

DARLINGTON COMMUNITY SURVEY : JULY/ AUGUST 2007
TOP LINE FINDINGS

Total Sample = 1016

(Percentages based on total sample, unless otherwise stated)

(2006 and 2005 Community Survey results shown in blue and red, respectively and where applicable)

Introduction Good morning/afternoon/evening. I am from NWA Social & Market Research. We are doing a survey for Darlington Borough Council about life in the local area. (SHOW ID CARD & LETTER FROM COUNCIL) Could you answer some questions please. The interview will take about 20 minutes.

QA Can I just check, are you a senior officer or an elected member of Darlington Borough Council?
 (IF UNSURE ASK – ‘Are you precluded from taking part in any political activity by reason of your job?’)

Yes CLOSE. THANK RESPONDENT.

No..... CONTINUE

QB And how long have you been a resident in the Darlington Borough Council area?
 (REFER TO MAP IF NECESSARY)

	<u>2007</u>	<u>2006</u>
3 months to (less than) 1 year	2.6%	3.3%
1 - 5 years.....	9.4%	10.2%
6 - 10 years.....	7.7%	6.7%
More than 10 years.....	80.3%	79.8%

CLASSIFICATION - CHECK QUOTA REQUIREMENTS

In order to ensure that we are interviewing a representative sample of people living in this area, may I ask you -

C1 (SHOWCARD 1) Which of these age groups do you fall into ?

	<u>2007</u>	<u>2006</u>
18 - 29 years.....	18.0%	18.1%
30 - 39 years.....	19.3%	19.9%
40 - 49 years.....	19.0%	18.7%
50 - 59 years.....	16.7%	16.8%
60 - 69 years.....	12.5%	17.9%
70 and over.....	14.5%	8.6%

C2 (SHOWCARD 2) And which of these best describes your employment status?

	<u>2007</u>	<u>2006</u>
In full time paid employment (30 + hours).....	34.5%	35.3%
In part time paid employment	13.8%	12.2%
Self-employed	2.3%	2.1%
Government supported training	0.1%	-
Unemployed and available for work	5.3%	6.2%
Wholly retired from work	26.1%	25.2%
Full time education at school, college, university	1.9%	2.3%
Looking after family/home	10.4%	10.7%
Permanently sick/disabled.....	5.3%	5.5%
Doing something else (PLEASE STATE).....	0.3%	0.6%

C3 Interviewer code	<u>2007</u>	<u>2006</u>
Gender		
Male	48.8%	48.5%
Female.....	51.2%	51.5%

SATISFACTION WITH THE WAY THE COUNCIL IS RUNNING THE BOROUGH

Q.1 (SHOWCARD) Thinking about Darlington Borough Council, overall, how satisfied or dissatisfied are you with the way the Council is running the Borough ?

	<u>2007</u>	<u>2006</u>	<u>2005</u>
Very satisfied	11.4%	10.5%	11.0%
Fairly satisfied.....	52.7%	53.1%	53.5%
Neither satisfied nor dissatisfied	16.0%	14.4%	16.0%
Fairly dissatisfied	11.7%	12.7%	10.9%
Very dissatisfied.....	6.0%	7.8%	6.6%
(don't know)	2.2%	1.6%	2.0%

Q.2 And over the past year or so, do you think Darlington Council has got better or worse at running the Borough, or has it stayed about the same ?

	<u>2007</u>	<u>2006</u>	<u>2005</u>
Better.....	14.1%	13.3%	13.8%
Worse.....	18.8%	21.3%	19.1%
Stayed about the same.....	59.2%	59.2%	60.2%
(don't know)	8.0%	6.2%	6.9%

LOCAL NEIGHBOURHOOD

Q.3 (SHOWCARD) Thinking now about your local neighbourhood, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

	<u>2007</u>	<u>2006</u>	<u>2005</u>
Very satisfied	44.5%	36.6%	37.1%
Fairly satisfied.....	38.3%	41.4%	39.6%
Neither satisfied nor dissatisfied	4.6%	5.3%	7.3%
Fairly dissatisfied	8.7%	9.3%	9.4%
Very dissatisfied.....	3.7%	7.3%	5.2%
(don't know)	0.2%	0.1%	1.4%

Q.4 On the whole, do you think that over the past two years, your neighbourhood has got better or worse?

	<u>2007</u>	<u>2006</u>	<u>2005</u>
Better.....	9.7%	8.5%	9.8%
Worse.....	23.4%	29.4%	25.0%
Hasn't changed much	57.5%	55.2%	57.7%
Have lived here less than 2 years	8.8%	6.3%	5.4%
Don't know	0.6%	0.6%	2.1%

Q.5 How safe or unsafe do you feel when outside in the Borough of Darlington after dark?

(SHOWCARD)

Q.6 And how safe or unsafe do you feel when outside in the Borough of Darlington during the day?

(SHOWCARD)

	Q.5 Dark			Q.6 Day		
	2007	2006	2005	2007	2006	2005
Very safe.....	17.4%	13.2%	12.0%	63.1%	52.4%	56.2%
Fairly safe.....	31.3%	33.4%	34.5%	31.4%	39.9%	37.6%
Neither safe nor unsafe	8.0%	8.8%	8.4%	1.9%	3.6%	3.0%
Fairly unsafe.....	18.9%	17.6%	16.1%	2.3%	2.8%	2.1%
Very unsafe.....	19.6%	19.7%	18.6%	0.8%	0.9%	0.8%
Don't know.....	4.8%	7.3%	10.4%	0.6%	0.3%	0.3%

Q.7 (SHOWCARD) To what extent do you agree or disagree that your local area (within walking distance) is a place where people from different backgrounds get on well together?

	2007	2006	2005
Definitely agree.....	19.1%	13.0%	15.3%
Tend to agree.....	56.4%	49.7%	48.5%
Neither agree nor disagree	10.1%	16.6%	15.6%
Tend to disagree.....	5.9%	9.3%	5.5%
Definitely disagree	1.2%	3.0%	3.0%
Don't know	7.3%	8.4%	12.1%

Q.8 Do you agree or disagree that you can influence decisions affecting your local area?

	2007	2006	2005
Definitely agree	6.4%	4.0%	5.9%
Tend to agree.....	25.6%	25.1%	27.2%
Neither agree nor disagree	10.3%	17.0%	14.0%
Tend to disagree.....	29.5%	28.7%	25.8%
Definitely disagree	18.3%	19.5%	21.4%
Don't know	9.8%	5.7%	5.7%

Q.9 And do you agree or disagree with the following statement..... ?

"By working together people in my neighbourhood can influence decisions that affect the neighbourhood".

	2007	2006	2005
Definitely agree.....	19.0%	16.4%	15.3%
Tend to agree.....	42.5%	45.3%	39.2%
Neither agree nor disagree	10.0%	13.1%	11.3%
Tend Disagree	12.7%	13.2%	17.1%
Definitely disagree	7.6%	7.6%	11.7%
Don't know	8.2%	4.4%	5.4%

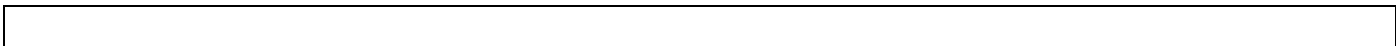
THE QUALITY OF LIFE IN THIS AREA

Q.10 (SHOWCARD) Thinking generally, which of the things on this card would you say are most important in making a neighbourhood a good place to live. Please mention up to five.

	<u>2007</u>	<u>2006</u>	<u>2005</u> (5 most popular)
Access to nature	11.4%	13.3%	-
Activities for teenagers	37.3%	37.9%	43.2%
Affordable decent housing	28.1%	34.0%	27.4%
Clean streets	49.3%	52.7%	50.7%
Community activities	13.8%	12.5%	-
Cultural facilities such as Cinemas, Museums	5.3%	4.8%	-
Education provision	22.4%	23.4%	-
Facilities for young children	30.0%	32.8%	30.5%
Health services	29.7%	25.0%	-
Job prospects	22.3%	21.5%	-
Low level of crime/anti-social behaviour.....	66.8%	62.2%	58.4%
Low level of pollution.....	7.1%	5.5%	-
Low level of traffic congestion	29.1%	21.8%	-
Parks and open spaces.....	28.8%	29.9%	-
Public transport	23.7%	23.3%	-
Race relations.....	3.4%	3.9%	-
Road and pavement repairs.....	23.0%	22.1%	-
Shopping facilities	19.1%	20.8%	-
Sports & leisure facilities.....	14.1%	14.0%	-
Wage levels & local cost of living.....	10.1%	8.4%	-
Other (WRITE IN).....	3.9%	3.2%	-
Don't know	0.5%	0.2%	-
None of these	0.4%	0.1%	-

Q.11 (SHOWCARD) Thinking about your neighbourhood, which of the things on this card, if any, do you think most need improving. Please mention up to FIVE.

	<u>2007</u>	<u>2006</u>	<u>2005</u> (5 most popular)
Access to nature	3.3%	3.9%	-
Activities for teenagers	44.3%	46.7%	44.7%
Affordable decent housing	16.4%	20.5%	-
Clean streets	29.7%	31.4%	30.6%
Community activities	13.2%	13.9%	-
Cultural facilities such as Cinemas, Museums	5.4%	5.5%	-
Education provision	6.1%	3.8%	-
Facilities for young children	31.8%	34.5%	-
Health services	5.5%	7.2%	-
Job prospects	9.9%	10.4%	-
Low level of crime/anti-social behaviour.....	36.9%	42.9%	37.5%
Low level of pollution.....	5.5%	3.5%	-
Low level of traffic congestion	33.6%	28.3%	31.6%
Parks and open spaces.....	16.2%	19.0%	-
Public transport	14.9%	17.0%	-
Race relations.....	2.4%	3.3%	-
Road and pavement repairs.....	40.3%	41.4%	44.0%
Shopping facilities	8.8%	11.5%	-
Sports & leisure facilities.....	15.6%	16.5%	-
Wage levels & local cost of living	7.9%	8.8%	-
Other (WRITE IN).....	10.9%	10.4%	-
Don't know	1.0%	1.7%	-
None of these	4.8%	2.3%	-



CHANGES IN YOUR QUALITY OF LIFE

Q.12 (SHOWCARD) Still thinking about your local neighbourhood, how do you think the following aspects have changed over the last three years – do you think they have got better or worse, or stayed about the same?

READ OUT :	Better	Stayed the same	Worse	Don't know
	%	%	%	%
1 Access to nature	16.1	68.6	4.2	11.0
..... (2006)	17.7	69.9	4.7	7.8
..... (2005)	16.3	66.7	4.1	12.9
2 Activities for teenagers.....	3.3	49.2	27.3	20.2
..... (2006)	3.4	48.3	31.9	16.4
..... (2005)	4.2	39.4	30.6	25.8
3 Affordable decent housing	3.6	51.7	34.2	10.5
..... (2006)	6.4	49.0	35.8	8.8
..... (2005)	11.8	45.4	29.9	12.9
4 Clean streets	12.5	57.9	24.7	4.9
..... (2006)	12.3	57.7	25.7	4.3
..... (2005)	14.8	53.0	27.1	5.1
5 Community activities.....	4.7	65.7	12.5	17.0
..... (2006)	6.0	61.3	17.0	15.7
..... (2005)	7.6	59.5	13.5	19.4
6 Cultural facilities (e.g. cinemas, museums).....	2.2	80.4	4.4	13.0
..... (2006)	4.1	76.6	8.8	10.4
..... (2005)	7.7	68.8	7.4	16.1
7 Education provision.....	21.0	53.8	5.8	19.4
..... (2006)	26.8	51.4	6.9	14.9
..... (2005)	19.0	49.5	8.8	22.7
8 Facilities for young children.....	8.9	52.0	17.2	21.9
..... (2006)	9.8	52.1	22.2	15.9
..... (2005)	11.2	44.6	18.5	25.7
9 Health services	13.2	70.9	7.6	8.4
..... (2006)	18.7	65.7	9.0	6.6
..... (2005)	24.9	59.6	7.7	7.8
10 ... Job prospects	3.4	58.4	17.7	20.5
..... (2006)	5.2	54.0	22.0	18.8
..... (2005)	6.5	47.8	20.0	25.7
11 ... Parks and open spaces	21.9	58.3	12.8	7.1
..... (2006)	24.8	54.9	14.9	5.4
..... (2005)	25.4	56.4	11.5	6.7
12 ... Public transport	10.0	61.4	14.3	14.3
..... (2006)	10.2	51.7	23.8	14.2
..... (2005)	8.7	51.7	23.5	16.1
13 ... Race relations	1.3	66.5	3.7	28.4
..... (2006)	2.7	63.1	7.0	27.2
..... (2005)	4.0	57.2	3.2	35.6
14 ... Road & pavement repairs	8.8	44.7	40.7	5.8
..... (2006)	10.8	41.5	42.9	4.8
..... (2005)	8.2	37.7	48.5	5.6
15 ... Shopping facilities.....	8.7	78.1	7.3	5.9
..... (2006)	13.9	69.0	12.2	4.9
..... (2005)	13.2	68.4	12.2	6.2

16 ... Sports & leisure facilities	8.2	68.2.....	9.1	14.6
..... (2006)	10.6	66.3.....	11.2	11.9
..... (2005)	8.0	63.6.....	10.3	18.1
17 ... The level of crime & anti-social behaviour	5.3	47.2.....	39.7	7.8
..... (2006)	4.7	40.0.....	48.3	7.0
..... (2005)	6.7	41.6.....	44.2	7.5
18 ... The level of pollution	1.9	65.2.....	23.0	9.9
..... (2006)	3.1	69.4.....	17.7	9.8
..... (2005)	3.2	58.9.....	23.2	14.7
19 ... The level of traffic congestion.....	0.6	36.3.....	57.4	5.7
..... (2006)	2.3	42.6.....	50.0	5.1
..... (2005)	1.9	33.5.....	58.1	6.5
20 ... Wage levels & local cost of living	0.7	55.2.....	26.0	18.1
..... (2006)	2.5	52.6.....	28.8	16.2
..... (2005)	3.5	47.5.....	28.4	20.6

Q.13 (SHOWCARD) Still thinking about your neighbourhood, how much of a problem are –

READ OUT :	<u>A very big Problem</u>	<u>A fairly big problem</u>	<u>Not a very big problem</u>	<u>Not a problem at all</u>	<u>Don't know</u>
1. Noisy neighbours or loud parties	5.2	6.2	14.2	74.2	0.2
(2006)	6.5	8.1	15.3	70.0	0.1
(2005)	4.8	6.5	17.2	70.6	0.9
2. Teenagers hanging around on the streets	18.4	19.7	23.1	38.7	0.1
(2006)	21.4	21.2	20.9	36.1	0.4
(2005)	15.4	21.9	26.1	35.8	0.8
3. Vandalism, graffiti and other deliberate damage to property or vehicles	12.3	14.1	20.6	52.8	0.3
(2006)	14.3	17.8	19.1	47.9	0.9
(2005)	8.6	19.2	22.8	48.9	0.5
4. People being attacked because of their skin colour, ethnic origin or religion	1.5	2.8	4.4	84.6	6.7
(2006)	2.0	3.6	6.7	78.6	9.1
(2005)	1.9	2.0	10.2	72.2	13.7
5. People using or dealing drugs	9.1	10.4	8.3	65.2	7.1
(2006)	12.8	12.7	11.3	56.9	6.4
(2005)	9.3	12.4	12.3	55.9	10.1
6. People being drunk or rowdy in public places	11.0	13.5	16.4	58.1	1.0
(2006)	15.1	16.6	17.0	50.4	0.9
(2005)	9.6	15.4	19.0	52.8	3.2
7. People sleeping rough on the streets or in other public places	1.4	2.4	3.8	90.1	2.4
(2006)	1.4	3.4	5.5	86.5	3.2
(2005)	1.2	3.3	8.8	80.6	6.1
8. Rubbish and litter lying around	10.7	20.9	21.9	46.2	0.3
(2006)	14.1	20.1	21.4	44.3	0.1
(2005)	12.5	22.0	24.9	39.8	0.8
9. Abandoned or burnt out cars	0.3	2.0	3.7	92.5	1.5
(2006)	1.6	2.7	8.3	86.4	1.0
(2005)	1.9	3.3	8.7	83.0	3.1
10. Parents not taking responsibility for the behaviour of their children	17.7	18.0	16.1	46.1	2.1
11. People not treating other people with respect and consideration	14.5	17.0	15.6	51.7	1.2

ACCESS TO KEY LOCAL SERVICES

**Q.14 From your home, how easy is it for you to get to the following, using your usual form of transport ?
(SHOW CARD)**

READ OUT :		Very easy %	Fairly easy %	Neither nor %	Fairly difficult %	Very difficult %	(No opin. d. know) %
1.	Local shop.....	85.6	10.9	0.3	1.8	1.1	0.3
	(2006).....	84.8	10.3	1.0	2.3	1.3	0.4
	(2005).....	78.4	17.4	1.1	1.9	0.7	0.5
2.	Shopping centre or supermarket	74.5	19.0	1.0	3.2	1.9	0.4
	(2006).....	70.7	22.5	1.0	3.5	2.2	0.2
	(2005).....	62.5	30.5	1.5	2.8	1.4	1.3
3.	Post Office	78.3	16.4	1.0	2.6	1.3	0.4
	(2006).....	71.0	19.6	1.6	5.1	2.3	0.5
	(2005).....	68.8	21.8	2.9	4.2	1.7	0.6
4.	Chemist/pharmacy	75.5	18.2	1.4	3.2	1.3	0.4
	(2006).....	66.7	25.3	1.3	4.6	1.9	0.2
	(2005).....	65.5	27.4	2.3	2.7	1.3	0.8
5.	Shop selling fresh fruit and vegetables	74.6	18.3	2.0	3.1	1.0	1.1
	(2006).....	70.5	21.1	1.5	4.1	2.5	0.4
	(2005).....	64.6	26.8	3.0	3.7	1.1	0.8
6.	Publicly accessible green space e.g. park	77.1	16.5	1.8	2.0	1.4	1.3
	(2006).....	72.0	20.3	1.5	2.9	1.5	1.8
	(2005).....	66.8	25.8	2.2	2.3	0.8	2.1
7.	Public transport facility e.g. bus stop, train station.....	78.9	14.9	2.2	1.7	1.2	1.2
	(2006).....	73.4	18.2	2.9	1.7	1.5	2.4
	(2005).....	67.8	24.0	2.2	3.2	0.8	2.0
8.	Library	55.7	25.1	6.6	5.4	1.8	5.4
	(2006).....	49.9	29.9	5.0	6.7	2.9	5.6
	(2005).....	50.5	31.9	5.7	5.7	1.7	4.5
9.	Sports/leisure centre.....	49.1	25.5	8.5	5.1	1.5	10.3
	(2006).....	44.5	28.8	8.3	6.2	2.9	9.3
	(2005).....	44.1	32.2	6.9	6.8	1.3	8.7
10.	Cultural/recreational facility e.g. theatre, cinema	50.9	28.1	7.0	5.8	1.8	6.5
	(2006).....	44.3	32.0	7.4	7.1	2.9	6.4
	(2005).....	44.4	34.7	7.3	5.9	1.7	6.0
11.	Bank/cashpoint.....	67.4	23.2	1.5	3.3	1.8	2.8
	(2006).....	58.5	32.0	1.7	5.0	1.9	1.0
	(2005).....	55.7	33.1	3.7	4.2	1.6	1.7
12.	Council/neighbourhood office	43.1	22.7	9.7	4.4	2.0	18.0
	(2006).....	41.0	21.1	7.6	6.7	2.8	20.9
	(2005).....	39.5	28.1	7.4	6.0	1.4	17.6
13.	Recycling facility	51.6	22.7	6.5	6.4	2.6	10.2
	(2006).....	48.5	26.5	5.7	5.0	2.8	11.5
	(2005).....	47.9	27.7	6.2	5.7	2.6	9.9

14.	Childcare facilities	32.4	7.8	10.2	2.0	0.8	46.9
	(2006).....	28.3	10.8	12.2	1.1	1.7	46.0
	(2005).....	30.6	15.5	5.3	1.4	0.9	46.3
15.	GP/Doctor's Surgery	61.8	26.7	3.0	6.0	2.2	0.4
	(2006).....	58.1	26.1	3.9	7.2	4.3	0.4
	(2005).....	59.4	27.7	3.4	5.7	3.2	0.6
16.	Local hospital.....	54.3	33.8	3.4	5.6	2.6	0.3
	(2006).....	50.7	31.2	4.6	8.4	4.8	0.2
	(2005).....	48.3	33.7	4.1	11.2	2.2	0.5

PERCEPTIONS OF THE COUNCIL

**Q.15 I am going to read out a list of statements about Darlington Borough Council, and I would like you to tell me, from this card, how strongly you agree or disagree with each .
(SHOW CARD)**

READ OUT :	Strongly	Tend to	Neither	Tend to	Strongly	(No opin.
	<u>agree</u>	<u>agree</u>	<u>nor</u>	<u>disagree</u>	<u>disagree</u>	<u>d. know</u>)
	%	%	%	%	%	%
1. The quality of Council services is good overall.....	7.6	52.8	19.0	12.8	5.3	2.6
(2006).....	5.7	55.0	17.6	13.7	6.2	1.9
(2005).....	8.5	53.6	18.6	11.7	3.9	3.7
2. The Council is too remote and impersonal	10.4	29.5	20.9	28.1	4.7	6.3
(2006).....	9.1	27.0	19.0	33.7	4.7	6.5
(2005).....	9.9	27.2	19.5	28.9	6.4	8.1
3. The Council doesn't take any notice of what residents want	15.1	27.2	22.2	23.3	5.5	6.7
(2006).....	18.8	25.8	17.9	26.2	5.6	5.7
(2005).....	15.6	29.6	19.9	20.0	5.6	9.3
4. The Council gives residents good value for money	3.7	31.9	24.2	24.4	10.7	5.0
(2006).....	3.7	35.0	19.8	24.7	12.6	4.1
(2005).....	4.7	36.4	21.9	20.4	10.0	6.6
5. The Council does a good job in attracting business to the area	5.6	37.3	23.0	12.0	4.9	17.1
(2006).....	6.1	30.5	25.0	12.4	7.6	18.4
(2005).....	7.2	31.7	21.4	11.3	5.0	23.4
6. The Council does a good job for people like me	4.6	36.0	28.1	16.1	10.3	4.7
(2006).....	5.0	34.7	24.2	19.8	11.9	4.3
(2005).....	6.0	34.5	26.0	16.2	10.3	7.0
7. The Council does the best it can with the money available	3.3	31.6	19.6	23.8	12.3	9.4
(2006).....	2.8	34.3	18.9	23.9	12.8	7.2
(2005).....	5.7	36.7	17.2	19.9	11.2	9.3
8. The Council does a good job looking after vulnerable people	3.7	30.0	24.5	9.8	5.9	26.0
(2006).....	6.3	32.6	22.4	11.8	6.8	20.2
(2005).....	6.1	33.1	22.0	8.1	6.3	24.4
9. The Council treats all types of people fairly	6.2	40.3	19.8	14.5	8.4	10.9
(2006).....	7.5	44.5	18.9	12.9	7.0	9.3
(2005).....	8.2	39.3	21.9	8.6	6.9	15.1
10. The Council plays an important part in improving the quality of life in the local area	7.3	46.3	22.4	13.0	5.6	5.4
(2006).....	8.3	45.4	18.0	13.8	8.6	5.8
(2005).....	10.5	48.2	19.3	9.7	6.4	5.9

**Q.16 Thinking now about the way in which the Council delivers its services and deals with its customers.
How do you feel the Council deals with ...
(SHOW CARD)**

	Very well %	Quite well %	Neither nor %	Quite badly %	Very badly %	(No opin. d. know) %
READ OUT :						
1. Planning for the future needs and requirements of people in the Borough	4.8	41.5	23.4	12.3	4.1	13.8
(2006).....	4.1	40.6	21.9	16.2	7.0	10.2
(2005).....	4.0	40.8	25.2	11.0	4.8	14.2
2. Being efficient and not wasting money	1.8	19.8	27.0	24.8	15.7	10.9
(2006).....	1.9	18.5	22.1	30.6	15.2	11.7
(2005).....	3.2	22.9	23.1	25.8	11.7	13.3
3. Being efficient and not wasting people's time.....	4.3	29.8	26.5	18.5	8.3	12.6
(2006).....	4.8	29.0	27.6	18.1	7.9	12.7
(2005).....	3.7	31.0	27.5	16.6	6.3	14.9
4. Being easy to get in touch with	14.4	46.2	14.8	11.5	5.9	7.3
(2006).....	16.4	46.7	13.7	9.5	6.5	7.2
(2005).....	14.9	44.3	14.8	12.7	3.5	9.8
5. Showing courtesy and respect.....	16.0	47.7	19.9	5.4	2.0	9.0
(2006).....	15.8	50.2	15.8	5.9	3.2	9.0
(2005).....	15.3	48.2	19.7	4.2	2.1	10.5
6. Being flexible and understanding of people's needs	3.5	34.6	26.6	17.3	8.3	9.6
(2006).....	5.2	34.5	25.3	16.7	10.2	8.0
(2005).....	6.8	30.6	26.8	16.3	7.0	12.5
7. Taking action about problems without being pressurised to do so.....	2.8	22.7	24.5	25.2	13.6	11.2
(2006).....	3.1	20.0	24.0	27.6	14.4	10.8
(2005).....	4.1	22.5	23.7	23.7	11.1	14.9
8. Being up to date and innovative.....	5.4	41.6	31.0	7.3	3.5	11.1
(2006).....	5.9	44.8	22.8	8.9	5.9	11.7
(2005).....	6.4	42.7	26.0	8.3	3.2	13.4
9. Working with local residents	4.7	33.3	24.4	17.2	10.3	10.0
(2006).....	5.7	31.8	23.3	16.8	11.8	10.7
(2005).....	5.5	32.2	24.5	16.1	7.8	13.9

VISION OF THE COUNCIL

Q.17 (VISION SHOWCARD).The Council’s principal role is to make Darlington a place where people want to live, work or visit and can enjoy a high quality of life. The Council has identified eight main issues that it believes are important.

- a) **Which one of these issues do you feel is the most important in making Darlington a place where people want to live, work or visit and can enjoy a high quality of life ? (ONE RESPONSE ONLY)**
- b) **And which do you feel is the second most important ? (ONE RESPONSE ONLY)**
- c) **Are there any which you feel are not important (MULTIPLE RESPONSE POSSIBLE)**

	<u>MOST</u> <u>Important</u> %	<u>FIRST +</u> <u>SECOND MOST</u> <u>Important</u> %	<u>NOT</u> <u>Important</u> %
1. Improving the local economy	24.1	36.7	1.0
(2006).....	19.0	30.3	0.4
(2005).....	21.3	31.9	1.1
2. Promoting inclusive communities.....	2.9	6.3	3.4
(2006).....	3.5	7.1	3.4
(2005).....	3.2	6.5	6.0
3. Raising educational achievement	14.7	28.4	1.2
(2006).....	11.6	23.5	2.4
(2005).....	14.5	27.9	1.4
4. Stimulating leisure activities	4.4	13.3	1.8
(2006).....	5.8	14.1	1.6
(2005).....	4.8	12.0	2.0
5. Promoting community safety	28.1	45.7	0.4
(2006).....	26.3	44.9	0.4
(2005).....	23.7	40.3	0.4
6. Improving health and well being	9.0	23.3	0.7
(2006).....	11.3	27.6	0.4
(2005).....	10.9	25.7	0.2
7. Enhancing the local environment.....	5.4	17.8	1.5
(2006).....	9.6	22.5	1.4
(2005).....	8.4	22.9	1.7
8. Developing an effective transport system.....	6.0	16.3	2.2
(2006).....	8.2	19.0	3.0
(2005).....	6.4	18.4	2.3
9. None of these	0.6	1.7	90.5
(2006).....	0.8	2.4	88.0
(2005).....	0.7	1.9	86.2
10. Some other issue (PLEASE STATE).....	1.3	2.3	-
(2006).....	1.6	3.0	-
(2005).....	1.5	2.3	-
11. (don't know/ not sure).....	3.6	8.3	-
(2006).....	2.3	5.6	0.4
(2005).....	4.6	10.2	1.0

Q.18 (SHOWCARD) And how successful or unsuccessful would you say the Council and its partners are in dealing with these issues?

READ OUT ISSUES :	Very successful %	Fairly successful %	Neither nor %	Fairly unsuccessful %	Very unsuccessful %	(No opin. d. know) %
1. Improving the local economy	5.1	46.7	20.6	10.9	3.0	13.8
(2006).....	3.3	45.1	22.5	15.2	3.4	10.4
(2005).....	3.7	44.0	26.7	11.0	3.0	11.6
2. Promoting inclusive communities.....	2.9	30.0	32.1	8.0	2.3	24.8
(2006).....	1.7	30.4	32.9	11.4	4.5	19.1
(2005).....	2.3	27.7	32.4	10.5	2.4	24.7
3. Raising educational achievement.....	7.4	46.3	17.1	9.6	3.0	16.6
(2006).....	9.3	46.0	15.7	10.7	2.7	15.5
(2005).....	5.7	44.1	19.2	11.0	3.4	16.6
4. Stimulating leisure activities.....	6.0	37.6	21.4	18.0	3.4	13.6
(2006).....	5.2	42.2	17.7	19.1	6.5	9.3
(2005).....	4.1	39.1	21.3	16.7	4.0	14.8
5. Promoting community safety.....	4.1	45.1	19.0	18.5	4.4	8.9
(2006).....	5.5	42.6	22.2	17.0	5.4	7.6
(2005).....	4.4	46.3	20.1	15.4	4.1	9.7
6. Improving health and well being	5.2	49.2	23.2	9.8	2.5	10.0
(2006).....	7.1	50.2	21.8	10.8	2.6	7.5
(2005).....	6.3	54.6	19.4	8.4	2.1	9.2
7. Enhancing the local environment.....	7.2	52.6	19.2	10.8	3.2	7.0
(2006).....	8.2	50.4	16.7	13.9	4.9	5.8
(2005).....	6.8	52.8	20.0	9.5	2.7	8.2
8. Developing an effective transport system.....	4.1	37.7	22.8	15.6	10.0	9.7
(2006).....	4.1	29.5	20.0	24.9	13.2	8.1
(2005).....	5.1	34.2	20.4	21.0	10.5	8.8

Q19 The Council works together with representatives from other organisations from the public, private, voluntary and community sectors, to form a Local Strategic Partnership for the borough – this is called ‘Darlington Partnership’. Have you heard of the Darlington Partnership before today?

(2007) Yes	40.8%	No.....	56.5%	Not sure	2.7%
(2006) Yes	44.4%	No.....	53.4%	Not sure	2.3%

Q20 The Council works with Partners, on issues relating to ‘older persons’, through the ‘Growing Older Living in Darlington’ Group – also known as GOLD.

(SHOWCARD) Have you heard of the ‘Growing Older Living in Darlington’ group or ‘GOLD’ before today

?

(2007) Yes	22.9%	No.....	76.0%	Not sure	1.1%
(2006) Yes	22.3%	No.....	76.3%	Not sure	1.5%

COUNCIL SERVICES

Q.21 (SHOWCARD) Thinking now about Council Services. I am going to read out a number of different types of service that are provided in this area. Using this card, I would like you to tell me how satisfied or dissatisfied you are with the way in which each of these services is provided in your local area? (READ OUT. ROTATE ORDER. TICK START)

	Very satisfied %	Fairly satisfied %	Neither nor %	Fairly dissatisfied %	Very dissatisfied %	(No opin. d. know) %
1 Nursery & Primary Schools	14.0	20.6	13.2	3.1	1.8	47.3
(2006)	21.1	23.0	11.8	1.5	1.2	41.5
(2005)	14.3	24.6	9.3	1.8	1.8	48.2
2 Secondary Schools	8.3	18.5	14.9	5.9	3.9	48.5
(2006)	12.3	20.2	13.5	4.7	3.1	46.1
(2005)	9.6	21.8	11.2	3.8	4.3	49.3
3 School Meals	5.9	12.8	15.6	4.6	3.9	57.1
(2006)	6.1	12.7	15.9	4.8	4.3	56.2
(2005)	5.7	13.8	12.5	4.3	4.8	58.9
4 Adult Education	10.0	30.1	15.6	3.2	1.4	39.6
(2006)	10.8	27.7	12.9	1.5	1.3	45.9
(2005)	10.3	26.2	10.7	2.1	0.7	50.0
5 Children's Play Areas	3.8	23.8	13.4	17.3	9.2	32.5
(2006)	4.0	23.6	13.2	17.6	13.3	28.4
(2005)	5.9	24.9	11.4	14.1	9.9	33.8
6 Leisure and Arts Venues	14.4	36.2	17.1	7.0	1.6	23.7
(2006)	14.3	35.9	14.9	7.3	3.6	23.9
(2005)	14.7	44.8	12.4	2.9	1.7	23.5
7 Community Sports and Arts	8.4	29.8	19.5	7.2	2.7	32.5
(2006)	7.7	30.8	16.9	9.3	4.1	31.2
(2005)	10.8	36.0	15.7	4.9	1.9	30.7
8 Youth Clubs & other Facilities for Young People	0.8	7.8	13.9	18.1	16.7	42.7
(2006)	1.4	7.9	14.7	18.9	19.7	37.4
(2005)	2.0	11.0	14.9	14.6	15.2	42.3
9 The Dolphin Centre	28.4	41.1	9.7	2.4	1.5	16.8
(2006)	18.4	43.6	12.0	5.4	3.7	16.9
(2005)	20.0	42.8	11.3	4.5	3.7	17.7
10 Civic Theatre	37.1	34.1	9.1	1.0	0.5	18.3
(2006)	34.1	40.2	9.1	1.1	0.6	14.9
(2005)	36.4	38.1	8.2	0.9	0.2	16.2
11 Arts Centre	26.0	27.4	12.8	0.8	0.7	32.4
(2006)	22.9	33.2	12.6	0.8	0.5	30.1
(2005)	27.3	34.3	9.4	0.7	0.7	27.6
12 Libraries	30.8	36.5	9.5	2.1	0.8	20.3
(2006)	33.4	38.6	8.3	1.5	1.2	17.1
(2005)	33.4	37.7	8.0	1.5	0.1	19.3

DBC Community Survey 2007 – Top Line Findings

	<u>satisfied</u>	<u>satisfied</u>	<u>nor</u>	<u>dissatisfied</u>	<u>dissatisfied</u>	<u>d. know)</u>
13 Railway Centre and Museum.....	14.9	28.9	14.2	1.2	1.4	39.5
(2006).....	19.2	34.4	15.8	2.6	0.8	27.2
(2005).....	20.9	35.3	13.2	1.6	0.9	28.1
14 Festivals and Events.....	19.1	37.8	15.7	3.2	1.3	22.8
(2006).....	16.7	39.1	17.7	3.9	2.4	20.3
(2005).....	23.7	40.1	12.1	2.1	0.8	21.2
15 Council Housing	4.9	12.6	15.3	6.1	5.5	55.6
(2006).....	4.4	16.2	18.4	5.7	5.4	50.0
(2005).....	6.7	18.3	16.7	4.0	3.8	50.5
16 Housing & Council Tax Benefits.....	4.8	19.0	18.7	4.9	7.3	45.3
(2006).....	4.7	16.9	18.2	7.1	8.0	45.1
(2005).....	6.8	20.7	15.9	6.1	7.2	43.3
17 Council Tax Administration & Collection.....	8.2	50.1	21.2	4.9	4.3	11.3
(2006).....	9.1	42.0	17.8	6.0	6.7	18.4
(2005).....	9.3	41.4	19.1	6.1	6.9	17.2
18 Parks & Open Spaces.....	22.2	50.1	6.6	10.5	6.5	4.0
(2006).....	20.6	52.1	7.2	11.4	6.3	2.5
(2005).....	24.4	48.8	7.7	9.2	4.1	5.8
19 Cleanliness of the Town Centre.....	26.7	53.9	7.5	6.0	3.7	2.2
20 Upkeep & Appearance - of Town Centre	29.1	52.5	7.3	6.5	3.2	1.4
(2006).....	15.4	43.4	11.2	12.7	16.0	1.4
(2005).....	28.6	46.2	10.0	7.8	5.0	2.4
21 Upkeep & appearance - Residential Areas	11.4	48.4	14.6	18.5	5.5	1.6
(2006).....	11.1	50.4	11.3	17.9	7.7	1.7
(2005).....	13.2	50.6	14.9	11.1	7.5	2.7
22 Pavement Maintenance	5.8	33.5	13.0	27.8	18.6	1.4
(2006).....	4.6	34.6	11.4	25.9	22.5	1.0
(2005).....	6.9	27.5	13.4	26.0	24.0	2.2
23 Road Maintenance and Repairs.....	5.6	32.5	10.0	26.9	23.2	1.8
(2006).....	4.6	32.4	11.1	23.7	27.4	0.9
(2005).....	6.6	27.2	11.8	25.3	27.0	2.1
24 Refuse Collection.....	28.7	53.7	5.7	5.9	5.3	0.6
(2006).....	37.0	50.0	2.6	5.2	5.0	0.3
(2005).....	37.3	47.8	6.0	4.2	4.2	0.5
25 Recycling Facilities.....	22.3	44.7	9.5	13.1	7.9	2.5
(2006).....	31.0	47.3	6.8	6.7	6.8	1.5
(2005).....	32.0	42.2	7.6	7.3	5.4	5.5
26 Street Lighting	26.4	59.9	6.8	4.4	1.8	0.7
(2006).....	32.4	55.9	5.2	4.1	1.8	0.6
(2005).....	36.6	51.3	6.0	2.8	2.5	0.8
27 Street Cleaning.....	13.7	49.0	12.6	16.7	6.7	1.3
(2006).....	18.4	46.0	8.4	16.9	9.3	1.0
(2005).....	18.9	46.4	10.0	15.2	8.2	1.3

Very Fairly Neither Fairly Very (No opin.

	<u>satisfied</u>	<u>satisfied</u>	<u>nor</u>	<u>dissatisfied</u>	<u>dissatisfied</u>	<u>d. know</u>
28 Car parking - in Town Centre	9.4	29.5	10.7	16.7	17.7	15.9
(2006)	8.1	28.7	10.6	17.7	20.8	14.1
(2005)	6.1	29.6	11.3	15.1	24.7	13.2
29 Car parking - in Residential Areas	9.9	39.4	13.9	13.8	9.7	13.3
(2006)	9.9	37.8	11.1	15.3	13.2	12.8
(2005)	13.5	37.4	13.6	11.9	10.7	12.9
30 Planning & Control of Development	3.8	16.0	22.4	6.4	6.0	45.3
(2006)	4.6	24.2	18.8	7.3	7.2	37.9
(2005)	3.5	23.2	19.5	7.5	7.2	39.1
31 Security measures (incl CCTV) - in Town Centre	20.0	51.8	10.7	2.7	1.4	13.5
(2006)	23.0	50.3	8.6	4.8	2.1	11.2
(2005)	30.6	45.6	7.4	3.2	1.5	11.7
32 Security measures (incl CCTV) - in Other Area	6.9	30.9	18.2	10.1	5.5	28.3
(2006)	9.0	31.4	17.1	13.8	7.6	21.1
(2005)	13.1	35.9	15.4	7.8	6.0	21.8
33 Social Care for Older and Vulnerable People	4.7	19.3	20.3	8.8	5.9	41.0
(2006)	6.7	25.6	15.2	7.6	7.4	37.6
(2005)	7.8	29.5	15.9	7.4	6.1	33.3

Q.22 Are there any other services, not mentioned here, that you are particularly satisfied or dissatisfied with ?

2007 : Satisfied : Yes – 0.4%Dissatisfied : Yes - 9.6%.
 2006 : Satisfied : Yes – 0.5%Dissatisfied : Yes - 8.7%.
 2005 : Satisfied : Yes – 0.7%Dissatisfied : Yes - 8.1%.

- Q.23 (SHOWCARD) And which two services do you think should be given the greatest priority for improvement?
a) What would be your FIRST priority for improvement. b) And what would be your SECOND priority?**
- Q.24 Are there any services listed which you feel that the Council spends too much money on & could be reduced?**
- Q.25 (SHOWCARD) Which, if any, of the services on this card do you or members of your family, use or feel you benefit from? Just read out numbers that apply. (SHOWCARD) (PROBE FULLY)**

	Q23a	Q23b	Q.24	Q.25
	FIRST	FIRST + SECOND	SPEND	USED
	Priority	Priority	TOO MUCH	BENEFIT
	%	%	%	%
1 Nursery & Primary Schools	2.6	4.3	0.1	25.9
(2006)	2.3	3.6	0.3	22.9
(2005)	4.5	5.9	0.3	21.2
2 Secondary Schools	5.1	7.8	0.2	17.6
(2006)	4.9	8.3	0.1	15.7
(2005)	5.0	7.5	0.3	16.0
3 School Meals	1.0	2.0	0.1	17.6
(2006)	1.6	2.9	0.2	13.8
(2005)	2.7	4.9	-	13.8
4 Adult Education	0.5	1.2	0.2	14.8
(2006)	0.3	0.6	0.2	10.3
(2005)	0.7	1.2	0.4	10.5
5 Children's Play Areas	3.9	8.5	-	27.4
(2006)	6.5	11.4	0.3	22.8
(2005)	4.2	9.5	-	20.9
6 Leisure and Arts Venues	0.6	1.5	2.3	33.6
(2006)	0.8	2.0	1.7	27.1
(2005)	0.5	1.2	2.9	28.5
7 Community Sports and Arts	0.4	2.0	0.6	18.6
(2006)	0.8	2.2	0.5	14.3
(2005)	0.4	1.0	0.8	14.4
8 Youth Clubs & other Facilities for Young People	10.2	19.6	-	5.9
(2006)	10.6	20.3	0.1	5.6
(2005)	10.8	19.5	0.3	4.2
9 The Dolphin Centre	0.3	0.8	1.6	59.5
(2006)	0.4	1.1	1.4	50.8
(2005)	1.2	2.9	0.7	51.1
10 Civic Theatre	-	0.2	0.6	57.9
(2006)	-	0.2	0.9	53.8
(2005)	0.1	0.3	1.0	45.5
11 Arts Centre	0.1	0.1	1.8	34.8
(2006)	0.1	0.2	1.3	30.3
(2005)	-	-	3.3	29.3
12 Libraries	0.5	0.9	0.1	52.4
(2006)	0.3	0.7	0.3	46.1
(2005)	0.4	0.5	0.2	45.1
13 Railway Centre & Museum	0.2	0.6	0.6	23.9
(2006)	-	0.6	1.1	22.3
(2005)	0.1	0.1	1.0	18.0

		FIRST	FIRST +	SPEND	USED
		<u>Priority</u>	<u>SECOND</u>	<u>TOO MUCH</u>	<u>BENEFIT</u>
		%	%	%	%
14	Festivals & Events	0.5	1.6	2.1	37.5
	(2006).....	0.8	1.9	1.8	34.1
	(2005).....	0.6	1.0	2.6	32.5
15	Council Housing	4.0	5.6	1.1	11.2
	(2006).....	3.0	5.2	0.9	12.3
	(2005).....	2.4	3.5	4.2	13.4
16	Housing & Council Tax Benefits.....	1.3	3.2	2.4	20.1
	(2006).....	1.8	2.6	1.6	15.0
	(2005).....	2.1	4.8	4.8	17.6
17	Council Tax Administration & Collection.....	0.8	1.6	1.8	57.3
	(2006).....	1.2	1.8	1.9	41.4
	(2005).....	0.8	1.8	2.8	37.5
18	Parks & Open Spaces.....	2.8	4.8	0.3	76.8
	(2006).....	2.2	5.3	1.8	66.7
	(2005).....	1.4	3.4	0.5	52.2
19	Cleanliness of the Town Centre.....	1.5	2.8	0.6	65.9
20	Upkeep of Appearance - Town Centre	1.9	3.9	13.3	66.8
	(2006).....	5.6	9.1	16.4	51.6
	(2005).....	2.4	5.0	5.8	
21	Upkeep of Appearance - Other Areas.....	2.7	6.9	0.6	62.8
	(2006).....	3.0	7.8	1.0	48.3
	(2005).....	2.3	5.4	0.9	
22	Pavement Maintenance	5.8	12.1	0.6	65.1
	(2006).....	5.3	12.0	1.0	53.5
	(2005).....	7.2	15.5	0.4	
23	Road Maintenance and Repairs.....	8.3	19.6	2.1	64.6
	(2006).....	9.8	18.7	4.2	53.5
	(2005).....	10.2	21.7	3.4	
24	Refuse Collection.....	3.3	4.1	0.4	88.9
	(2006).....	1.4	3.6	0.1	79.2
	(2005).....	1.6	2.8	0.1	
25	Recycling Facilities.....	4.7	8.6	0.2	78.4
	(2006).....	2.3	4.5	0.4	67.1
	(2005).....	1.9	4.1	0.4	
26	Street Lighting	0.9	2.1	0.3	78.3
	(2006).....	0.5	0.9	0.2	63.5
	(2005).....	0.6	2.4	-	
27	Street Cleaning.....	2.7	6.4	0.1	75.8
	(2006).....	3.4	7.1	-	62.0
	(2005).....	3.0	5.0	0.3	
28	Car Parking - in Town Centre.....	5.5	10.4	1.3	64.2
	(2006).....	5.9	11.1	2.0	52.5
	(2005).....	8.2	13.8	2.5	47.2

	<u>FIRST</u> Priority %	FIRST + <u>SECOND</u> Priority %	<u>SPEND</u> <u>TOO MUCH</u> %	<u>USED</u> <u>BENEFIT</u> %
29 Car Parking - in Other Areas	2.4	4.2	-	58.5
(2006).....	2.2	4.3	0.1	45.7
(2005).....	0.9	3.1	0.2	39.9
30 Planning & Control of Development	1.2	2.6	2.5	14.8
(shown as Planning Department on Usage Showcard)				
(2006).....	1.2	2.2	3.6	8.9
(2005).....	1.4	3.2	2.6	5.0
31 Security Measures (incl. CCTV) - in Town Centre	0.5	1.5	1.2	50.3
(2006).....	0.5	1.7	0.8	36.9
(2005).....	0.4	1.9	0.7	
32 Security Measures (incl. CCTV) - in Other Areas	5.1	7.0	0.5	38.9
(2006).....	5.4	8.9	0.4	25.5
(2005).....	3.8	6.6	0.6	
33 Social Care for Older & Vulnerable People.....	4.7	8.8	0.1	9.4
(2006).....	5.2	9.4	0.2	6.9
(2005).....	4.5	8.9	0.3	4.7
34 Some Other Service (PLEASE STATE).....	6.0	8.0	4.7	1.6
(2006).....	4.0	6.0	4.4	1.0
(2005).....	2.6	3.4	4.2	0.7
35 (Don't know).....	3.8	11.4	32.5	0.3
(2006).....	4.6	13.0	30.4	0.8
(2005).....	7.7	(7.7)	35.6	2.5
36 (None mentioned)	4.3	13.7	35.7	0.6
(2006).....	2.4	8.9	34.8	1.1
(2005).....	3.4	(3.4)	33.4	3.8

Q.26 You mentioned (SERVICE MENTIONED AT Q 23a) as being your first priority for improvement. How would you like this service to be improved? (DO NOT PROMPT) (PROBE FULLY)

COUNCIL TAX

Q.27 Thinking now about Council Tax, do you think Darlington's Council Tax is high or low, compared with other council's in the area, or do you think it is about the same?

High.....	21.5%	About the same	32.4%
Low	10.5%	(Don't know / not sure).....	35.6%

Q.28 If you had to choose, would you prefer to pay (READ OUT a. & b. ONLY) (SHOWCARD a & b)

a) ... slightly more Council Tax, to provide more or better services (or).....	29.7%
b) ... slightly less Council Tax, if that resulted in fewer or reduced services.....	20.1%
(Other comment/response – WRITE IN)	25.3%
(Don't know / not sure).....	24.9%

TOWN CENTRE

Q.29 Thinking now about Darlington Town Centre, roughly how often do you visit the town centre these days? (SHOWCARD)

Every day..... 11.5%	2 or 3 times a month 10.8%
4 + times a week..... 7.2%	Once a month..... 8.0%
2 or 3 times a week.....29.9%	Less than once a month 5.7%
Once a week25.2%	Not at all 1.7%

**Q.30 How do you usually travel to the town centre? (SHOWCARD)
(ONE RESPONSE – CODE MAIN METHOD OF TRAVEL ONLY)**

Walk21.6%	Bus21.8%
Cycle..... 1.2%	Taxi..... 1.0%
Car (driver).....47.0%	Other (WRITE IN)..... 1.1%
Car (passenger)..... 4.7%	(Never visit)..... 1.7%

Q.31 To what extent do you agree or disagree with the following statement about Darlington Town Centre : ‘The town centre pedestrian heart is a safe and pleasant environment’. (SHOWCARD)

Strongly agree22.0%	Disagree12.5%
Agree.....43.9%	Strongly disagree 7.7%
Neither agree nor disagree 10.9%	(Don’t know / no opinion / never visit) 3.0%

a) **If ‘strongly agree/agree’ or ‘strongly disagree/disagree’ : ‘Why do you say that ? (WRITE IN)**

Q.32 In 2004 the Council took the decision to run a six month trial, starting from the completion of the pedestrian heart construction works, allowing people to cycle through the town centre pedestrian heart ? Please say to what extent you agree or disagree with the following statement ? ‘People should be allowed to cycle through the town centre pedestrian heart?’

Strongly agree 9.1%	Disagree28.1%
Agree.....22.1%	Strongly disagree31.4%
Neither agree nor disagree 5.8%	(Don’t know / no opinion) 3.5%

a) **If ‘strongly agree/agree’ or ‘strongly disagree/disagree’ : ‘Why do you say that ? (WRITE IN)**

HELPING OTHERS

Q.33 In the last twelve months have you ...

a) ...given any unpaid help to someone who is not a relative (this might be a friend, neighbour, or someone else)? (SHOWCARD A)

Yes 48.2% No 51.8%

b) ...received any unpaid for help from someone who is not a relative (this might be a friend, neighbour, or someone else)? (SHOWCARD B)

Yes 24.4% No 75.6%

READ OUT ALL MEANS OF HELP	<u>a)</u> <u>GIVEN HELP</u> <u>TO OTHERS</u> %	<u>b)</u> <u>RECEIVED HELP</u> <u>FROM OTHERS</u> %
1) Keeping in touch with someone who had difficulty getting out and about.....	13.8.....	2.6
(2006)	12.9.....	2.5
(2005)	11.3.....	1.9
2) Doing shopping, collecting pension, or paying bills for someone	14.0.....	3.6
(2006)	11.2.....	3.9
(2005)	11.2.....	4.6
3) Cooking, cleaning, laundry, gardening or other routine household jobs	9.6.....	4.3
(2006)	7.1.....	2.6
(2005)	8.4.....	3.7
4) Decorating, or doing any kind of home or car repairs for someone.....	7.4.....	3.3
(2006)	4.9.....	2.0
(2005)	6.3.....	3.1
5) Babysitting or caring for children	15.0.....	7.2
(2006)	9.8.....	5.1
(2005)	11.0.....	5.2
6) Sitting with or providing personal care (e.g. washing or dressing) for	2.3.....	0.9
someone who is sick or frail		
(2006)	2.1.....	0.6
(2005)	1.4.....	0.5
7) Looking after a property or pet for someone who is away	19.3.....	11.5
(2006)	19.1.....	13.2
(2005)	22.2.....	15.0
8) Giving advice to someone	18.8.....	6.6
(2006)	15.1.....	4.1
(2005)	15.1.....	4.8
9) Writing letters or filling in forms for someone	9.9.....	1.4
(2006)	7.4.....	1.0
(2005)	8.4.....	1.2
10) Representing someone (for example talking to a council official).....	4.1.....	0.6
(2006)	2.5.....	0.5
(2005)	3.5.....	0.3

- 11) Transporting or escorting someone (for example to a hospital, or an outing, or a school run)..... 17.6.....4.9
 (2006) 14.3.....4.5
 (2005) 14.5.....3.9
- 12) Any other help or support given/ received (*please write details below*)..... 6.8..... 1.4
 (2006) 5.2..... 1.0
 (2005) 5.2..... 1.7

Q.34 Have you, during the last twelve months, given unpaid help of 2 hours or more per week, through groups, clubs or organisations, to benefit other people or the environment ?

Yes 11.6% No88.4%

SPORTS / ARTS

Q.35 Thinking now about Local Sporting and Arts Activities and Events, such as local football or cricket matches, local plays or concerts, or any other local sporting or arts activities. (SHOWCARD) In the last six months about how many times, if at all, have you –
a)... participated in local sporting or arts activities?
b)... attended a local sporting or arts event?

	a) <u>Participated</u>			b) <u>Attended</u>		
	<u>2007</u>	<u>2006</u>	<u>2005</u>	<u>2007</u>	<u>2006</u>	<u>2005</u>
%	%	%	%	%	%	%
Not at all	80.6.....	83.0.....	84.3.....	61.7.....	62.3.....	67.6.....
1 to 5 times	5.3.....	7.9.....	5.6.....	23.6.....	24.2.....	18.9.....
6 – 10 times	1.5.....	0.8.....	1.2.....	5.1.....	5.1.....	3.9.....
11 – 25 times	3.4.....	2.1.....	1.5.....	4.1.....	3.5.....	3.0.....
More than 25 times/ at least once a week	9.0.....	6.1.....	4.3.....	5.2.....	4.4.....	3.6.....
Not sure	0.2.....	0.2.....	3.1.....	0.2.....	0.4.....	3.0.....

LOCAL MOTION

Q.36 Turning now to something different, do you recognise this logo? (SHOWCARD - LOGO)

Yes 68.9%

No31.1%

a) **If 'yes' - Where have you seen the logo ? (700 respondents)**
(DO NOT PROMPT) (PROBE FULLY – Anywhere else ?) (CODE ALL)

		Cases	Col Response %
Q36a: Where have you seen the logo?	Bags	191	27.3%
	Home visitor	112	16.0%
	Town Crier	98	14.0%
	Leaflets	84	12.0%
	On the buses	80	11.4%
	Bus map	75	10.7%
	Don't know/can't remember	71	10.1%
	Posters	65	9.3%
	Other	48	6.9%
	Northern Echo	30	4.3%
	Herald and Post	24	3.4%
	Advertiser	22	3.1%
	Local school/ place of work	21	3.0%
	Teeshirts/ sweatshirts	19	2.7%
	At bus stops/shelter	16	2.3%
	Town Centre/ shops/ market	16	2.3%
	Posted through door	11	1.6%
	Cycle Map	8	1.1%
Billboards	4	.6%	
Total	700	142.1%	

Q.37 Have you seen or heard any advertising for ‘Local Motion’

Yes 45.8% Maybe / not sure5.9% No.....48.3%

- a) **If ‘yes’ or ‘maybe’ – Where did you see or hear this advertising?**
 (DO NOT PROMPT) (PROBE FULLY – Anywhere else ?) (CODE ALL)
 (IF ‘LOCAL RADIO’ – CHECK WHETHER ‘ALPHA FM’ – IF NOT - CODE UNDER OTHER)
 (521 respondents)

		Cases	Col Response %
Q37a: Where did you see this advertising?	Town Crier	148	28.4%
	Bags	110	21.1%
	Don't know/can't remember	76	14.6%
	Leaflets	73	14.0%
	Bus map	47	9.0%
	Posters	45	8.6%
	Herald and Post	42	8.1%
	Advertiser	42	8.1%
	Northern Echo	41	7.9%
	Buses	39	7.5%
	Home visits	24	4.6%
	Alpha FM	22	4.2%
	Other	19	3.6%
	T-shirts	15	2.9%
	TV	13	2.5%
	Town Centre	13	2.5%
	Posted material	11	2.1%
At school/ work	6	1.2%	
Cycle Map	3	.6%	
Total		521	151.4%

**Q.38 (ALL RESPONDENTS) What do you think the ‘Local Motion’ initiative is about ?
(DO NOT PROMPT) (PROBE FOR UP TO TWO RESPONSES – Anything else?)**

	<u>First Response</u> (One code only) <i>(All respondents)</i>	<u>Other responses</u> (Can be multicode) <i>(845 respondents)</i>
Giving people travel information	2.7%	0.8%
Reducing car trips	6.1%	12.3%
Encouraging cycling	4.9%	19.5%
Encouraging walking	16.8%	20.2%
Encouraging public transport	12.1%	15.9%
Anti-car	1.5%	4.5%
Reducing traffic congestion	1.2%	3.3%
Sustainable travel	0.1%	0.2%
Other (WRITE IN)	14.8%	9.1%
Don't know / not sure	39.9%	44.9%

Q.39 Have you, or has anyone else in your household, received a visit from ‘Team Local Motion’?

Yes - self 23.9% Yes - other 3.1% No..... 73.4%

**a) IF ‘Yes - self’ : ‘How satisfied or dissatisfied were you with the service you received ?’ (SHOWCARD)
(243 respondents)**

Very satisfied	73.3%	Fairly dissatisfied.....	0.8%
Fairly satisfied.....	16.0%	Very dissatisfied	0.8%
Neither satisfied nor dissatisfied	5.8%	(Don't know / can't remember)	3.3%

b) IF ‘Very or fairly dissatisfied ’ – Why were you dissatisfied ?

Q.40 Are you a Local Motion member?

Yes - self..... 15.6% No..... 84.4%

CLASSIFICATION

Finally, I would like to ask you a few more questions about yourself. We need this information to make sure our sample is really representative of the people who live in this area :

C4 Household composition : How many people live in this household ? (including yourself)

	<u>2007 (%)</u>	<u>2006 (%)</u>
Children under 5 years :	0 = 83.6 : 1+ = 16.4	0 = 84.0 : 1+ = 16.0
Children 5 - 11 years :	0 = 80.2 : 1+ = 19.8	0 = 80.4 : 1+ = 19.6
Young people 12 - 17 years :	0 = 82.8 : 1+ = 17.2	0 = 84.8 : 1+ = 15.2
Adults 18 to Retirement Age (60 women/65 men) : .0 = 17.8 : 1 = 18.8 :		0 = 17.6 : 1 = 23.1 :
.....2 = 49.2 : 3+ = 14.1		2 = 44.3 : 3+ = 15
Adults over Retirement Age :	0 = 77.2 : 1 = 12.0 : 2+ = 10.8.	0 = 75.4 : 1 = 14.5 : 2 = 10.1

C4.1 (IF CHILDREN 5 – 17)

a. How many of your children are attending Primary Schools ? (217 respondents)

One70.0% Two 27.2% Three2.8%

b. And how many are attending Secondary Schools ? (165 respondents)

One74.5% Two 23.6% Three1.8%

c. How do your children normally travel TO school ? Will you tell me the main method for each child please ?)

(CODE MAIN METHOD ONLY OF TRAVELLING TO SCHOOL – ONE FOR EACH CHILD

2007

		No. of children	Col Response %
Primary School - Travel to School	Walk	196	68.1%
	Car	76	26.4%
	Cycle	11	3.8%
	Other bus	3	1.0%
	Taxi	2	.7%
Total		288	100.0%

2006

		No. of children)	Col Response %
Primary School - Travel to School	Walk	182	64.5%
	Cycle	5	1.8%
	School bus	5	1.8%
	Other bus	6	2.1%
	Car	84	29.8%
Total			

(200 respondents)

2007

		No. of children	Col Response %
Secondary School - Travel to School	Walk	112	53.3%
	School bus	44	21.0%
	Car	25	11.9%
	Other bus	12	5.7%
	Other	8	3.8%
	Cycle	6	2.9%
	Taxi	2	1.0%
	Train	1	.5%
Total		210	100.0%

2006

		No. of children	Col Response %
Secondary School - Travel to School	Walk	87	52.1%
	Cycle	4	2.4%
	School bus	30	18.0%
	Other bus	23	13.8%
	Train	1	.6%
	Car	19	11.4%
	Taxi	2	1.2%
	Other	1	.6%

(129 respondents)

C5 Do you or anybody in this household suffer from a limiting long-term illness or disability?

Yes – self19.6% (2007).....21.0% (2006)
 Yes – other household member12.3% (2007).....12.2% (2006)
 No.....70.2% (2007).....69.3% (2006)

C6 Do you have a car or van in the household?

Yes – 1.....46.6% (2007).....44.7% (2006)
 Yes – more than 1.....31.9% (2007).....31.9% (2006)
 No.....21.6% (2007).....23.4% (2006)

C7 And is your home - (READ OUT)

Owner occupied – owned outright.....	39.9% (2007)	36.7% (2006)
Owner occupied – buying on a mortgage.....	36.1% (2007)	36.1% (2006)
Rented from Council/Housing Association.....	13.1% (2007)	16.3% (2006)
Rented from other.....	10.7% (2007)	10.4% (2006)
Other.....	0.2% (2007)	0.5% (2006)

**C8 And what is /was the occupation of the chief wage earner in your household?
(PROBE AS NECESSARY FOR CODING - IF RETIRED ASK FOR PREVIOUS OCCUPATION)**

AB	22.7%
C1	27.4%
C2	21.4%
DE.....	28.5%

C9 To which of these groups do you consider that you belong? (TICK ONE BOX ONLY ✓)

<u>White</u>			
British.....	97.1% (2007).....	98.1% (2006)	
Irish.....	-	0.2% (2006)	
Any other White background (please tick & write in).....	0.8% (2007).....	0.5% (2006)	
<u>Mixed</u>			
White and Black Caribbean	0.2% (2007).....	0.1% (2006)	
White and Black African	-	-	
White and Asian.....	-	0.2% (2006)	
Any other mixed background (please tick & write in).....	-	-	
<u>Asian or Asian British</u>			
Indian	0.7% (2007).....	0.3% (2006)	
Pakistani	0.1% (2007).....	-	
Bangladeshi.....	0.3% (2007).....	0.2% (2006)	
Any other Asian background (please tick & write in)	0.1% (2007).....	-	
<u>Black or Black British</u>			
Caribbean	0.2% (2007).....	0.2% (2006)	
African	0.3% (2007).....	-	
Any other Black background (please tick & write in)	-	-	
Chinese	-	0.1% (2006)	
Other (please tick & write in)	0.2% (2007).....	0.1% (2006)	

C10 Finally, would you be prepared to become a member of Darlington Borough Council’s Citizens Panel, and help the Council with further surveys. Panel members are asked to complete self-completion postal questionnaires about two or three times a year. IF YES ASK RESPONDENT TO SIGN

Yes.....	27.8% (2007)	32.4% (2006)
No.....	71.5% (2007)	65.9% (2006)
Already a member	0.8% (2007)	1.8% (2006)

Signature :

In order to ensure that all interviews were carried out to people’s satisfaction, my supervisor will be contacting 10% of all the people I have interviewed. Please could I have your address and telephone number? **WRITE IN** This information will be used for this purpose only.

Name of Respondent: Tel. No:

Address 1:

Address 2:

Town Postcode:

THANK RESPONDENT – GIVE THANK YOU LEAFLET AND CLOSE

DECLARATION

I have completed the above questionnaire in accordance with the instructions given and the MRS Code of Conduct for interviewers.

Interviewer signature: Date:

Time completed:

FOR OFFICE USE
ONLY

Rec'd		
Check		
Ent'd		
QC'd		