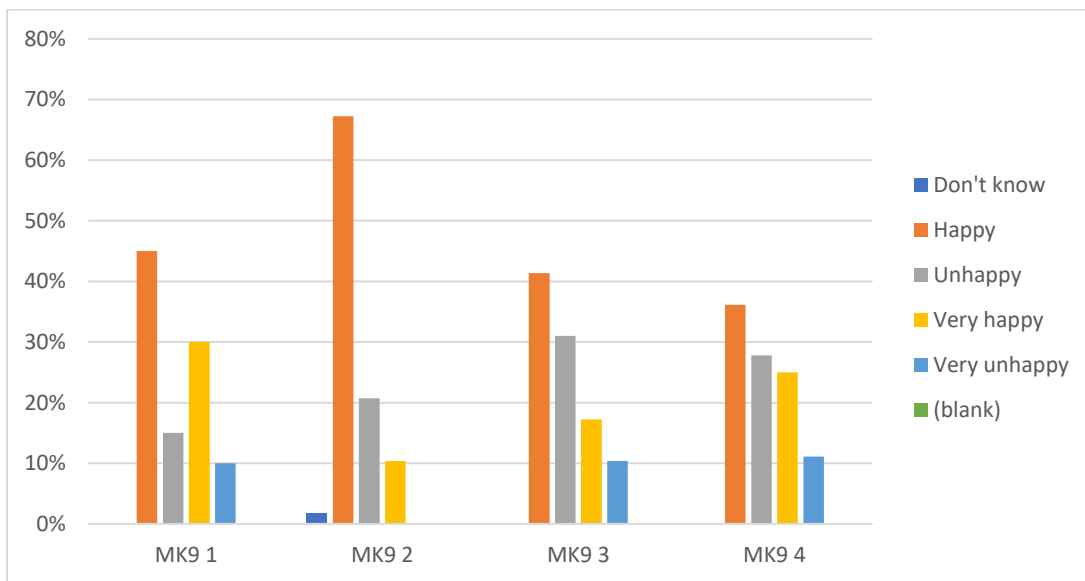
Row Labels	Don't know	Happy	Unhappy	Very happy	Very unhappy	(blank)	Grand Total
MK9 1	0%	45%	15%	30%	10%	0%	100%
MK9 2	2%	67%	21%	10%	0%	0%	100%
MK9 3	0%	41%	31%	17%	10%	0%	100%
MK9 4	0%	36%	28%	25%	11%	0%	100%
Grand Total	**0%**	**47%**	**25%**	**19%**	**8%**	**0%**	**100%**

Figure 32 – Question 3: Underpasses – Postcode Breakdown
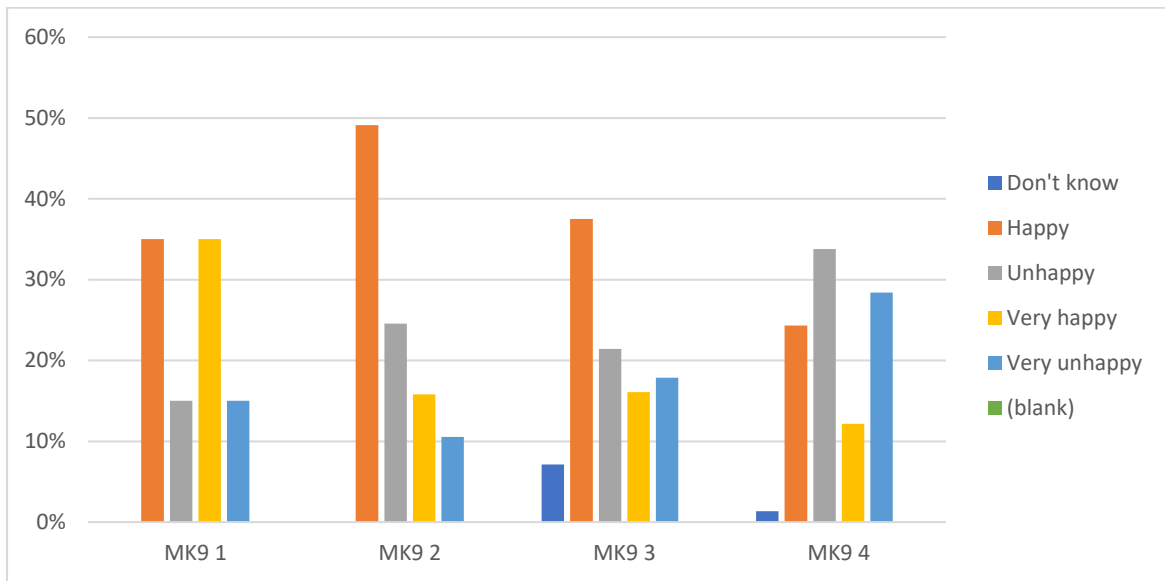
Row Labels	Don't know	Happy	Unhappy	Very happy	Very unhappy	(blank)	Grand Total
MK9 1	0%	35%	15%	35%	15%	0%	100%
MK9 2	0%	49%	25%	16%	11%	0%	100%
MK9 3	7%	38%	21%	16%	18%	0%	100%
MK9 4	1%	24%	34%	12%	28%	0%	100%
Grand Total	**2%**	**36%**	**26%**	**16%**	**19%**	**0%**	**100%**

Figure 33 – Question 3: Neighbour Noise – Postcode Breakdown

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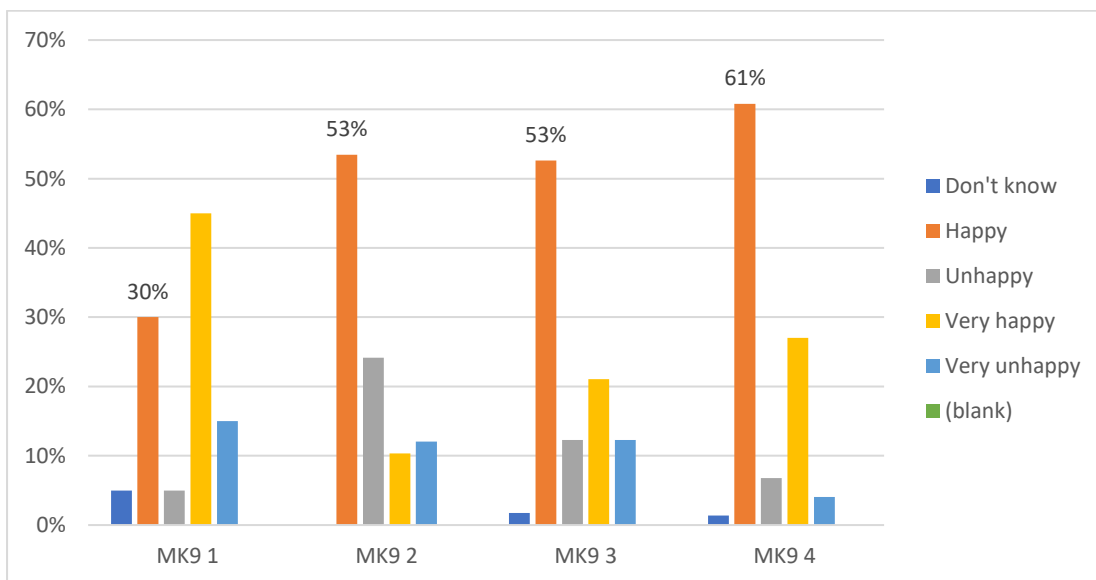
Row Labels	Don't know	Happy	Unhappy	Very happy	Very unhappy	(blank)	Grand Total
MK9 1	5%	30%	5%	45%	15%	0%	100%
MK9 2	0%	53%	24%	10%	12%	0%	100%
MK9 3	2%	53%	12%	21%	12%	0%	100%
MK9 4	1%	61%	7%	27%	4%	0%	100%
Grand Total	**1%**	**54%**	**13%**	**22%**	**10%**	**0%**	**100%**

Figure 34 – Question 3: Street Noise – Postcode Breakdown
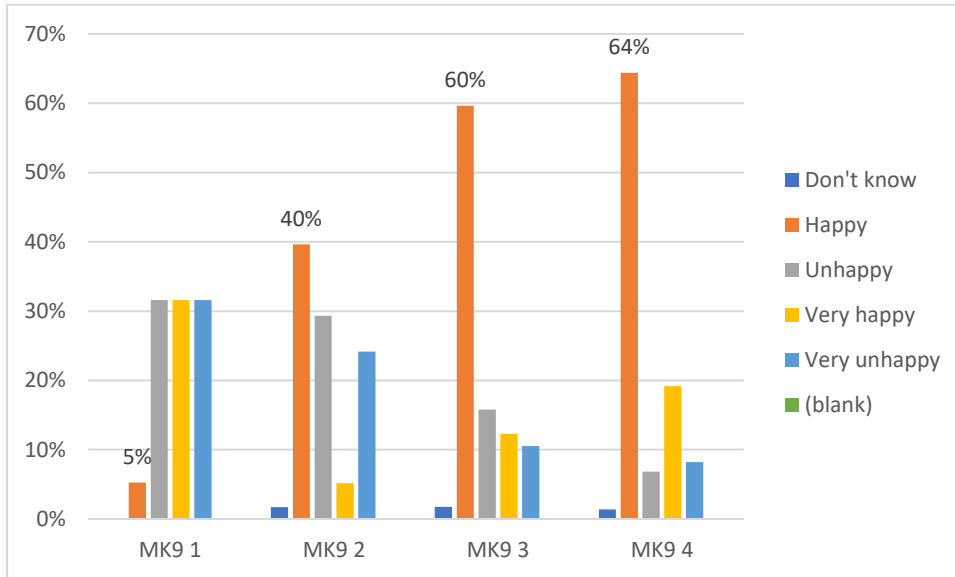
Row Labels	Don't know	Happy	Unhappy	Very happy	Very unhappy	(blank)	Grand Total
MK9 1	0%	5%	32%	32%	32%	0%	100%
MK9 2	2%	40%	29%	5%	24%	0%	100%
MK9 3	2%	60%	16%	12%	11%	0%	100%
MK9 4	1%	64%	7%	19%	8%	0%	100%
Grand Total	**1%**	**51%**	**18%**	**14%**	**15%**	**0%**	**100%**

Figure 35 – Question 3: Sense of Safety – Postcode Breakdown
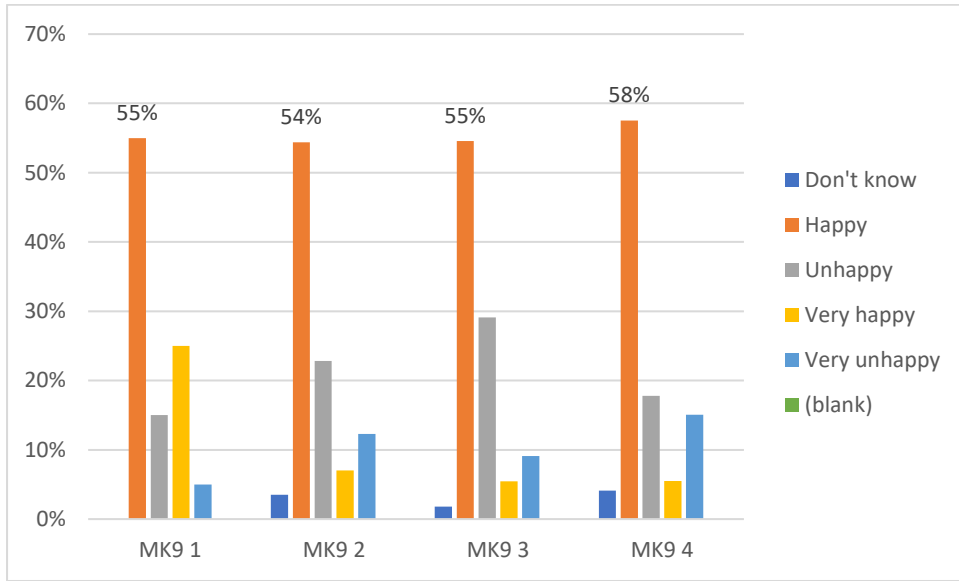
Row Labels	Don't know	Happy	Unhappy	Very happy	Very unhappy	(blank)	Grand Total
MK9 1	0%	55%	15%	25%	5%	0%	100%
MK9 2	4%	54%	23%	7%	12%	0%	100%
MK9 3	2%	55%	29%	5%	9%	0%	100%
MK9 4	4%	58%	18%	5%	15%	0%	100%
Grand Total	**3%**	**56%**	**22%**	**8%**	**12%**	**0%**	**100%**

Figure 36 – Question 5: Postcode Breakdown
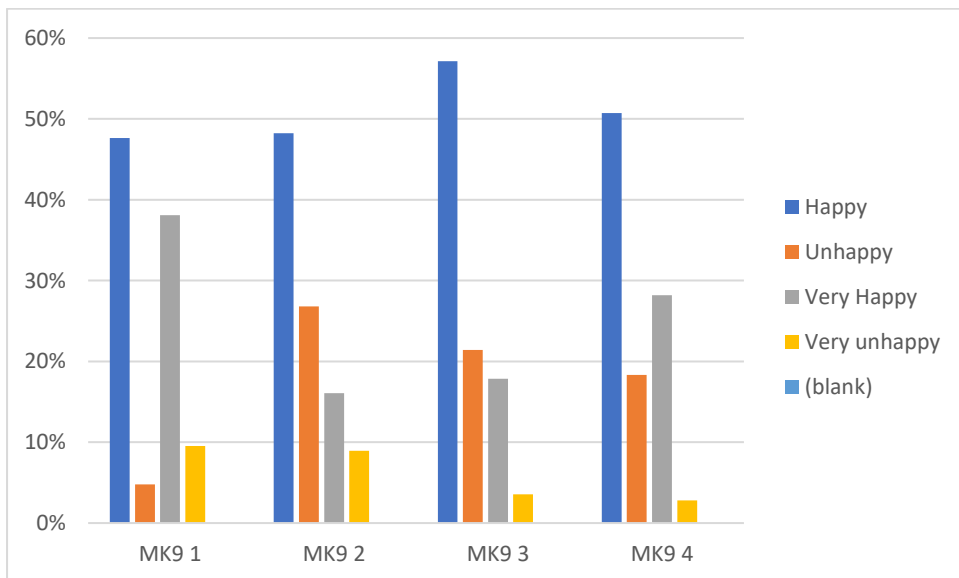
Row Labels	Happy	Unhappy	Very Happy	Very unhappy	(blank)	Grand Total
MK9 1	48%	5%	38%	10%	0%	100%
MK9 2	48%	27%	16%	9%	0%	100%
MK9 3	57%	21%	18%	4%	0%	100%
MK9 4	51%	18%	28%	3%	0%	100%
Grand Total	**51%**	**20%**	**23%**	**5%**	**0%**	**100%**