

Darlington Borough Council
Community Survey 2013
Street Scene Locality Graphical Report – North West (A)

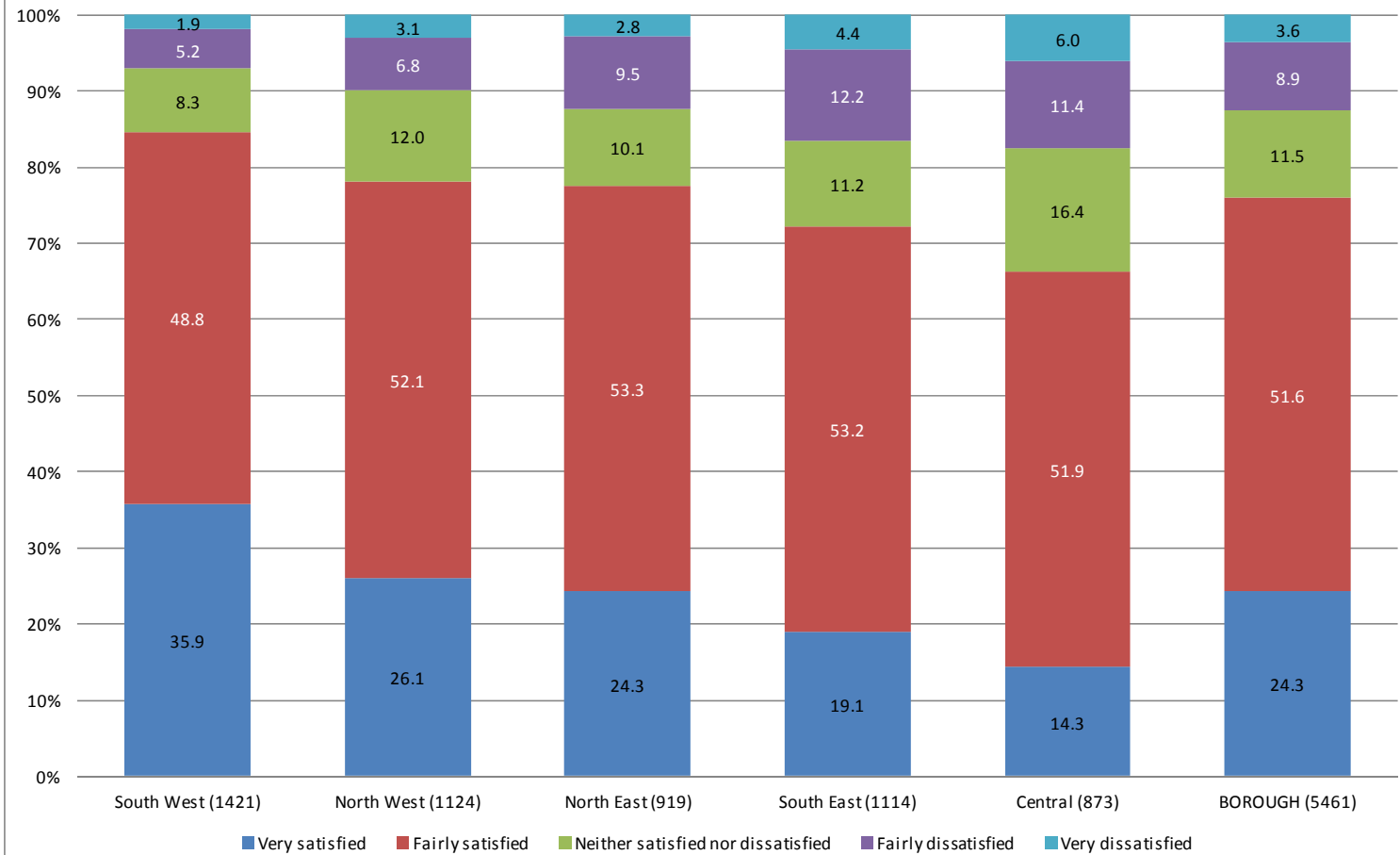
Charts show the weighted response percentages for each question by Ward and for the Darlington Borough Council area overall.

Unweighted Base Numbers are shown in brackets.

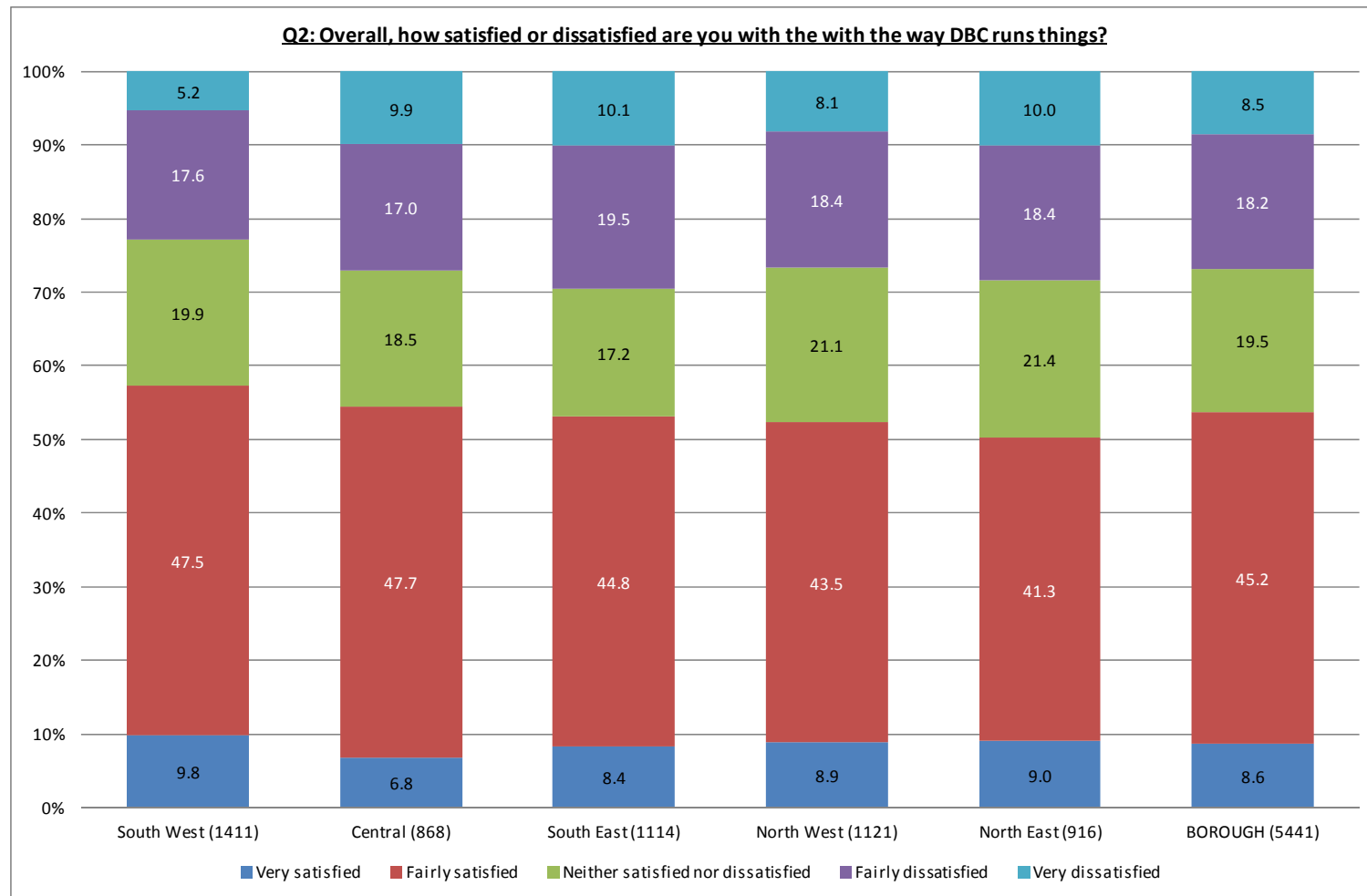
Results are generally ordered by the total percentage of positive responses (e.g. 'very satisfied' + 'fairly satisfied').

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

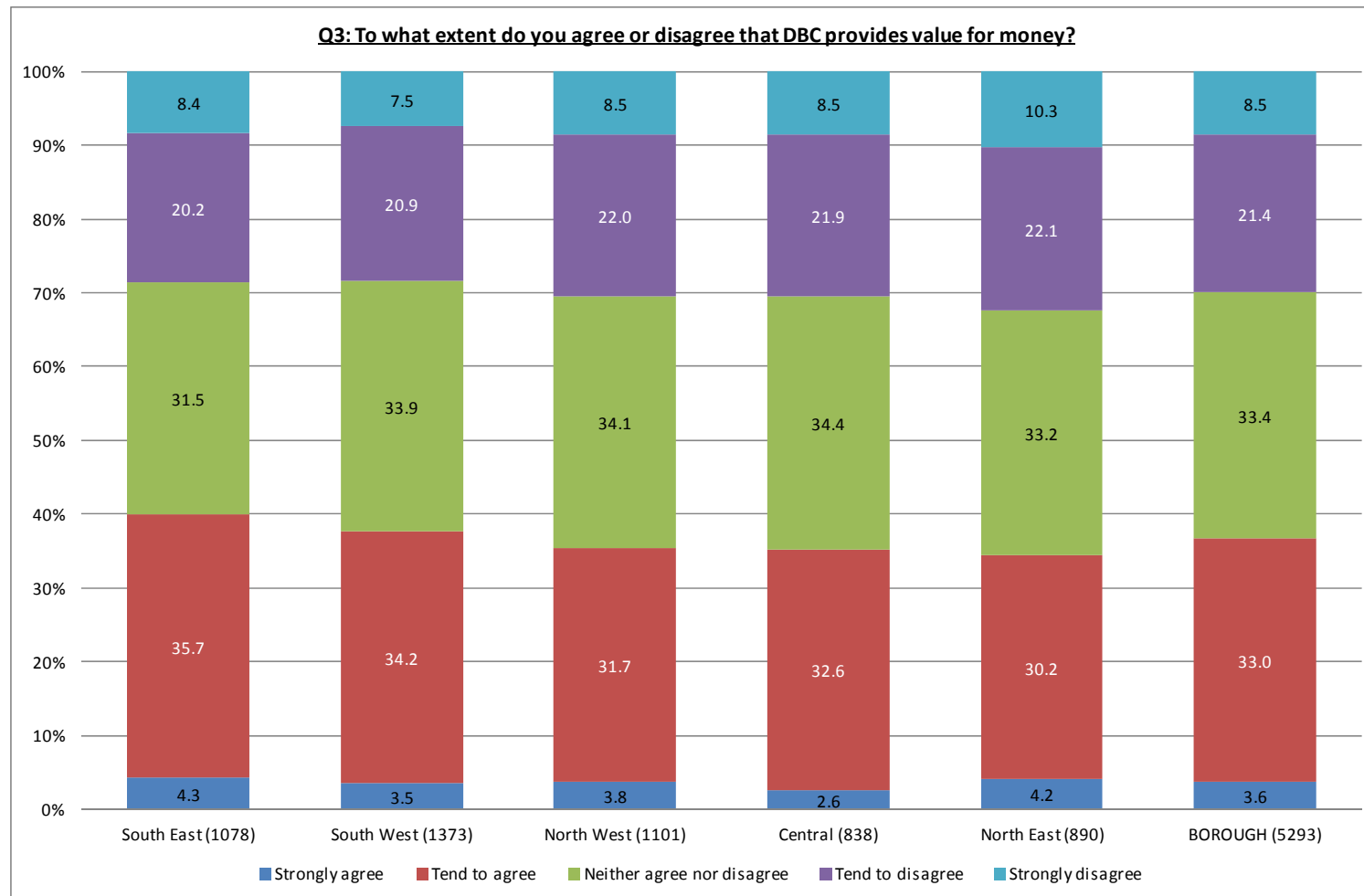
Q1: Overall, how satisfied or dissatisfied are you with your local area as a place to live?



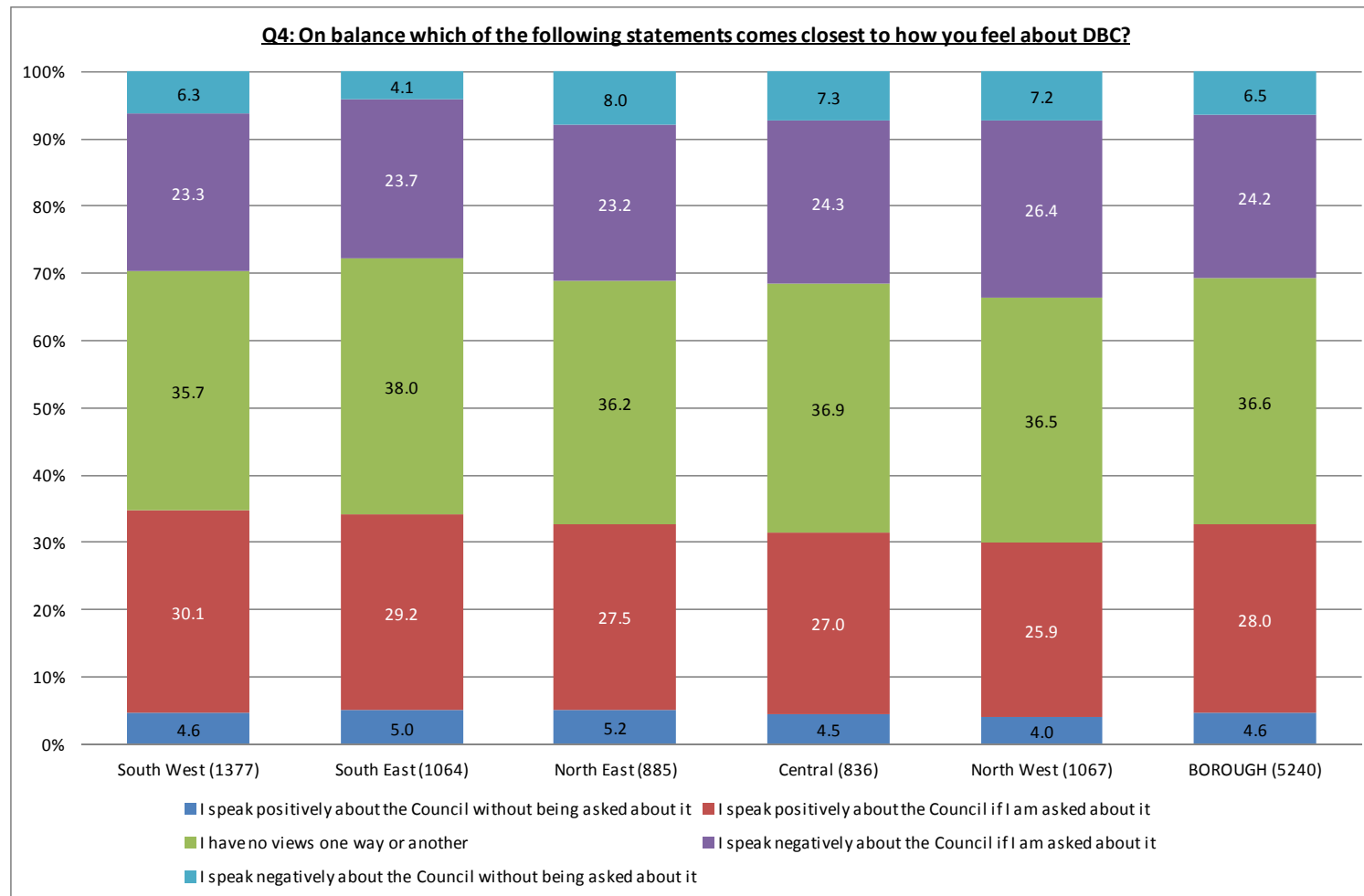
Three-quarters of the overall sample (75.9%) expressed satisfaction with their local area as a place to live with satisfaction by Street Scene Locality ranging from 84.7% of respondents in the South West and falling to 66.2% of those in the Central Street Scene Locality. Satisfaction in the North West area stood at 78.2% - the second highest of the five areas listed.



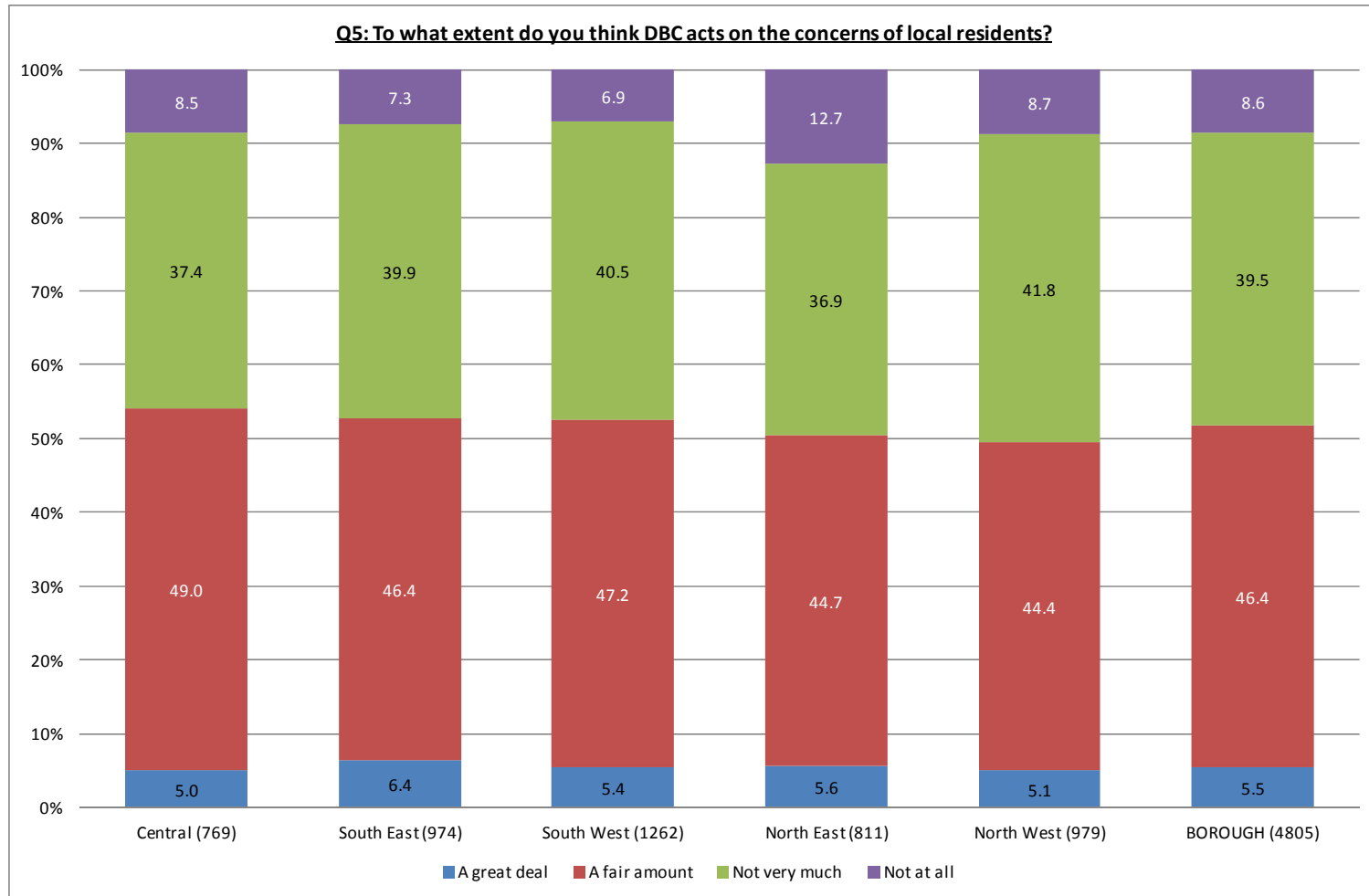
53.8% of the overall sample expressed satisfaction with the way Darlington Borough Council runs things, with satisfaction ranging from 57.3% of respondents in the South West Street Scene Locality and falling to 50.3% of those in the North East. 52.4% of respondents in the North West Street Scene Locality expressed satisfaction with the way Darlington Borough Council runs things.



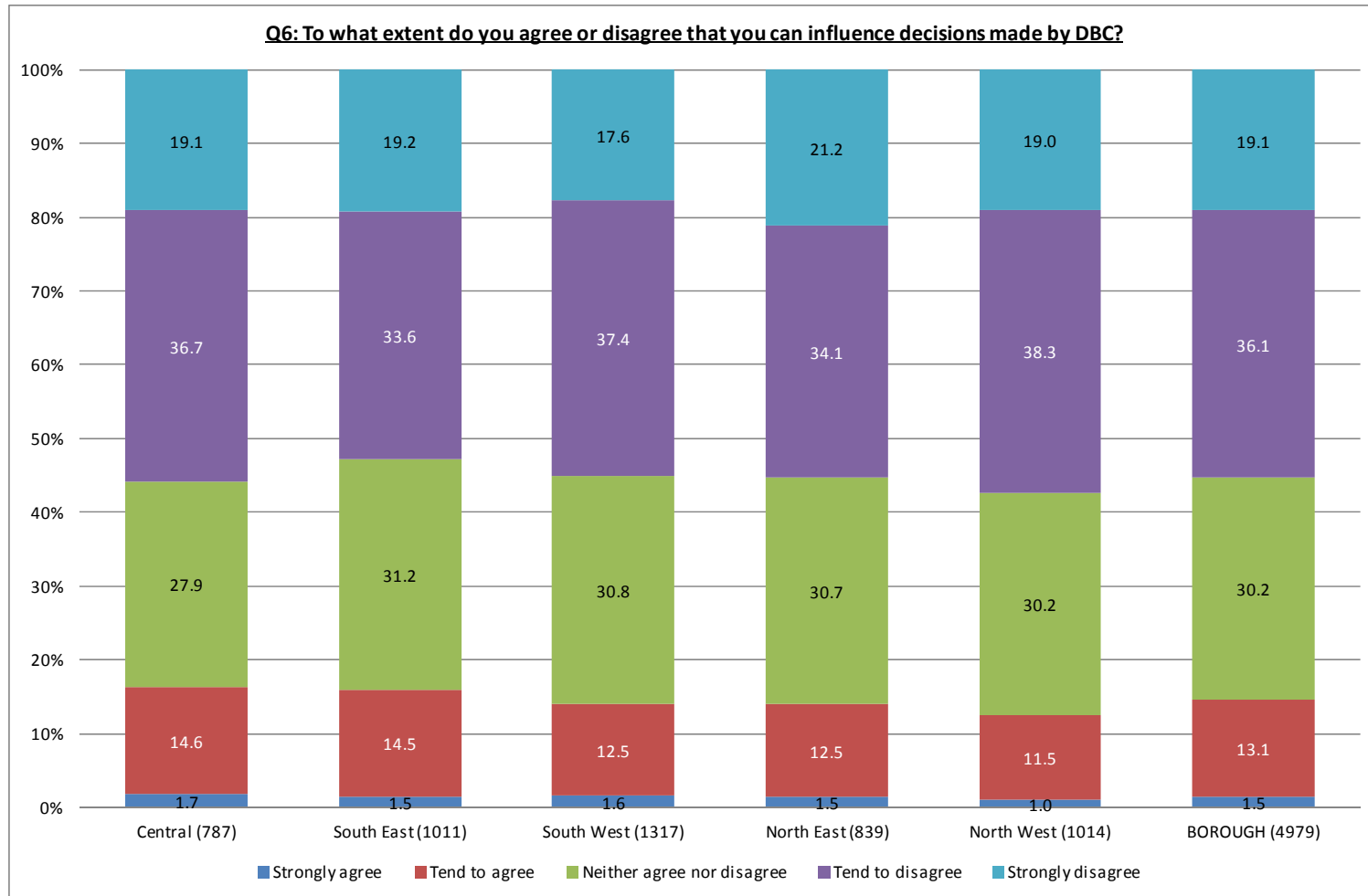
36.6% of the overall sample agreed that Darlington Borough Council provides value for money, with agreement by Street Scene Locality ranging from 40.0% of respondents in the South East and reducing to 34.4% of respondents in the North East. 35.5% of respondents in the North West Street Scene Locality agreed that Darlington Borough Council provides value for money representing the median score for the five areas listed.



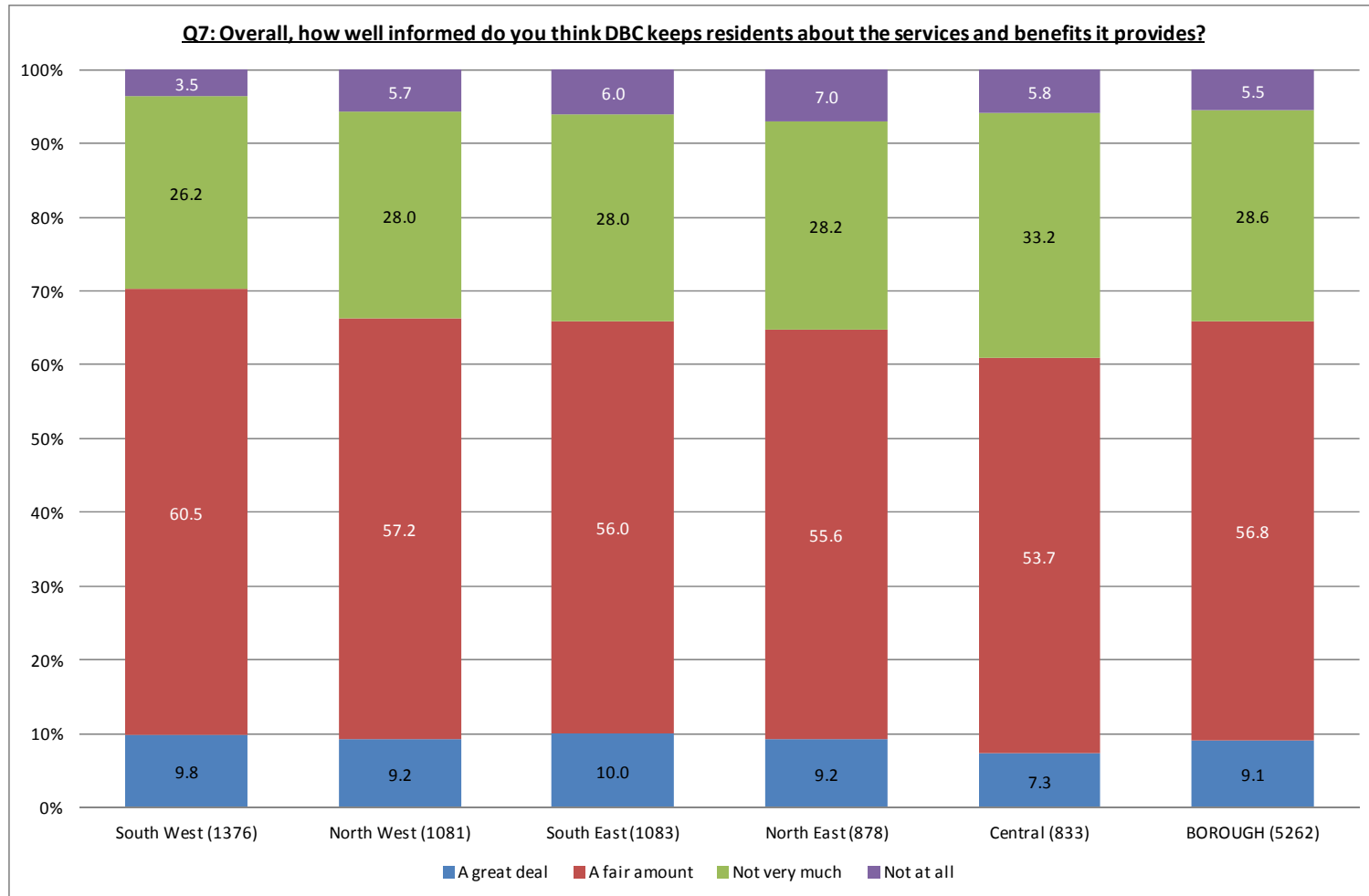
32.6% of the overall sample indicated that they 'speak positively' about Darlington Borough Council, with likelihood by Street Scene Locality of giving such a response ranging from 34.7% of respondents in the South West and falling to 29.9% of those in the North West.



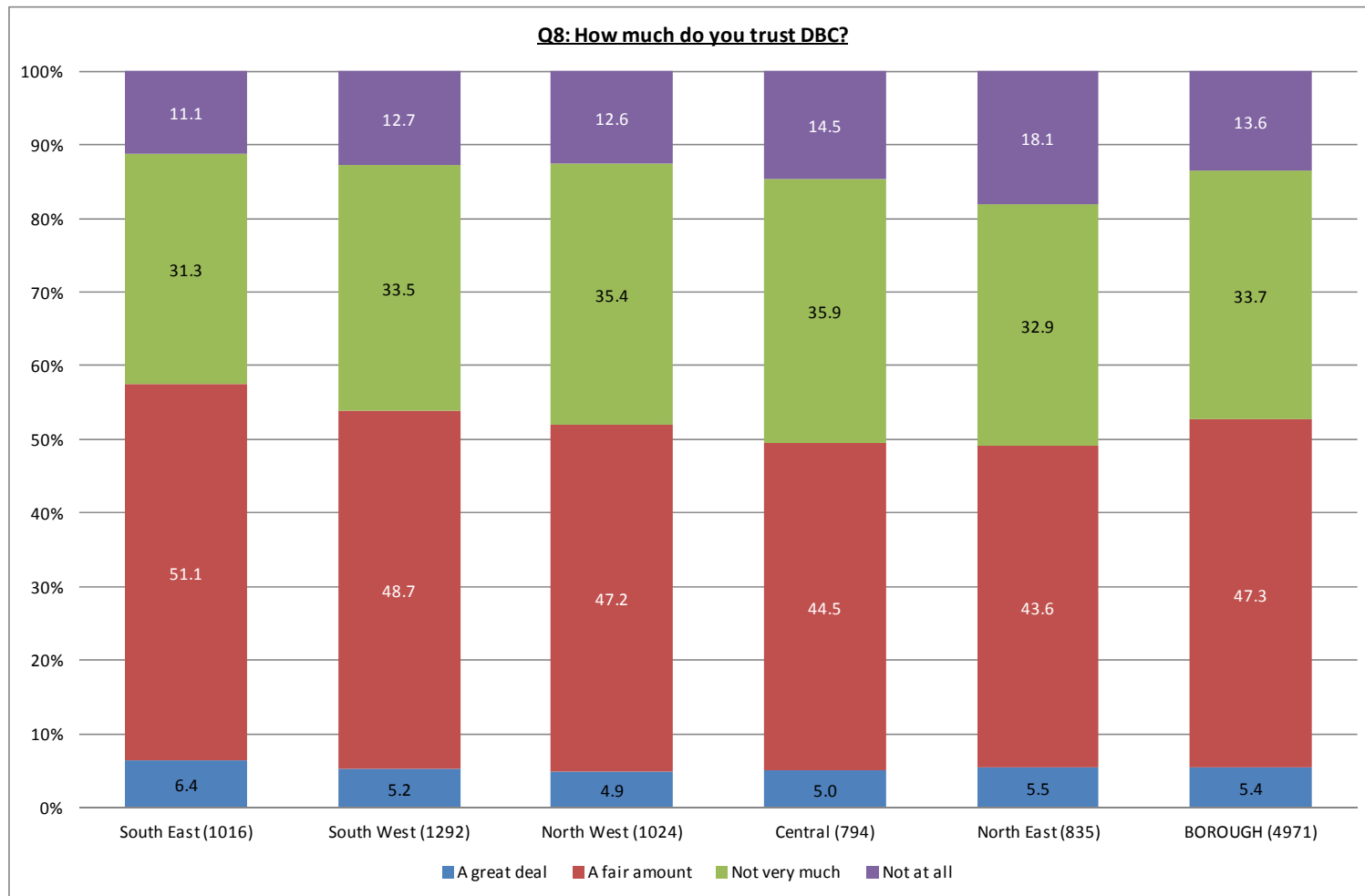
51.9% of respondents, overall, felt that Darlington Borough Council acts on the concerns of local residents either 'a great deal' or 'a fair amount', with likelihood of giving such a response being highest in the Central Street Scene Locality (54.0%) and lowest in the North West (49.5%).



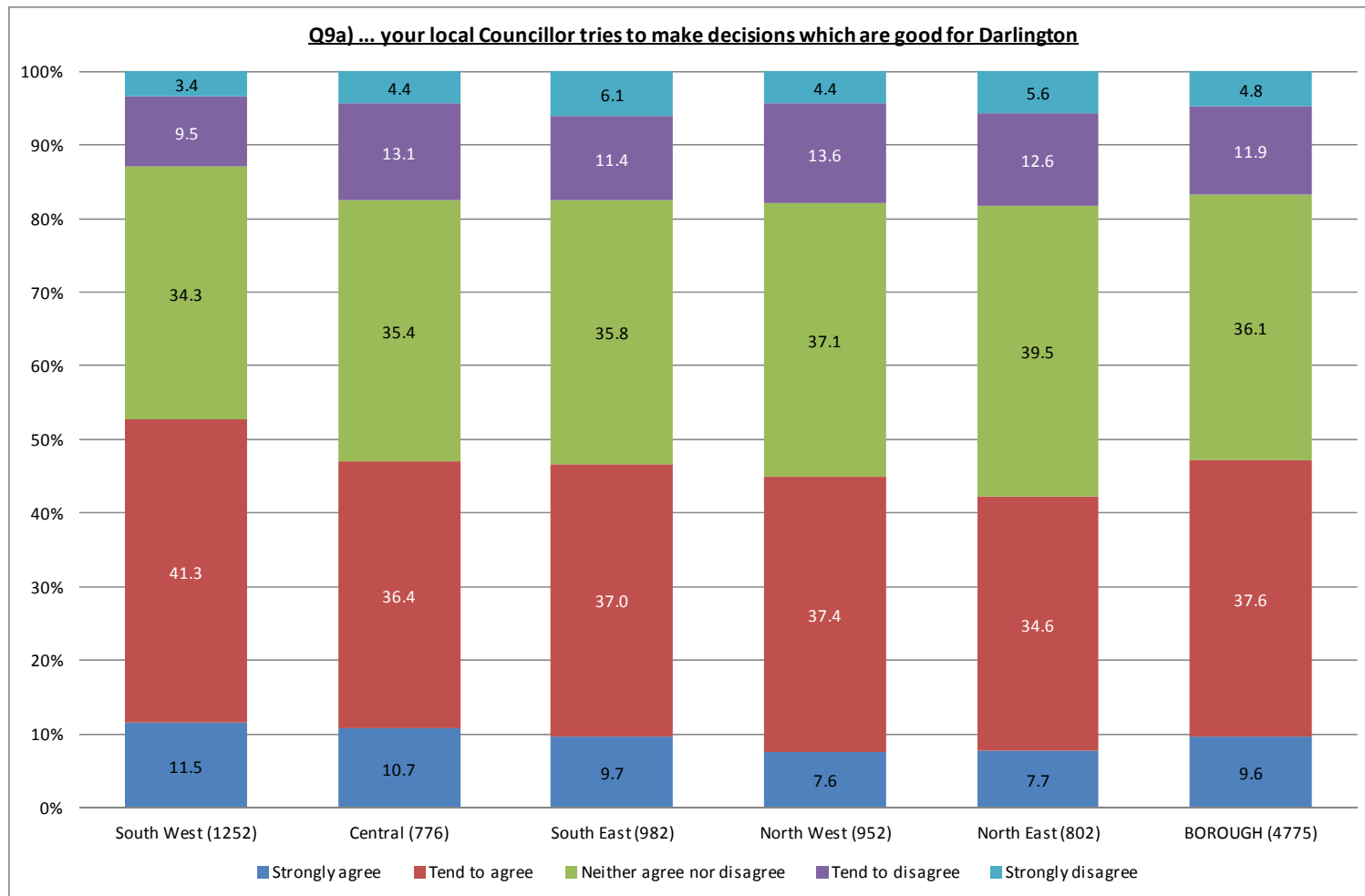
Just 14.6% of the overall sample agreed that they can influence the decisions made by Darlington Borough Council, with agreement by Street Scene Locality ranging by only 3.8% from 16.3% of respondents in the Central area and falling to 12.5% of those in the North West.



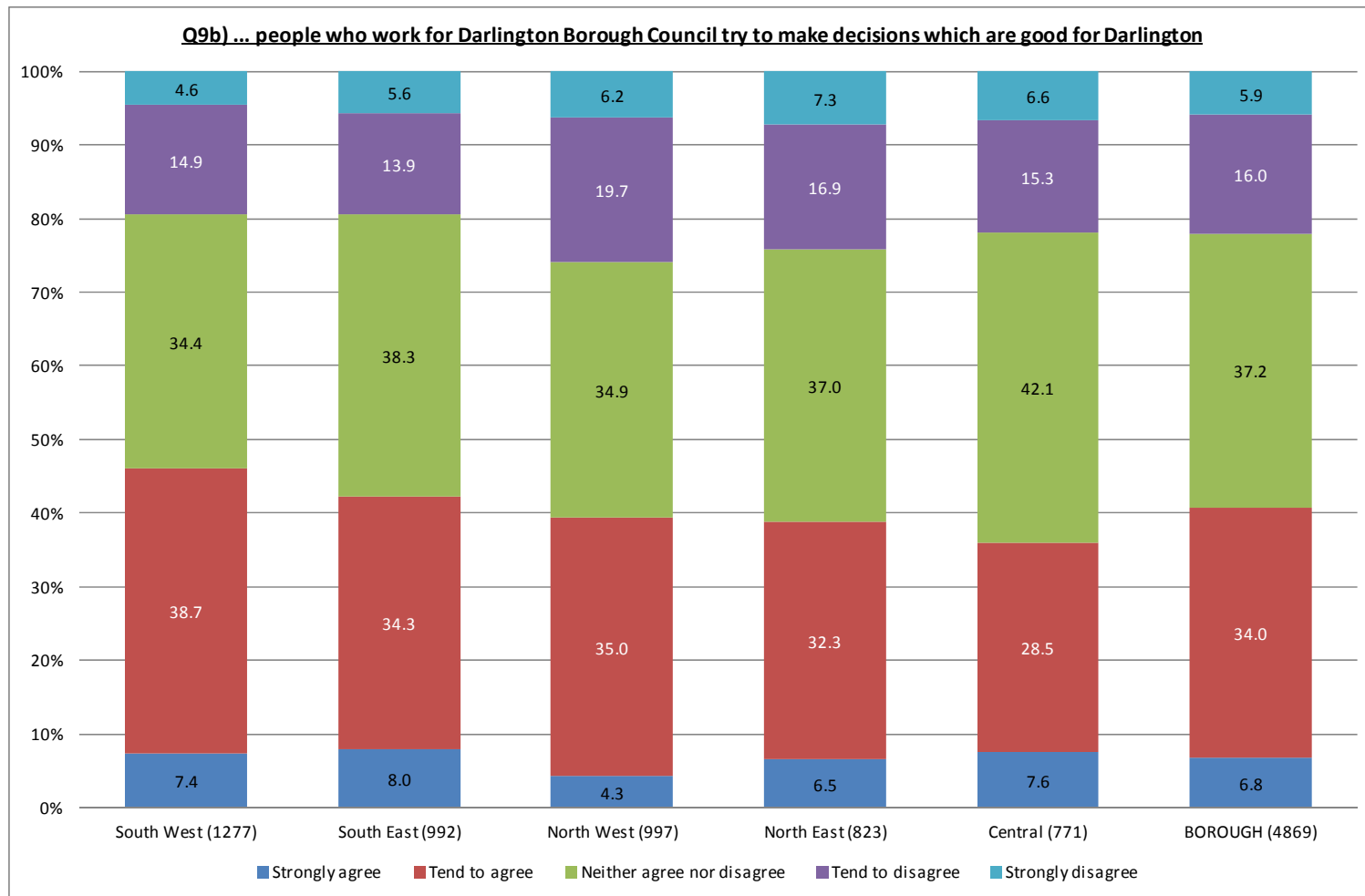
When asked about how well informed Darlington Borough Council keeps residents about the services and benefits it provides, 65.9% of the overall sample gave either 'a great deal' or 'a fair amount' responses with likelihood of giving such a response by Street Scene Locality ranging from 70.3% of respondents in the South West and falling to 61.0% of those in the Central area. 66.4% of respondents in the North West Street Scene Locality gave positive responses - the second highest of the five areas listed.



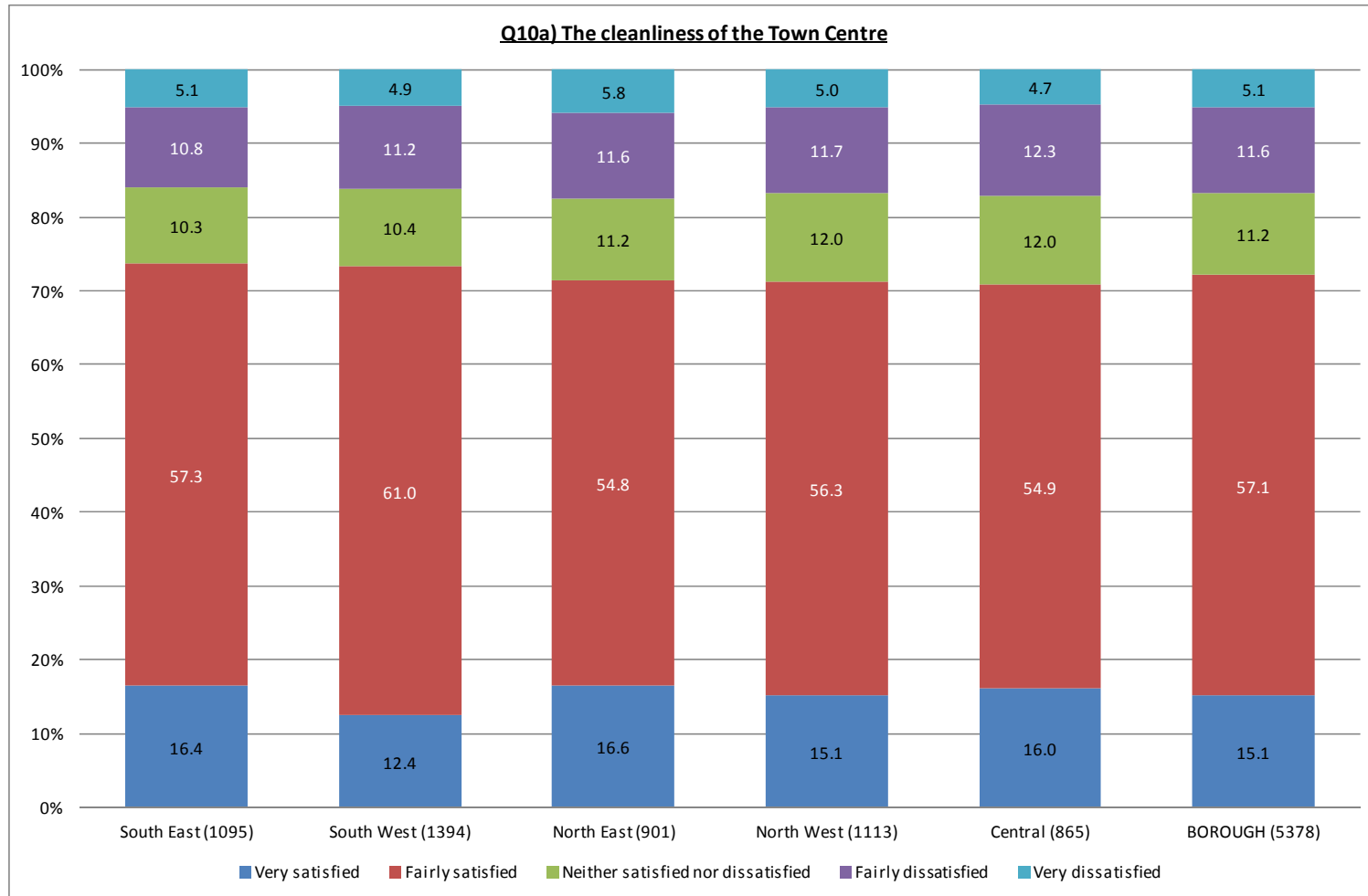
52.7% of the overall sample indicated that they trust Darlington Borough Council either 'a great deal' or 'a fair amount' with likelihood by Street Scene Locality of giving such a response ranging from 57.5% of those in the South East and falling to 49.1% of those in the North East. 52.1% of respondents in the North West Street Scene Locality gave positive responses representing the median score for the five areas listed.



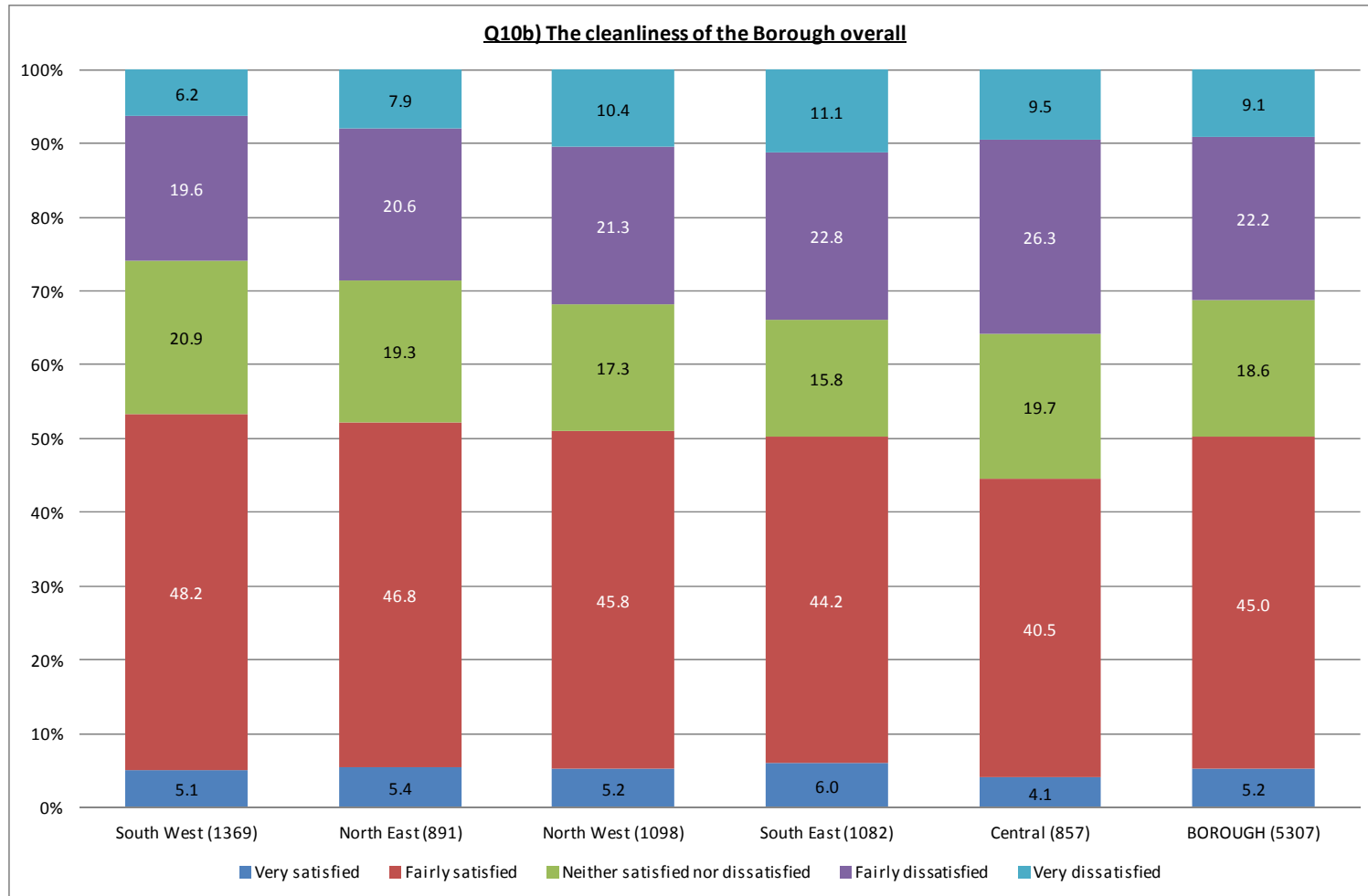
47.2% of the overall sample agreed that their local councillor tries to make decisions which are good for Darlington, with agreement by Street Scene Locality ranging by 10.5% from 52.8% of respondents in the South West and falling to 42.3% of those in the North East. 45.0% of respondents in the North West Street Scene Locality agreed that their local councillor tries to make decisions which are good for Darlington - the second lowest of the five areas listed.



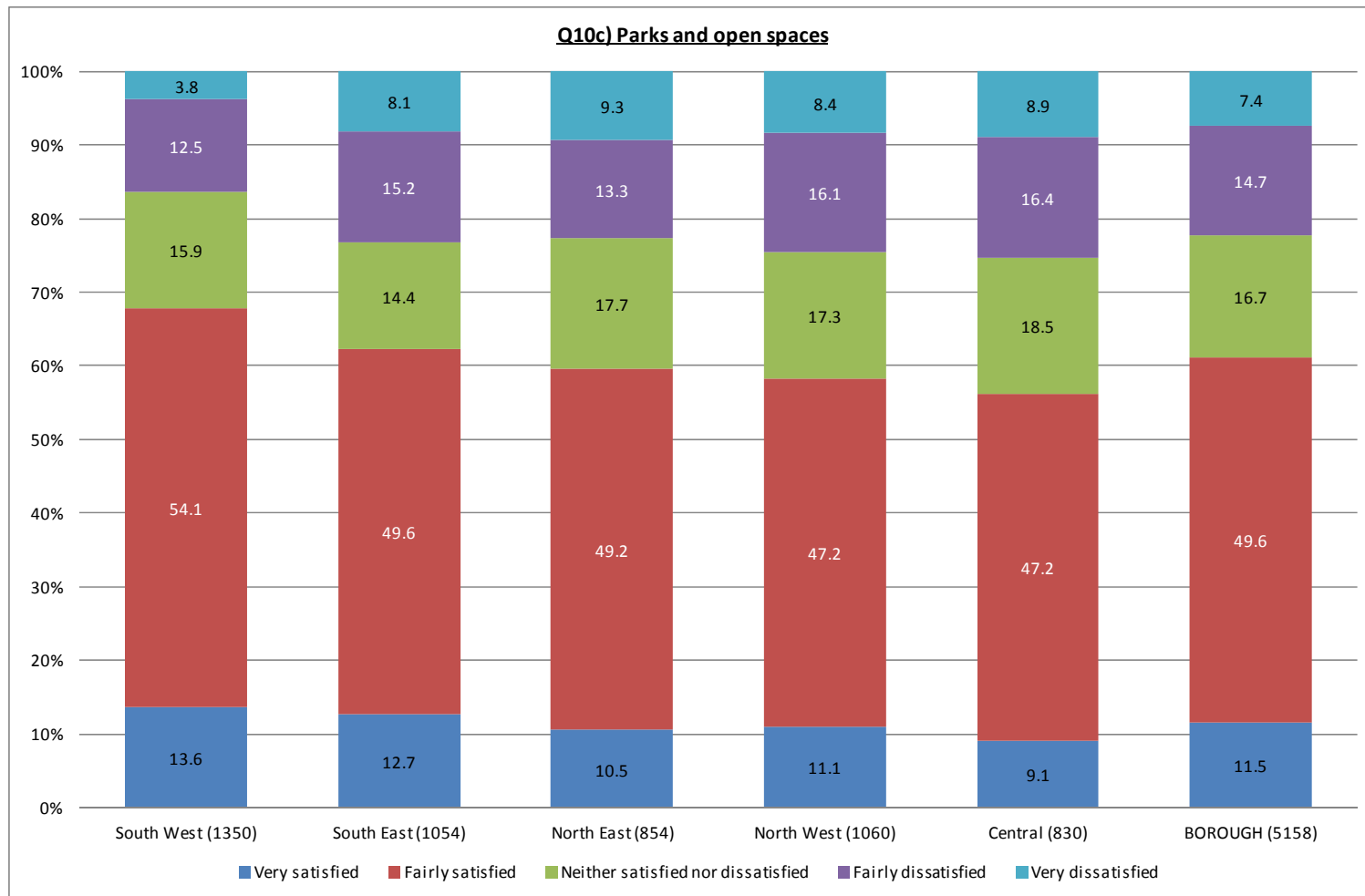
40.8% of the overall sample agreed that people who work for Darlington Borough Council try to make decisions which are good for Darlington, with agreement by Street Scene Locality ranging from 46.1% in the South West and falling to 36.1% of those in the Central area. 39.3% of respondents in the North West Street Scene Locality agreed that people who work for Darlington Borough Council try to make decisions which are good for Darlington representing the median score for the five areas listed.



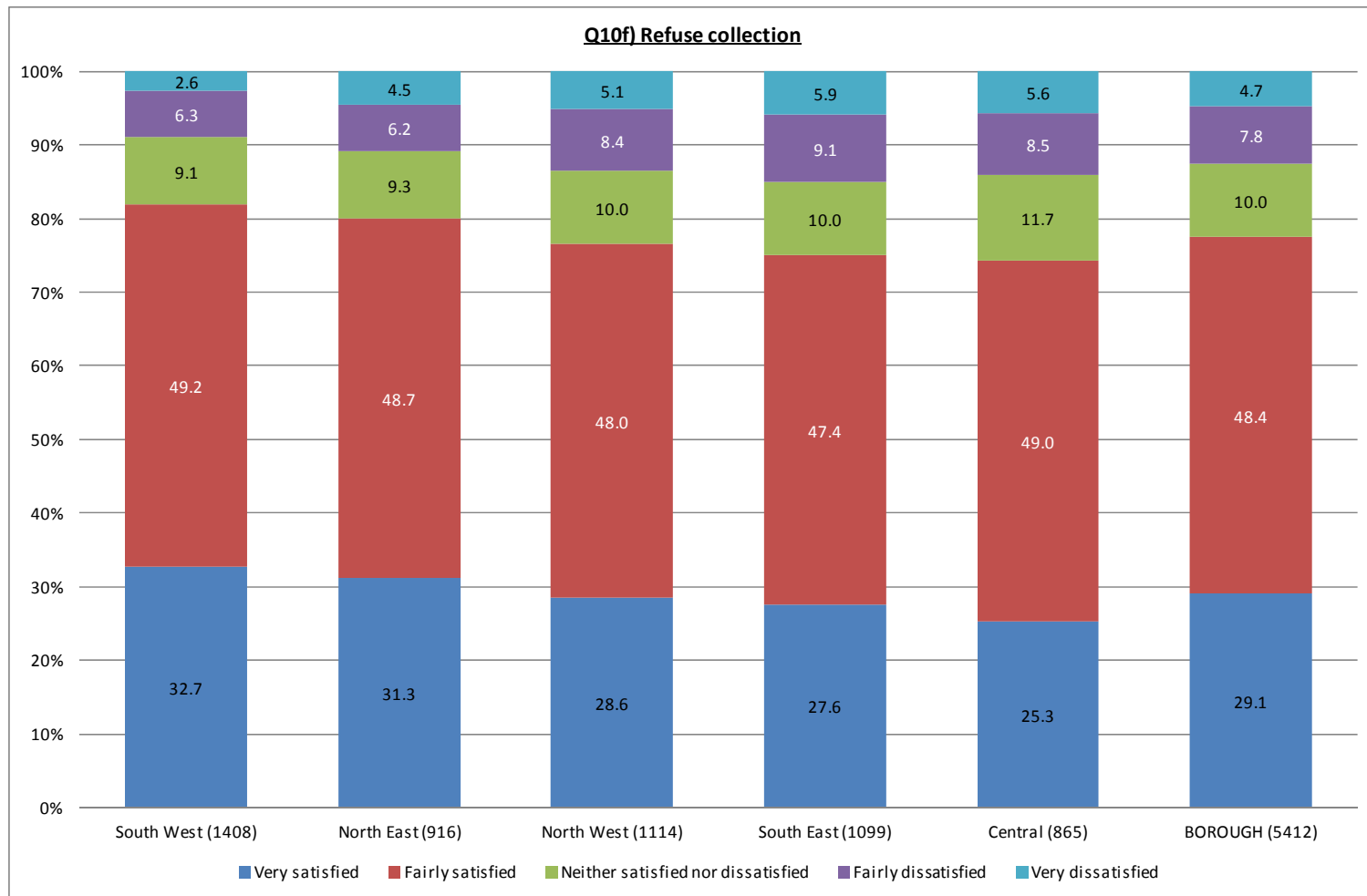
72.2% of respondents expressed satisfaction with the cleanliness of Darlington Town Centre, with satisfaction not varying significantly by Street Scene Locality. 71.4% of respondents in the North West Street Scene Locality expressed satisfaction with the cleanliness of the Town Centre.



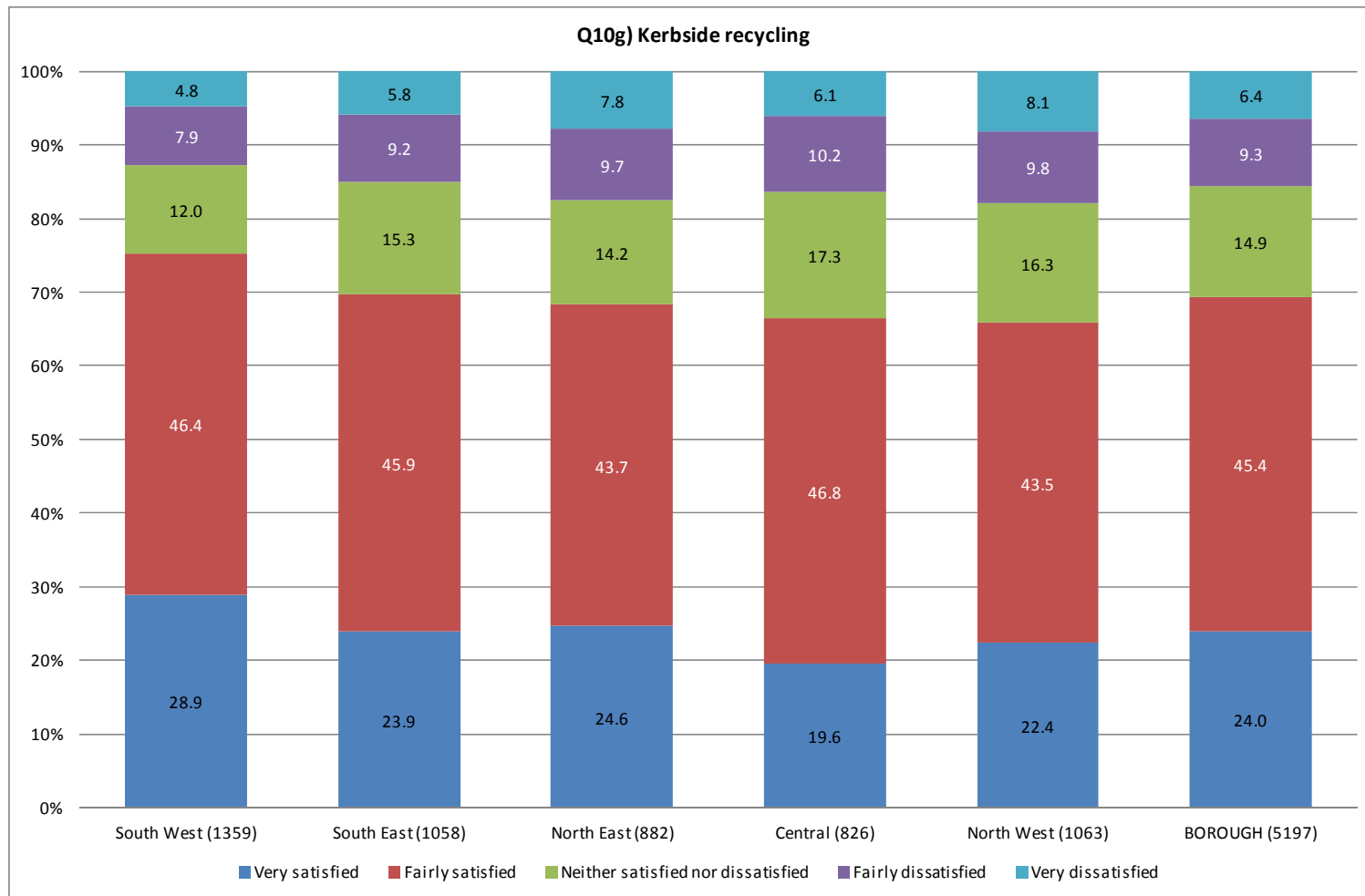
Half of the overall sample (50.2%) expressed satisfaction with the cleanliness of the Borough overall, with satisfaction by Street Scene Locality ranging from 53.3% of respondents in the South West and falling to 44.6% of respondents in the Central area. 51.0% of respondents in the North West Street Scene Locality expressed satisfaction with the cleanliness of the Borough overall representing the median score of the five localities listed.



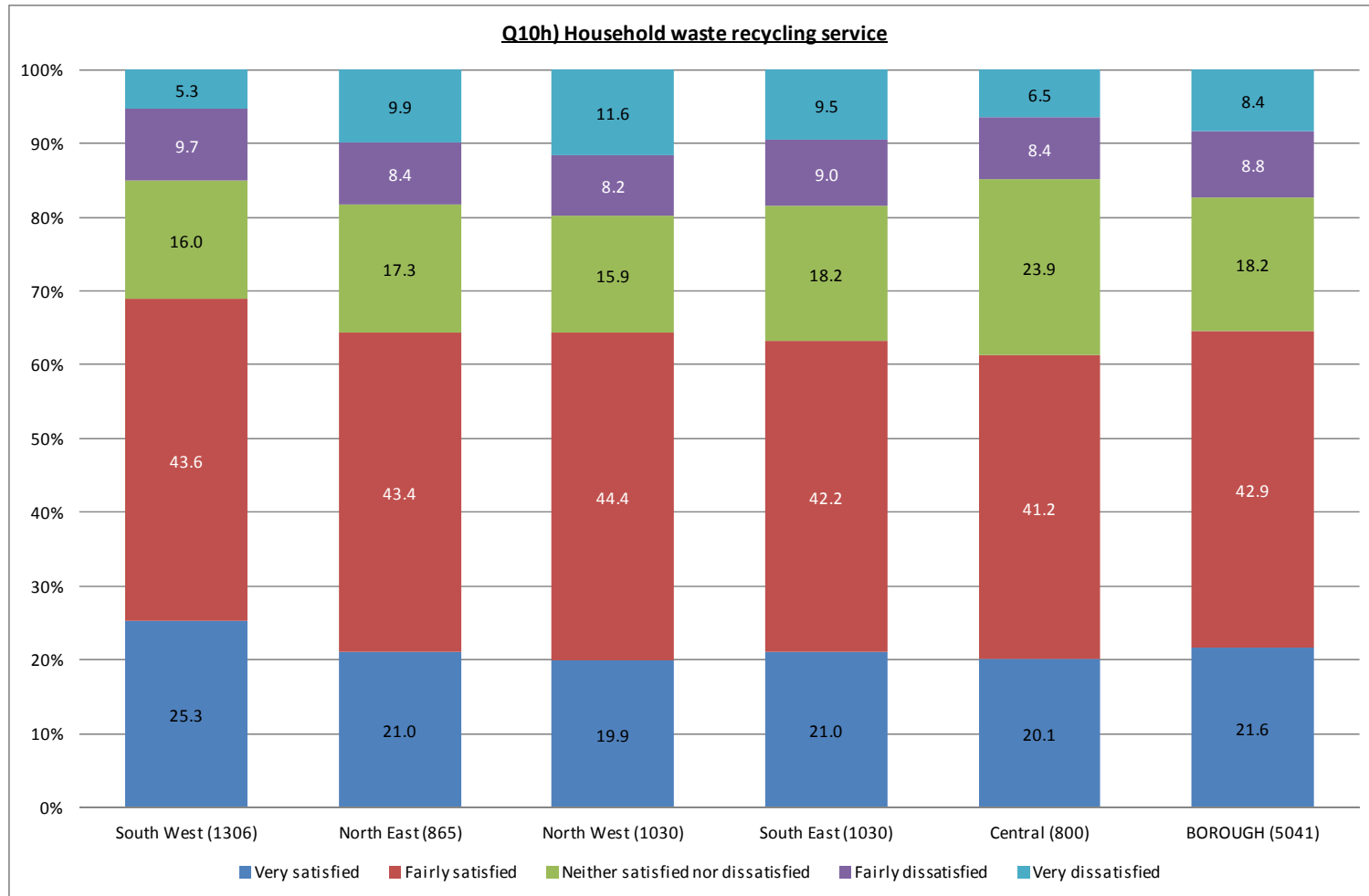
61.1% of respondents from the overall sample expressed satisfaction with parks and open spaces in Darlington, with satisfaction by Street Scene Locality ranging from 67.7% of respondents in the South West and falling to 56.3% of respondents in the Central area. 58.3% of respondents in the North West Street Scene Locality expressed satisfaction with parks and open spaces in Darlington - the second lowest of the five areas listed.



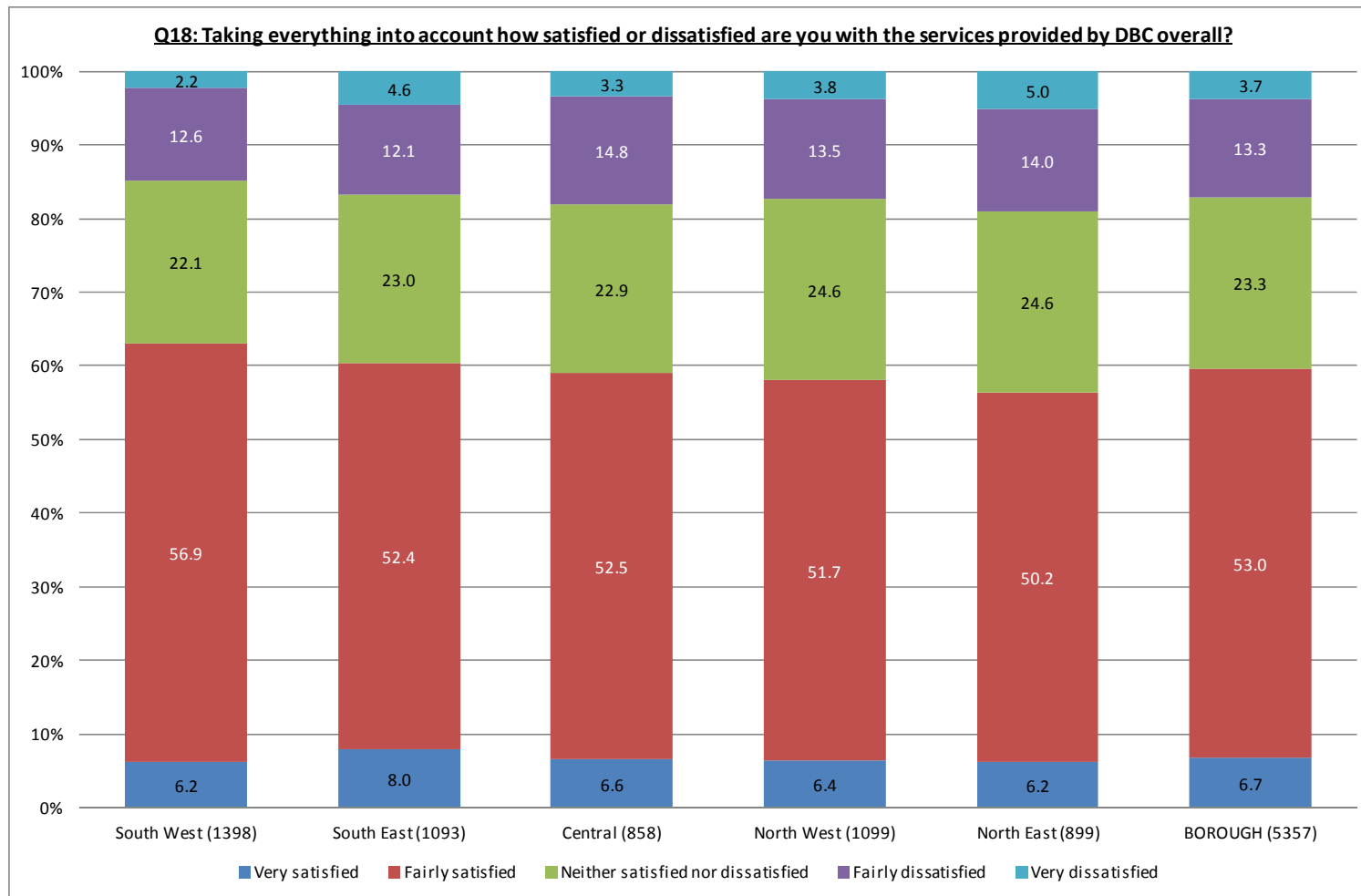
In relation to refuse collection, 77.5% of the overall sample expressed satisfaction while satisfaction by Street Scene Locality ranged from 81.9% of respondents in the South West and falling to 74.3% of respondents in the Central area. 76.6% of respondents in the North West Street Scene Locality expressed satisfaction with refuse collection representing the median score for the five areas listed.



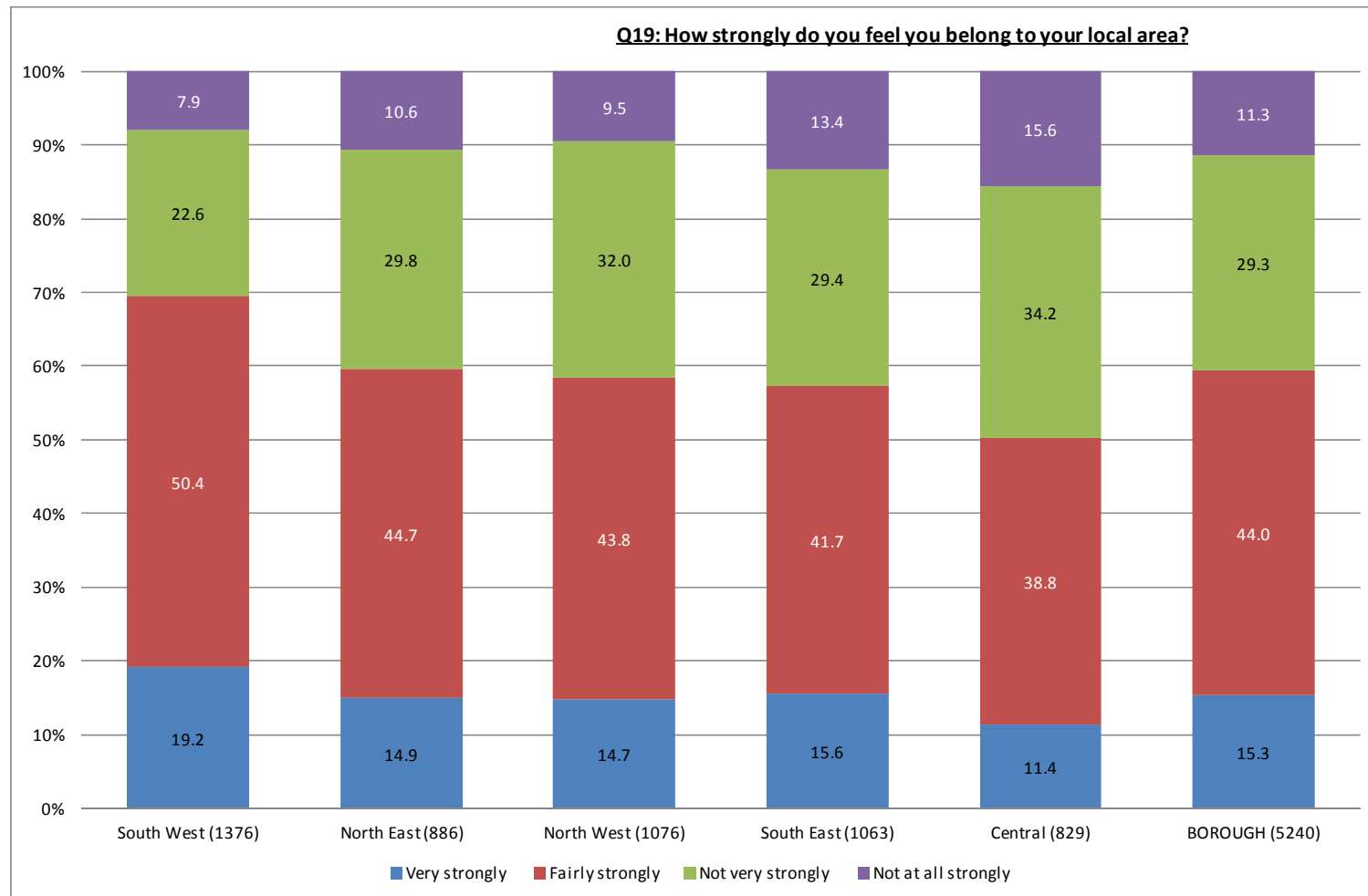
69.4% of respondents from the overall sample expressed satisfaction with kerbside recycling, with satisfaction by Street Scene Locality ranging from 75.3% of respondents in the South West while reducing to 65.9% of respondents in the North West area.



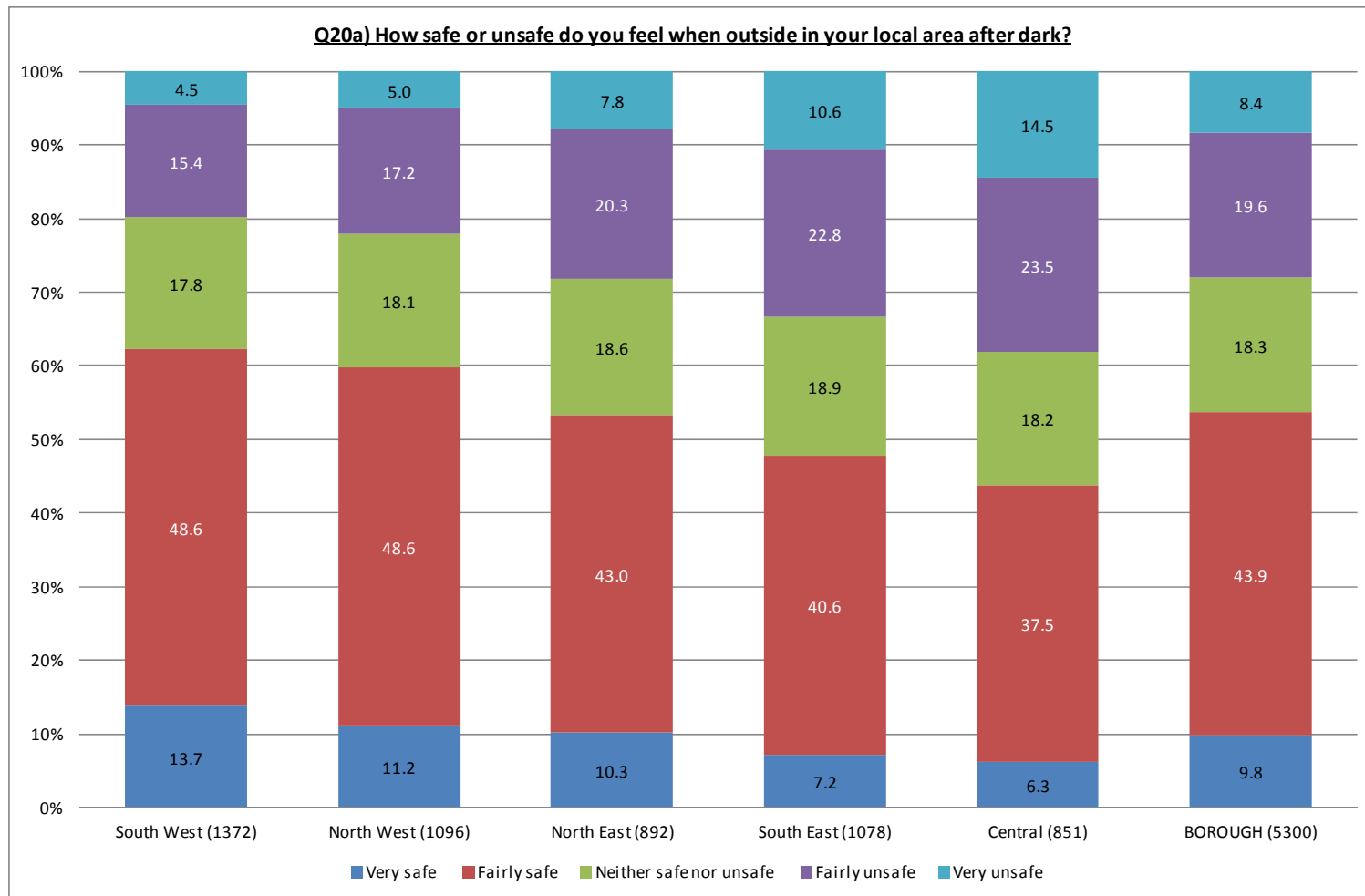
64.5% of respondents from the overall sample expressed satisfaction with the household waste recycling service. Satisfaction by Street Scene Locality ranged from 68.9% of respondents in the South West while falling to 61.3% of respondents in the Central area. 64.3% of respondents in the North West Street Scene Locality expressed satisfaction representing the median score for the five areas listed.



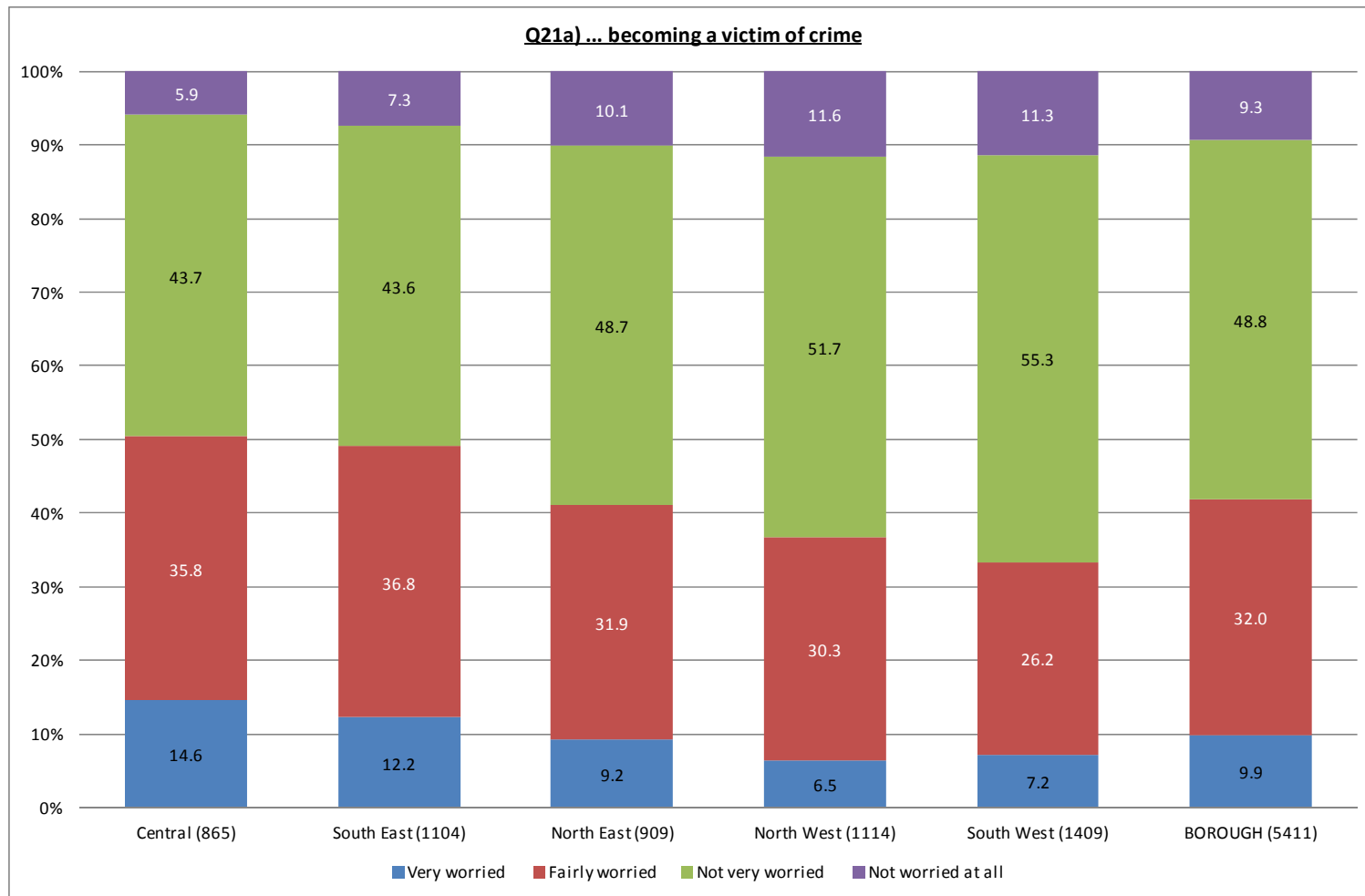
When asked about the overall services provided by Darlington Borough Council, 59.7% of the overall sample expressed satisfaction. Satisfaction by Street Scene Locality ranged from 63.1% of respondents in the South West while falling to 56.4% of respondents in the North East Street Scene Locality. 58.1% of respondents in the North West Street Scene Locality expressed satisfaction with the overall services provided by Darlington Borough Council - the second lowest of the five areas listed.



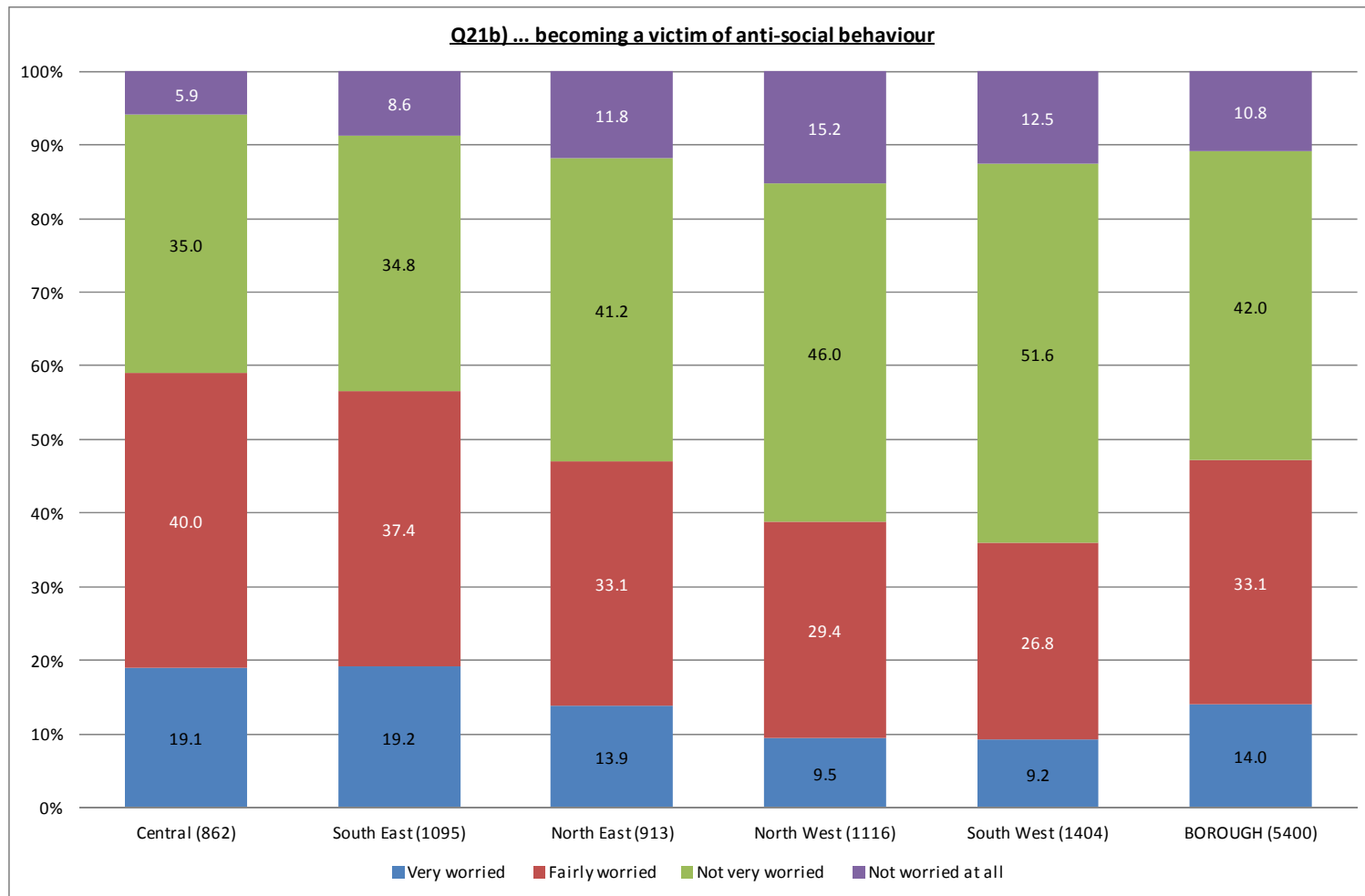
59.3% of the overall sample indicated that they feel that they belong either 'very' or 'fairly strongly' to their local area, with agreement by Street Scene Locality ranging from 69.6% of respondents in the South West while falling to 50.2% of respondents in the Central area. 58.5% of respondents in the North West Street Scene Locality indicated that they strongly feel they belong to their local area representing the median score of the five areas listed.



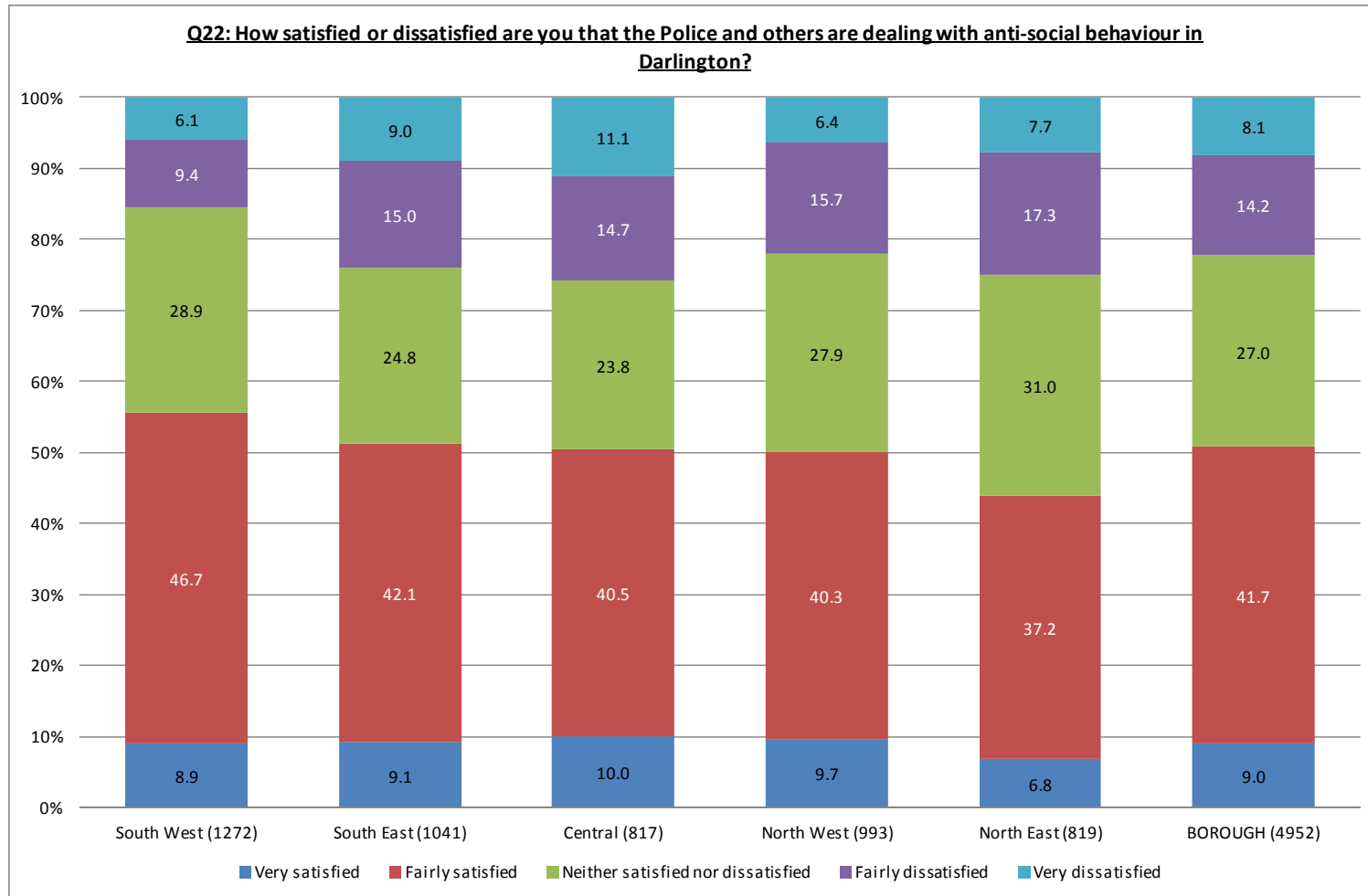
53.7% of the overall sample indicated that they feel 'safe' when outside in their local area after dark with 'safe' responses by Street Scene Locality ranging from 62.3% of respondents in the South West while falling to 43.8% of respondents in the Central area. 59.8% of respondents in the North West Street Scene Locality gave 'safe' responses - the second highest of the five areas listed.



41.9% of the overall sample indicated that they were 'worried' about becoming a victim of crime, with 'worried' responses by Street Scene Locality ranging from 50.4% of respondents in the Central area while falling to 33.4% of respondents in the South West. 36.8% of respondents in the North West Street Scene Locality indicated that they were 'worried' about becoming a victim of crime - the second lowest of the five areas listed.



47.1% of respondents indicated that they were 'worried' about becoming a victim of anti-social behaviour, with 'worried' responses by Street Scene Locality ranging from 59.1% of respondents in the Central area while falling to 36.0% of respondents in the South West. 38.9% of respondents in the North West Street Scene Locality indicated that they were 'worried' about becoming a victim of anti-social behaviour - the second lowest of the five areas listed.



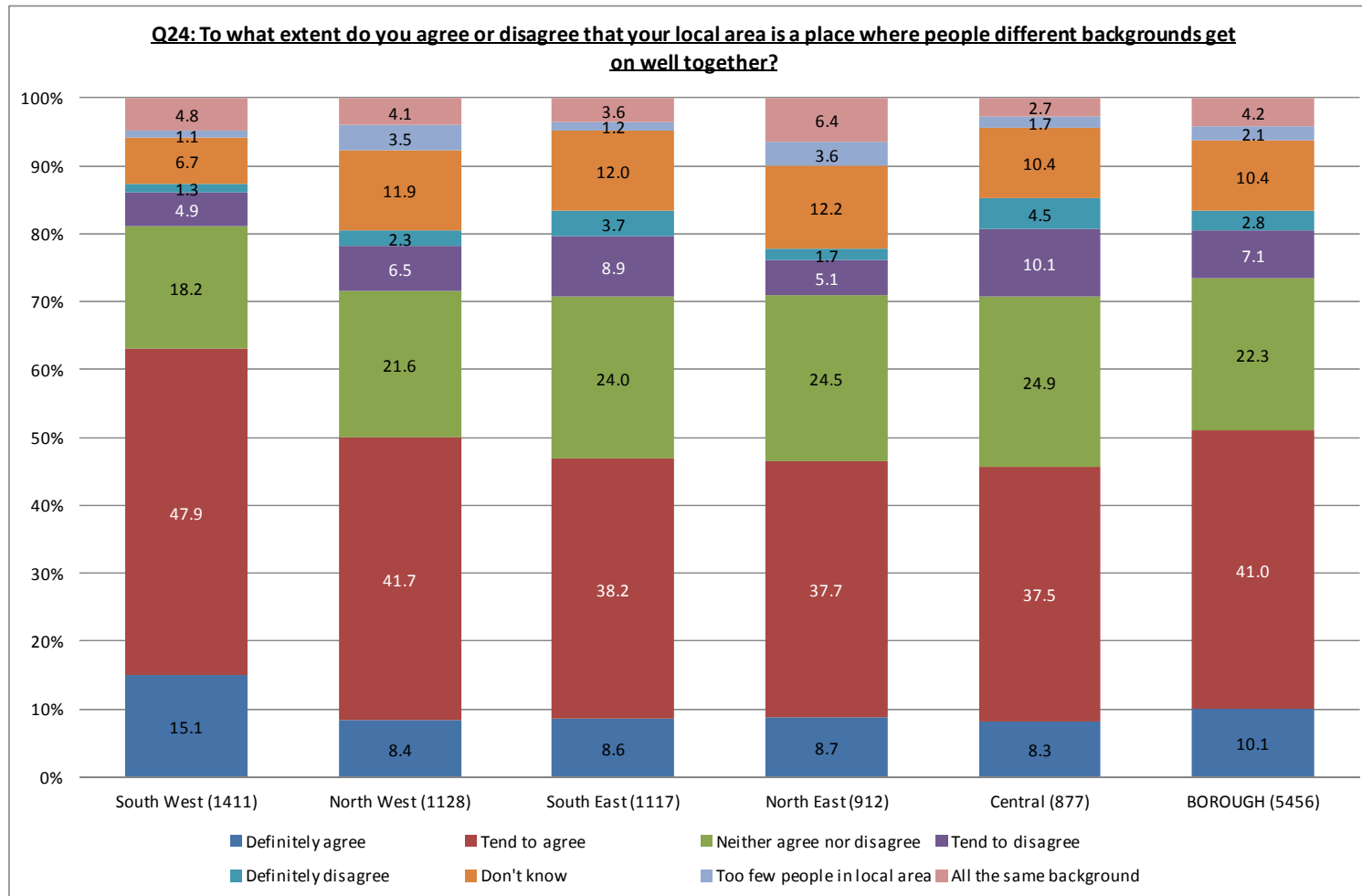
Half of the overall sample (50.7%) were satisfied that the Police and others are dealing with anti-social behaviour in Darlington, with satisfaction by Street Scene Locality ranging from 55.6% of respondents in the South West while falling to 44.0% of respondents in the North East. Half of all respondents (50.0%) in the North West Street Scene Locality 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 %)

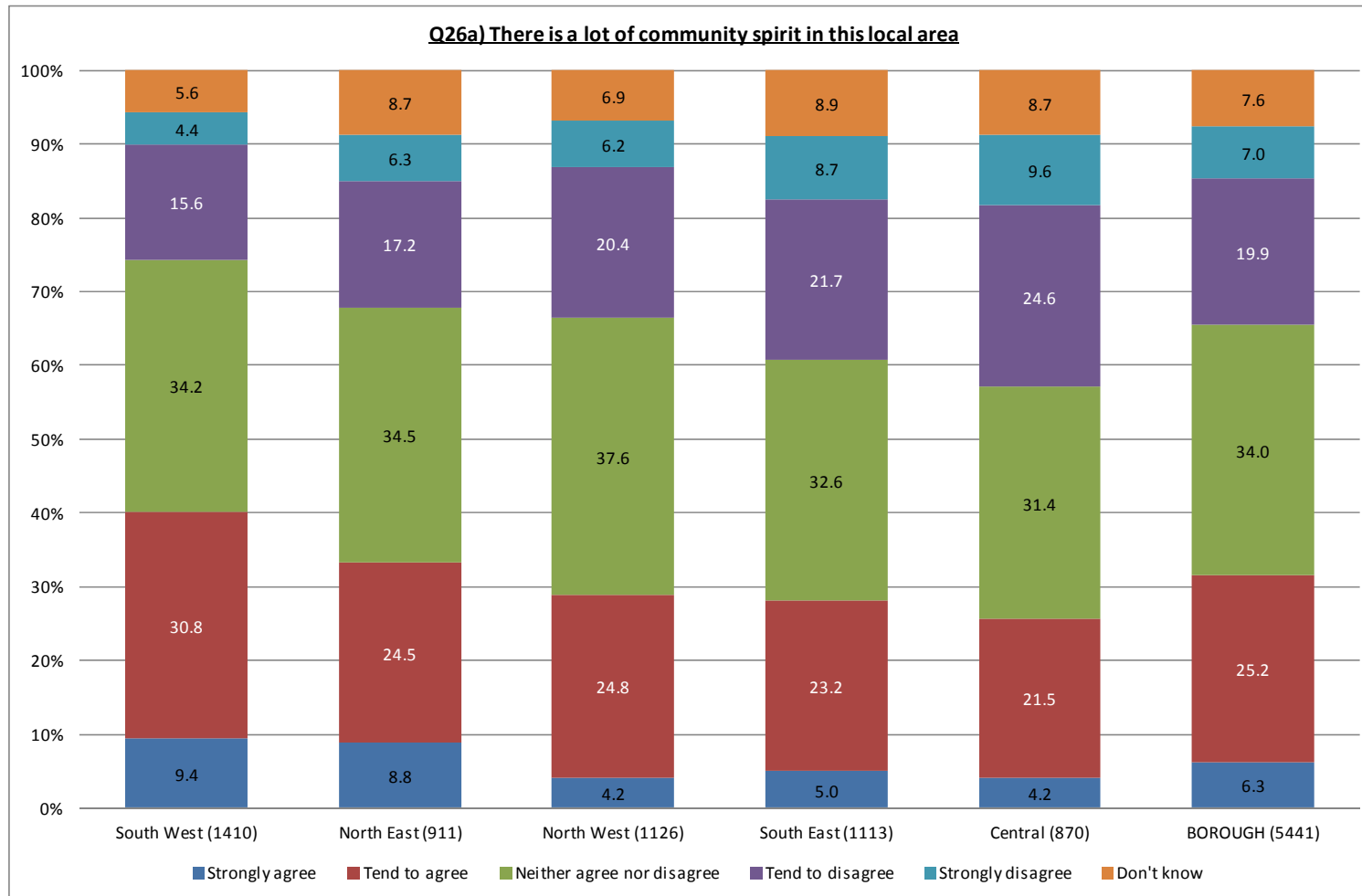
The biggest anti-social behaviour problems for the **Borough overall** were: 'dog fouling' (59.5% 'very/ fairly big problem'), 'speeding vehicles and dangerous driving' (40.1%), 'rubbish or litter lying around' (40.1%), 'burglary, including from sheds, greenhouses, farm buildings etc.' (32.4%), and 'underage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

Street Scene Locality North West (A)				
	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	26.8	28.3	30.0	14.9
Q23i) Speeding vehicles and dangerous driving	11.9	25.0	37.3	25.8
Q23b) Rubbish or litter lying around	12.4	24.3	43.9	19.4
Q23j) Burglary, including from sheds, greenhouses, farm buildings etc.	6.8	26.3	44.4	22.5
Q23k) Underage drinking and sale of alcohol to youths	7.7	17.5	35.1	39.7
Q23g) Groups hanging around the streets	6.4	17.6	38.2	37.8
Q23d) People using or dealing drugs	8.7	13.8	34.1	43.4
Q23c) Vandalism, graffiti and other deliberate damage to property or vehicles	5.3	16.0	45.5	33.2
Q23h) Groups of people (including youths drinking) which cause nuisance, intimidation or racial abuse	7.2	13.6	35.3	43.8
Q23e) People being drunk or rowdy in public places	5.2	14.7	42.2	37.9
Q23l) Violence, including domestic violence	3.8	10.6	33.0	52.6
Q23n) People moving in and out of the area	4.7	8.7	43.1	43.5
Q23a) Noisy neighbours or loud parties	2.9	7.9	34.4	54.9
Q23f) Abandoned or burnt out cars	.7	1.0	18.6	79.8

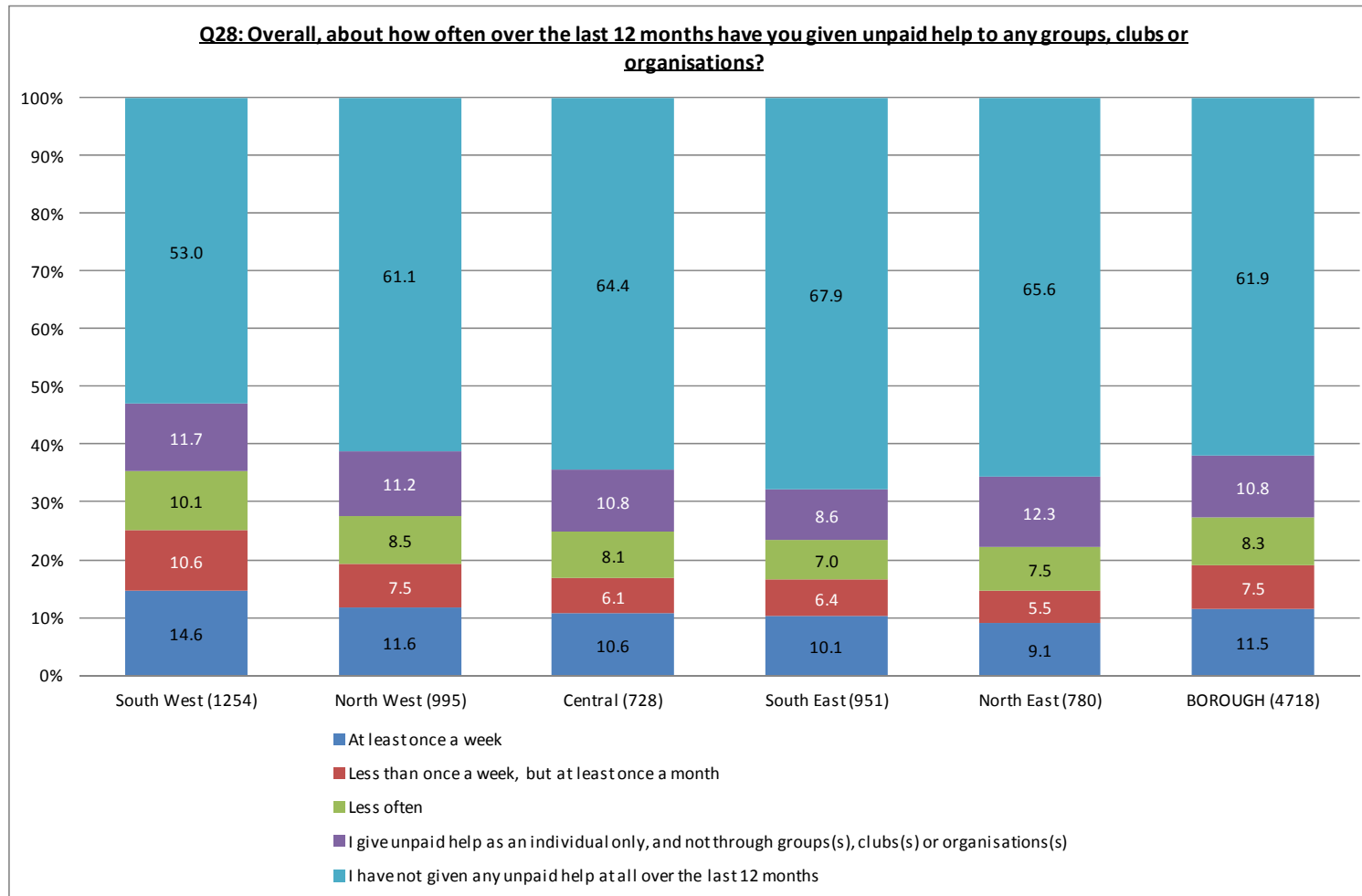
The biggest anti-social behaviour problems in the **North West** locality were considered to be 'dog fouling' (55.1% 'very/ fairly big problem'), 'speeding vehicles and dangerous driving' (36.9%), 'rubbish or litter lying around' (36.7%) and 'burglary, including from sheds, greenhouses, farm buildings etc.' (33.1%).



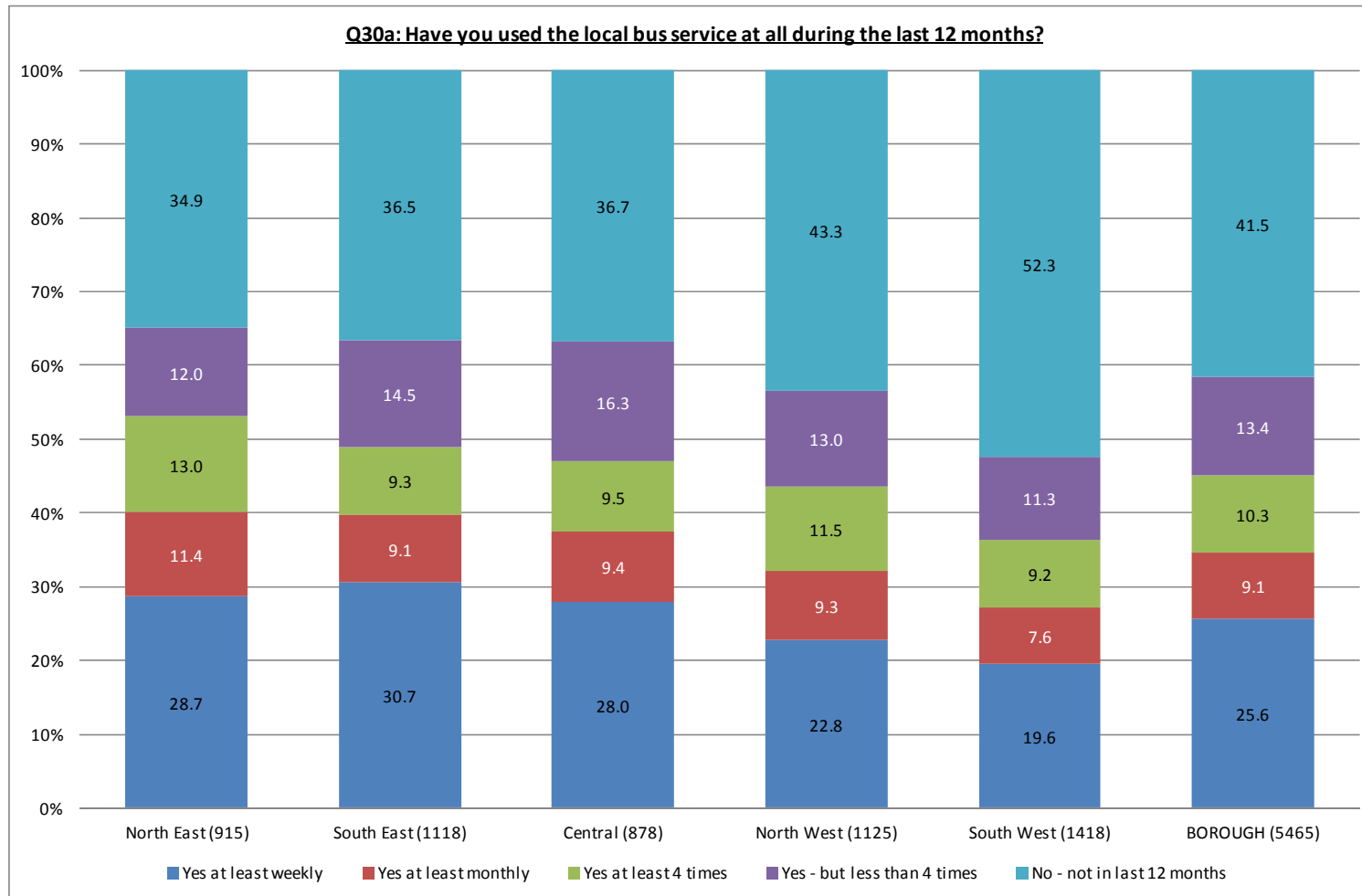
51.1% of the overall sample agreed that their local area is a place where people from different backgrounds get on well together, with agreement by Street Scene Locality ranging from 63.0% of respondents in the South West while falling to 45.8% of respondents in the Central area. 50.1% of respondents in the North West Street Scene Locality agreed that their local area is a place where people from different backgrounds get on well together - the second highest of the five areas listed.



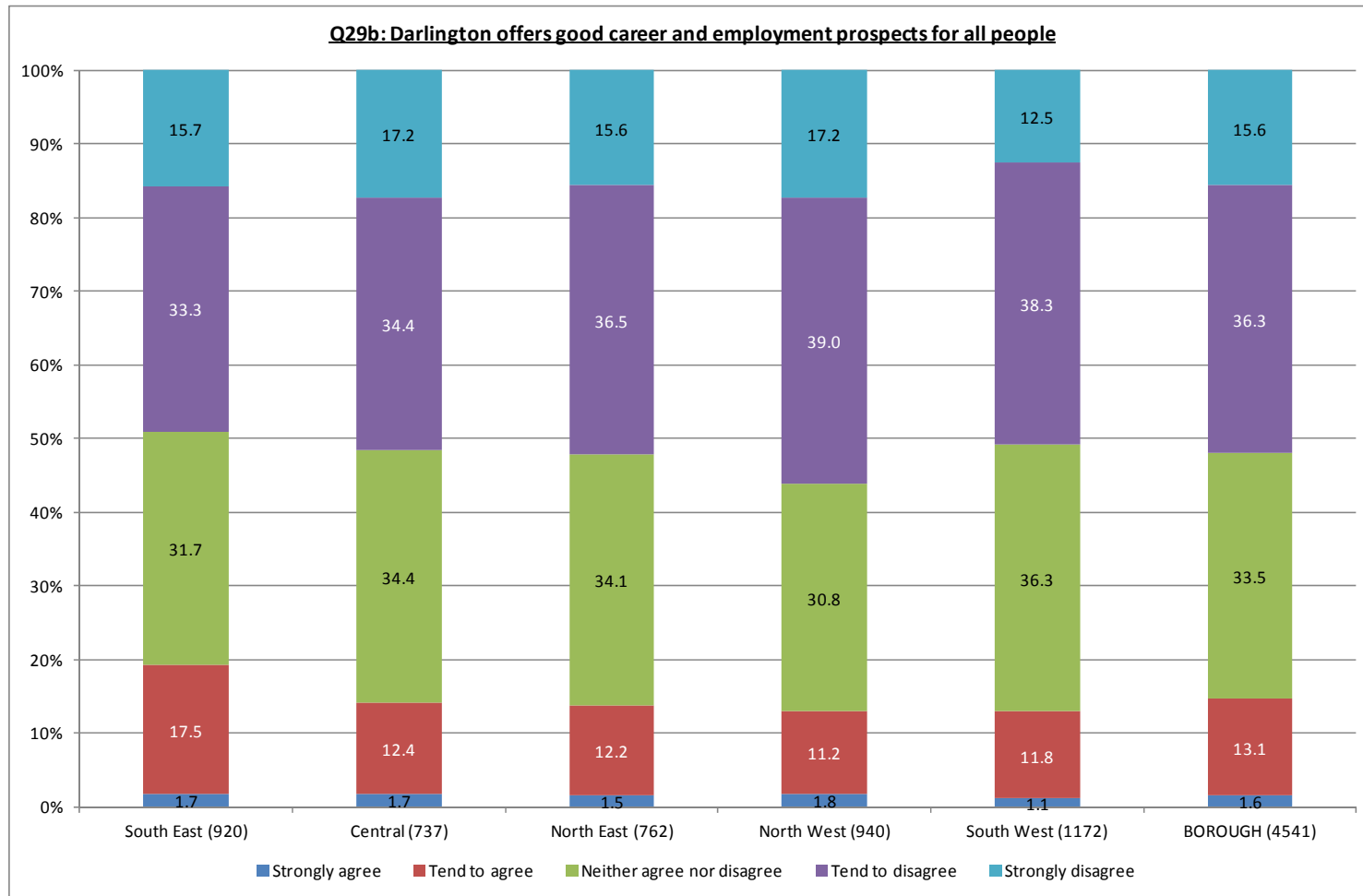
31.5% of respondents from the overall sample agreed that there is a lot of community spirit in their local area with agreement by Street Scene Locality ranging from 40.2% of respondents in the South West while falling to 25.7% of respondents in the Central area. 29.0% of respondents in the North West Street Scene Locality agreed that there is a lot of community spirit in their local area representing the median score of the five areas listed.



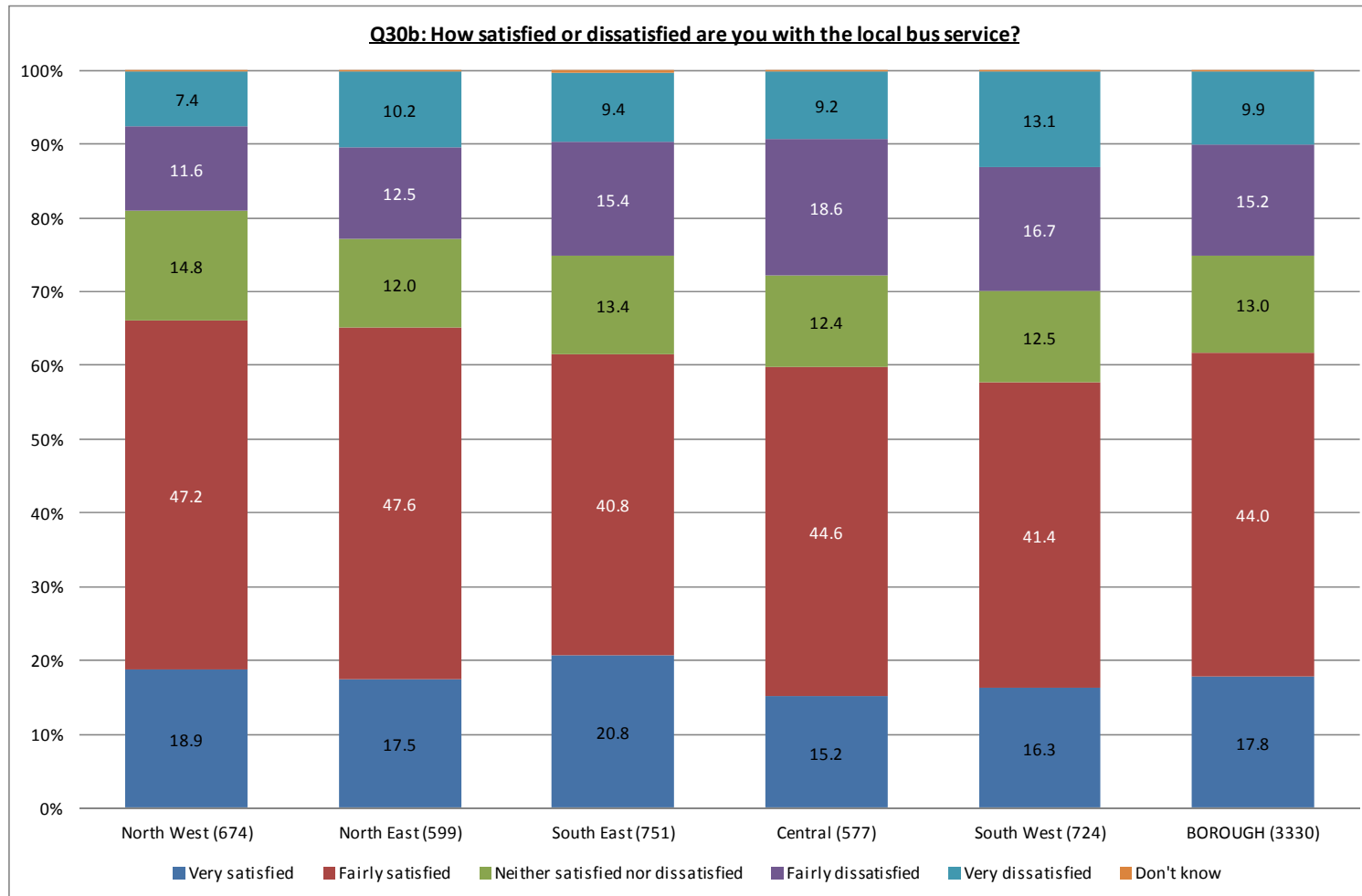
27.3% of the overall sample had given unpaid help to any groups, clubs or organisations in the previous 12 months with likelihood of having done so by Street Scene Locality ranging from 35.3% of respondents in the South West while falling to 22.1% of those in the North East. 27.6% of respondents in the North West Street Scene Locality had given unpaid help to any groups, clubs or organisations in the previous 12 months - the second highest of the five areas listed.



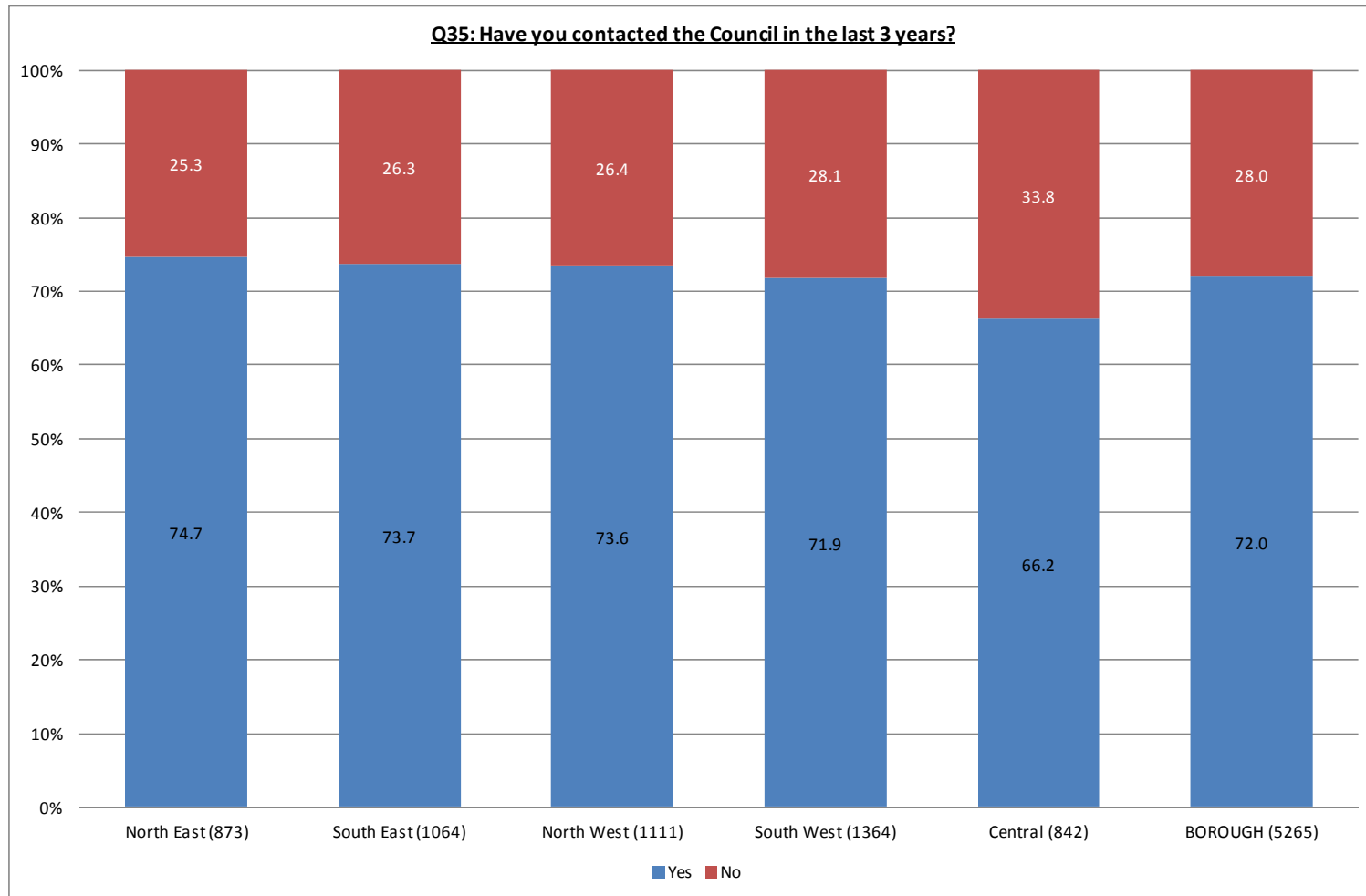
58.4% of respondents from the overall sample had used the local bus service in the previous 12 months. Likelihood of having used the local bus service by Street Scene Locality ranged from 65.1% of respondents in the North East while falling to 47.7% of those in the South West. 56.6% of respondents from the North West Street Scene Locality had used the local bus service in the previous 12 months - the second lowest of the five areas listed.



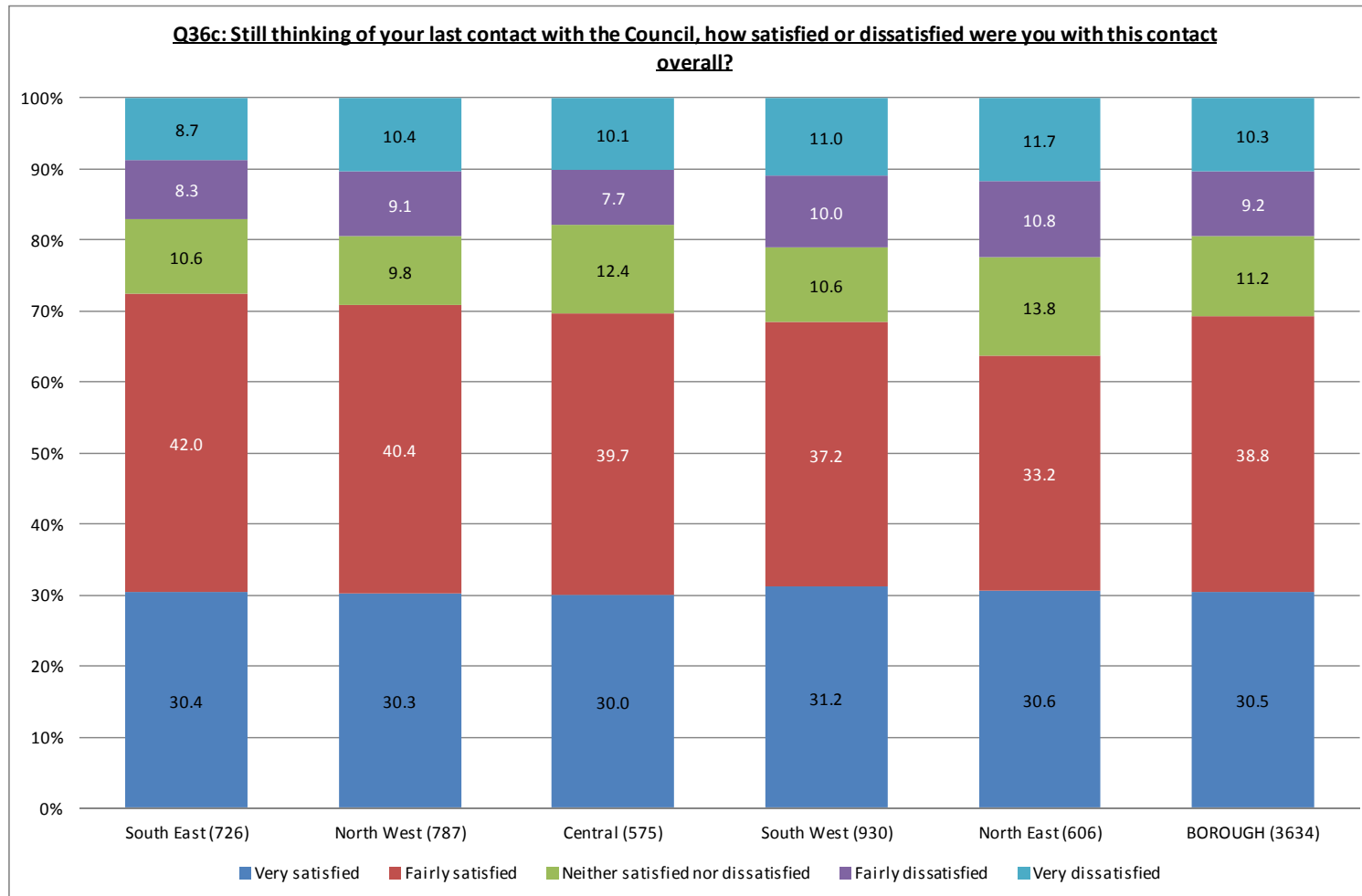
14.7% of the overall sample agreed Darlington offers good job prospects for all people with likelihood of doing so by Street Scene Locality ranging from 19.2% of respondents in the South East and falling to 12.9% of those in the South West. 13.0% of respondents from the North West Street Scene Locality agreed that Darlington offers good job prospects for all people.



61.8% of respondents from the overall sample who had used the local bus service in the previous 12 months expressed satisfaction with this service, with likelihood by Street Scene Locality of expressing satisfaction ranging from 66.1% of respondents in the North West and falling to 57.7% of respondents in the South West area.



72.0% of respondents from the overall sample had contacted the Council in the previous 3 years, with likelihood by Street Scene Locality of having done so ranging from 74.7% of respondents in the North East while falling to 66.2% of respondents in the Central area. 73.6% of respondents from the North West Street Scene Locality had contacted the Council in the previous 12 months representing the median score of the five areas listed.



69.3% of respondents from the overall sample who had contacted the Council in the previous 3 years indicated that they were satisfied with this contact overall, with satisfaction by Street Scene Locality ranging from 72.4% of respondents from the South East while reducing to 63.8% of respondents in the North East. 70.7% of respondents from the North West Street Scene Locality who had contacted the Council in the previous 3 years were satisfied with the way this contact was handled - the second highest of the five areas listed.