

DARLINGTON COMMUNITY SURVEY: JULY/ AUGUST 2009

TOPLINE FINDINGS

Total Sample = 1,036

(Percentages based on total sample, unless otherwise stated)

(2008 and 2007 Community Survey results shown in red and blue and respectively and where applicable AND Place Survey results in turquoise. NOTE these are the revised figures from Audit Commission/Statistics Authority dated 23rd June 2009)

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 25 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?

	2009	2008	2007
3 months to (less than) 1 year	3.3%	2.5%	2.6%
1 - 5 years.....	10.7%	10.7%	9.4%
6 - 10 years.....	5.3%	5.8%	7.7%
More than 10 years.....	80.7%	81.0%	80.3%

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?

	2009	2008	2007
18 - 29 years.....	17.9%	18.6%	18.0%
30 - 39 years.....	19.9%	19.6%	19.3%
40 - 49 years.....	18.2%	18.5%	19.0%
50 - 59 years.....	16.8%	16.5%	16.7%
60 - 69 years.....	12.5%	12.9%	12.5%
70 and over.....	14.7%	14.0%	14.5%

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

	2009	2008	2007
In full time paid employment (30 + hours)	32.9%	34.1%	34.5%
In part time paid employment	12.8%	14.2%	13.8%
Self-employed	2.6%	2.1%	2.3%
Government supported training	0.0%	0.0%	0.1%
Unemployed and available for work	10.3%	6.0%	5.3%
Wholly retired from work	25.8%	24.5%	26.1%
Full time education at school, college, university	3.5%	2.6%	1.9%
Looking after family/home	8.4%	10.2%	10.4%
Permanently sick/disabled.....	3.5%	6.1%	5.3%
Doing something else (PLEASE STATE)	0.2%	0.3%	0.3%

C3	Interviewer code	2009	2008	2007
	Gender			
	Male	49.5%	50.0%	48.8%
	Female.....	50.5%	50.0%	51.2%

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>2009</u>	<u>2008</u>	<u>2007</u>
Very satisfied	11.4%	8.3%	11.4%
Fairly satisfied.....	55.5%	53.7%	52.7%
Neither satisfied nor dissatisfied	17.0%	16.2%	16.0%
Fairly dissatisfied	8.7%	11.3%	11.7%
Very dissatisfied.....	4.4%	7.0%	6.0%
(don't know)	3.0%	3.4%	2.2%

PLACE SURVEY: Satisfied : 47.4%

COMMUNITY SURVEY: 69.0% (dk excluded)

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

	<u>2009</u>	<u>2008</u>	<u>2007</u>
Better.....	10.1%	11.1%	14.1%
Worse	15.8%	20.9%	18.8%
Stayed about the same.....	66.1%	58.5%	59.2%
(don't know)	7.9%	9.5%	8.0%

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>2009</u>	<u>2008</u>	<u>2007</u>
Very satisfied	45.7%	41.4%	44.5%
Fairly satisfied.....	35.3%	39.1%	38.3%
Neither satisfied nor dissatisfied	4.2%	5.2%	4.6%
Fairly dissatisfied	8.3%	8.9%	8.7%
Very dissatisfied.....	6.2%	4.9%	3.7%
(don't know)	0.3%	0.6%	0.2%

PLACE SURVEY: Satisfied : 79.2%

COMMUNITY SURVEY: 81.2% (dk excluded)

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

	<u>2009</u>	<u>2008</u>	<u>2007</u>
Better.....	7.7%	10.4%	9.7%
Worse	23.7%	26.6%	23.4%
Hasn't changed much	59.0%	57.7%	57.5%
Have lived here less than 2 years	9.4%	4.4%	8.8%
Don't know	0.2%	1.0%	0.6%

Q.5 (SHOWCARD) And how satisfied or dissatisfied are you with your home as a place to live?

2009

Very satisfied	73.6%
Fairly satisfied.....	19.3%
Neither satisfied nor dissatisfied	2.2%
Fairly dissatisfied	3.5%
Very dissatisfied.....	1.4%

PLACE SURVEY: Satisfied : 90.1% COMMUNITY SURVEY: 92.9%

Q.6 (SHOWCARD) How strongly do you feel you belong to your immediate neighbourhood?

2009

Very strongly	35.9%
Fairly strongly	42.5%
Not very strongly	11.2%
Not at all strongly.....	7.7%
(don't know)	2.7%

PLACE SURVEY: Strongly/fairly strongly : 58.4%COMMUNITY SURVEY: 80.6% (dk excluded)

COMMUNITY SAFETY

Q.7 How safe or unsafe do you feel when outside in the Borough of Darlington after dark? (SHOWCARD)

Q.8 And how safe or unsafe do you feel when outside in the Borough of Darlington during the day? (SHOWCARD)

	Q.7 DARK			Q.8 DAY		
	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>2009</u>	<u>2008</u>	<u>2007</u>
Very safe	18.4%	15.8%	17.4%	65.5%	61.8%	63.1%
Fairly safe.....	32.7%	31.5%	31.3%	29.0%	33.0%	31.4%
Neither safe nor unsafe	11.1%	9.4%	8.0%	2.4%	2.1%	1.9%
Fairly unsafe.....	14.3%	17.5%	18.9%	1.8%	1.8%	2.3%
Very unsafe	18.0%	19.7%	19.6%	1.0%	1.0%	0.8%
Don't know	5.5%	6.1%	4.8%	0.3%	0.4%	0.6%

PLACE SURVEY: After dark - Safe : 44.0% COMMUNITY SURVEY: 51.1%
PLACE SURVEY: During day - Safe : 86.1% COMMUNITY SURVEY: 94.5%

Q.9 (SHOWCARD) Thinking about this local area, how much of a problem do you think each of the following are?

	<u>A very big</u>	<u>A fairly big</u>	<u>Not a very big problem</u>	<u>Not a problem</u>	<u>No opinion</u>
READ OUT:					
a. Noisy neighbours or loud parties	5.5%	6.0%	19.1%	69.4%	0.0%
b. Teenagers hanging around the streets	12.5%	16.5%	28.5%	42.6%	0.0%
c. Rubbish or litter lying around	15.6%	15.2%	23.5%	45.5%	0.3%
d. Vandalism, graffiti and other deliberate damage to property or vehicles	9.1%	12.5%	23.3%	54.5%	0.6%
e. People using or dealing drugs	8.3%	7.4%	10.2%	65.2%	8.9%
f. People being drunk or rowdy in public places	8.5%	11.8%	18.2%	60.7%	0.8%
g. Abandoned or burnt out cars	1.1%	0.9%	4.8%	92.4%	0.9%

PLACE SURVEY

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	No opinion
Noisy neighbours or loud parties.....	3.1%	7.8%	36.1%	50.9%	2.0%
Teenagers hanging around the streets....	18.1%	31.0%	34.2%	15.0%	1.9%
Rubbish or litter lying around.....	14.6%	26.4%	40.5%	17.4%	1.1%
Vandalism, graffiti and other deliberate damage to property or vehicles.....	10.7%	21.4%	43.1%	22.3%	2.5%
People using or dealing drugs.....	8.2%	11.2%	26.6%	34.2%	19.8%
People being drunk or rowdy in public places.....	9.8%	17.4%	36.8%	30.2%	5.8%
Abandoned or burnt out cars.....	2.6%	1.0%	17.4%	69.8%	9.1%

Q.10 It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in your local area.

(SHOWCARD) So how much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?

Strongly agree	5.9%	Tend to disagree	16.6%
Tend to agree.....	16.8%	Strongly disagree	34.0%
Neither agree nor disagree	10.8%	Don't know.....	15.9%

PLACE SURVEY Agree: 24.8% COMMUNITY SURVEY 22.7% (DK excluded)

Q.11 (SHOWCARD) And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?

Strongly agree	5.4%	Tend to disagree	13.3%
Tend to agree.....	29.4%	Strongly disagree	13.0%
Neither agree nor disagree	21.0%	Don't know.....	17.8%

PLACE SURVEY Agree 25.4% COMMUNITY SURVEY 34.8%

RESPECT AND CONSIDERATION

Thinking now of issues relating to ‘respect and consideration’

Q.12 (SHOWCARD) To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?

Definitely agree.....	18.8%	Tend to disagree	15.8%
Tend to agree.....	26.2%	Definitely disagree.....	22.1%
Neither agree nor disagree	11.3%	Don't know.....	5.8%

PLACE SURVEY Agree: 25.2% COMMUNITY SURVEY 47.7% (DK excluded)

Q.13 (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?

Definitely agree.....	25.5%	Tend to disagree	4.4%
Tend to agree.....	45.7%	Definitely disagree.....	3.2%
Neither agree nor disagree	13.6%	Don't know.....	7.6%

PLACE SURVEY Agree: 79.7% COMMUNITY SURVEY 77.7% (DK excluded)

Q.14 (SHOWCARD) In your local area, how much of a problem do you think there is with people not treating each other with respect and consideration?

A very big problem	7.2%	Not a very big problem.....	32.1%
A fairly big problem.....	12.9%	Not a problem at all	44.7%
		Don't know/ no opinion	3.0%

PLACE SURVEY 31.4% (DK excluded) COMMUNITY SURVEY 20.1% (DK excluded)

Q.15 (SHOWCARD) In the last year would you say that you have been treated with respect and consideration by your local public services.....?

All of the time	40.4%	Rarely	5.18%
Most of the time	44.6%	Never	1.1%
Some of the time	8.5%	Don't know/ no opinion (excluded)	

PLACE SURVEY 72.0% COMMUNITY SURVEY 85.0%

Q.16 In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to? (This could include help or support from public, private or voluntary services or from family, friends and the wider community).

Yes	39.5%	No	11.2%	Don't know	49.3%
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PLACE 32.0% - Yes

LOCAL DECISION MAKING

Thinking now of 'local decision making'

Q.17 Do you agree or disagree that you can influence decisions affecting your local area?

	<u>2009</u>	<u>2008</u>	<u>2007</u>
Definitely agree	8.4%	5.7%	6.4%
Tend to agree.....	27.5%	26.5%	25.6%
Neither agree nor disagree	13.0%	13.0%	10.3%
Tend to disagree.....	23.5%	29.3%	29.5%
Definitely disagree	17.4%	18.5%	18.3%
Don't know	10.2%	7.1%	9.8%

PLACE	Definitely agree 2.9%	Tend to agree 27.1%	Tend to disagree 45.5%	Definitely disagree 24.6%
COMMUNITY SURVEY	10.9%	35.8%	30.6%	22.6%

Q.18 And do you agree or disagree with the following statement..... ?

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

	<u>2009</u>	<u>2008</u>	<u>2007</u>
Definitely agree.....	23.8%	17.1%	19.0%
Tend to agree.....	42.3%	42.9%	42.5%
Neither agree nor disagree	9.7%	11.7%	10.0%
Tend to disagree.....	11.1%	14.4%	12.7%
Definitely disagree	6.3%	8.2%	7.6%
Don't know	6.8%	5.8%	8.2%

HELPING OUT

Q.19 Thinking now of ‘helping out’.

We are interested to know about the unpaid help people give.

Please think about any groups, clubs, or organisations that you’ve been involved with during the last 12 months. That’s anything you’ve taken part in, supported, or that you’ve helped in any way, either on your own or with others. For example, helping at a youth or day centre, helping to run an event, campaigning or doing administration work.

Please exclude giving money and anything that was a requirement of your job.

(SHOWCARD) Overall, about how often over the last 12 months, have you given unpaid help to any groups, clubs or organisations ? Please only include work that is unpaid and not for your family.

At least once a week	7.9%
Less than once a week, but at least once a month.....	4.4%
Less often.....	4.1%
I have given unpaid help as an individual only and not through Groups, clubs or organisations.....	1.9%
I have not given any unpaid help at all over the last 12 months..	81.2%
Don’t know	0.5%

PLACE SURVEY 19.8% COMMUNITY SURVEY 12.5% (DK excluded)

Q.20 Please think now about any groups to which you belong, which makes decisions that affect your local area. Please exclude anything that was a requirement of your job.

In the last 12 have you been? (READ OUT)

	<u>Yes</u>	<u>PLACE</u>
a...a local councillor (for the local authority, town or parish)	0.2%	1.1%
b... a member of a group making decisions on local health or education services	1.4%	3.2%
c...a member of a decision-making group set up to regenerate the local area	1.1%	1.9%
d...a member of a decision-making group set up to tackle local crime problems.....	1.1%	1.1%
e...a member of a tenants’ group decision-making committee	0.8%	2.0%
f...a member of a group making decisions on local services for young people	2.0%	2.6%
g...a member of another group making decisions on services in the local community	3.1%	4.6%

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	22.5	18.1	7.5	1.6	1.2	49.0
(2008)	15.7	23.2	12.9	1.6	2.1	44.5
(2007)	14.0	20.6	13.2	3.1	1.8	47.3
2 Secondary Schools	12.3	15.7	10.6	2.7	1.5	57.1
(2008)	10.5	22.3	12.7	3.8	2.9	47.8
(2007)	8.3	18.5	14.9	5.9	3.9	48.5
3 School Meals (in Primary Schools)	8.0	11.9	9.6	3.2	2.2	65.2
4 School Meals (in Secondary Schools)	5.2	8.6	10.7	1.8	2.2	71.4
School Meals (2008)	6.2	13.7	17.5	4.1	3.4	55.2
School Meals (2007)	5.9	12.8	15.6	4.6	3.9	57.1
5 Adult Education	14.6	23.5	9.3	2.8	1.0	48.9
(2008)	11.8	27.3	10.6	2.3	1.1	46.8
(2007)	10.0	30.1	15.6	3.2	1.4	39.6
6 Community Sports and Arts	14.1	27.3	8.8	6.7	3.2	40.0
(2008)	10.0	28.4	11.0	5.6	2.9	42.1
(2007)	8.4	29.8	19.5	7.2	2.7	32.5
7 Youth Clubs & other Facilities for Young People	5.6	10.5	10.0	14.5	14.2	45.2
(2008)	1.9	8.8	10.5	15.4	17.2	46.2
(2007)	0.8	7.8	13.9	18.1	16.7	42.7
8 Sport/ Leisure Facilities	23.3	37.2	7.5	8.2	4.7	19.1
9 Theatres/ Concert Halls	35.6	35.0	7.9	3.5	0.9	17.1
Civic Theatre (2008)	42.0	33.3	6.6	1.0	0.4	16.7
Civic Theatre (2007)	37.1	34.1	9.1	1.0	0.5	18.3
10 Libraries	40.1	33.6	5.7	2.6	0.6	17.5
(2008)	37.4	31.1	5.5	1.1	0.3	24.7
(2007)	30.8	36.5	9.5	2.1	0.8	20.3
11 Museums/ Galleries	14.3	25.6	15.6	7.2	3.6	33.7
12 Festivals and Events	22.9	37.8	12.1	3.8	1.7	21.7
(2008)	24.7	33.4	13.2	3.7	1.4	23.6
(2007)	19.1	37.8	15.7	3.2	1.3	22.8
13 Children's Play Areas	11.3	27.1	9.7	10.6	8.3	33.0
(2008)	6.6	23.3	12.6	14.5	9.7	33.3
(2007)	3.8	23.8	13.4	17.3	9.2	32.5
14 Council Housing	3.2	8.5	11.8	4.6	3.6	68.3
(2008)	4.8	12.1	14.0	6.3	6.5	56.3
(2007)	4.9	12.6	15.3	6.1	5.5	55.6
15 Housing & Council Tax Benefits	7.9	13.8	12.1	3.8	3.0	59.5
(2008)	5.5	15.9	17.1	4.6	5.3	51.7
(2007)	4.8	19.0	18.7	4.9	7.3	45.3

		<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>(No opin. d. know)</u>
16	Council Tax Administration & Collection	12.1	41.8	18.6	3.8	2.1	21.6
	(2008)	10.4	46.6	15.9	4.2	3.9	19.0
	(2007)	8.2	50.1	21.2	4.9	4.3	11.3
17	Parks & Open Spaces	29.5	49.5	5.5	5.7	4.6	5.1
	(2008)	30.4	45.4	4.0	8.0	5.2	7.0
	(2007)	22.2	50.1	6.6	10.5	6.5	4.0
18	Local Nature Reserves	20.8	33.2	10.1	4.2	2.8	28.8
	(2008)	15.2	28.9	13.2	4.0	1.7	37.0
19	Household Waste Recycling Centre (Whessoe Road)	39.3	28.7	8.3	2.6	1.4	19.8
	(2008)	26.8	35.0	9.5	2.3	1.7	24.8
20	Cemeteries	12.2	26.4	12.7	4.6	2.7	41.4
	(2008)	9.3	26.3	17.1	6.2	4.8	36.4
21	Markets	21.0	37.5	12.1	10.9	7.9	10.5
	(2008)	19.4	44.4	13.1	10.6	3.6	8.8
22	Cleanliness of the Town Centre	24.1	53.4	7.6	8.1	4.2	2.5
	(2008)	22.9	54.7	10.0	6.1	3.8	2.6
	(2007)	26.7	53.9	7.5	6.0	3.7	2.2
23	Upkeep & Appearance - of Town Centre	23.6	55.0	7.1	7.6	4.4	2.2
	(2008)	23.3	55.8	8.3	6.5	3.6	2.4
	(2007)	29.1	52.5	7.3	6.5	3.2	1.4
24	Keeping Public Land clear of Litter and Refuse	14.4	40.4	12.8	16.4	7.7	8.2
25	Grass Cutting	15.5	43.1	11.9	11.4	8.2	9.9
26	Pavement Maintenance	10.5	34.7	11.1	23.6	18.7	1.4
	(2008)	7.3	32.5	10.7	25.3	22.2	2.0
	(2007)	5.8	33.5	13.0	27.8	18.6	1.4
27	Road Maintenance and Repairs	9.4	29.2	11.4	23.4	24.8	1.9
	(2008)	6.3	27.5	11.2	25.1	27.2	2.5
	(2007)	5.6	32.5	10.0	26.9	23.2	1.8
28	Refuse Collection	36.3	47.5	5.4	5.2	5.1	0.5
	(2008)	24.8	56.3	5.0	5.6	6.5	1.8
	(2007)	28.7	53.7	5.7	5.9	5.3	0.6
29	Doorstep Recycling	32.3	43.5	6.1	7.2	7.9	2.9
	Recycling Facilities (2008)	20.6	50.3	5.2	11.7	9.3	2.9
	(2007)	22.3	44.7	9.5	13.1	7.9	2.5
30	Street Lighting	38.4	53.1	3.2	3.1	1.8	0.4
	(2008)	29.1	57.1	4.8	4.9	2.5	1.6
	(2007)	26.4	59.9	6.8	4.4	1.8	0.7
31	Street Cleaning	25.7	44.5	8.0	11.9	8.0	1.9
	(2008)	15.2	44.1	9.7	17.8	11.4	1.8
	(2007)	13.7	49.0	12.6	16.7	6.7	1.3

		Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	(No opin. d. know)
32	Car parking - in Town Centre	10.8	33.7	11.8	14.6	13.3	15.8
	(2008)	9.4	38.3	11.3	11.1	13.8	16.1
	(2007)	9.4	29.5	10.7	16.7	17.7	15.9
33	Car parking - in Residential Areas	12.5	41.8	10.4	10.9	12.1	12.4
	(2008)	11.6	42.7	10.4	11.7	9.1	14.5
	(2007)	9.9	39.4	13.9	13.8	9.7	13.3
34	Planning & Control of Development	2.5	12.8	19.4	4.5	4.5	56.2
	(2008)	2.4	14.6	20.1	5.3	6.6	50.9
	(2007)	3.8	16.0	22.4	6.4	6.0	45.3
35	Local Transport Information	8.9	32.0	15.1	7.8	6.8	29.4
36	Local Bus Services	12.5	32.4	12.5	8.3	9.7	24.5
37	Security measures (incl CCTV) - in Town Centre	19.9	44.4	11.3	3.0	2.0	19.4
	(2008)	20.0	49.6	10.3	2.6	2.6	14.8
	(2007)	20.0	51.8	10.7	2.7	1.4	13.5
38	Security measures (incl CCTV) - in Other Areas	8.1	30.1	14.3	7.2	6.1	34.2
	(2008)	8.4	24.5	15.6	14.5	8.7	28.3
	(2007)	6.9	30.9	18.2	10.1	5.5	28.3
39	Social Care for Older and Vulnerable People	4.5	15.8	18.2	6.9	4.2	50.3
	(2008)	4.6	17.9	18.8	6.9	5.0	46.9
	(2007)	4.7	19.3	20.3	8.8	5.9	41.0

PLACE SURVEY COMPARATORS

		Col %
Q8.2) Refuse collection	very satisfied	33.6
	fairly satisfied	46.8
	neither satisfied nor dissatisfied	10.2
	fairly dissatisfied	6.6
	very dissatisfied	2.7
	don't know	0.1
Q8.3) Doorstep recycling	very satisfied	25.4
	fairly satisfied	39.5
	neither satisfied nor dissatisfied	12.4
	fairly dissatisfied	12.5
	very dissatisfied	7.7
	don't know	2.4
Q8.5) Local transport information	very satisfied	10.4
	fairly satisfied	30.6
	neither satisfied nor dissatisfied	25.4
	fairly dissatisfied	13.5
	very dissatisfied	6.9
	don't know	13.1

Q8.6) Local bus service	very satisfied	12.2
	fairly satisfied	27.1
	neither satisfied nor dissatisfied	19.9
	fairly dissatisfied	16.5
	very dissatisfied	12.3
	don't know	12.1
Q8.7) Sport/ leisure facilities	very satisfied	11.4
	fairly satisfied	33.3
	neither satisfied nor dissatisfied	26.0
	fairly dissatisfied	8.0
	very dissatisfied	4.6
	don't know	16.7
Q8.8) Libraries	very satisfied	24.0
	fairly satisfied	37.2
	neither satisfied nor dissatisfied	20.9
	fairly dissatisfied	3.1
	very dissatisfied	2.6
	don't know	12.0
Q8.9) Museums/ galleries	very satisfied	7.9
	fairly satisfied	25.1
	neither satisfied nor dissatisfied	30.9
	fairly dissatisfied	6.5
	very dissatisfied	5.5
	don't know	24.1
Q8.10) Theatres/ concert halls	very satisfied	22.5
	fairly satisfied	37.8
	neither satisfied nor dissatisfied	19.5
	fairly dissatisfied	3.6
	very dissatisfied	2.4
	don't know	14.2
Q8.11) Parks and open spaces	very satisfied	21.1
	fairly satisfied	50.3
	neither satisfied nor dissatisfied	16.0
	fairly dissatisfied	6.3
	very dissatisfied	3.2
	don't know	3.1

Q.22 Are there any other services, not mentioned here, that you are particularly satisfied or dissatisfied with? (IF YES – WRITE IN)

2009 : Satisfied : Yes – %Dissatisfied : Yes - %

2008 : Satisfied : Yes – 0.9%Dissatisfied : Yes - 12.7%

2007 : Satisfied : Yes – 0.4%Dissatisfied : Yes - 9.6%

- 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 +	SPEND	USED
	Priority	SECOND	TOO MUCH	BENEFIT
	%	%	%	%
1 Nursery & Primary Schools	1.6	2.4	0.2	25.9
(2008).....	1.5	2.0	0.0	19.7
(2007).....	2.6	4.3	0.1	25.9
2 Secondary Schools.....	1.3	3.0	0.2	17.2
(2008).....	3.0	5.4	0.0	17.7
(2007).....	5.1	7.8	0.2	17.6
3 School Meals (in Primary Schools)	1.3	1.7	0.2	13.9
4 Scholl Meals (in Secondary Schools)	0.8	1.3	0.2	8.2
School Meals (2008).....	1.0	2.2	0.0	14.8
School Meals (2007).....	1.0	2.0	0.1	17.6
5 Adult Education	0.4	0.6	0.0	12.9
(2008).....	0.5	0.5	0.0	11.0
(2007).....	0.5	1.2	0.2	14.8
6 Community Sports and Arts.....	0.3	1.1	0.6	18.0
(2008).....	0.5	1.1	0.4	17.4
(2007).....	0.4	2.0	0.6	18.6
7 Youth Clubs & other Facilities for Young People.....	8.9	14.9	0.1	8.8
(2008).....	7.7	14.2	0.0	5.7
(2007).....	10.2	19.6		5.9
8 Sports/ Leisure Facilities.....	1.4	3.2	0.0	42.6
9 Theatres/ Concert Halls.....	0.2	0.4	0.2	46.6
Civic Theatre (2008).....	0.1	0.4	0.7	53.6
Civic Theatre (2007).....	0.0	0.2	0.6	57.9
10 Libraries.....	0.2	0.8	0.1	49.3
(2008).....	0.2	0.3	0.0	46.5
(2007).....	0.5	0.9	0.1	52.4
11 Museums/ Galleries.....	0.6	0.6	0.1	15.3
12 Festivals & Events	0.6	1.6	1.1	36.1
(2008).....	0.1	1.4	2.7	36.8
(2007).....	0.5	1.6	2.1	37.5
13 Children's Play Areas	3.8	7.4	0.2	30.7
(2008).....	3.9	7.9	0.0	27.1
(2007).....	3.9	8.5		27.4
14 Council Housing	1.7	3.0	1.1	8.7
(2008).....	3.2	4.7	1.2	14.3
(2007).....	4.0	5.6	1.1	11.2

	<u>FIRST</u>	FIRST + <u>SECOND</u>	<u>SPEND</u>	<u>USED</u>
	<u>Priority</u>	<u>Priority</u>	<u>TOO MUCH</u>	<u>BENEFIT</u>
	%	%	%	%
15 Housing & Council Tax Benefits.....	0.9	1.4	1.4	19.2
(2008).....	0.9	2.3	2.1	18.0
(2007).....	1.3	3.2	2.4	20.1
16 Council Tax Administration & Collection.....	0.4	0.9	0.5	46.9
(2008).....	0.5	0.9	1.0	46.2
(2007).....	0.8	1.6	1.8	57.3
17 Parks & Open Spaces.....	1.8	4.5	0.2	70.0
(2008).....	2.6	4.5	0.2	70.0
(2007).....	2.8	4.8	0.3	76.8
18 Local Nature Reserves.....	0.2	0.7	0.1	31.8
(2008).....	0.4	1.1	0.1	24.3
19 Household Waste Recycling Centre (Whessoe Road).....	0.0	0.2	0.1	53.1
(2008).....	0.7	0.9	0.0	45.3
20 Cemeteries.....	1.1	1.7	0.0	24.8
(2008).....	1.4	3.3	0.0	22.8
21 Markets.....	1.7	3.5	0.3	63.5
(2008).....	0.7	1.4	0.2	64.0
22 Cleanliness of the Town Centre.....	1.6	2.5	0.8	60.2
(2008).....	1.5	3.0	0.4	66.3
(2007).....	1.5	2.8	0.6	65.9
23 Upkeep of Appearance - Town Centre.....	1.9	3.0	3.1	59.3
(2008).....	1.9	3.4	8.6	57.2
(2007).....	1.9	3.9	13.3	66.8
24 Upkeep of Appearance - Other Areas.....	2.4	4.2	1.0	54.0
(2008).....	4.5	8.7	0.3	70.6
(2007).....	2.7	6.9	0.6	62.8
25 Grass Cutting.....	1.9	4.2	0.0	48.6
26 Pavement Maintenance.....	6.0	13.4	0.7	60.7
(2008).....	6.1	14.2	0.6	65.0
(2007).....	5.8	12.1	0.6	65.1
27 Road Maintenance and Repairs.....	11.8	21.8	2.3	62.4
(2008).....	10.2	17.9	3.6	64.1
(2007).....	8.3	19.6	2.1	64.6
28 Refuse Collection.....	2.9	5.3	0.2	92.3
(2008).....	3.9	5.7	0.1	88.9
(2007).....	3.3	4.1	0.4	88.9
29 Doorstep Recycling.....	3.3	6.0	0.2	88.7
Recycling Facilities (2008).....	6.1	10.1	0.1	80.4
Recycling Facilities (2007).....	4.7	8.6	0.2	78.4
30 Street Lighting.....	1.0	1.6	0.1	76.1
(2008).....	0.6	2.3	0.2	77.0
(2007).....	0.9	2.1	0.3	78.3

FIRST +

	<u>FIRST</u> <u>Priority</u> %	<u>SECOND</u> <u>Priority</u> %	<u>SPEND</u> <u>TOO MUCH</u> %	<u>USED</u> <u>BENEFIT</u> %
31 Street Cleaning.....	2.9	5.1	0.0	70.6
(2008).....	3.7	8.1	0.2	70.3
(2007).....	2.7	6.4	0.1	75.8
32 Car Parking - in Town Centre.....	2.9	6.9	1.2	62.9
(2008).....	4.6	7.9	0.4	56.3
(2007).....	5.5	10.4	1.3	64.2
33 Car Parking - in Other Areas.....	3.1	5.8	0.5	55.8
(2008).....	1.7	3.2	0.1	54.2
(2007).....	2.4	4.2		58.5
34 Planning & Control of Development.....	0.9	1.4	1.1	6.7
(shown as Planning Department on Usage Showcard)				
(2008).....	1.3	2.9	2.6	7.2
(2007).....	1.2	2.6	2.5	14.8
35 Local Transport Information.....	0.3	1.1	0.0	20.5
36 Local Bus Services.....	5.4	9.2	0.5	50.1
37 Security Measures (incl. CCTV) - in Town Centre.....	0.3	1.4	1.1	43.9
(2008).....	1.2	2.5	1.2	46.6
(2007).....	0.5	1.5	1.2	50.3
38 Security Measures (incl. CCTV) - in Other Areas.....	2.5	5.2	0.8	29.8
(2008).....	4.1	8.8	0.9	35.0
(2007).....	5.1	7.0	0.5	38.9
39 Social Care for Older & Vulnerable People.....	3.7	6.2	0.1	5.5
(2008).....	3.5	5.6	0.0	7.9
(2007).....	4.7	8.8	0.1	9.4
40 Some Other Service (PLEASE STATE).....	7.2	10.5	7.9	0.2
(2008).....	5.1	7.6	11.2	1.4
(2007).....	6.0	8.0	4.7	1.6
41 (Don't know).....	2.1	6.4	41.3	0.1
(2008).....	5.3	14.8	37.5	0.9
(2007).....	3.8	11.4	32.5	0.3
42 (None mentioned).....	6.9	24.3	38.8	0.7
(2008).....	5.5	12.8	30.3	0.0
(2007).....	4.3	13.7	35.7	0.6

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 Do you think the Council's priority should be to 'improve services' or 'keep Council Tax as low as possible'?

	2009	2008
Improve services.....	36.4%	42.3%
Keep Council Tax as low as possible.....	32.5%	35.2%
(Don't know / not sure).....	11.2%	9.6%
(Other comment/response – WRITE IN).....	4.3%	13.0%
both/balance the two/ 50-50.....	15.5%	

Q.28 (SHOWCARD) To what extent do you agree or disagree that Darlington Borough Council Provides value for money?

Strongly agree	7.1%	Tend to disagree	12.4%
Tend to agree.....	41.4%	Strongly disagree	9.0%
Neither agree nor disagree	23.0%	Don't know.....	7.1%

PLACE 36.4% COMMUNITY SURVEY 52.3% (DK EXCLUDED)

MAKING A COMPLAINT

Thinking now about making complaints to the Council

Q.29 Have you contacted Darlington Borough Council with a complaint or complaints in the last 12 months?

Yes - self	23.8% (2009)	No	76.2% (2009)
Yes - self	28.3% (2008)	No	71.7% (2008)

Q.30 (IF YES) What did the complaint or complaints relate to? (DO NOT PROMPT) (PROBE FULLY) Anything else ? (247 respondents)

.....	2009.....	(2008)
Roads or pavement maintenance.....	7.7%.....	8.3%
Parking	6.1%.....	5.5%
Road safety/ other traffic issues	2.0%.....	3.1%
Litter/ fly tipping/ street cleaning.....	10.9%.....	13.4%
Dog fouling	4.9%.....	3.8%
Recycling	1.2%.....	4.5%
Waste collection.....	9.3%.....	7.9%
Anti-social behaviour/ teenagers.....	13.0%.....	8.3%
Problems with neighbours.....	4.0%.....	3.4%
Housing/ repairs	11.3%.....	15.2%
Grass cutting/ trees etc.	11.7%.....	10.3%
Council Tax	0.0%.....	3.8%
Buses/ public transport.....	0.0%.....	2.4%
Floods/ drainage.....	0.0%.....	3.8%
Dogs – other issues	0.0%.....	1.4%
Street lighting	0.0%.....	2.8%
Environmental health	0.0%.....	3.4%
Planning/ developments	0.0%.....	4.1%
Noise pollution.....	0.0%.....	1.0%
Vandalism/ graffiti	0.0%.....	1.4%
Other (WRITE IN).....	40.1%.....	11.7%
Can't recall/ don't know	0.0%.....	1.0%

Q.31 (SHOWCARD) How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled? (247 respondents)

	2009	2008		2009	2008
Very satisfied	21.5%.....	22.4%	Fairly dissatisfied	14.2%.....	10.0%
Fairly satisfied.....	16.2%.....	16.6%	Very dissatisfied	34.4%.....	45.2%
Neither satisfied nor dissatisfied.	12.6%.....	4.8%	(Don't know / can't remember)	1.2%.....	1.0%

LOCAL COUNCILLORS AND COUNCIL STAFF

Thinking now about local councillors. (Elected Members of the Borough Council)

Q.32 Have you contacted your local councillor at all in the last 12 months (to ask for help, report an issue, make a complaint etc.)?

Yes 11.7% No.....88.3% – (SKIP TO Q.34)

Q.33 (IF ‘YES’ AT Q.32)

a) (SHOWCARD) How do you feel about the response you got from the last contact you had with your local councillor?

Very satisfied38.0%	Fairly dissatisfied.....14.0%
Fairly satisfied.....27.3%	Very dissatisfied19.0%
	Not sure/ can’t recall1.7%

b) (IF FAIRLY/VERY DISSATISFIED) Why are you dissatisfied ? (WRITE IN)

c) Did you feel that your local councillor treated you with respect and consideration?

Yes 80.2% No.....11.6% Not sure 8.3%

d) (IF ‘NO’) Can you explain or say why you feel this ? (WRITE IN)

Q.34 (SHOWCARD) To what extent do you feel you can trust your local councillor to speak the truth on issues relating to the Council, local area etc.?

Always10.3%	Hardly ever6.6%
Most of the time21.8%	Never6.9%
Sometimes19.8%	Not sure/no opinion34.6%

Q.35 (SHOWCARD) To what extent do you agree or disagree that ‘your local councillor tries to make decisions which are good for Darlington’?

Strongly agree8.6%	Tend to disagree6.9%
Tend to agree.....38.1%	Strongly disagree4.2%
Neither agree nor disagree16.5%	Don’t know.....25.6%

Thinking now about people who work for Darlington Borough Council – Council officers and council staff.

Q.36 Have you had any dealings with people who work for the Council at all in the last 12 months (to ask for help or information, request a service, report an issue, make a complaint etc.)?

Yes 31.5% No.....68.5% – (SKIP TO Q.38)

Q.37 (IF ‘YES’ AT Q.36)

a) (SHOWCARD) How do you feel about the response you got from your last contact with the Council officers or staff?

Very satisfied51.5%	Fairly dissatisfied.....7.4%
Fairly satisfied.....25.2%	Very dissatisfied14.4%
	Not sure/ can’t recall1.5%

b) **Did you feel that you were treated with respect and consideration?**

Yes 85.3% No..... 12.0% Not sure 2.8%

c) **(IF 'NO') Can you explain say why you feel this ? (WRITE IN)**

ALL RESPONDENTS

Q.38 (SHOWCARD) To what extent do you feel you could trust people who work for the Council to speak the truth – (on issues relating to the Council, council services etc.) ?

Always8.4%	Hardly ever5.0%
Most of the time36.0%	Never4.2%
Sometimes23.2%	Not sure/no opinion23.3%

Q.39 (SHOWCARD) To what extent do you agree or disagree that ‘people who work for the Council try to make decisions which are good for Darlington’?

Strongly agree8.0%	Tend to disagree5.7%
Tend to agree.....45.1%	Strongly disagree2.7%
Neither agree nor disagree16.6%	Don't know21.9%

READ OUT :

Thinking now about the ‘Standards Committee’. The Standards Committee in Darlington is responsible for promoting high standards of conduct by both councilors and officers. It is also responsible for dealing with complaints made against councilors.

Q.40 Have you heard of the Darlington Standards Committee?

Yes 11.5% No.....87.7% Not sure 0.8%

Q.41 Have you seen any publicity about the role of the Standards Committee?

Yes 3.6% No.....96.0% Not sure 0.4%

TOWN CRIER

Q.42 (SHOWCARD) Thinking now about the Town Crier magazine. How often do you receive a copy of the Town Crier magazine?

	2009	2008		2009	2008
Every month.....	83.2%	80.4%	Hardly ever	1.2%	0.7%
Fairly regularly	8.2%	9.1%	Never	1.6%	3.2%
Occasionally.....	3.8%	2.2%	(Not sure / can't recall).....	2.0%	4.4%

Q.43 (SHOWCARD) (ASK ALL) How often do you read the Town Crier magazine?

	2009	2008		2009	2008
Regularly.....	62.6%	60.3%	Hardly ever	4.2%	5.1%
Fairly regularly	11.0%	10.1%	Never	8.3%	11.3%
Occasionally.....	13.4%	12.8%	(Not sure / can't recall).....	0.5%	0.5%

IF 'NEVER' – SKIP TO Q.49

Q.44 (SHOWCARD) Do you ever read the Town Crier on-line? (950 respondents)

Yes - regularly	0.3% (2009)	Yes - occasionally	1.5% (2009)	No	98.2% (2009)
Yes - regularly	0.4% (2008)	Yes - occasionally	2.6% (2008)	No	96.9% (2008)

Q.45 (SHOWCARD) To what extent do you agree or disagree with the following statements about the Town Crier magazine?

a) The Town Crier should carry advertising to pay for its production costs.

	2009	2008		2009	2008
Strongly agree	38.5%	27.9%	Disagree	4.4%	4.6%
Agree	45.4%	54.6%	Strongly disagree	1.3%	0.8%
Neither agree nor disagree ..	5.5%	6.1%	(Don't know/ no opinion)	4.9%	6.1%

b) The Town Crier magazine is a good way to keep residents informed about Council news and services.

Strongly agree	44.0%	Disagree	2.2%
Agree	49.9%	Strongly disagree	0.9%
Neither agree nor disagree	2.0%	(Don't know/ no opinion)	0.9%

c) The Town Crier magazine keeps me well informed of Darlington Council news and information.

	2009	2008		2009	2008
Strongly agree	30.0%	20.5%	Disagree	4.6%	5.3%
Agree	56.5%	59.0%	Strongly disagree	1.8%	0.8%
Neither agree nor disagree ..	4.2%	9.6%	(Don't know/ no opinion)	2.8%	4.8%

Q.46 (SHOWCARD) What, if anything, would you like to see more of in the Town Crier? (PROBE FULLY – Anything else ?) (CODE ALL) (950 respondents)

	2009	2008
Council news	7.8%	10.5%
Other news	7.4%	7.7%
Opportunities to have your say on local issues	14.9%	17.5%
To read what other residents have to say on local issues	25.1%	29.1%
To read what Councillors' have to say on local issues	16.0%	18.2%
Features on different areas of the Borough	9.7%	13.5%
Other, please state	12.3%	11.2%
(Not sure)	2.9%	2.9%
(Nothing/ quite happy with way it is)	44.6%	37.1%
(Not interested/ don't read Town Crier)	2.2%	3.5%

Q.47 Is there anything you don't like about the Town Crier?

	2009	2008
Yes (WRITE IN FULL DETAILS BELOW)	9.7%	10.6%
No	87.4%	86.1%
Not sure / can't remember	1.7%	1.8%
Don't read Town Crier	1.3%	1.5%

Q.48 Is the Town Crier your main source of council news and information?

Yes 70.7% (2009) No26.9% (2009) Not sure 2.3% (2009)

Yes 64.8% (2008) No32.8% (2008) Not sure2.4% (2008)

**Q.49 (IF NO OR NOT SURE AT Q.48)
(SHOWCARD)What is your main source of news and information about the Council?**

	2009	2008	2009	2008	
Paid for newspaper.....	41.2%	39.0%	Other (WRITE IN).....	24.5%	27.1%
Free newspaper	16.8%	18.6%		
Local radio	1.1%	1.4%		
Darlington Council website	5.5%	4.1%	(Not sure).....	11.0%	9.9%

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>2009 (%)</u>	<u>2008 (%)</u>	<u>2007 (%)</u>
Children under 5 years :	0=84.2 : 1+ =15.9.....	1+ = 16.3	0 = 83.6 : 1+ = 16.4
Children 5 - 11 years :	0=81.0 : 1+ =19.0.....	1+ = 19.6	0 = 80.2 : 1+ = 19.8
Young people 12 - 17 years :	0=84.1 : 1+ =16.0.....	1+ = 18.8	0 = 82.8 : 1+ = 17.2
Adults 18 to Retirement Age (60 women/65 men) :	0=18.6 : 1+=81.4.....	1+ = 81.4	0 = 17.8 : 1+ = 82.1
Adults over Retirement Age :	0=76.1 : 1+=24.0.....	1+ = 24.9	0 = 77.2 : 1+ = 22.8

C4.1 (IF CHILDREN/YOUNG PEOPLE)

a. How many of your children are attending Primary Schools ? 297

19.3% of total sample have children attending Primary Schools

19.7% of total sample have children attending Primary Schools

b. And how many are attending Secondary Schools ? 176

13.8% of total sample have children attending Secondary Schools

17.5% of total sample have children 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

	PRIMARY SCHOOL				SECONDARY SCHOOL			
	Child 1	Child 2	Child 3	Child 4	Child 1	Child 2	Child 3	Child 4
No. of Responses	200	81	15	1	143	29	4	0
1. Walk.....	139	50	10	1	78	12	0	0
2. Cycle.....	4	4	1	0	4	3	0	0
3. School bus.....	4	2	0	0	25	4	1	0
4. Other bus.....	4	2	1	0	15	1	1	0
5. Train.....	0	0	0	0	0	0	0	0
6. Car.....	48	23	3	0	19	8	1	0
7. Motorcycle.....	0	0	0	0	0	0	0	0
8. Taxi.....	0	0	0	0	1	1	1	0
9. Other (WRITE IN).....	1	0	0	0	0	0	0	0
Total No. Respondents	119	66	14	1	113	25	5	0

2009

		No. of children	Col Response %
Primary School - Travel to School	Walk	200	67.3%
	Car	74	24.9%
	Cycle	9	3.0%
	Other bus	7	2.4%
	School bus	6	2.0%
	Other	1	.3%
Total		297	100.0%

2008

		No. of children	Col Response %
Primary School - Travel to School	Walk	235	75.1%
	Cycle	10	3.2%
	School bus	1	.3%
	Other bus	5	1.6%
	Car	59	18.8%
	Motorcycle	2	.6%
	Taxi	1	.3%
Total		313	100.0%

[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%

[2009](#)

		No. of children	Col Response %
Secondary School - Travel to School	Walk	90	51.1%
	School bus	30	17.0%
	Car	28	15.9%
	Other bus	17	9.7%
	Cycle	7	4.0%
	Taxi	3	1.7%
	Other	1	.6%
Total		176	100.0%

[2008](#)

		No. of children	Col Response %
Secondary School - Travel to School	Walk	136	58.6%
	Cycle	8	3.4%
	School bus	40	17.2%
	Other bus	27	11.6%
	Car	20	8.6%
	Taxi	1	.4%
Total		232	100.0%

[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%

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

	2009	2008	2007
Yes – self	14.1%	19.5%	19.6%
Yes – other household member	11.9%	11.4%	12.3%
Both self and other household member	3.6%		

No.....	70.5%	71.6%	70.2%
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C6 Do you have a car or van in the household?

	<u>2009</u>	<u>2008</u>	<u>2007</u>
Yes – 1.....	46.8%	50.1%	46.6%
Yes – more than 1.....	33.5%	28.4%	31.9%
No.....	19.7%	21.5%	21.6%

C7 And is your home - (READ OUT)

	<u>2009</u>	<u>2008</u>	<u>2007</u>
Owner occupied – owned outright.....	38.5%	40.5%	39.9%
Owner occupied – buying on a mortgage.....	36.4%	29.9%	36.1%
Rented from Council/Housing Association.....	9.8%	15.3%	13.1%
Rented from other.....	14.8%	13.8%	10.7%
Other.....	0.5%	0.5%	0.2%

**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)**

	<u>2009</u>	<u>2008</u>	<u>2007</u>
AB.....	21.0%	19.3%	22.7%
C1.....	26.1%	24.8%	27.4%
C2.....	20.2%	19.4%	21.4%
DE.....	31.9%	35.9%	28.5%
Refused.....	0.8%		

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

	<u>2009</u>	<u>2008</u>	<u>2007</u>
<u>White</u>			
British.....	96.0%	96.9%	97.1%
Irish.....	0.3%	0.6%	
Any other White background (please tick & write in).....	1.6%	0.7%	0.8%
<u>Mixed</u>			
White and Black Caribbean.....	0.2%	0.0%	0.2%
White and Black African.....	0.0%	0.0%	
White and Asian.....	0.0%	0.0%	
Any other mixed background (please tick & write in).....	0.1%	0.0%	
<u>Asian or Asian British</u>			
Indian.....	0.3%	0.6%	0.7%
Pakistani.....	0.0%	0.4%	0.1%
Bangladeshi.....	0.1%	0.0%	0.3%
Any other Asian background (please tick & write in).....	0.3%	0.3%	0.1%
<u>Black or Black British</u>			
Caribbean.....	0.2%	0.2%	0.2%
African.....	0.0%	0.0%	0.3%
Any other Black background (please tick & write in).....	0.2%	0.1%	
Chinese.....	0.1%	0.2%	
Other (please tick & write in).....	0.6%	0.1%	0.2%

C10 Finally, Darlington Borough Council is keen to identify a number of residents who would be interested in taking part in follow up discussions about Council Services. Would you be prepared to receive an invitation to take part in such an activity. IF YES ASK RESPONDENT TO SIGN

	<u>2009</u>	<u>2008</u>
Yes.....	27.5%	26.8%

No 72.5% 73.2%

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: