

DARLINGTON COMMUNITY SURVEY ; AUGUST 2006

TOP LINE FINDINGS

Total Sample = 1019

(Percentages based on total sample, unless otherwise stated)

(2005 Community Survey results shown in red, 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)

Less than 3 months.....CLOSE. THANK RESPONDENT.

3 months to (less than) 1 year 3.3%

1 - 5 years.....10.2%

6 - 10 years..... 6.7%

More than 10 years.....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 ?

18 - 29 years.....18.1% ACTUAL AGE

30 - 39 years.....19.9%

40 - 49 years.....18.7%

50 - 59 years.....16.8%

60 - 74 years.....17.9%

75 and over..... 8.6%

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

In full time paid employment (30 + hours)35.3%

In part time paid employment12.2%

Self-employed 2.1%

Unemployed and available for work 6.2%

Wholly retired from work25.2%

Full time education at school, college, university 2.3%

Looking after family/home10.7%

Permanently sick/disabled..... 5.5%

Doing something else (PLEASE STATE) 0.6%

C3 Interviewer code

Gender Male 48.5%

Female..... 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 ? (REFER TO MAP OF BOROUGH IF NECESSARY

	<u>2006</u>	<u>2005</u>
Very satisfied	10.5%	11.0%
Fairly satisfied.....	53.1%	53.5%
Neither satisfied nor dissatisfied	14.4%	16.0%
Fairly dissatisfied	12.7%	10.9%
Very dissatisfied.....	7.8%	6.6%
(don't know)	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>2006</u>	<u>2005</u>
Better.....	13.3%	13.8%
Worse	21.3%	19.1%
Stayed about the same.....	59.2%	60.2%
(don't know)	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>2006</u>	<u>2005</u>
Very satisfied	36.6%	37.1%
Fairly satisfied.....	41.4%	39.6%
Neither satisfied nor dissatisfied	5.3%	7.3%
Fairly dissatisfied	9.3%	9.4%
Very dissatisfied.....	7.3%	5.2%
(don't know)	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>2006</u>	<u>2005</u>
Better.....	8.5%	9.8%
Worse	29.4%	25.0%
Hasn't changed much	55.2%	57.7%
Have lived here less than 2 years	6.3%	5.4%
Don't know	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	
	2006	2005	2006	2005
Very safe.....	13.2%	12.0%	52.4%	56.2%
Fairly safe.....	33.4%	34.5%	39.9%	37.6%
Neither safe nor unsafe	8.8%	8.4%	3.6%	3.0%
Fairly unsafe.....	17.6%	16.1%	2.8%	2.1%
Very unsafe.....	19.7%	18.6%	0.9%	0.8%
Don't know	7.3%	10.4%	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?

	2006	2005
Definitely agree.....	13.0%	15.3%
Tend to agree.....	49.7%	48.5%
Neither agree nor disagree	16.6%	15.6%
Tend to disagree.....	9.3%	5.5%
Definitely disagree	3.0%	3.0%
Don't know	8.4%	12.1%

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

	2006	2005
Definitely agree.....	4.0%	5.9%
Tend to agree.....	25.1%	27.2%
Neither agree nor disagree	17.0%	14.0%
Tend to disagree.....	28.7%	25.8%
Definitely disagree	19.5%	21.4%
Don't know	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".**

	2006	2005
Definitely agree.....	16.4%	15.3%
Tend to agree.....	45.3%	39.2%
Neither agree nor disagree	13.1%	11.3%
Tend Disagree	13.2%	17.1%
Definitely disagree	7.6%	11.7%
Don't know	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.

		Cases	Col Response %
Q10) Most important in making area good place to live	low level of crime/ anti-social behaviour	634	62.2%
	clean streets	537	52.7%
	activities for teenagers	386	37.9%
	affordable decent housing	346	34.0%
	facilities for young children	334	32.8%
	parks and open spaces	305	29.9%
	health services	255	25.0%
	education provision	238	23.4%
	public transport	237	23.3%
	road and pavement repairs	225	22.1%
	low level of traffic congestion	222	21.8%
	job prospects	219	21.5%
	shopping facilities	212	20.8%
	sports & leisure facilities	143	14.0%
	access to nature	136	13.3%
	community activities	127	12.5%
	wage levels & local cost of living	86	8.4%
	low level of pollution	56	5.5%
	cultural facilities	49	4.8%
	race relations	40	3.9%
other	33	3.2%	
don't know	2	.2%	
none of these	1	.1%	
Total		1019	473.3%

2005 Community Survey – Most Important :

I	low level of crime/ anti-social behaviour	58.4%
	clean streets	50.7%
	activities for teenagers	43.2%
	facilities for young children	30.5%
	affordable decent housing	27.4%

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.

		Cases	Col Response %
Q11) Most in need of improvement :	activities for teenagers	476	46.7%
	level of crime/ anti-social behaviour	437	42.9%
	road & pavement repairs	422	41.4%
	facilities for young children	352	34.5%
	clean streets	320	31.4%
	level of traffic congestion	288	28.3%
	affordable decent housing	209	20.5%
	parks & open spaces	194	19.0%
	public transport	173	17.0%
	sports & leisure facilities	168	16.5%
	community activities	142	13.9%
	shopping facilities	117	11.5%
	job prospects	106	10.4%
	other	106	10.4%
	wage levels & local cost of living	90	8.8%
	health services	73	7.2%
	cultural facilities	56	5.5%
	access to nature	40	3.9%
	education provision	39	3.8%
	level of pollution	36	3.5%
race relations	34	3.3%	
none of these	23	2.3%	
don't know	17	1.7%	
Total		1019	384.5%

2005 Community Survey – Most in Need of Improvement

activities for teenagers	44.7%
road & pavement repairs	44.0%
level of crime/ anti-social behaviour	37.5%
level of traffic congestion	31.6%
clean streets	30.6%

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 :	<u>Better</u>	<u>Stayed the same</u>	<u>Worse</u>	<u>Don't know</u>
	%	%	%	%
1 Access to nature	17.7	69.9	4.7	7.8
..... (2005)	16.3	66.7	4.1	12.9
2 Activities for teenagers.....	3.4	48.3	31.9	16.4
..... (2005)	4.2	39.4	30.6	25.8
3 Affordable decent housing	6.4	49.0	35.8	8.8
..... (2005)	11.8	45.4	29.9	12.9
4 Clean streets	12.3	57.7	25.7	4.3
..... (2005)	14.8	53.0	27.1	5.1
5 Community activities.....	6.0	61.3	17.0	15.7
..... (2005)	7.6	59.5	13.5	19.4
6 Cultural facilities (e.g. cinemas, museums).....	4.1	76.6	8.8	10.4
..... (2005)	7.7	68.8	7.4	16.1
7 Education provision.....	26.8	51.4	6.9	14.9
..... (2005)	19.0	49.5	8.8	22.7
8 Facilities for young children.....	9.8	52.1	22.2	15.9
..... (2005)	11.2	44.6	18.5	25.7
9 Health services	18.7	65.7	9.0	6.6
..... (2005)	24.9	59.6	7.7	7.8
10 ... Job prospects	5.2	54.0	22.0	18.8
..... (2005)	6.5	47.8	20.0	25.7
11 ... Parks and open spaces	24.8	54.9	14.9	5.4
..... (2005)	25.4	56.4	11.5	6.7
12 ... Public transport	10.2	51.7	23.8	14.2
..... (2005)	8.7	51.7	23.5	16.1
13 ... Race relations	2.7	63.1	7.0	27.2
..... (2005)	4.0	57.2	3.2	35.6
14 ... Road & pavement repairs	10.8	41.5	42.9	4.8
..... (2005)	8.2	37.7	48.5	5.6
15 ... Shopping facilities.....	13.9	69.0	12.2	4.9
..... (2005)	13.2	68.4	12.2	6.2
16 ... Sports & leisure facilities	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.....	4.7	40.0	48.3	7.0
..... (2005)	6.7	41.6	44.2	7.5
18 ... The level of pollution	3.1	69.4	17.7	9.8
..... (2005)	3.2	58.9	23.2	14.7
19 ... The level of traffic congestion.....	2.3	42.6	50.0	5.1
..... (2005)	1.9	33.5	58.1	6.5
20 ... Wage levels & local cost of living	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	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.....	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	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	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.....	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.....	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	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	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.....	1.6	2.7	8.3	86.4	1.0
(2005).....	1.9	3.3	8.7	83.0	3.1

NOISE

Q.14 (SHOWCARD) How would you rate the following types of noise in your local area ?

	<u>Serious problem</u> %	<u>A problem, but not serious</u> %	<u>NOT a problem</u> % %	<u>Does not apply/DK</u> %
1. Road traffic	14.4	23.3	62.1	0.2
(2005).....	14.1	26.4	58.9	0.6
2. Aircraft.....	0.9	10.4	88.5	0.2
(2005).....	1.7	9.3	80.4	8.6
3. Trains	0.5	4.9	94.6	0.0
(2005).....	0.3	2.5	88.4	8.8
4. Industrial or commercial premises	0.9	3.8	95.2	0.1
(2005).....	1.0	2.9	88.6	7.5
5. Road works	2.4	10.2	87.2	0.2
(2005).....	2.9	11.4	84.6	1.1
6. Construction or demolition	1.0	5.0	93.9	0.1
(2005).....	1.0	4.6	90.5	3.9
7. Pubs, clubs and entertainment.....	1.1	6.3	92.3	0.3
(2005).....	1.4	5.2	91.4	2.0
8. Neighbours.....	6.1	9.3	84.5	0.1
(2005).....	4.5	6.4	88.0	1.1
9. Animals, e.g. dogs.....	5.6	13.2	81.3	0.0
(2005).....	4.4	9.2	85.4	1.0

ACCESS TO KEY LOCAL SERVICES

**Q.15 From your home, how easy is it for you to get to the following, using your usual form of transport ?
(SHOW CARD)**

		Very <u>easy</u> %	Fairly <u>easy</u> %	Neither <u>nor</u> %	Fairly <u>difficult</u> %	Very <u>difficult</u> %	(No opin. <u>d. know</u>) %
READ OUT :							
1.	Local shop.....	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	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	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	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	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	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	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	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.....	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	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.....	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	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	48.5	26.5	5.7	5.0	2.8	11.5
	Recycling facility	47.9	27.7	6.2	5.7	2.6	9.9
14.	Childcare facilities	28.3	10.8	12.2	1.1	1.7	46.0
	Childcare facilities	30.6	15.5	5.3	1.4	0.9	46.3
15.	GP/Doctor's Surgery	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.....	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

Q.15a

1. If ‘fairly difficult’ or ‘very difficult’ to get to ‘GP/ Doctors Surgery (Q15.15) :

Why is it difficult for you to get to your Doctor’s Surgery ?

(SHOWCARD) (Please refer to as many as apply) (Total No. of Respondents = 117)

No direct bus.....	47.0%	Not registered with nearest GP.....	12.8%
Bus stop too far from surgery.....	4.3%	Other reason (WRITE IN).....	28.2%
Bus stop too far from my home.....	6.8%	
Bus service infrequent or unreliable.....	15.4%	
No parking nearby.....	5.1%	
Not enough parking.....	11.1%		

2. If ‘fairly difficult’ or ‘very difficult’ to get to the ‘Local Hospital’ (Q15.16) :

Why is it difficult for you to get to the Local Hospital ?

(SHOWCARD) (Please refer to as many as apply) (Total No. of Respondents = 135)

No direct bus.....	35.6%	Difficult to get taxis or Ring & Ride.....	1.5%
Bus stop too far from hospital.....	6.7%	Other reason (WRITE IN).....	33.3%
Bus stop too far from my home.....	5.9%	
Bus service infrequent or unreliable.....	21.5%	
No parking nearby.....	8.1%	
Not enough parking nearby.....	27.4%		

PERCEPTIONS OF THE COUNCIL

Q.16 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 agree %	Tend to agree %	Neither %	Tend to disagree %	Strongly disagree %	(No opin. d. know) %
1. The quality of Council services is good overall.....	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.....	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.....	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	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.....	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.....	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.....	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.....	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.....	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.....	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.17 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	4.1	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	1.9	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	4.8	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	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	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	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	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	5.9	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	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

TRANSPORT

Q.18A Could you tell me whether on an average weekday, (Tuesday, Wednesday or Thursday) you make the following journeys?

Q.18B And for each of the journeys made please could you tell me the mode of transport you use? (RING AS MANY AS APPLY) SHOW CARD FOR MODE OF TRANSPORT

READ OUT THE JOURNEYS & RING ALL TRANSPORT USED FOR THE JOURNEY. IF THE JOURNEY NOT UNDERTAKEN PLEASE RING 'NA' AT THE END OF THE COLUMN. FOR ALL JOURNEYS UNDERTAKEN PLEASE ASK THE DISTANCE TRAVELLED.

	Car %	Bus %	Cycle %	Walk %	Train %	Motorbike %	Other %	N.A. %
1. Work	38.2	3.7	2.0	7.6	0.8	0.6	0.9	51.4
(2005)	35.3	5.5	1.6	8.5	0.5	0.3	1.4	52.0
2. Shopping	60.6	14.1	0.7	26.5	-	-	2.7	12.1
(2005)	66.1	13.8	1.5	23.4	0.1	0.2	1.7	9.2
3. Leisure	48.9	10.0	2.2	20.7	0.2	0.7	1.2	27.7
(2005)	50.1	9.9	2.3	21.7	0.6	0.9	1.6	24.8
4. Education	10.4	1.3	0.4	5.3	0.3	-	-	84.2
(2005)	12.4	1.8	0.6	10.6	0.3	-	0.3	76.7
5. Other	17.8	2.4	1.3	5.9	0.7	0.1	0.6	76.3
(2005)	17.1	4.4	0.5	5.9	0.2	-	0.6	74.9

Q.18C And for each of journeys you take what is the approximate number of miles you travel.
(SHOWCARD)

	under 2 miles	2-4miles	5-7miles	8+ miles	Not sure/ varies
	%	%	%	%	%
1. Work (495 respondents).....	27.5	27.1	7.5	30.3	7.7
(2005- 480 respondents)	32.9	23.3	9.4	28.3	6.0
2. Shopping (896 respondents) ...	58.1	27.3	6.1	2.1	6.3
(2005- 908 respondents)	55.7	31.5	7.0	3.3	2.4
3. Leisure (737 respondents).....	34.7	26.2	5.8	13.0	20.2
(2005- 752 respondents)	35.3	25.3	6.3	15.2	17.8
4. Education (161 respondents)..	52.2%	21.7%	3.7%	16.8%	5.6%
(2005- 233 respondents)	57.9	21.9	6.0	12.0	2.1
5. Other (242 respondents).....	16.9	8.7	6.2	11.2	57.0
(2005- 251 respondents)	22.7	22.7	6.4	13.9	34.3

VISION OF THE COUNCIL

Q.19 (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)

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

Q.20 (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	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.....	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.....	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	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	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	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.....	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	29.5	20.0	24.9	13.2	8.1
(2005).....	5.1	34.2	20.4	21.0	10.5	8.8

Q20a 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?

Yes.....44.4% No.....53.4% Not sure2.3%

Q20b 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 ?

Yes.....22.3% No.....76.3% Not sure1.5%

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	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	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	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	10.8	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	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	14.3	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	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	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	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	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	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	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
13 Railway Centre and Museum	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	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	4.4	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	4.7	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	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	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

	<u>satisfied</u> %	<u>satisfied</u> %	<u>nor</u> %	<u>dissatisfied</u> %	<u>dissatisfied</u> %	<u>d. know</u> %
19 Upkeep & Appearance - of Town Centre (2005).....	15.4..... 28.6.....	43.4..... 46.2.....	11.2..... 10.0.....	12.7..... 7.8.....	16.0..... 5.0.....	1.4..... 2.4.....
20 Upkeep & appearance - Residential Areas (2005).....	11.1..... 13.2.....	50.4..... 50.6.....	11.3..... 14.9.....	17.9..... 11.1.....	7.7..... 7.5.....	1.7..... 2.7.....
21 Pavement Maintenance (2005).....	4.6..... 6.9.....	34.6..... 27.5.....	11.4..... 13.4.....	25.9..... 26.0.....	22.5..... 24.0.....	1.0..... 2.2.....
22 Road Maintenance and Repairs..... (2005).....	4.6..... 6.6.....	32.4..... 27.2.....	11.1..... 11.8.....	23.7..... 25.3.....	27.4..... 27.0.....	0.9..... 2.1.....
23 Refuse Collection..... (2005).....	37.0..... 37.3.....	50.0..... 47.8.....	2.6..... 6.0.....	5.2..... 4.2.....	5.0..... 4.2.....	0.3..... 0.5.....
24 Recycling Facilities..... (2005).....	31.0..... 32.0.....	47.3..... 42.2.....	6.8..... 7.6.....	6.7..... 7.3.....	6.8..... 5.4.....	1.5..... 5.5.....
25 Street Lighting (2005).....	32.4..... 36.6.....	55.9..... 51.3.....	5.2..... 6.0.....	4.1..... 2.8.....	1.8..... 2.5.....	0.6..... 0.8.....
26 Street Cleaning..... (2005).....	18.4..... 18.9.....	46.0..... 46.4.....	8.4..... 10.0.....	16.9..... 15.2.....	9.3..... 8.2.....	1.0..... 1.3.....
27 Car parking - in Town Centre (2005).....	8.1..... 6.1.....	28.7..... 29.6.....	10.6..... 11.3.....	17.7..... 15.1.....	20.8..... 24.7.....	14.1..... 13.2.....
28 Car parking - in Residential Areas..... (2005).....	9.9..... 13.5.....	37.8..... 37.4.....	11.1..... 13.6.....	15.3..... 11.9.....	13.2..... 10.7.....	12.8..... 12.9.....
29 Planning & Control of Development (2005).....	4.6..... 3.5.....	24.2..... 23.2.....	18.8..... 19.5.....	7.3..... 7.5.....	7.2..... 7.2.....	37.9..... 39.1.....
30 Security measures (incl CCTV) - in Town Centre..... (2005).....	23.0..... 30.6.....	50.3..... 45.6.....	8.6..... 7.4.....	4.8..... 3.2.....	2.1..... 1.5.....	11.2..... 11.7.....
31 Security measures (incl CCTV) - in Other Area..... (2005).....	9.0..... 13.1.....	31.4..... 35.9.....	17.1..... 15.4.....	13.8..... 7.8.....	7.6..... 6.0.....	21.1..... 21.8.....
32 Social Care for Older and Vulnerable People..... (2005).....	6.7..... 7.8.....	25.6..... 29.5.....	15.2..... 15.9.....	7.6..... 7.4.....	7.4..... 6.1.....	37.6..... 33.3.....

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

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 +		SPEND TOO MUCH	USED BENEFIT
	FIRST Priority	SECOND Priority		
	%	%	%	%
1 Nursery & Primary Schools	2.3	3.6	0.3	22.9
(2005)	4.5	5.9	0.3	21.2
2 Secondary Schools	4.9	8.3	0.1	15.7
(2005)	5.0	7.5	0.3	16.0
3 School Meals	1.6	2.9	0.2	13.8
(2005)	2.7	4.9	-	13.8
4 Adult Education	0.3	0.6	0.2	10.3
(2005)	0.7	1.2	0.4	10.5
5 Children's Play Areas	6.5	11.4	0.3	22.8
(2005)	4.2	9.5	-	20.9
6 Leisure and Arts Venues	0.8	2.0	1.7	27.1
(2005)	0.5	1.2	2.9	28.5
7 Community Sports and Arts	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	10.6	20.3	0.1	5.6
(2005)	10.8	19.5	0.3	4.2
9 The Dolphin Centre	0.4	1.1	1.4	50.8
(2005)	1.2	2.9	0.7	51.1
10 Civic Theatre	-	0.2	0.9	53.8
(2005)	0.1	0.3	1.0	45.5
11 Arts Centre	0.1	0.2	1.3	30.3
(2005)	-	-	3.3	29.3
12 Libraries	0.3	0.7	0.3	46.1
(2005)	0.4	0.5	0.2	45.1
13 Railway Centre & Museum	-	0.6	1.1	22.3
(2005)	0.1	0.1	1.0	18.0
14 Festivals & Events	0.8	1.9	1.8	34.1
(2005)	0.6	1.0	2.6	32.5
15 Council Housing	3.0	5.2	0.9	12.3
(2005)	2.4	3.5	4.2	13.4
16 Housing & Council Tax Benefits	1.8	2.6	1.6	15.0
(2005)	2.1	4.8	4.8	17.6
17 Council Tax Administration & Collection	1.2	1.8	1.9	41.4
(2005)	0.8	1.8	2.8	37.5
18 Parks & Open Spaces	2.2	5.3	1.8	66.7
(2005)	1.4	3.4	0.5	52.2

19	Upkeep of Appearance - Town Centre	5.6	9.1	16.4	51.6
	(2005)	2.4	5.0	5.8	
20	Upkeep of Appearance - Other Areas	3.0	7.8	1.0	48.3
	(2005)	2.3	5.4	0.9	
21	Pavement Maintenance	5.3	12.0	1.0	53.5
	(2005)	7.2	15.5	0.4	
22	Road Maintenance and Repairs	9.8	18.7	4.2	53.5
	(2005)	10.2	21.7	3.4	
23	Refuse Collection	1.4	3.6	0.1	79.2
	(2005)	1.6	2.8	0.1	
24	Recycling Facilities	2.3	4.5	0.4	67.1
	(2005)	1.9	4.1	0.4	
25	Street Lighting	0.5	0.9	0.2	63.5
	(2005)	0.6	2.4	-	
26	Street Cleaning	3.4	7.1	-	62.0
	(2005)	3.0	5.0	0.3	
27	Car Parking - in Town Centre	5.9	11.1	2.0	52.5
	(2005)	8.2	13.8	2.5	47.2
28	Car Parking - in Other Areas	2.2	4.3	0.1	45.7
	(2005)	0.9	3.1	0.2	39.9
29	Planning & Control of Development (shown as Planning Department on Usage Showcard)	1.2	2.2	3.6	8.9
	(2005)	1.4	3.2	2.6	5.0
30	Security Measures (incl. CCTV) - in Town Centre	0.5	1.7	0.8	36.9
	(2005)	0.4	1.9	0.7	
31	Security Measures (incl. CCTV) - in Other Areas	5.4	8.9	0.4	25.5
	(2005)	3.8	6.6	0.6	
32	Social Care for Older & Vulnerable People	5.2	9.4	0.2	6.9
	(2005)	4.5	8.9	0.3	4.7
33	Some Other Service (PLEASE STATE)	4.0	6.0	4.4	1.0
	(2005)	2.6	3.4	4.2	0.7
34	(Don't know)	4.6	13.0	30.4	0.8
	(2005)	7.7	(7.7)	35.6	2.5
35	(None mentioned)	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)

Q.27 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>	
	2006	2005	2006	2005
	%	%	%	%
Not at all	83.0	84.3	62.3	67.6
1 to 5 times	7.9	5.6	24.2	18.9
6 – 10 times	0.8	1.2	5.1	3.9
11 – 25 times	2.1	1.5	3.5	3.0
More than 25 times/ at least once a week	6.1	4.3	4.4	3.6
Not sure	0.2	3.1	0.4	3.0

HELP GIVEN AND RECEIVED

Q.28 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)
- b) ...received any unpaid for help from someone who is not a relative (this might be a friend, neighbour, or someone else)? (SHOWCARD B)

READ OUT ALL MEANS OF HELP	a) <u>GIVEN HELP TO OTHERS</u>		b) <u>RECEIVED HELP FROM OTHERS</u>	
	%		%	
1) Keeping in touch with someone who had difficulty getting out and about.....	12.9	2.5	12.9	2.5
..... (2005).....	11.3	1.9	11.3	1.9
2) Doing shopping, collecting pension, or paying bills for someone	11.2	3.9	11.2	3.9
..... (2005).....	11.2	4.6	11.2	4.6
3) Cooking, cleaning, laundry, gardening or other routine household jobs	7.1	2.6	7.1	2.6
..... (2005).....	8.4	3.7	8.4	3.7
4) Decorating, or doing any kind of home or car repairs for someone.....	4.9	2.0	4.9	2.0
..... (2005).....	6.3	3.1	6.3	3.1
5) Babysitting or caring for children	9.8	5.1	9.8	5.1
..... (2005).....	11.0	5.2	11.0	5.2
6) Sitting with or providing personal care (e.g. washing or dressing) for	2.1	0.6	2.1	0.6
someone who is sick or frail				
..... (2005).....	1.4	0.5	1.4	0.5
7) Looking after a property or pet for someone who is away	19.1	13.2	19.1	13.2
..... (2005).....	22.2	15.0	22.2	15.0
8) Giving advice to someone	15.1	4.1	15.1	4.1
..... (2005).....	15.1	4.8	15.1	4.8
9) Writing letters or filling in forms for someone	7.4	1.0	7.4	1.0
..... (2005).....	8.4	1.2	8.4	1.2
10) Representing someone (for example talking to a council official).....	2.5	0.5	2.5	0.5
..... (2005).....	3.5	0.3	3.5	0.3
11) Transporting or escorting someone (for example to a hospital, or an				
outing, or a school run).....	14.3	4.5	14.3	4.5
..... (2005).....	14.5	3.9	14.5	3.9

Q28 (Continued)	<u>a)</u> <u>GIVEN HELP</u>	<u>b)</u> <u>RECEIVED HELP</u>
12) Any other help or support given/ received (<i>please write details below</i>).....	5.2%	1.0%
.....(2005).....	5.2%	1.7%
13) (None of the above).....	57.1%	76.0%
.....(2005).....	55.7%	73.4%

.29 How many times have you given unpaid help to any community or voluntary group, club or organisation in the last 12 months?

	2006	2005
None	80.9%	79.7%
Once or twice.....	3.7%	4.4%
Three times	0.9%	0.9%
Four to five times	0.6%	1.7%
6 or more times.....	13.9%	12.3%
(Can't recall/ not sure).....	0.0%	1.0%

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)

Children under 5 years : 0 = 84.0% : 1+ = 16.0%
 Children 5 - 11 years : 0 = 80.4% : 1+ = 19.6%
 Young people 12 - 17 years : 0 = 84.8% : 1+ = 15.2%
 Adults 18 to Retirement Age (60 women/65 men) : 0 = 17.6% : 1 = 23.1% : 2 = 44.3% : 3+=15%
 Adults over Retirement Age : 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 ?
- b. And how many are attending Secondary Schools ?
- 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

		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)

		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 – self 21.0%
 Yes – other household member 12.2%
 No 69.3%

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

Yes - 1 44.7%
 Yes - more than 1 31.9%
 No 23.4%

C7 And is your home - (READ OUT)

Owner occupied – owned outright..... 36.7%
 Owner occupied – buying on a mortgage 36.1%
 Rented from Council/Housing Association 16.3%
 Rented from other..... 10.4%
 Other..... 0.5% Refused – 0.0%

**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
 C1
 C2
 DE.....
 Refused.....

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

White
 British..... 98.1%
 Irish 0.2%
 Any other White background (please tick & write in)..... 0.5%
Mixed
 White and Black Caribbean 0.1%
 White and Black African -
 White and Asian..... 0.2%
 Any other mixed background (please tick & write in)..... -%
Asian or Asian British
 Indian 0.3%
 Pakistani -
 Bangladeshi..... 0.2%
 Any other Asian background (please tick & write in) -%
Black or Black British
 Caribbean 0.2%
 African -
 Any other Black background (please tick & write in) -
 Chinese 0.1%
 Other (please tick & write in) 0.1%

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.....32.4%
No65.9%
Already a member 1.8%

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		