

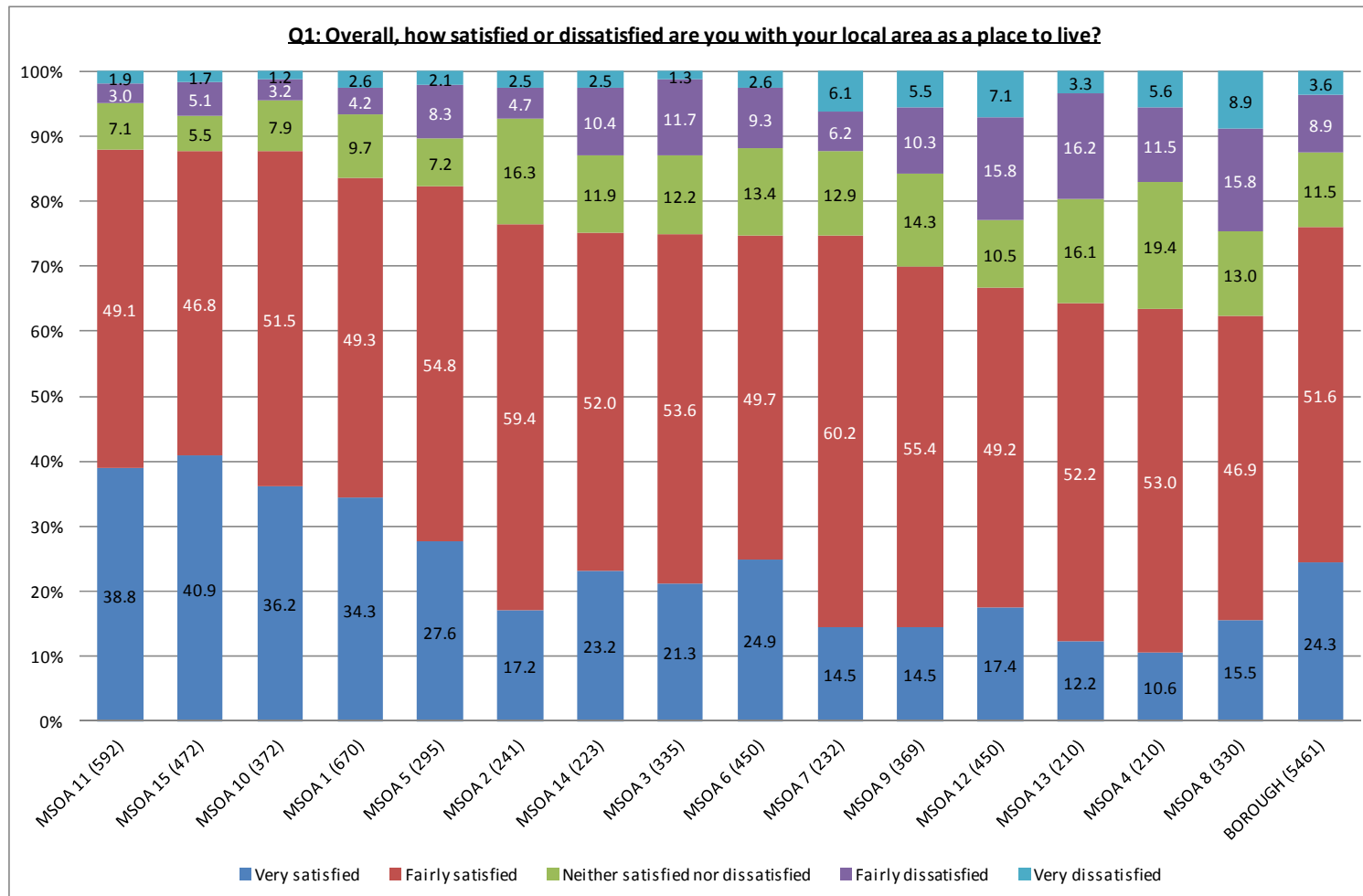
Darlington Borough Council
Community Survey 2013
MSOA 11 - Graphical Report

Charts show the weighted response percentages for each question by Ward and for the Darlington Borough Council area overall.

Unweighted Base Numbers are shown in brackets.

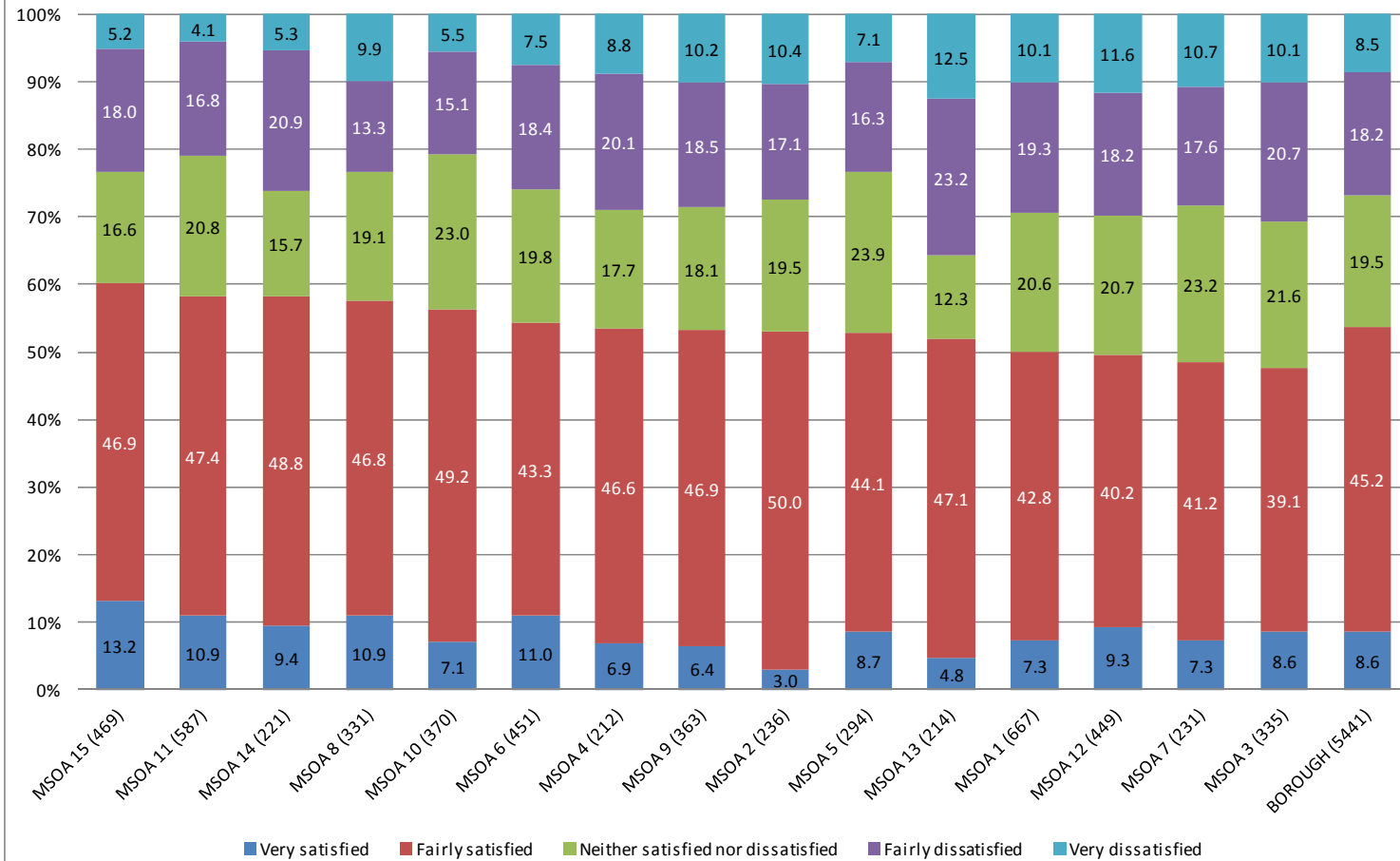
Results are generally ordered by the total percentage of positive responses (e.g. 'very satisfied' + 'fairly satisfied').

Results are similar to the Overall Borough response unless otherwise stated.

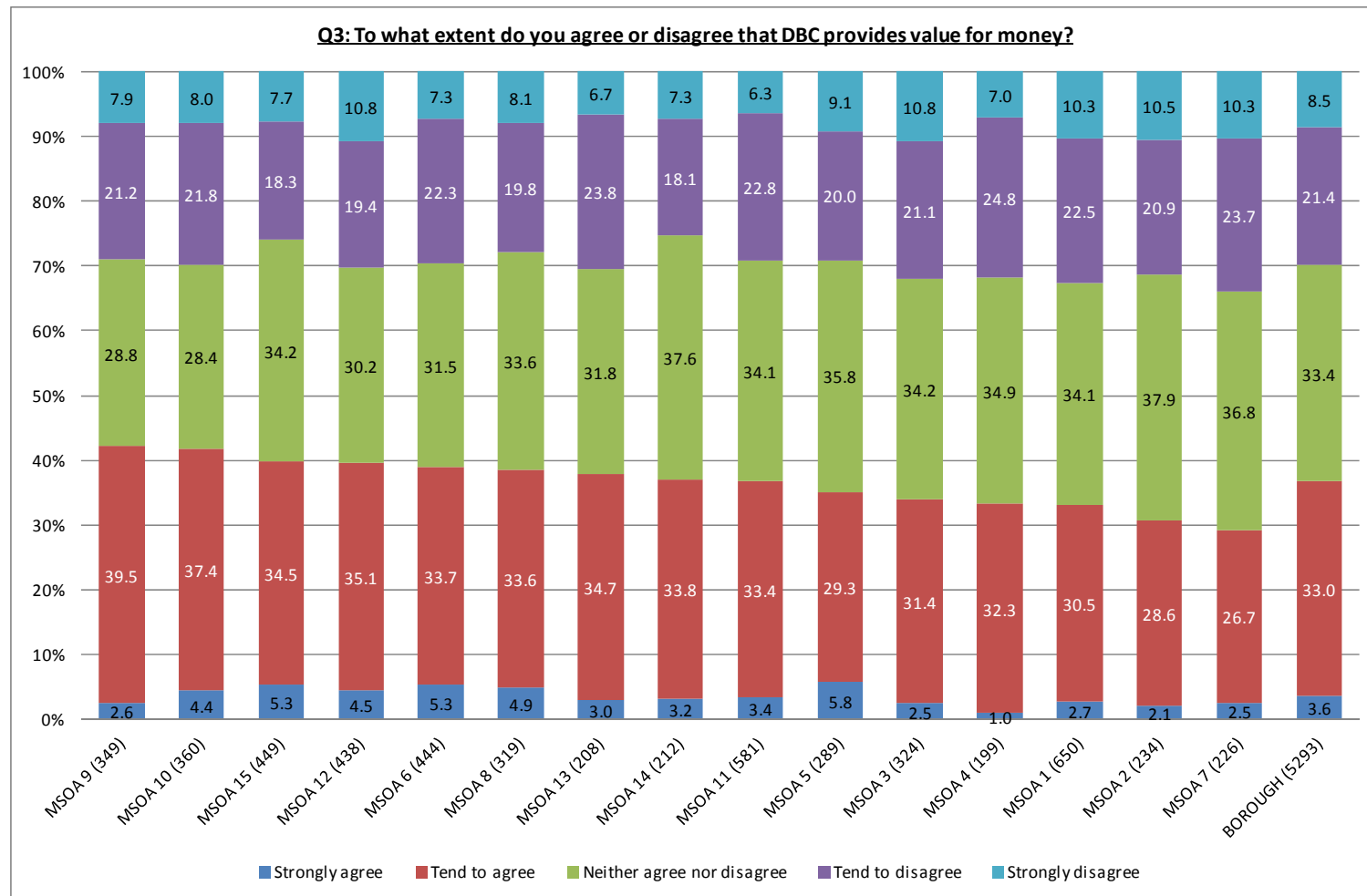


75.9% of the overall sample expressed satisfaction with their local area as a place to live, with satisfaction by MSOA ranging from 87.9% of respondents from MSOA 11 and reducing to 62.4% of respondents in MSOA 8.

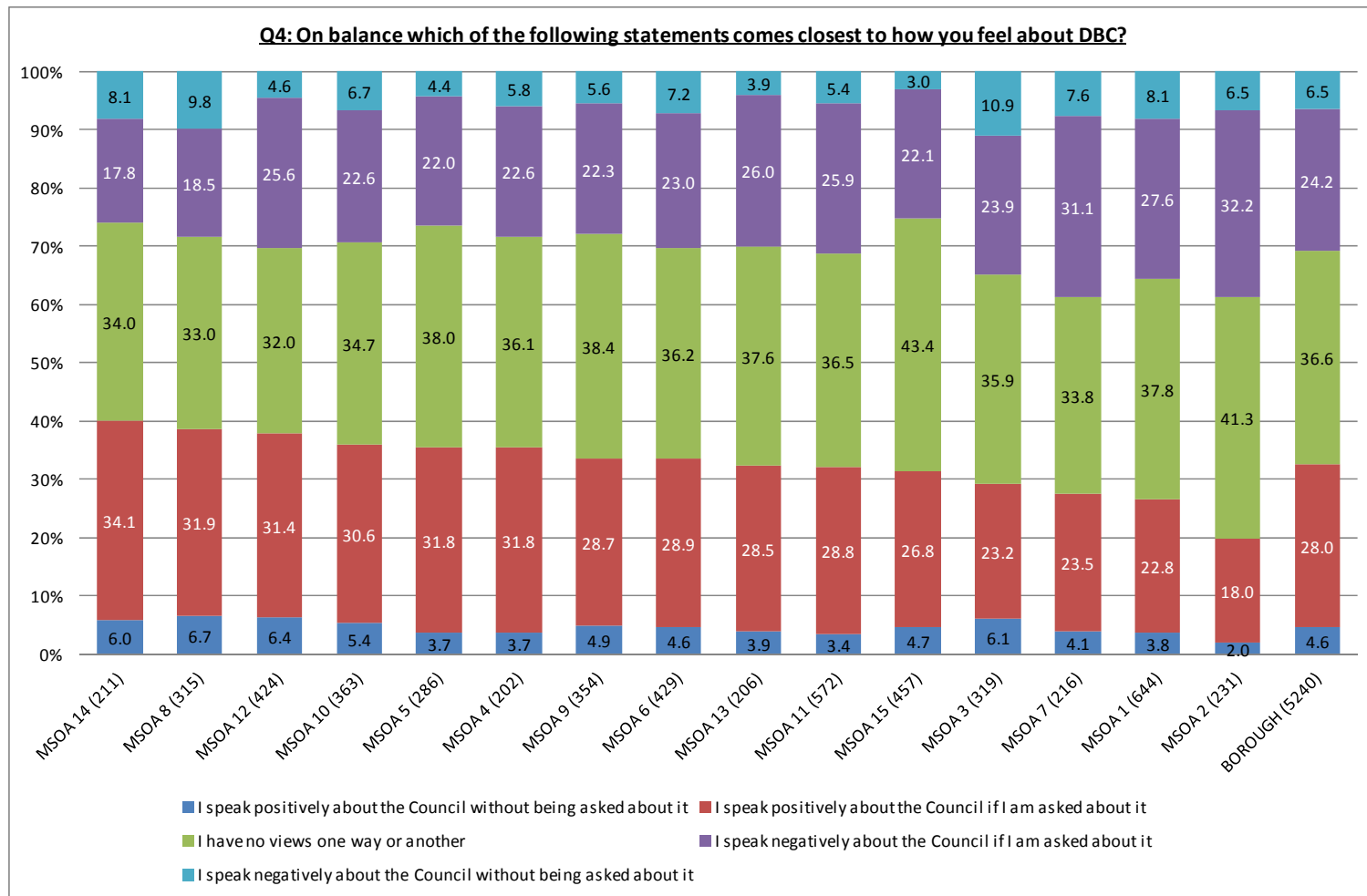
Q2: Overall, how satisfied or dissatisfied are you with the with the way DBC runs things?



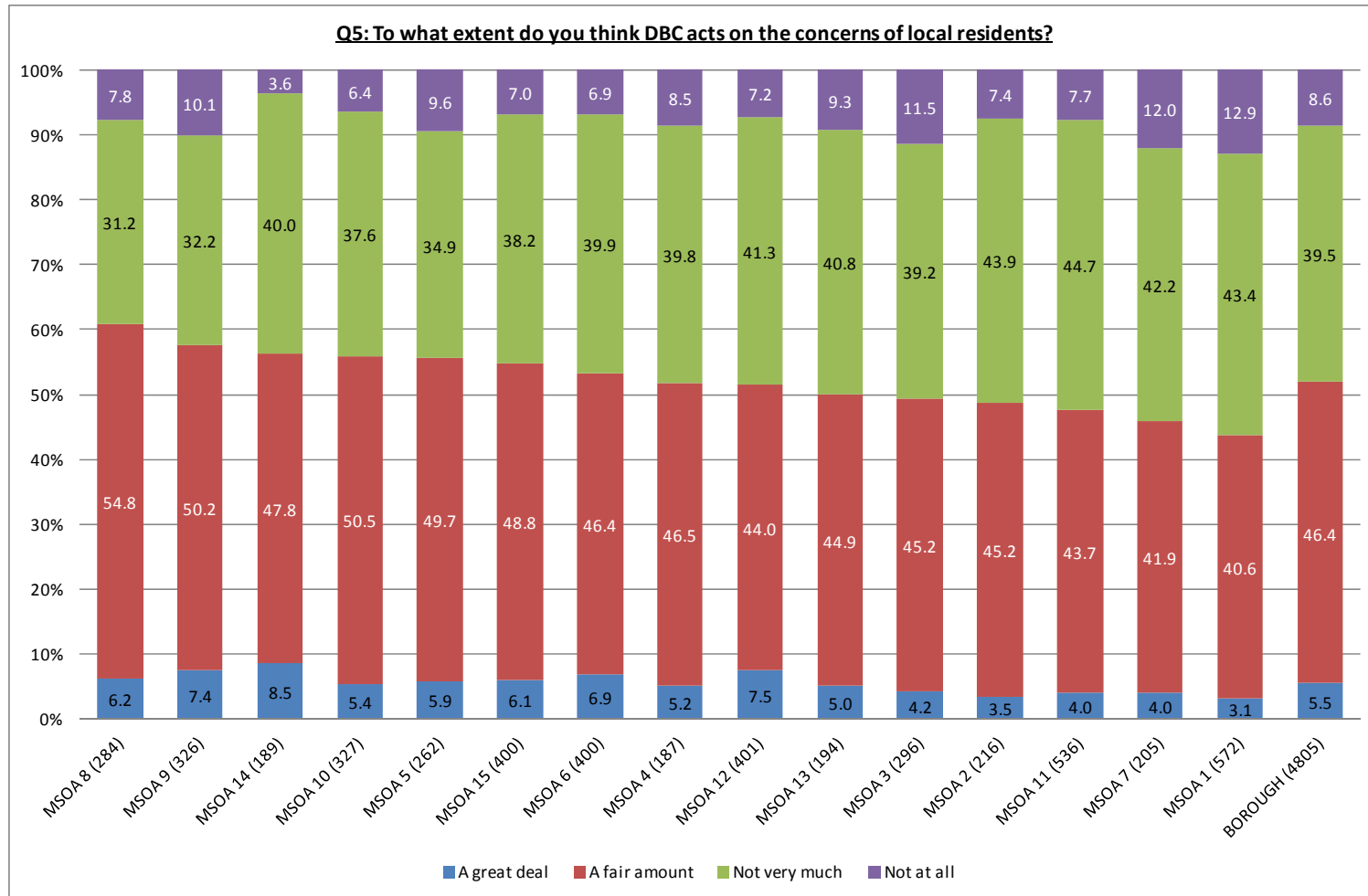
53.8% of the overall sample were satisfied with the way Darlington Borough Council runs things overall with satisfaction by MSOA ranging from 60.1% of respondents in MSOA 15 and falling to 47.7% of respondents in MSOA 3. 58.3% of respondent in MSOA 11 were satisfied with way the Darlington Borough Council runs things overall - the second highest of the fifteen areas listed.



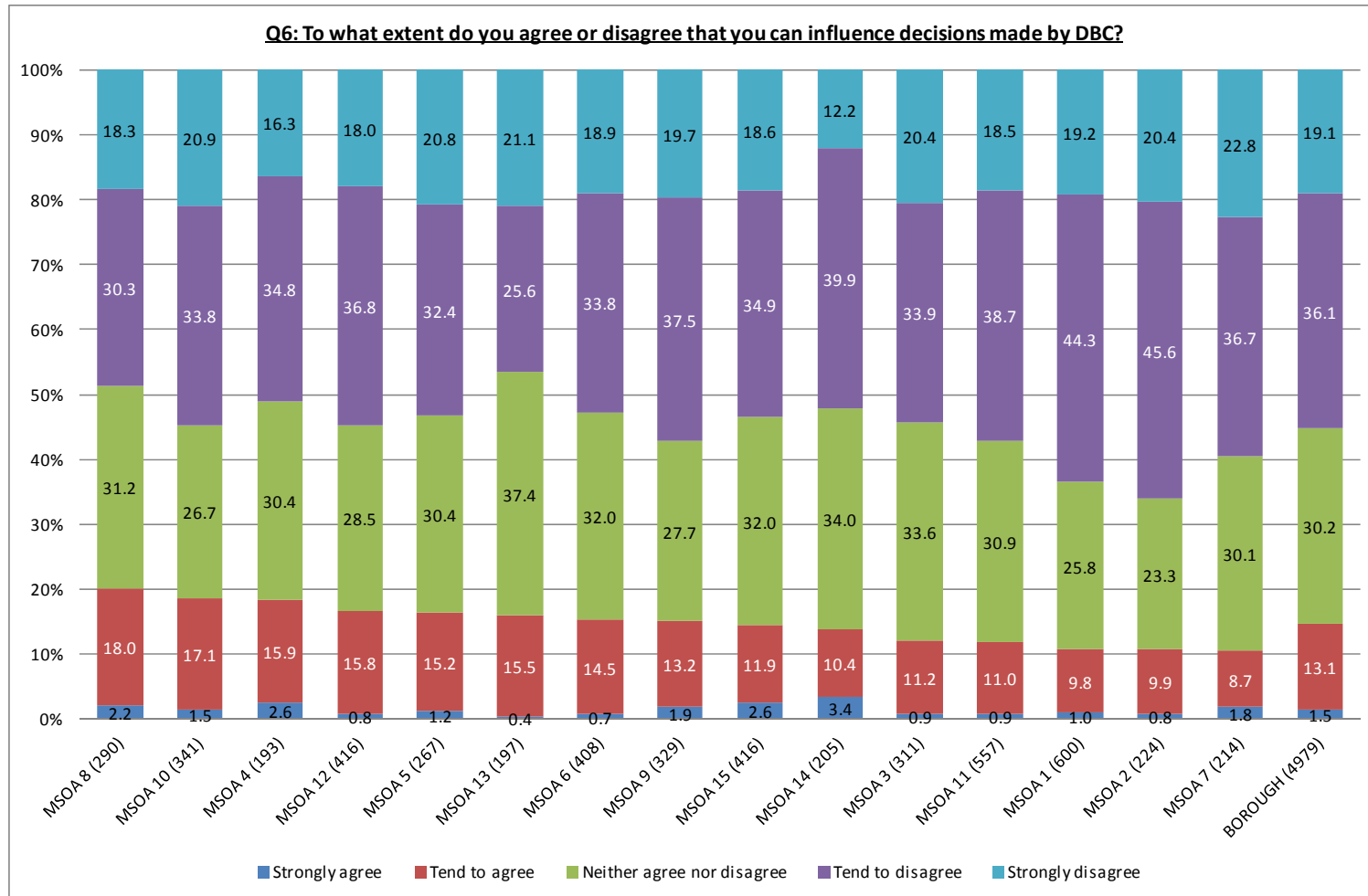
36.6% of the overall sample agreed that Darlington Borough Council provides value for money, with agreement by MSOA ranging from 42.1% of respondents in MSOA 9 and falling to 29.2% of respondents in MSOA 7. 36.8% of respondents in MSOA 11 agreed that Darlington Borough Council provides value for money.



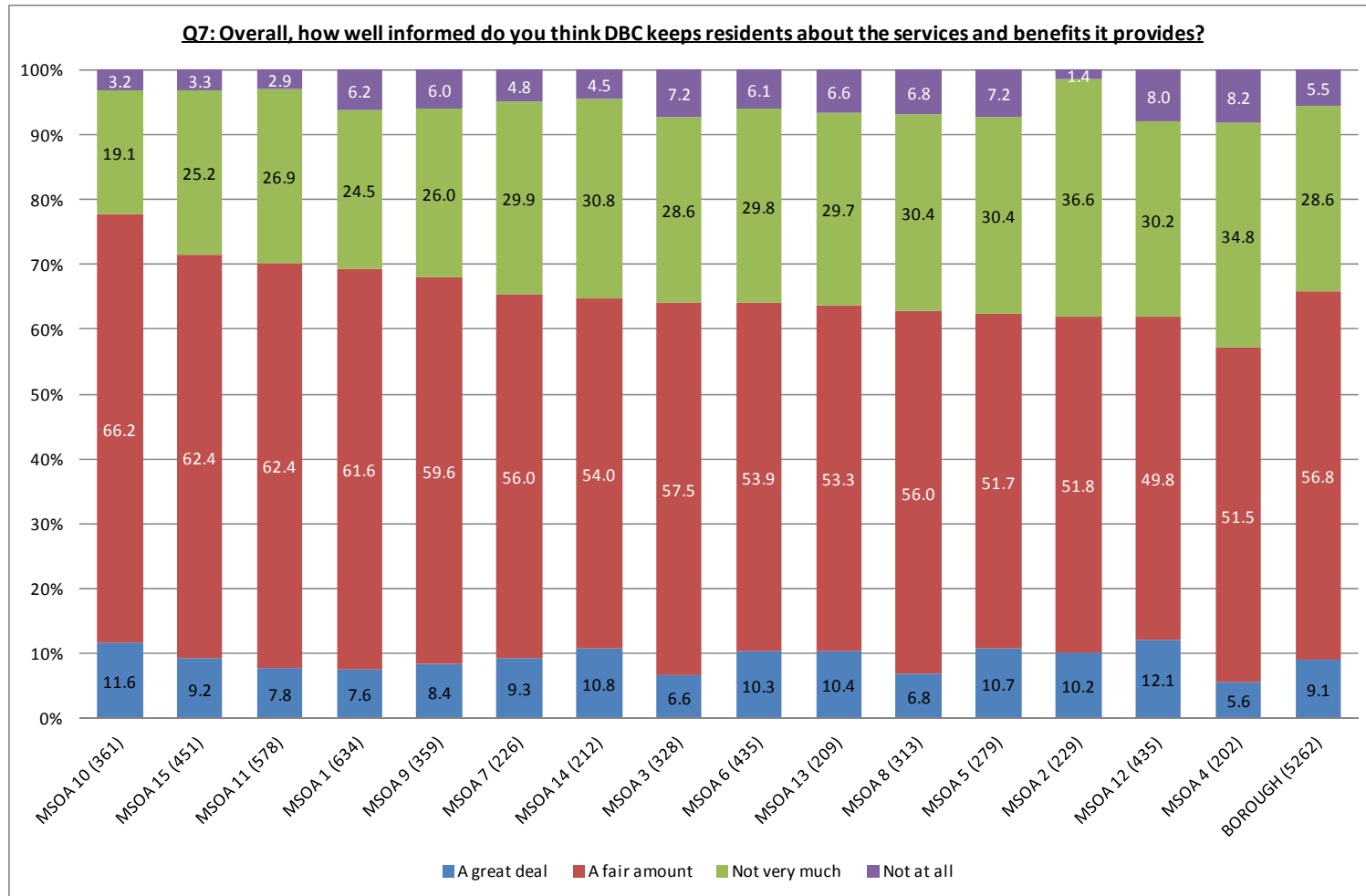
32.6% of the overall sample indicated that they 'speak positively' about Darlington Borough Council either 'without being asked' or 'when asked'. 'Speak positively' responses by MSOA ranged from 40.1% of respondents in MSOA 14 and fell to one-in-five respondents in MSOA 2 (20.0%). 32.2% of respondents in MSOA 11 indicated that they 'speak positively' about Darlington Borough Council.



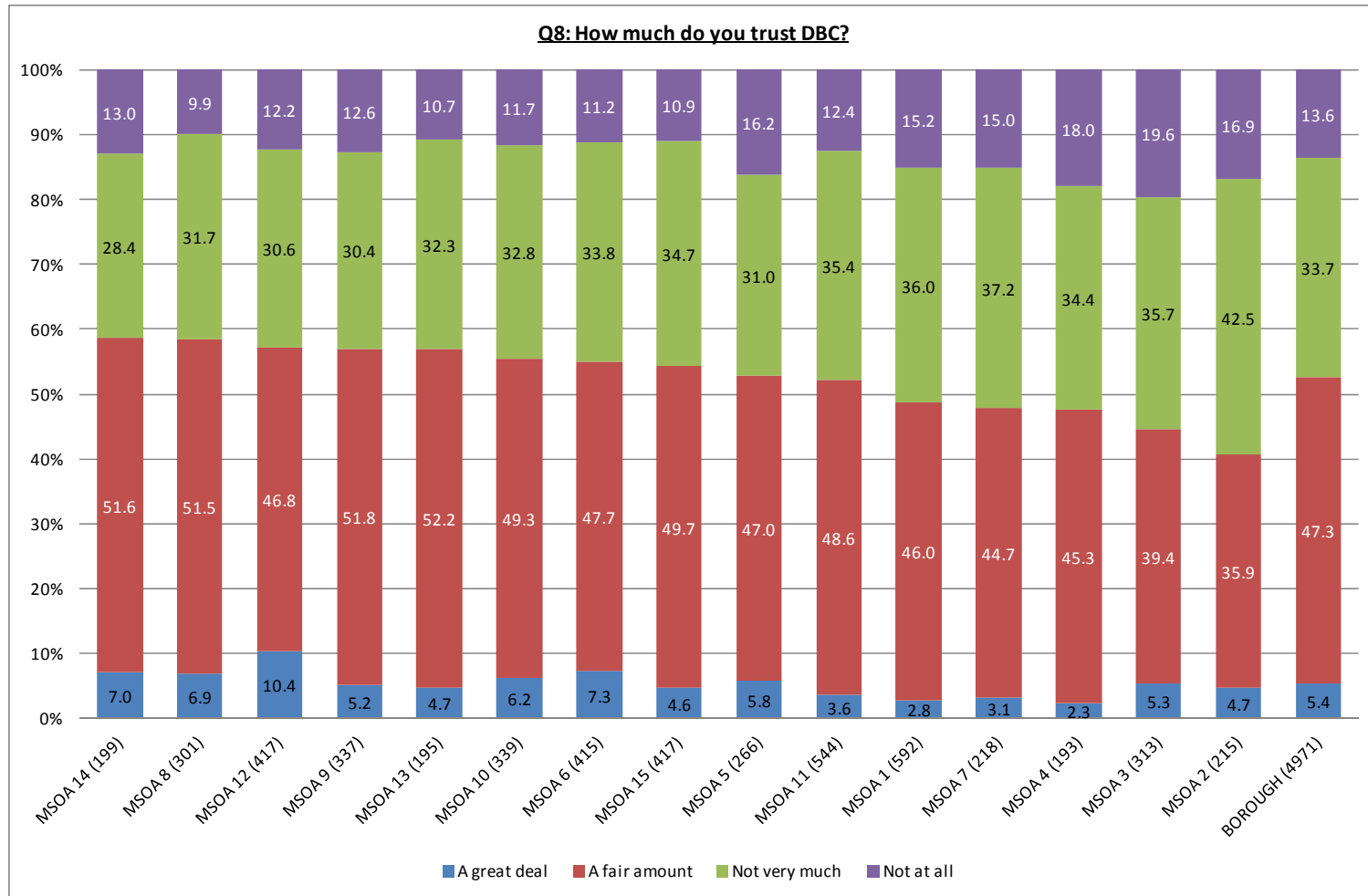
51.9% of the overall sample believed that Darlington Borough Council acts on the concerns of local residents either 'a great deal' or 'a fair amount', with positive responses by MSOA ranging from 61.0% of respondents in MSOA 8 and falling to 43.7% of respondents in MSOA 1. 47.7% of respondents in MSOA 11 gave positive responses.



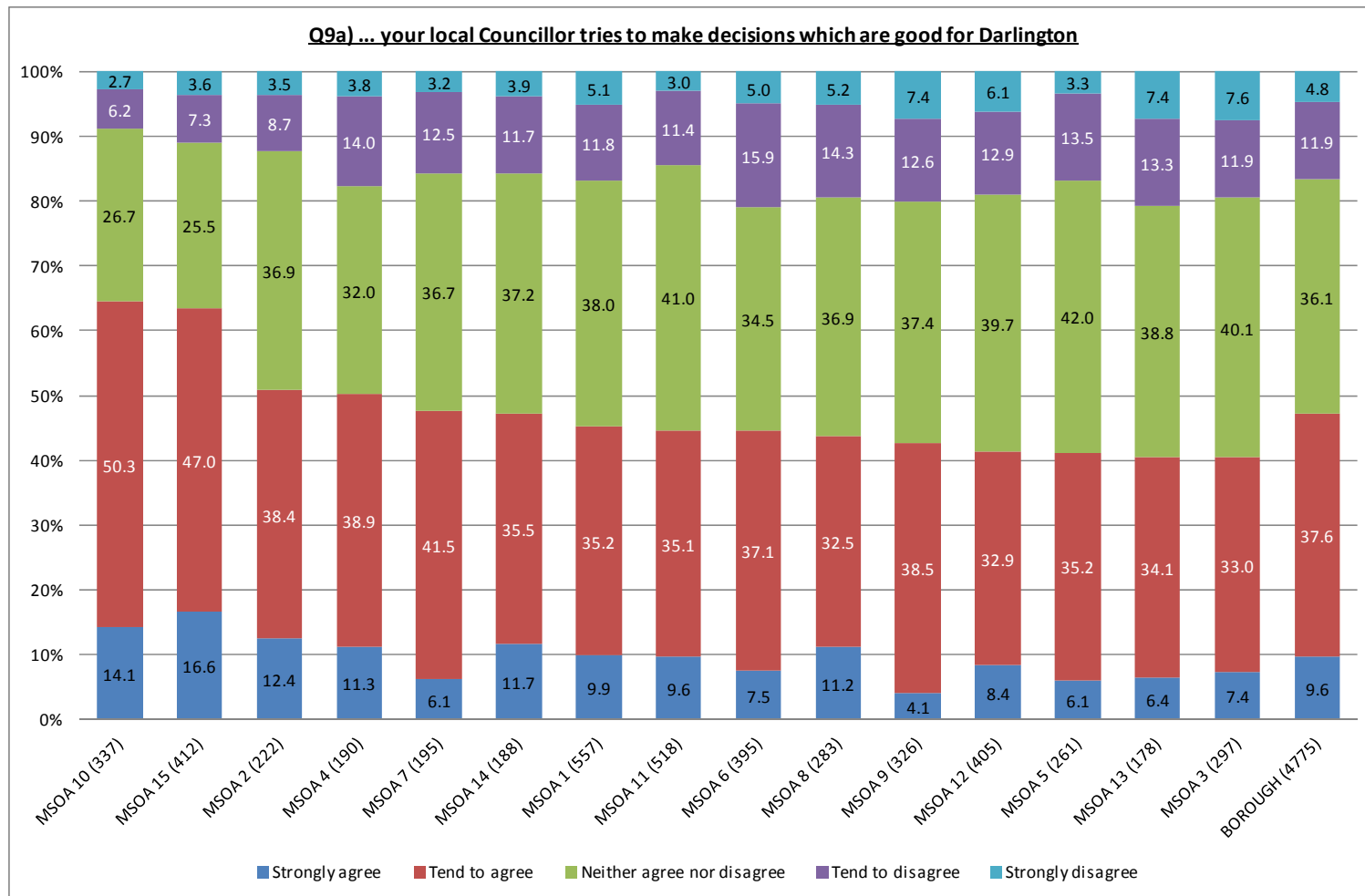
14.6% of the overall sample agreed that they can influence the decisions made by Darlington Borough Council, while agreement by MSOA ranged from 20.2% of respondents in MSOA 8 and reducing to 10.5% of those in MSOA 7. 11.9% of respondents in MSOA 11 agreed that they can influence the decisions made by Darlington Borough Council.



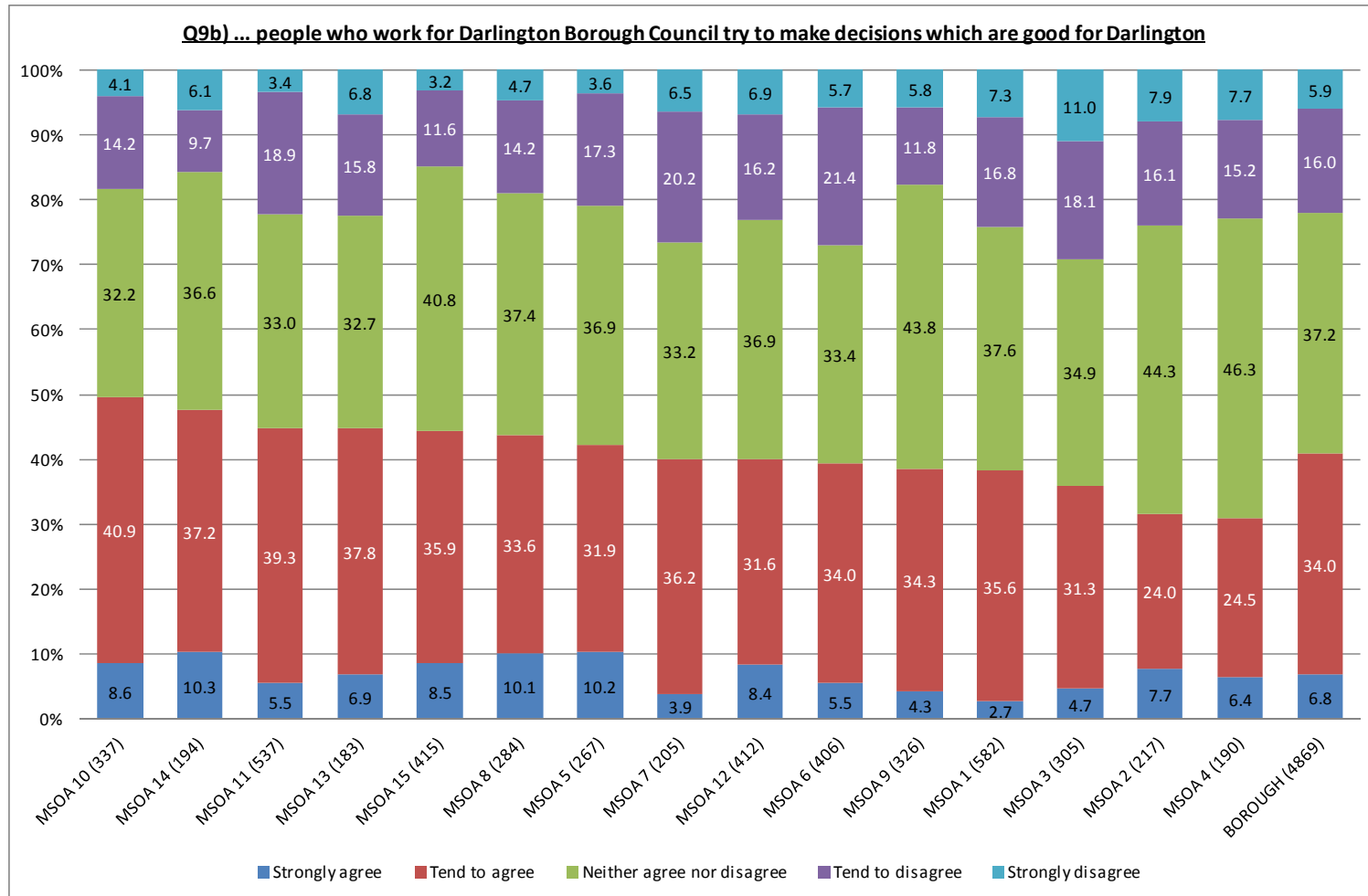
65.9% of the overall sample, when asked how well informed they feel Darlington Borough Council keeps residents about the services and benefits it provides, gave either 'a great deal' or 'a fair amount' responses. Positive responses by MSOA ranged from 77.8% of respondents in MSOA 10 while reducing to 57.1% of respondents in MSOA 4. 70.2% of respondents in MSOA 11 gave positive responses.



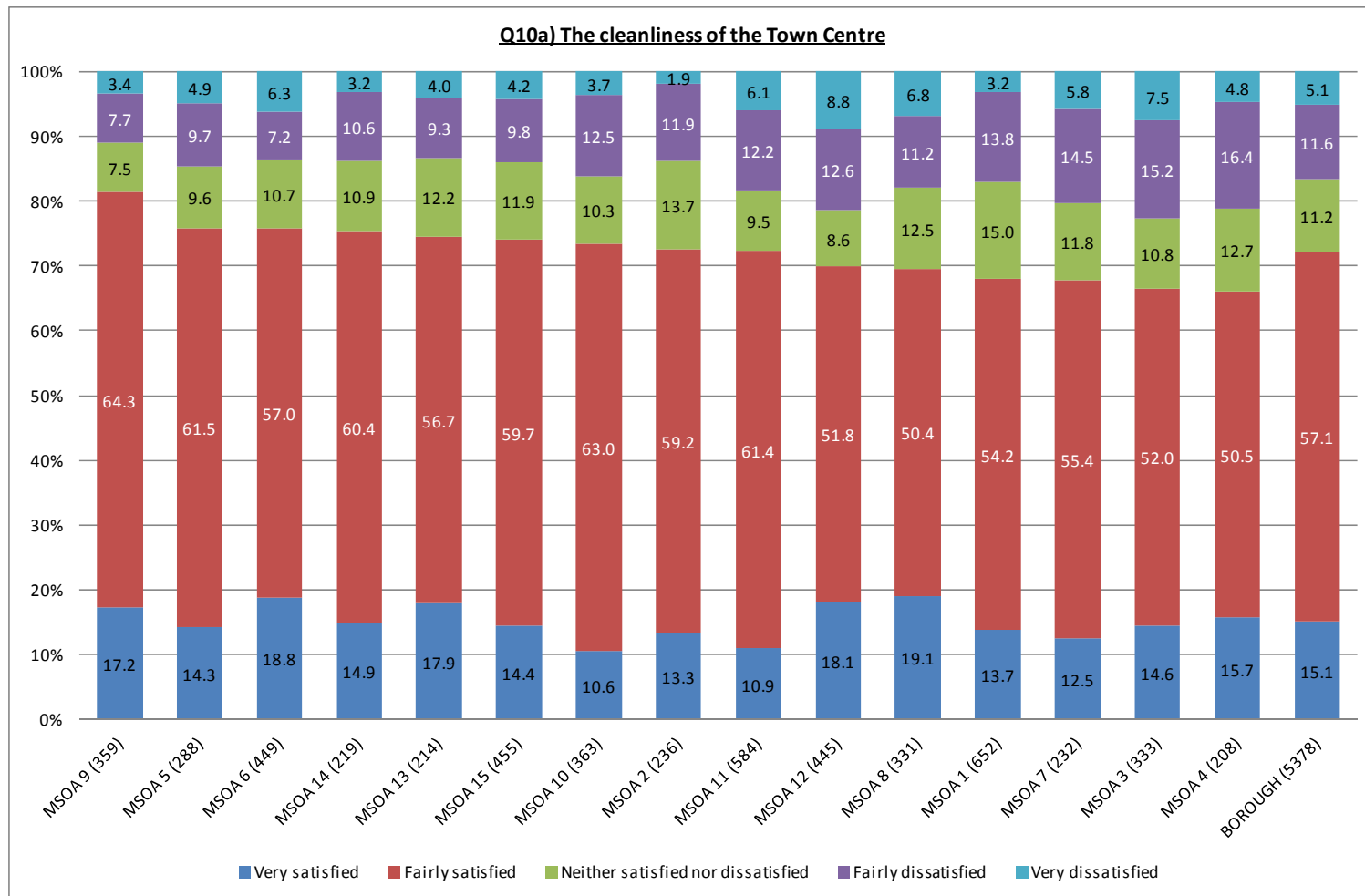
52.7% of respondents in the Borough overall indicated that they trust Darlington Borough Council either 'a great deal' or 'a fair amount', with such responses by MSOA ranging from 58.6% of respondents in MSOA 14 and falling to 40.6% of those in MSOA 2. 52.2% of respondents in MSOA 11 indicated that they trust Darlington Borough Council either 'a great deal' or 'a fair amount'.



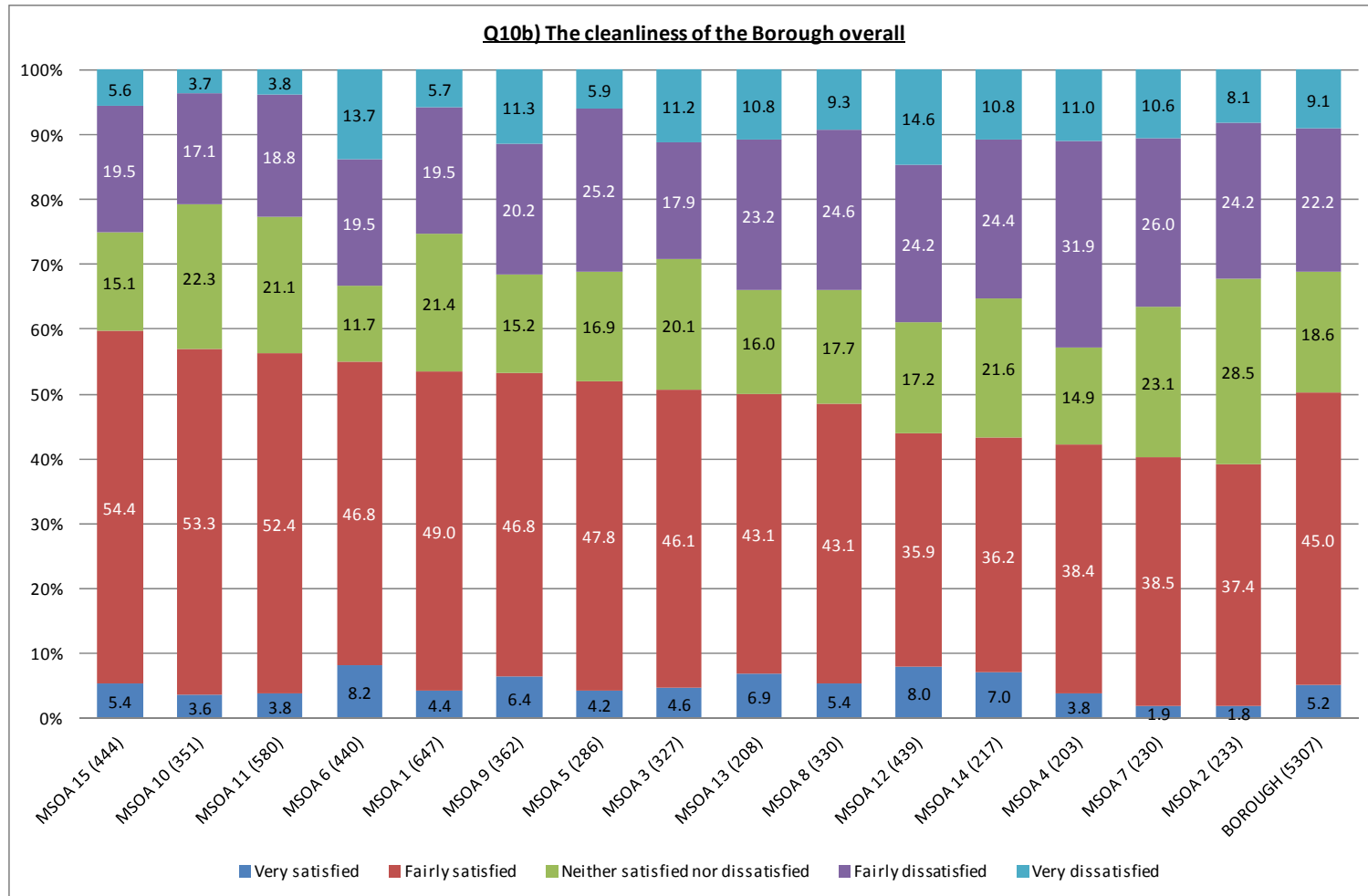
47.2% of the overall sample agreed that their local councillor tries to make decisions which are good for Darlington, with agreement by MSOA ranging from 64.4% of respondents in MSOA 10 while falling to 40.4% of respondents in MSOA 3. 44.7% of respondents in MSOA 11 agreed that their local councillor tries to make decisions which are good for Darlington representing the median score for the fifteen areas listed.



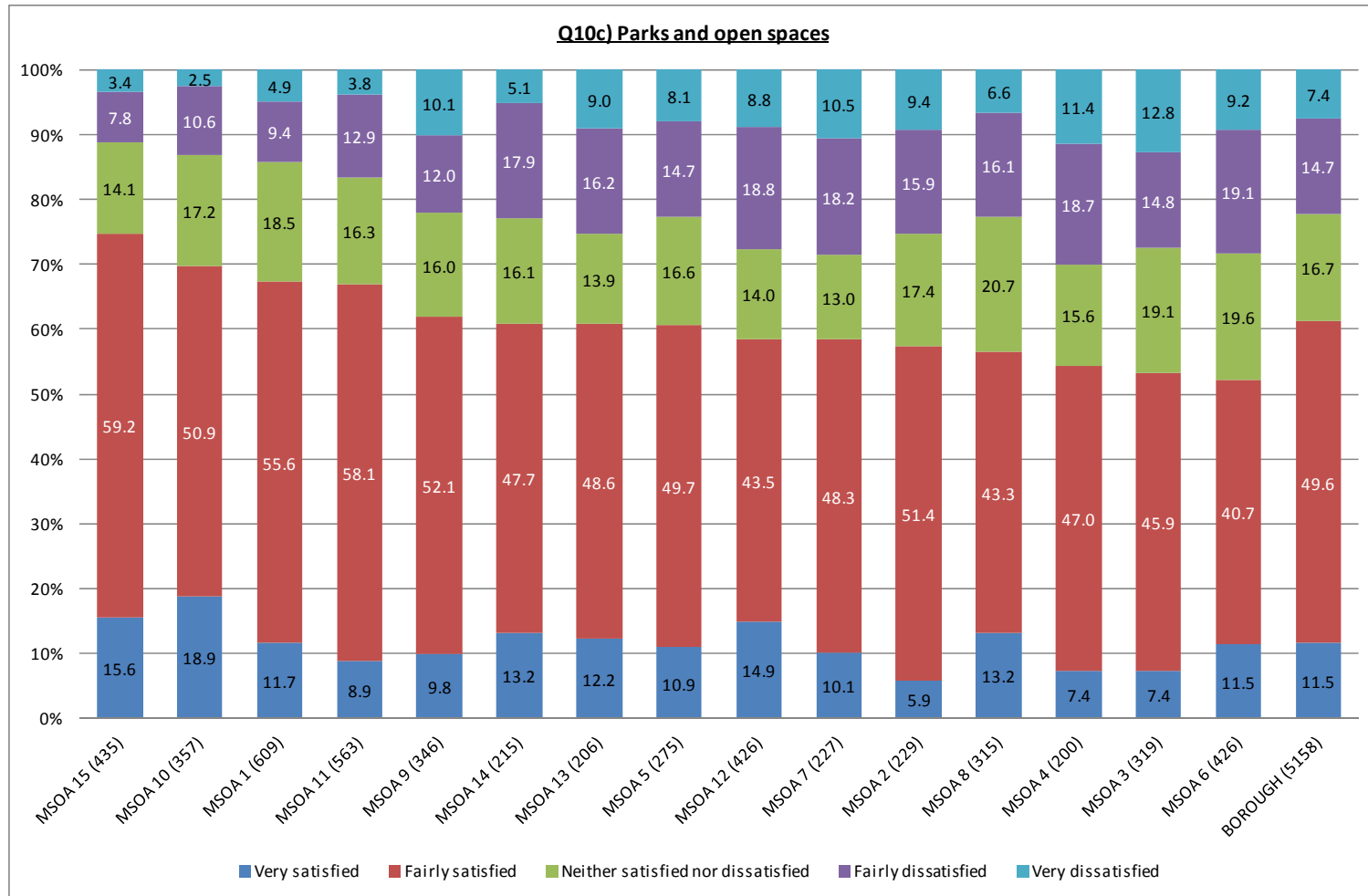
40.8% of the overall sample agreed that people who work for Darlington Borough Council try to make decisions which are good for Darlington, with agreement by MSOA ranging from 49.5% of respondents in MSOA 10 while falling to 30.9% of those in MSOA 4. 44.8% of respondents in MSOA 11 agreed that people who work for Darlington Borough Council try to make decisions which are good for Darlington.



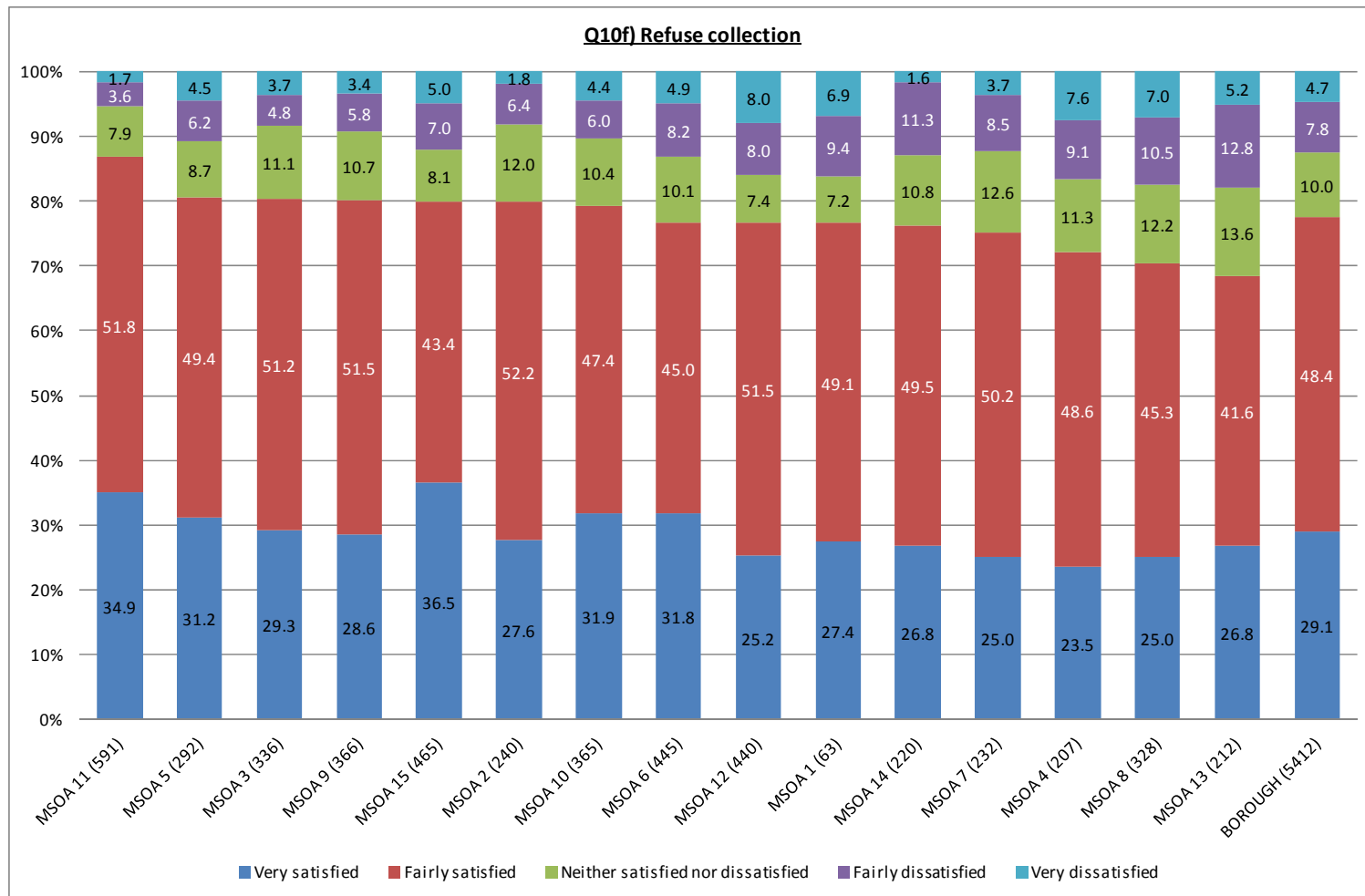
72.2% of respondents from the overall sample expressed satisfaction with the cleanliness of Darlington Town Centre, with satisfaction by MSOA ranging from 81.5% of respondents in MSOA 9 and reducing to 66.2% of respondents in MSOA 4. 72.3% of respondents in MSOA 11 expressed satisfaction with the cleanliness of Darlington Town Centre.



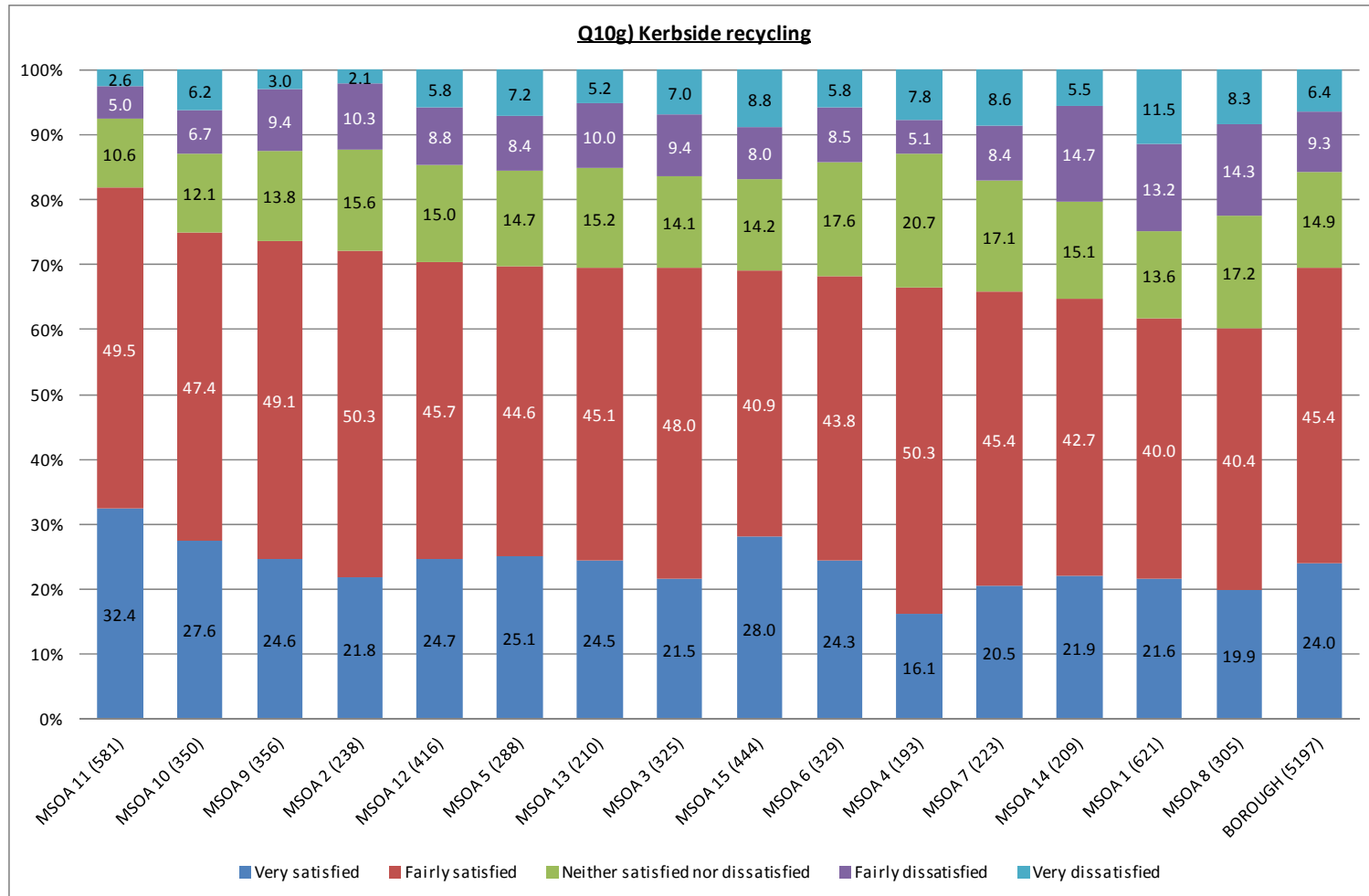
Half of the overall sample (50.2%) expressed satisfaction with the cleanliness of the Borough overall. Satisfaction by MSOA ranged from 59.8% of respondents in MSOA 15 and fell to 39.2% of those in MSOA 2. 56.2% of respondents from MSOA 11 expressed satisfaction with the cleanliness of the Borough overall.



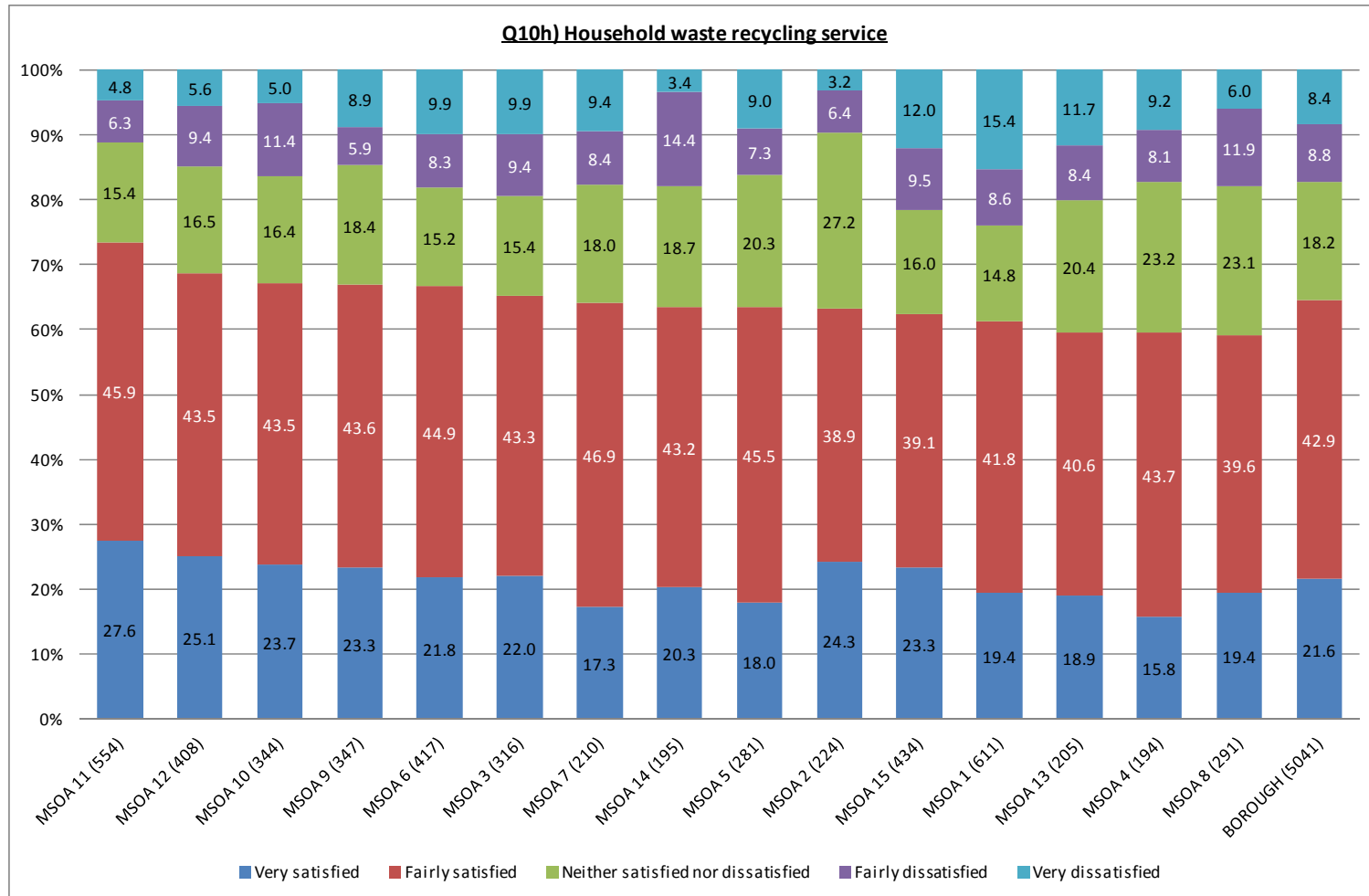
61.1% of respondents from the overall sample expressed satisfaction with parks and open spaces in Darlington, with satisfaction by MSOA ranging from 74.8% of respondents in MSOA 15 and falling to 52.2% of respondents in MSOA 6. 67.0% of respondents from MSOA 11 expressed satisfaction with parks and open spaces in Darlington.



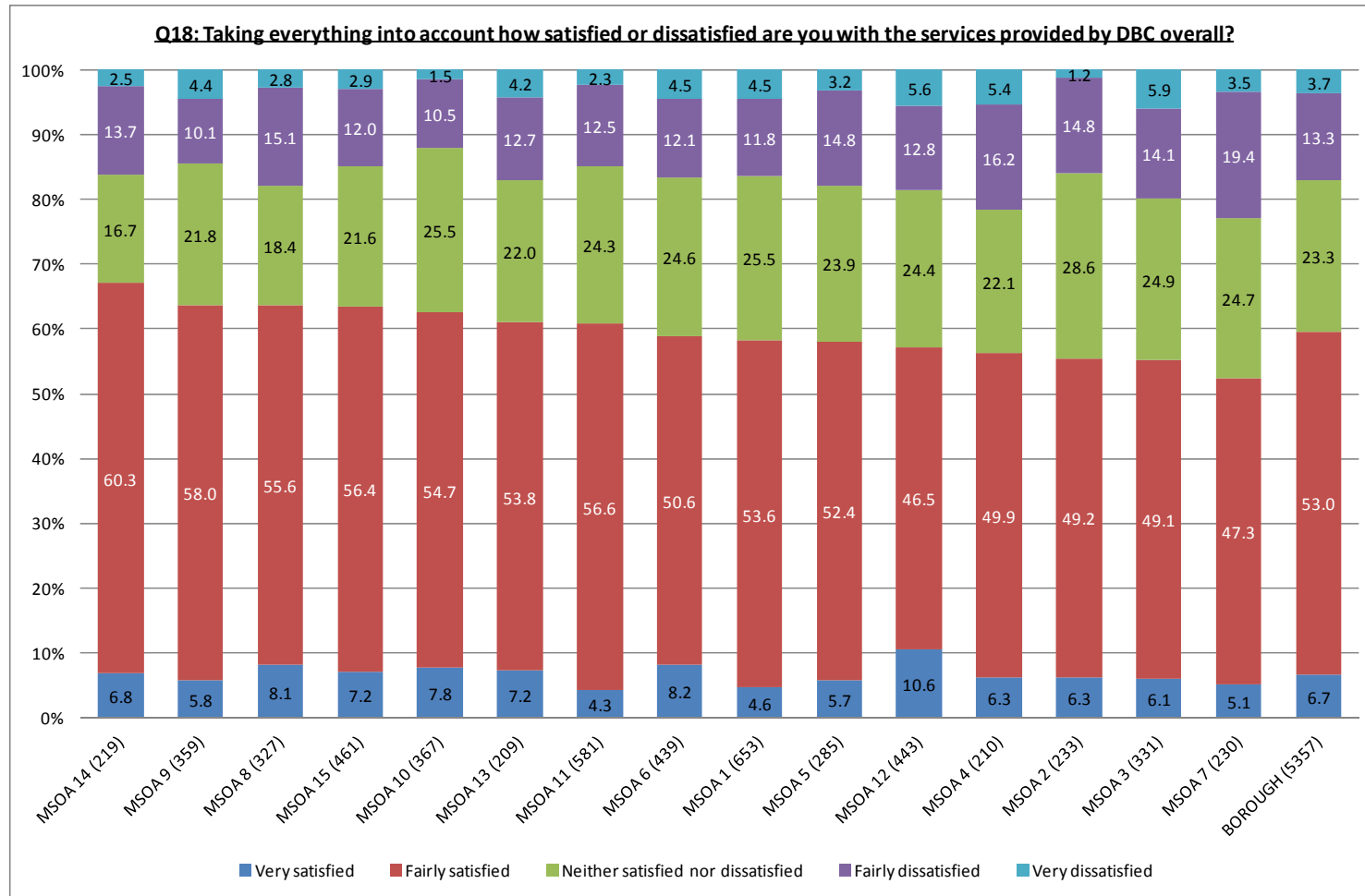
77.5% of the overall sample expressed satisfaction with refuse collection in Darlington, with satisfaction by MSOA ranging from 86.7% of respondents in MSOA 11 and falling to 68.4% of respondents in MSOA 13.



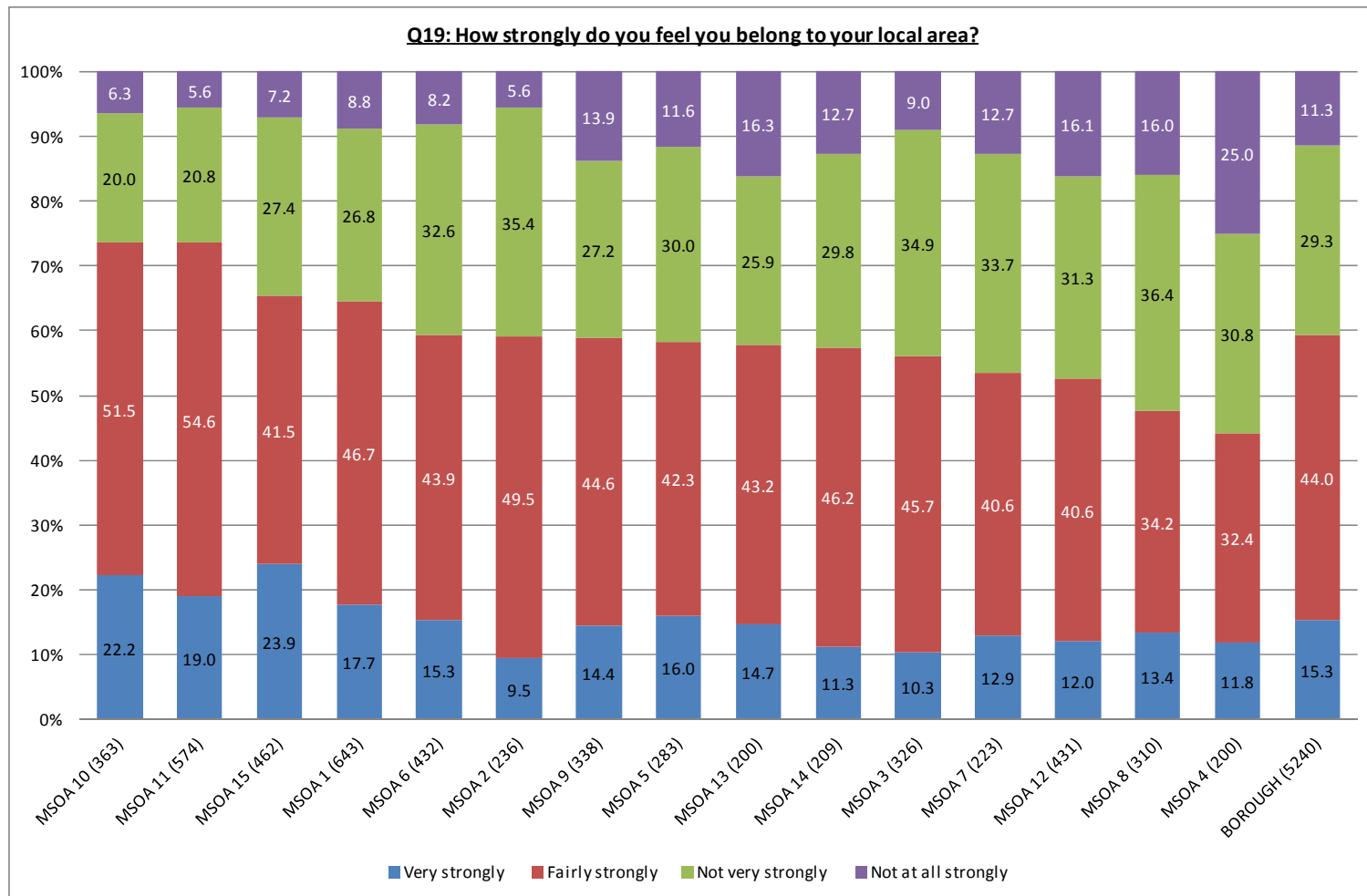
69.4% of the overall sample expressed satisfaction with kerbside recycling, with satisfaction by MSOA ranging from 81.9% of respondents in MSOA 11 and falling to 60.3% of respondents in MSOA 8.



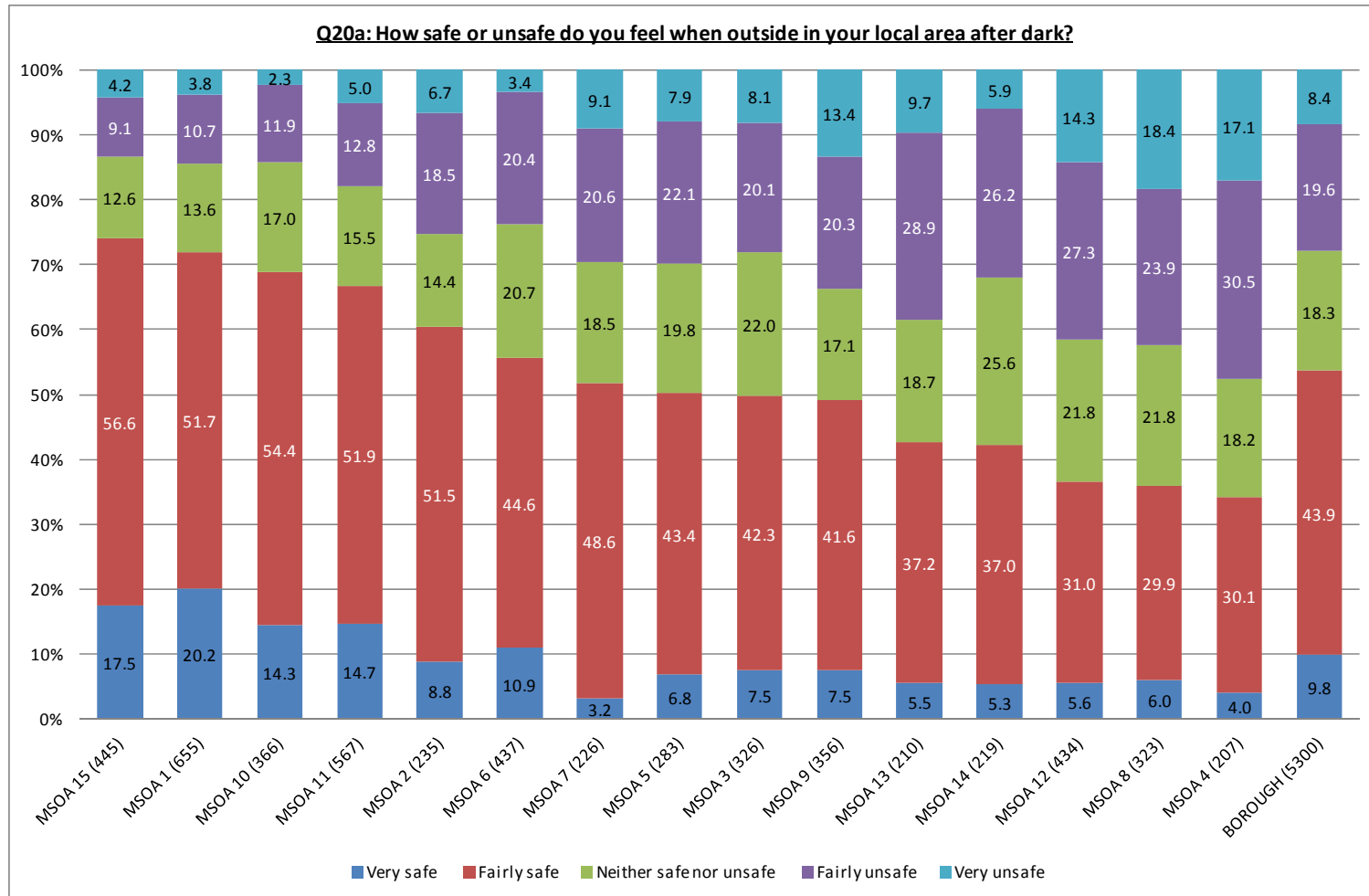
64.5% of the overall sample expressed satisfaction with household waste recycling, with satisfaction by MSOA ranging from 73.5% of respondents in MSOA 11 and falling to 59.0% of respondents in MSOA 8.



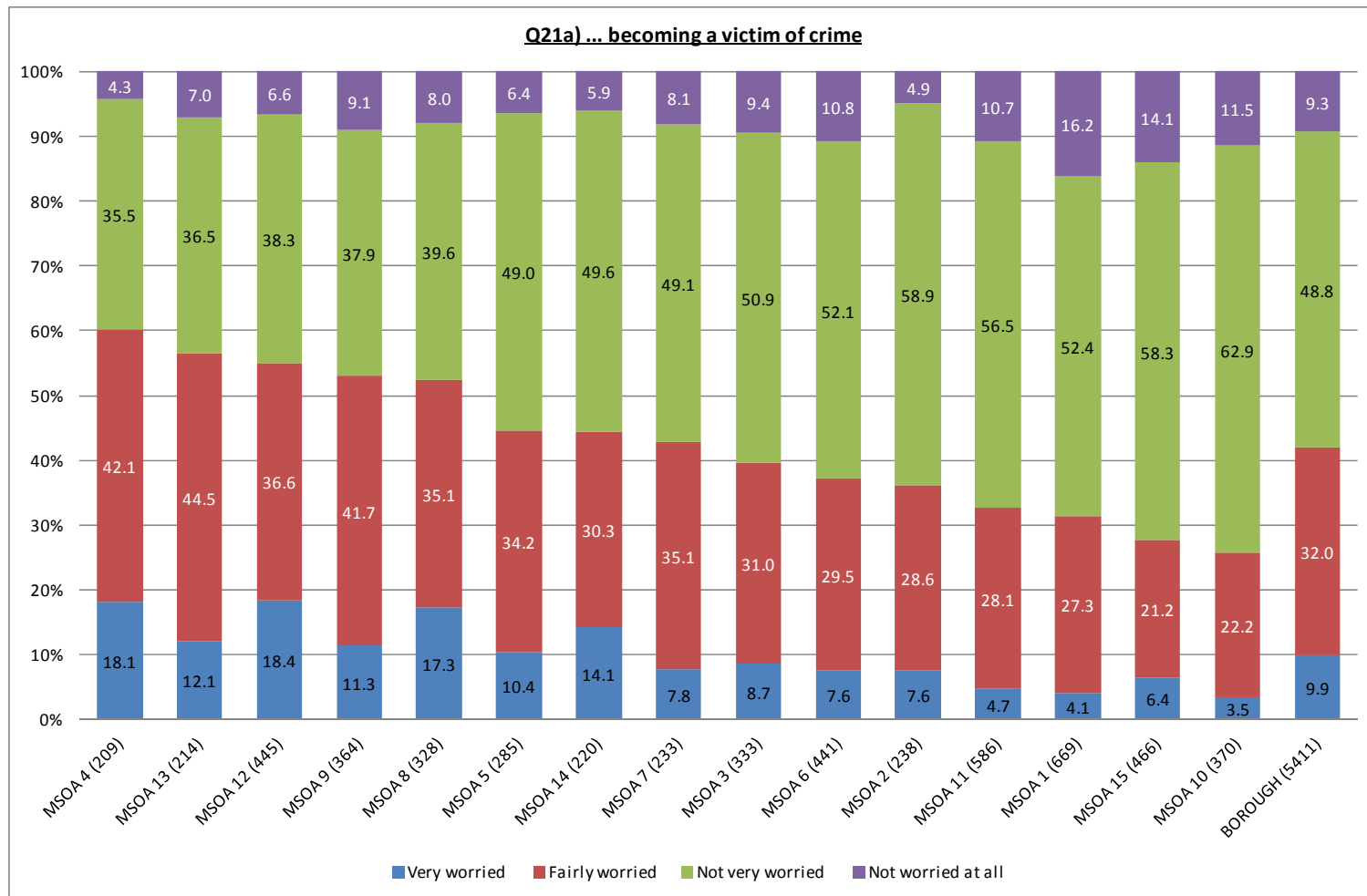
59.7% of the overall sample expressed satisfaction with the overall services provided by Darlington Borough Council, with satisfaction by MSOA ranging from 67.1% of respondents from MSOA 14 while reducing to 52.4% of respondents in MSOA 7. 60.9% of respondents from MSOA 11 expressed satisfaction with the overall services provided by Darlington Borough Council.



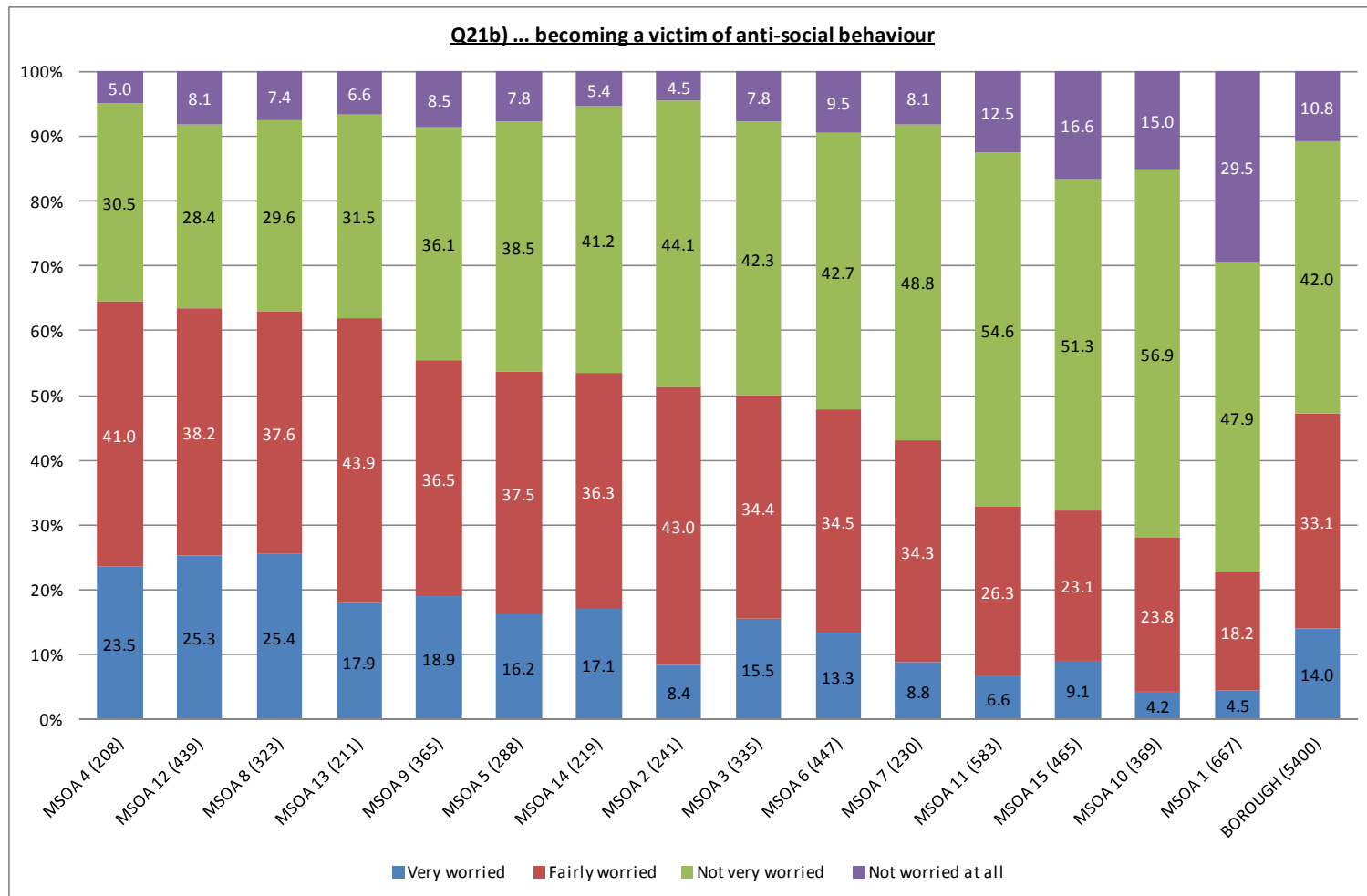
59.3% of respondents from the overall sample indicated that they feel that they belong either 'very' or 'fairly strongly' to their local area, with agreement by MSOA ranging from 73.7% of respondents in MSOA 10 and falling to 44.2% of respondents in MSOA 4. 73.6% of respondents in MSOA 11 indicated that they feel that they belong either 'very' or 'fairly strongly' to their local area - the second highest of the fifteen areas listed.



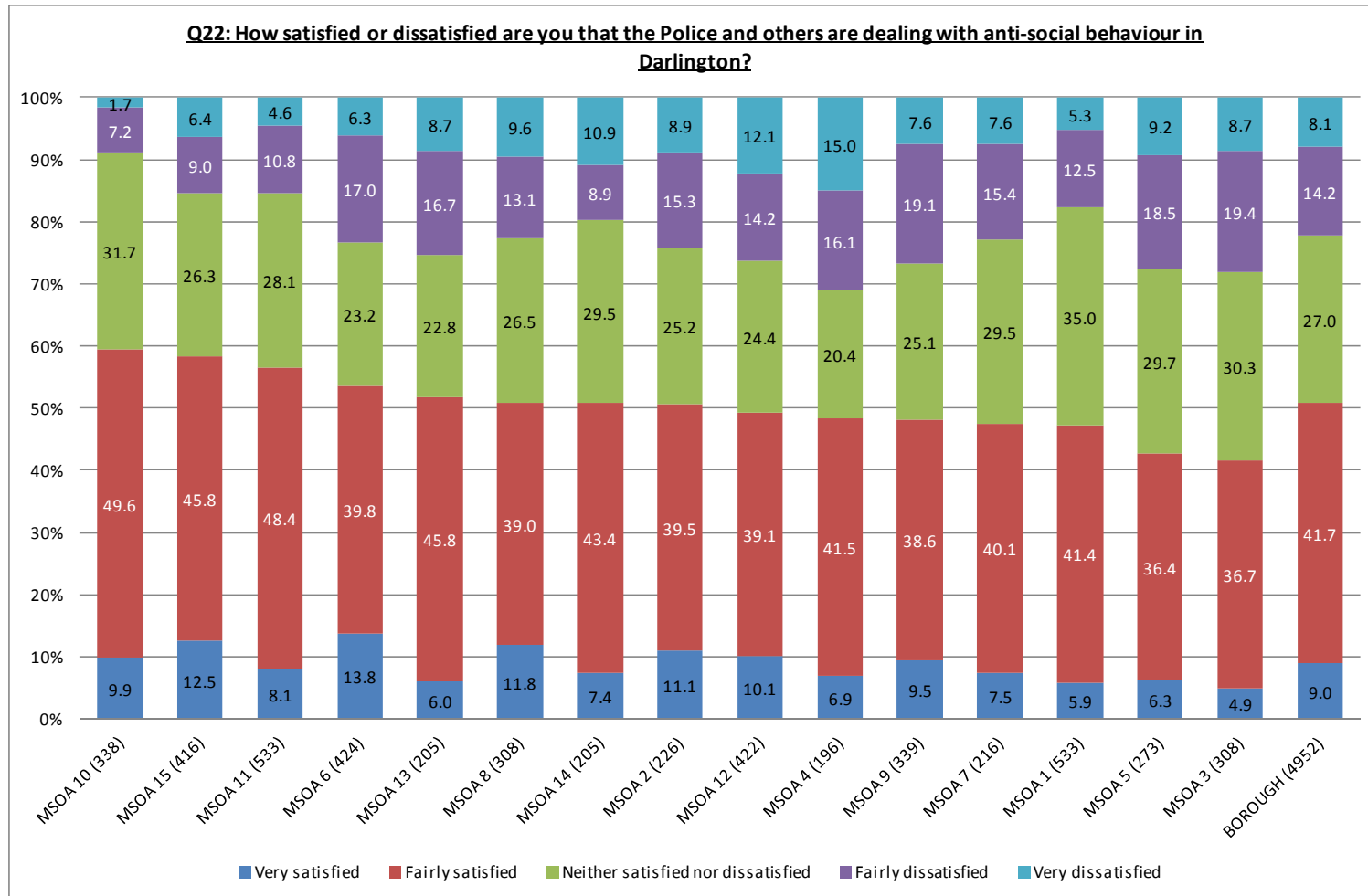
53.7% of respondents from the Borough overall indicated that they feel either 'very' or 'fairly safe' when outside in their local area after dark, with 'safe' responses by MSOA ranging from 74.1% of respondents in MSOA 15 and reducing to 34.1% of respondents in MSOA 4. 66.6% of respondents from MSOA 11 indicated that they feel 'safe' when outside in their local area after dark.



41.9% of the overall sample gave 'worried' responses in relation to potentially becoming a victim of crime, with such responses by MSOA ranging from 60.2% of respondents in MSOA 4 and reducing to 25.7% of respondents in MSOA 10. 32.8% of respondents from MSOA 11 indicated that they were worried by the potential of becoming a victim of crime.



47.1% of the overall sample were worried about becoming a victim of anti-social behaviour, with likelihood by MSOA of giving such a response ranging from 64.5% of respondents in MSOA 4 and reducing to 22.7% of respondents in MSOA 1. 32.9% of respondents in MSOA 11 were worried about becoming a victim of anti-social behaviour.



50.7% of respondents from the overall sample were satisfied that the Police and others are dealing with anti-social behaviour in Darlington, with satisfaction by MSOA ranging from 59.5% of respondents in MSOA 10 and falling to 41.6% of respondents in MSOA 3. 56.5% of respondents from MSOA 11 were satisfied that the Police and others are dealing with anti-social behaviour in Darlington.

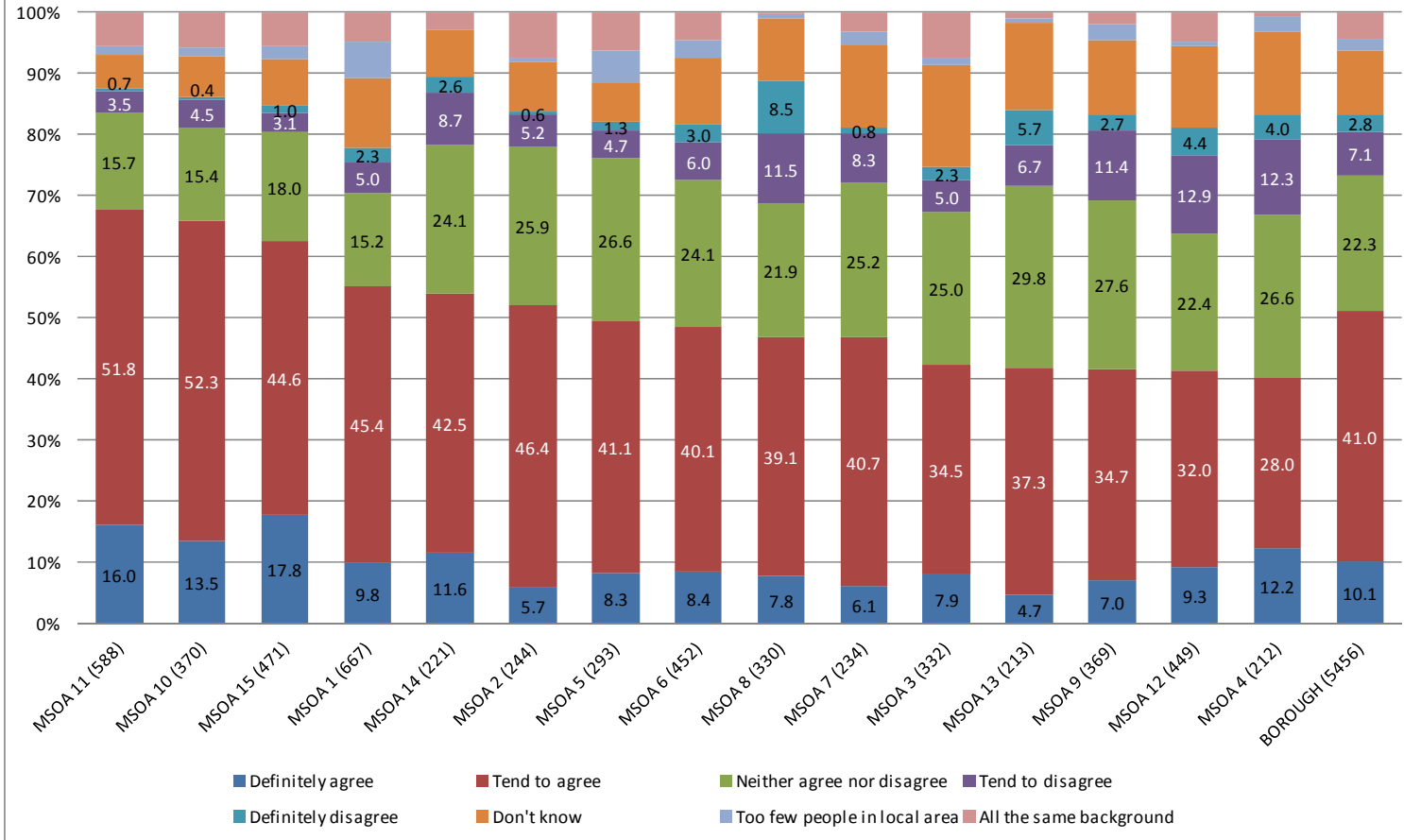
Q23: Anti-social behaviour problems in the local area (Sorted by 'Very big' + 'Fairly big' response %)

The biggest anti-social behaviour problems for the **Borough overall** were: 'dog fouling' (59.5% 'very/ fairly big problem'), 'speeding vehicles and dangerous driving' (40.1%), 'rubbish or litter lying around' (40.1%), 'burglary, including from sheds, greenhouses, farm buildings etc.' (32.4%), and 'underage drinking and sale of alcohol to youths' (30.0%).

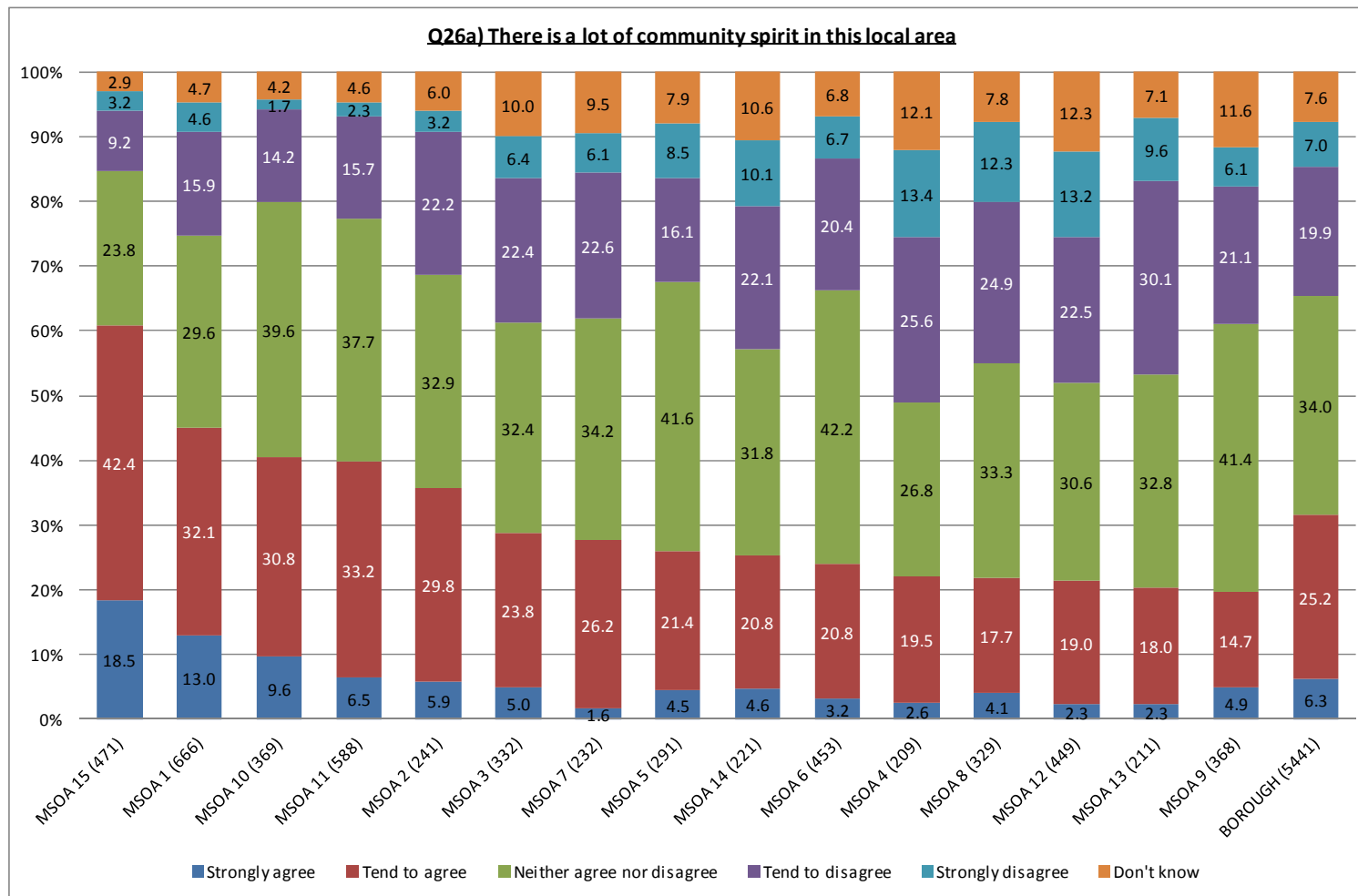
MSOA 11				
	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all
	Row N %	Row N %	Row N %	Row N %
Q23m) Dog fouling	10.3	26.0	47.6	16.1
Q23i) Speeding vehicles and dangerous driving	6.6	18.0	43.0	32.5
Q23g) Groups hanging around the streets	2.0	18.2	42.0	37.9
Q23j) Burglary, including from sheds, greenhouses, farm buildings etc.	3.6	16.0	56.8	23.5
Q23h) Groups of people (including youths drinking) which cause nuisance, intimidation or racial abuse	2.4	14.1	32.4	51.1
Q23k) Underage drinking and sale of alcohol to youths	4.3	11.9	40.7	43.2
Q23b) Rubbish or litter lying around	1.5	11.0	48.8	38.7
Q23e) People being drunk or rowdy in public places	1.6	8.5	33.2	56.6
Q23c) Vandalism, graffiti and other deliberate damage to property or vehicles	2.0	7.1	43.6	47.3
Q23d) People using or dealing drugs	2.9	6.1	25.5	65.5
Q23l) Violence, including domestic violence	1.0	6.7	27.8	64.5
Q23a) Noisy neighbours or loud parties	.7	3.3	20.0	76.0
Q23n) People moving in and out of the area	1.2	1.2	36.8	60.7
Q23f) Abandoned or burnt out cars	.6	.4	9.6	89.4

The biggest anti-social behaviour problems in **MSOA 11** were considered to be 'dog fouling' (36.3% 'very/ fairly big problem'), 'speeding vehicles and dangerous driving' (24.6%), 'groups hanging around the streets' (20.2%), and 'burglary, including from sheds, greenhouses, farm buildings etc.' (19.6%).

Q24: To what extent do you agree or disagree that your local area is a place where people different backgrounds get on well together?

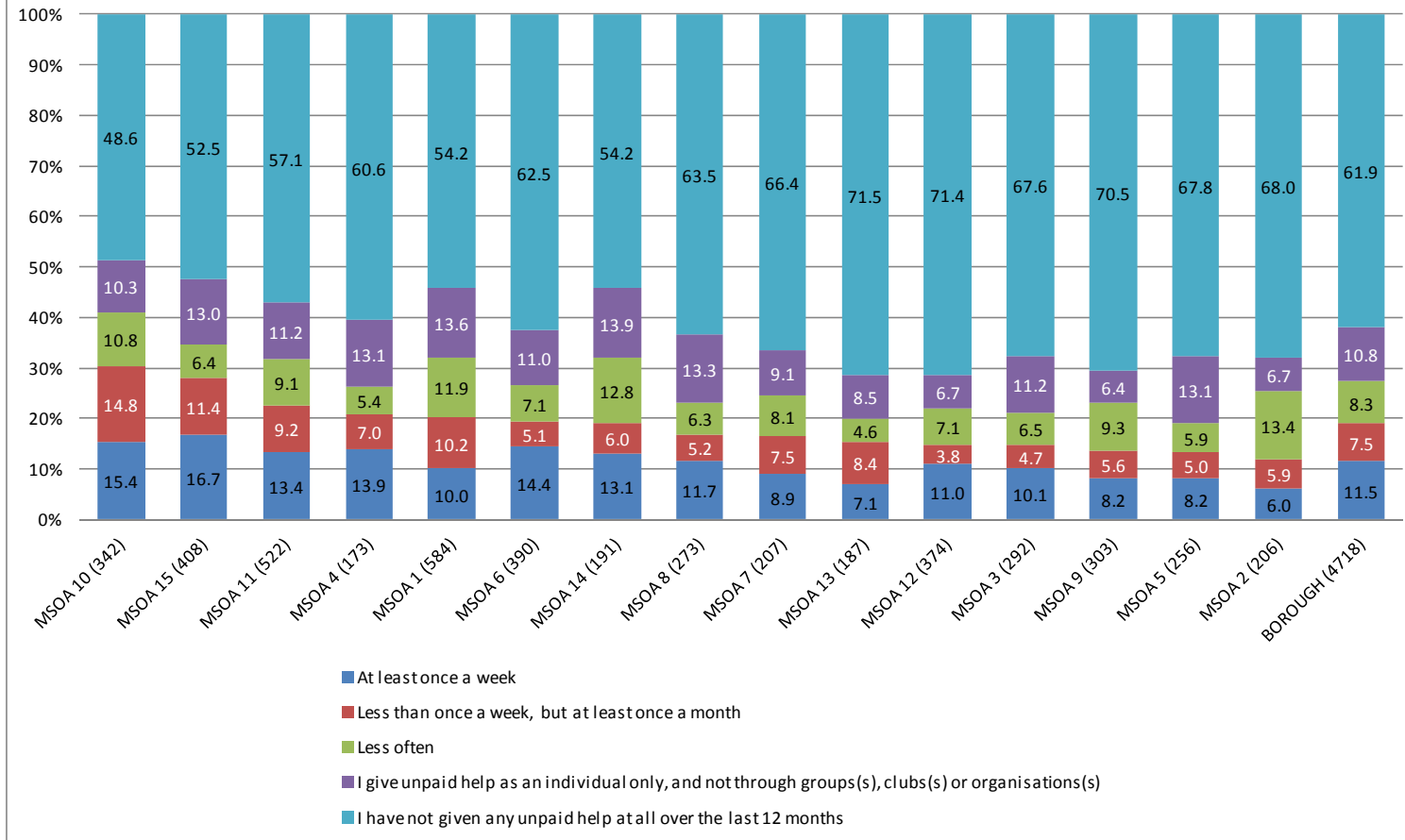


51.0% of respondents from the overall sample agreed that their local area is a place where people from different backgrounds get on well together, with agreement by MSOA ranging from 67.8% of respondents in MSOA 11 and falling to 40.2% of respondents from MSOA 4.

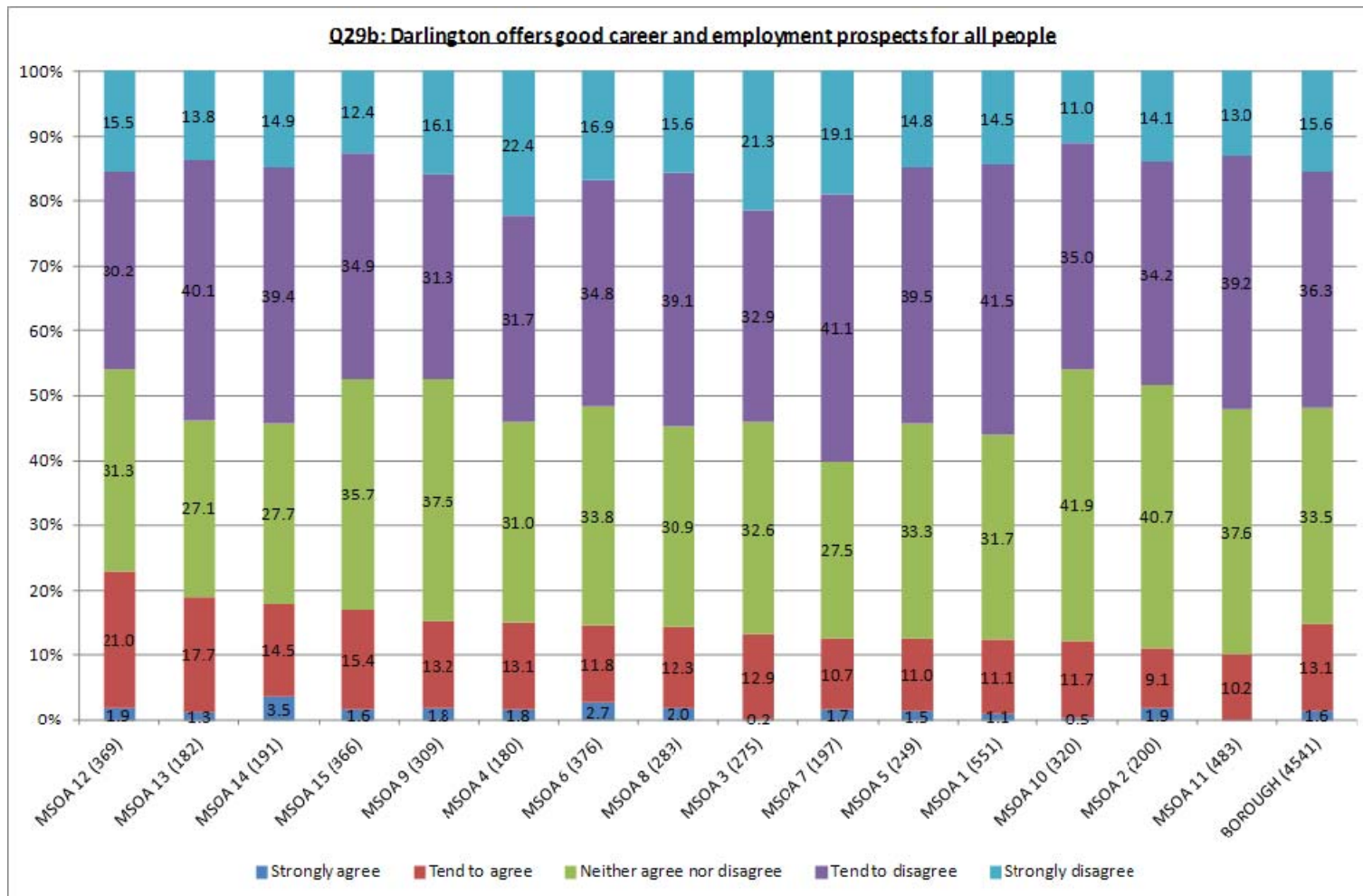


31.5% of respondents from the overall sample agreed that there is a lot of community spirit in their local area, with agreement by MSOA ranging from 60.9% of respondents in MSOA 15 and falling to 19.6% of those in MSOA 9. 39.7% of respondents in MSOA 11 agreed that there is a lot of community spirit in their local area.

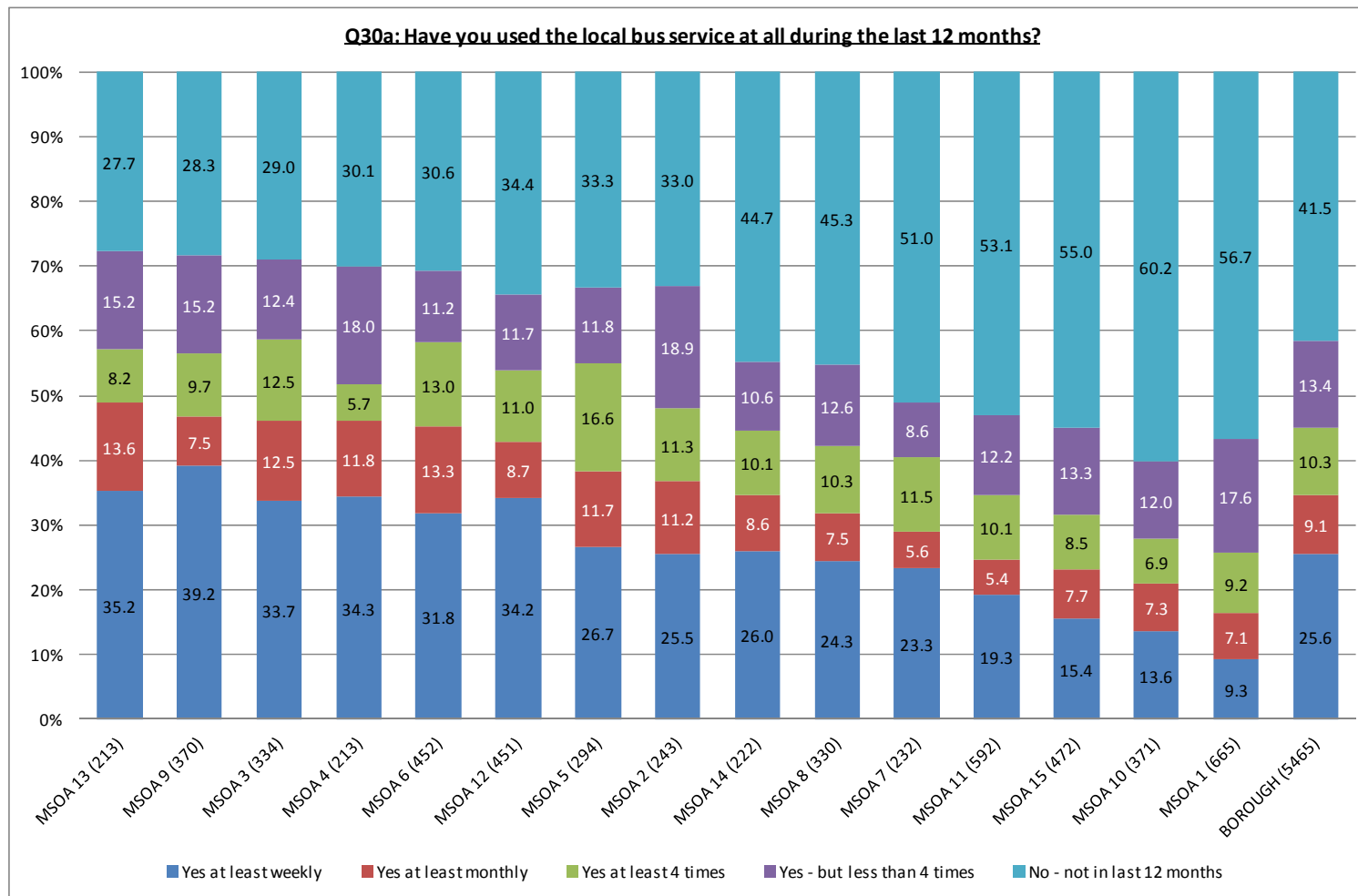
Q28: Overall, about how often over the last 12 months have you given unpaid help to any groups, clubs or organisations?



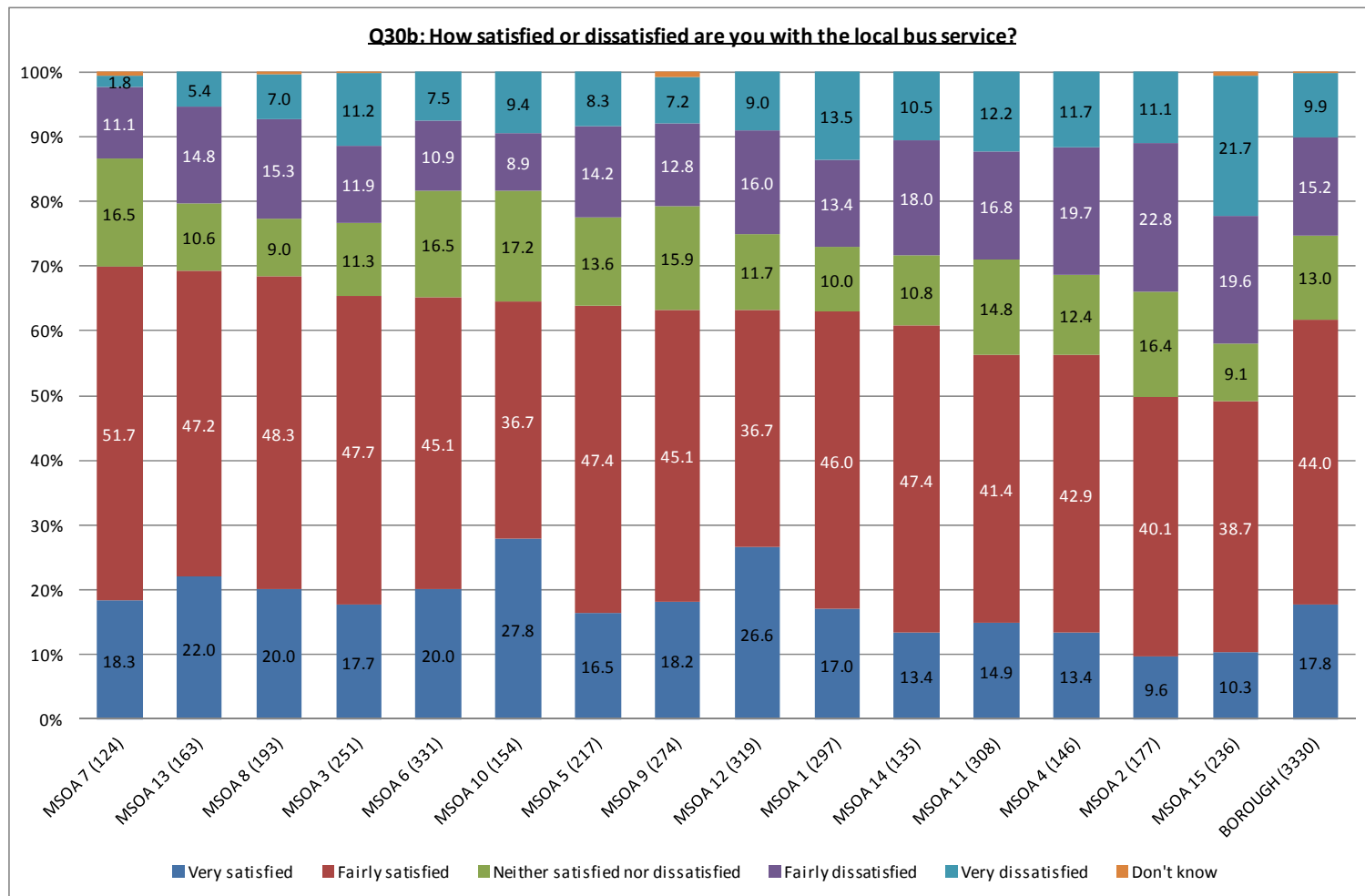
19.0% of the overall sample give unpaid help to groups, clubs or organisations at least once a month, while likelihood by MSOA of doing so with such frequency ranged from 30.2% of respondents in MSOA 10 and fell to 11.9% of those in MSOA 2. 22.6% of respondents in MSOA 11 indicated that they give unpaid help to groups, clubs or organisations at least once a month.



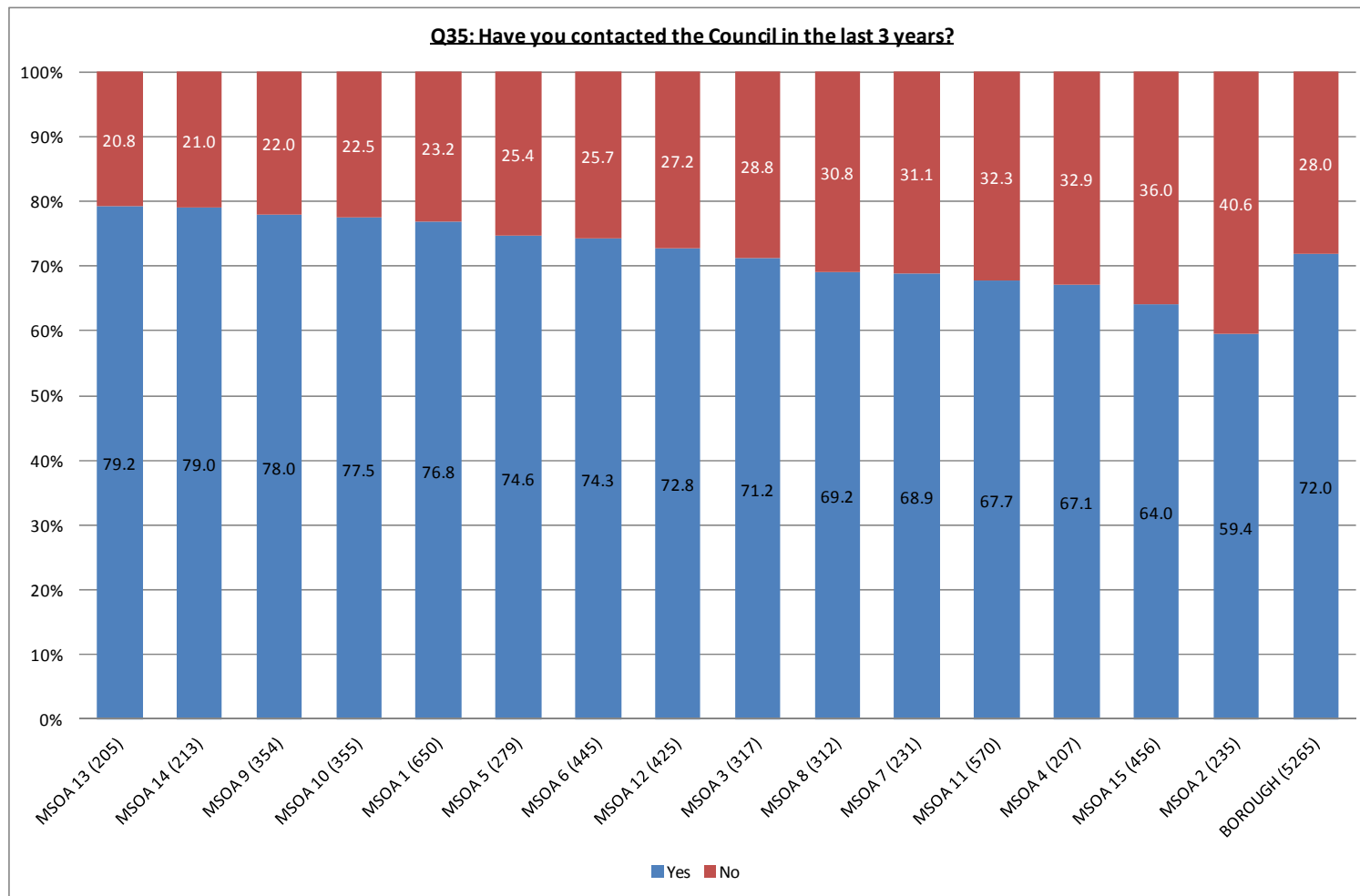
14.7% of the overall sample given agreed that Darlington offers good career and employment prospects for all people, while likelihood by MSOA of expressing agreement ranged from 22.9% of respondents in MSOA 12 and reduced to 10.2% of those in MSOA 11.



34.7% of respondents from the overall sample use the local bus service on at least a monthly basis, with likelihood of doing so with such frequency by MSOA ranging from 48.8% of respondents in MSOA 13 and reducing to 16.4% of those in MSOA 1. 24.7% of respondents from MSOA 11 use the local bus service on at least a monthly basis.

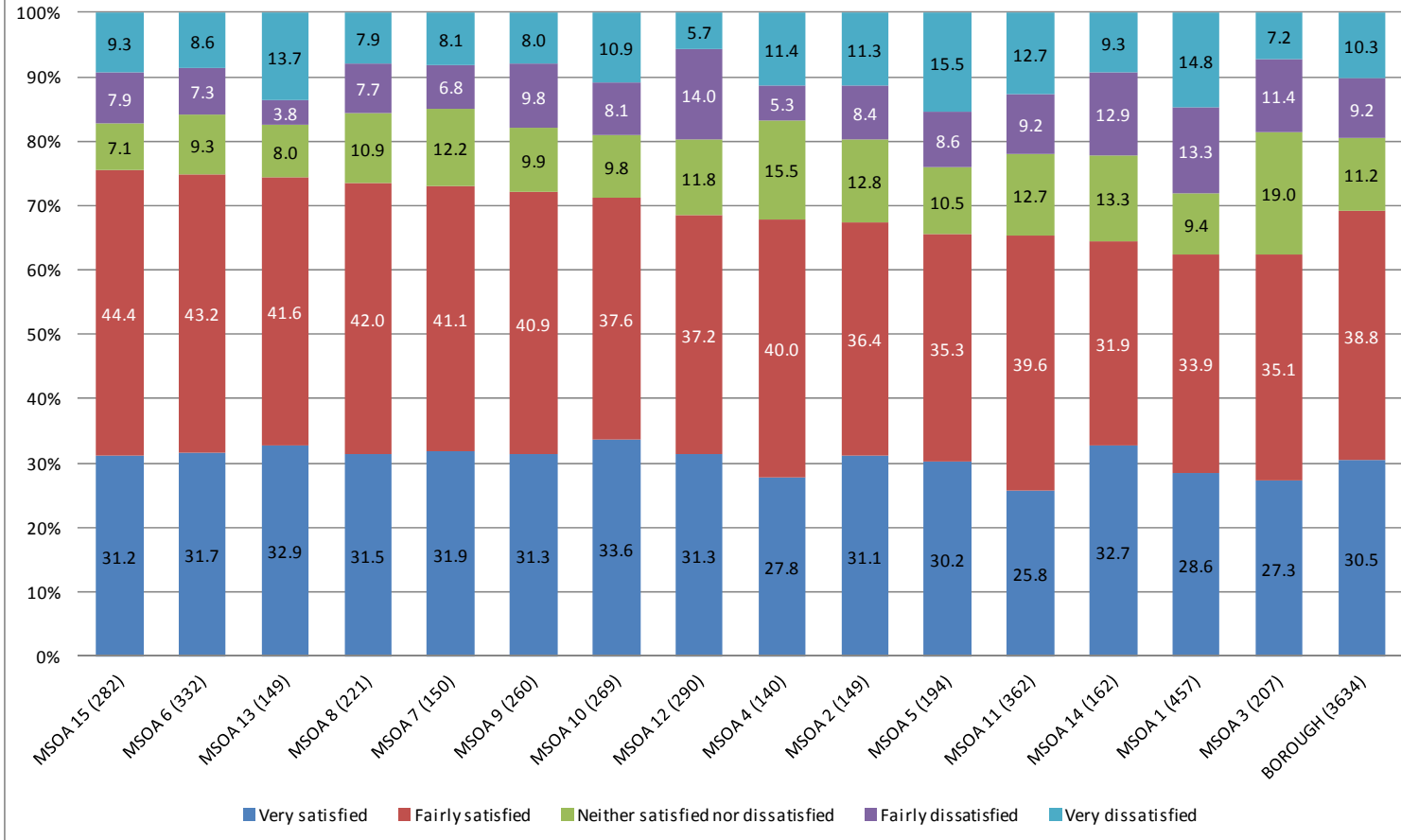


Of respondents who had used the local bus service in the previous 12 months, 61.8% of those from the overall sample expressed satisfaction with this service, while satisfaction by MSOA ranged from 70.0% of respondents in MSOA 7 and fell to 49.0% of those in MSOA 15. 56.3% of respondents from MSOA 11 who had used the local bus service in the previous 12 months expressed satisfaction with this service.



72.0% of the overall sample had contacted Darlington Borough Council in the previous 3 years, with likelihood of having done so being highest in MSOA 13 (79.2%) and lowest in MSOA 2 (59.4%). 67.7% of respondents from MSOA 11 had contacted the Council in the previous 3 years.

Q36c: Still thinking of your last contact with the Council, how satisfied or dissatisfied were you with this contact overall?



69.3% of the overall sample who had contacted Darlington Borough Council in the preceding 3 years expressed satisfaction with the way this contact was handled with satisfaction by MSOA ranging from 75.6% of respondents in MSOA 15 and falling to 62.4% of respondents in MSOA 3. 65.4% of respondents in MSOA 11 who had contacted Darlington Borough Council in the preceding 3 years expressed satisfaction with the way this contact was handled.