

Community Survey 2013 (5508 postal respondents)
Comparative responses to the 2009 Community Survey (1036 face-to-face respondents) are shown in blue and those of the 2008 Place Survey (1399 postal respondents) in red. (Amended June 2013)

Section 1 - About your local area and your Council

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

Q1 Overall, how satisfied or dissatisfied are you with your local area ('neighbourhood') as a place to live? (PLEASE TICK ✓ ONE BOX ONLY)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
24.3%	51.6%	11.5%	8.9%	3.6%	-
45.7%	35.3%	4.2%	8.3%	6.2%	0.3%
24.9%	54.3%	12.2%	6.2%	2.4%	

Your local area receives services from Darlington Borough Council. Darlington Borough Council is responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

Q2 Overall, how satisfied or dissatisfied are you with the way Darlington Borough Council runs things ('the way the Council is running the Borough')?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
8.5%	44.9%	19.4%	18.1%	8.4%	0.6%
11.4%	55.5%	17.0%	8.7%	4.4%	3.0%
4.5%	40.8%	27.1%	16.9%	6.3%	4.4%

In considering the next question, please think about the range of services that Darlington Borough Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Darlington Borough Council provides to the community. We would like your general opinion.

Q3 To what extent do you agree or disagree that Darlington Borough Council provides value for money? (PLEASE TICK ✓ ONE BOX ONLY)

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
3.5%	32.0%	32.4%	20.7%	8.2%	3.2%
3.3%	30.4%	33.1%	18.3%	7.4%	7.5%

Q4 On balance which of the following statements comes closest to how you feel about Darlington Borough Council? (PLEASE TICK ✓ ONE BOX ONLY)

I speak positively about the Council without being asked	4.5%
I speak positively about the Council if I am asked about it	27.0%
I have no views one way or another	35.3%
I speak negatively about the Council if I am asked about it	23.4%
I speak negatively about the Council without being asked about it	6.3%
Don't know	3.5%

Q5 To what extent do you think Darlington Borough Council acts on the concerns of local residents? (PLEASE TICK ✓ONE BOX ONLY)

A great deal 4.7%	A fair amount 40.0%	Not very much 34.1%	Not at all 7.4%	Don't know 13.7%
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Q6 To what extent do you agree or disagree that you can influence decisions made by Darlington Borough Council? (PLEASE TICK ✓ONE BOX ONLY)

Strongly agree 1.3%	Tend to agree 11.9%	Neither agree nor disagree 27.3%	Tend to disagree 32.6%	Strongly disagree 17.3%	Don't know 9.6%
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Q7 Overall, how well informed do you think Darlington Borough Council keeps residents about the services and benefits it provides? (PLEASE TICK ✓ONE BOX ONLY)

A great deal 8.8%	A fair amount 54.7%	Not very much 27.8%	Not at all 5.3%	Don't know 3.6%
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Q8 How much do you trust Darlington Borough Council? (PLEASE TICK ✓ONE BOX ONLY)

A great deal 4.9%	A fair amount 43.0%	Not very much 30.7%	Not at all 12.3%	Don't know 9.1%
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Q9 To what extent do you agree or disagree that...?
(PLEASE TICK ✓ONE BOX ON EACH LINE)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
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a)...your local Councillor tries to make decisions which are good for Darlington **8.2%**..... **32.2%**..... **30.9%** **10.2%**..... **4.1%**..... **14.4%**
8.6%..... **38.1%**..... **16.5%** **6.9%**..... **4.2%**..... **25.6%**

b)...people who work for Darlington Borough Council try to make decisions which are good for Darlington..... **6.0%**..... **30.3%**..... **33.1%** **14.3%**..... **5.3%**..... **11.0%**
8.0%..... **45.1%**..... **16.6%** **5.7%**..... **2.7%**..... **21.9%**

Section 2 - About Your Services

Darlington Borough Council provides a range of services to the Community as a whole.

Q10 Please tell us how satisfied or dissatisfied you are with each of the following?
(PLEASE TICK ✓ONE BOX ON EACH LINE)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
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a) The cleanliness of the Town Centre **15.0%**..... **56.6%**..... **11.1%** **11.5%** **5.1%** **0.8%**
24.1%..... **53.4%**..... **7.6%**..... **8.1%** **4.2%** **2.5%**

b) The cleanliness of the Borough overall .. **5.1%** **44.4%** **18.3%**..... **21.9%** **9.0%** **1.4%**

c) Parks and open spaces **11.1%**..... **47.9%**..... **16.1%** **14.2%** **7.2%** **3.4%**
29.5%..... **49.5%**..... **5.5%**..... **5.7%** **4.6%** **5.1%**
21.1%..... **50.3%**..... **16.0%** **6.3%** **3.2%** **3.1%**

d) Grass cutting..... **11.9%** **42.7%** **19.2%**..... **14.2%** **8.7%** **3.1%**
15.5%..... **43.1%** **11.9%**..... **11.4%** **8.2%** **9.9%**

e) Cemeteries	12.0%	37.4%	18.5%	4.3%	3.3%	24.4%
	12.2%	26.4%	12.7%	4.6%	2.7%	41.4%
f) Refuse collection	28.9%	48.2%	10.0%	7.8%	4.7%	0.5%
	36.3%	47.5%	5.4%	5.2%	5.1%	0.5%
	33.6%	46.8%	10.2%	6.6%	2.7%	0.2%
g) Kerbside recycling	23.0%	43.4%	14.3%	8.9%	6.1%	4.3%
	32.3%	43.5%	6.1%	7.2%	7.9%	2.9%
<i>(Doorstep recycling)</i>	25.4%	39.5%	12.4%	12.5%	7.7%	2.4%
h) Household Waste Recycling Service	19.9%	39.6%	16.8%	8.1%	7.7%	7.9%
<i>(Local tips/Household Waste Recycling ..)</i>	25.2%	41.5%	15.3%	5.6%	3.1%	9.3%

The following questions ask about a range of facilities that Darlington Borough Council manage. For each facility could you please indicate if you have used the facility in the last 12 months and if you have used it how satisfied you are with it. If you have not used the facility could you please tell us why not.

Q11 Dolphin Centre

- a) **Have you used the Dolphin Centre in the last 12 months?** (PLEASE TICK ✓ONE BOX ONLY)
- | Yes
at least weekly | Yes
at least monthly | Yes
at least 4 times | Yes
but less than 4 times | No - not
in last year |
|------------------------|-------------------------|-------------------------|------------------------------|--------------------------|
| 13.5% | 9.6% | 10.3% | 14.9% | 51.8% |
- b) **If used in last year - How satisfied or dissatisfied are you with the Dolphin Centre?**
(IF USED - PLEASE TICK ✓ONE BOX ONLY)
- | Very
satisfied | Fairly
satisfied | Neither satisfied
nor dissatisfied | Fairly
dissatisfied | Very
dissatisfied | Don't know |
|-------------------|---------------------|---------------------------------------|------------------------|----------------------|------------|
| 30.3% | 53.6% | 10.6% | 3.9% | 1.5% | 0.1% |
- c) **If not used in last year - Why not?** (IF NOT USED - PLEASE TICK ✓ONE BOX ONLY)
- | No interest
in this facility | Other
reason (PLEASE TICK BOX - AND WRITE REASON BELOW) |
|---------------------------------|--|
| 52.3% | 47.7% |

Q12 Libraries

- a) **Have you used a Darlington library in the last 12 months?** (PLEASE TICK ✓ONE BOX ONLY)
- | Yes
at least weekly | Yes
at least monthly | Yes
at least 4 times | Yes
but less than 4 times | No - not
in last year |
|------------------------|-------------------------|-------------------------|------------------------------|--------------------------|
| 6.9% | 11.3% | 10.8% | 12.5% | 58.6% |
- 2008 Place Survey - Used in last year - 59.5%
- b) **If used in last year - How satisfied or dissatisfied are you with the libraries?**
(IF USED PLEASE TICK ✓ONE BOX ONLY)
- | Very
satisfied | Fairly
satisfied | Neither satisfied
nor dissatisfied | Fairly
dissatisfied | Very
dissatisfied | Don't know |
|-------------------|---------------------|---------------------------------------|------------------------|----------------------|------------|
| 52.7% | 38.8% | 5.4% | 2.3% | 0.7% | 0.1% |
| 34.3% | 47.0% | 14.3% | 2.5% | 2.0% | |
- c) **If not used in last year - Why not?** (IF NOT USED - PLEASE TICK ✓ONE BOX)
- | No interest
in this facility | Other
reason (PLEASE TICK BOX - AND WRITE REASON BELOW) |
|---------------------------------|--|
| 56.3% | 43.7% |

Q13 Civic Theatre**a) Have you used the Civic Theatre in the last 12 months? (PLEASE TICK ✓ONE BOX ONLY)**

Yes at least weekly	Yes at least monthly	Yes at least 4 times	Yes but less than 4 times	No - not in last year
0.7%	2.4%	11.2%	32.5%	53.2%

b) If used in last year - How satisfied or dissatisfied are you with the Civic Theatre?

(IF USED PLEASE TICK ✓ONE BOX ONLY)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
52.7%	39.5%	4.4%	2.5%	0.8%	0.1%

c) If not used in last year - Why not? (IF NOT USED - PLEASE TICK ✓ONE BOX ONLY)

No interest in this facility	Other reason (PLEASE TICK BOX - AND WRITE REASON BELOW)
43.2%	56.8%

Q14 Head of Steam - Darlington Railway Museum**a) Have you used Darlington Railway Museum in the last 12 months?**

(PLEASE TICK ✓ONE BOX ONLY)

Yes at least weekly	Yes at least monthly	Yes at least 4 times	Yes but less than 4 times	No - not in last year
0.4%	0.6%	2.1%	14.0%	82.9%

b) If used in last year - How satisfied or dissatisfied are you with Darlington Railway Museum?

(IF USED PLEASE TICK ✓ONE BOX ONLY)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
40.6%	45.4%	8.4%	3.7%	1.7%	0.2%

c) If not used in last year - Why not? (IF NOT USED - PLEASE TICK ✓ONE BOX ONLY)

No interest in this facility	Other reason (PLEASE TICK BOX - AND WRITE REASON BELOW)
63.3%	36.7%

Q15 Indoor Market**a) Have you used the Indoor Market in the last 12 months? (PLEASE TICK ✓ONE BOX ONLY)**

Yes at least weekly	Yes at least monthly	Yes at least 4 times	Yes but less than 4 times	No - not in last year
22.0%	23.3%	20.5%	18.8%	15.5%

b) If used in last year - How satisfied or dissatisfied are you with the Indoor Market?

(IF USED PLEASE TICK ✓ONE BOX ONLY)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
29.8%	52.3%	12.3%	4.6%	1.0%	0.1%

c) If not used in last year - Why not? (IF NOT USED - PLEASE TICK ✓ONE BOX)

No interest in this facility	Other reason (PLEASE TICK BOX - AND WRITE REASON BELOW)
62.7%	37.3%

Q16 Outdoor Market**a) Have you used the Outdoor Market in the last 12 months? (PLEASE TICK ✓ONE BOX ONLY)**

Yes at least weekly	Yes at least monthly	Yes at least 4 times	Yes but less than 4 times	No - not in last year
7.7%	12.7%	17.7%	24.7%	37.2%

b) If used in last year - How satisfied or dissatisfied are you with the Outdoor Market? (IF USED PLEASE TICK ✓ONE BOX ONLY)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
16.2%	47.7%	20.3%	10.2%	5.5%	0.2%

c) If not used in last year - Why not? (IF NOT USED - PLEASE TICK ✓ONE BOX)

No interest in this facility	Other reason (PLEASE TICK BOX - AND WRITE REASON BELOW)
58.8%	41.2%

Q17 Play areas in parks and open spaces**a) Have you visited a play area in parks and open spaces, in Darlington in the last 12 months? (PLEASE TICK ✓ONE BOX ONLY)**

Yes at least weekly	Yes at least monthly	Yes at least 4 times	Yes but less than 4 times	No - not in last year
14.0%	15.6%	16.6%	15.2%	38.5%

b) If visited in last year - How satisfied or dissatisfied are you with the play areas? (IF USED PLEASE TICK ✓ONE BOX ONLY)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
17.3%	53.6%	11.9%	11.0%	5.4%	0.9%

c) If not visited in last year - Why not? (IF NOT USED - PLEASE TICK ✓ONE BOX)

No interest in this facility	Other reason (PLEASE TICK BOX - AND WRITE REASON BELOW)
65.2%	34.8%

Q18 Taking everything into account how satisfied or dissatisfied are you with the services provided by Darlington Borough Council overall? (PLEASE TICK ✓ONE BOX ONLY)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
6.7%	53.0%	23.3%	13.3%	3.7%	-

Section 3 - Community Safety**Q19 How strongly do you feel you belong to your local area ('immediate neighbourhood')? (PLEASE TICK ✓ONE BOX ONLY)**

Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know
14.7%	42.3%	28.1%	10.9%	4.0%
35.9%	42.5%	11.2%	7.7%	2.7%
14.6%	40.1%	27.6%	11.3%	6.3%

Q20 How safe or unsafe do you feel when outside in your local area...?
(PLEASE TICK ✓ONE BOX ON EACH LINE)

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
a) ... after dark	9.6%	43.0%	18.0%	19.2%	8.2%	1.9%
	18.4%	32.7%	11.1%	14.3%	18.0%	5.5%
	8.9%	35.1%	17.3%	23.0%	13.3%	2.4%
b) ... during the day.....	40.7%	44.7%	9.5%	3.8%	0.7%	0.6%
	15.5%	43.1%	11.9%	11.4%	8.2%	9.9%
	41.6%	44.5%	7.9%	4.3%	0.6%	1.0%

Q21 Living in this area, are you worried about...?
(PLEASE TICK ✓ONE BOX ON EACH LINE)

	Very worried	Fairly worried	Not very worried	Not worried at all
a) ... becoming a victim of crime	9.9%	32.0%	48.8%	9.3%
b) ... becoming a victim of anti-social behaviour	14.0%	33.1%	42.0%	10.8%

Q22 How satisfied or dissatisfied are you that the Police and others are dealing with anti-social behaviour in Darlington? (PLEASE TICK ✓ONE BOX ONLY)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
8.2%	38.0%	24.6%	12.9%	7.3%	8.9%

Q23 Thinking about this local area, how much of a problem do you think each of the following are? (PLEASE TICK ✓ONE BOX ON EACH LINE)

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ No opinion
a) Noisy neighbours or loud parties	3.3%	8.0%	33.1%	53.6%	2.0%
	5.5%	6.0%	19.1%	69.4%	0.0%
	3.1%	7.8%	36.1%	50.9%	2.0%
b) Rubbish or litter lying around	13.6%	26.2%	40.0%	19.7%	0.5%
	15.6%	15.2%	23.5%	45.5%	0.3%
	14.6%	26.4%	40.5%	17.4%	1.1%
c) Vandalism, graffiti and other deliberate damage to property or vehicles.....	7.0%	15.7%	43.9%	30.5%	2.9%
	9.1%	12.5%	23.3%	54.5%	0.6%
	10.7%	21.4%	43.1%	22.3%	2.5%
d) People using or dealing drugs	7.6%	14.0%	25.9%	34.1%	18.5%
	8.3%	7.4%	10.2%	65.2%	8.9%
	8.2%	11.2%	26.6%	34.2%	19.8%
e) People being drunk or rowdy in public places	6.5%	15.4%	37.1%	33.9%	7.1%
	8.5%	11.8%	18.2%	60.7%	0.8%
	9.8%	17.4%	36.8%	30.2%	5.8%

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ No opinion
f) Abandoned or burnt out cars	1.0%	1.4%	17.0%	70.7%	9.9%
	1.1%	0.9%	4.8%	92.4%	0.9%
	2.6%	1.0%	17.4%	69.8%	9.1%
g) Groups hanging around the streets.....	8.4%	19.2%	38.2%	29.8%	4.4%
<i>(Teenagers hanging around the streets)</i>	12.5%	16.5%	28.5%	42.6%	0.0%
<i>(Teenagers hanging around the streets)</i>	18.1%	31.0%	34.2%	15.0%	1.9%
h) Groups of people (including youths drinking) which cause nuisance, intimidation or racial abuse	8.5%	16.3%	34.0%	35.4%	5.8%
i) Speeding vehicles and dangerous driving	14.1%	24.9%	35.3%	22.9%	2.7%
j) Burglary including from sheds, greenhouses, farm buildings etc.....	7.4%	21.6%	41.1%	19.4%	10.5%
k) Underage drinking and sale of alcohol to youths...	8.9%	16.3%	31.8%	27.2%	15.9%
l) Violence, including domestic violence	3.5%	8.1%	26.4%	37.4%	24.5%
m) Dog fouling.....	29.4%	28.7%	27.9%	11.7%	2.3%
n) People moving in and out of the area	5.3%	7.6%	34.5%	36.8%	15.9%

Section 4 - Community Respect and Consideration

Q24 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
(PLEASE TICK ✓ONE BOX ONLY)

Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree	Don't know	Too few people in local area	All the same background
10.1%	41.0%	22.3%	7.1%	2.8%	10.4%	2.1%	4.2%
25.5%	45.7%	13.6%	4.4%	3.2%	7.6%		
4.0%	42.4%		7.9%	3.9%	32.3%	4.0%	5.3%

Q25 To what extent would you agree or disagree that people in this local area pull together to improve the local area? (PLEASE TICK ✓ONE BOX ONLY)

Definitely agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Definitely disagree	Nothing needs improving	Don't know
5.7%	24.0%	32.2%	17.2%	8.6%	1.1%	11.2%

Q26 To what extent do you agree or disagree with the following statements?
(PLEASE TICK ✓ONE BOX ON EACH LINE)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
a) There is a lot of community spirit in this local area.....	6.3%	25.2%	34.0%	19.9%	7.0%	7.6%
b) I know my neighbours well enough to ask a favour	28.4%	40.4%	12.6%	10.3%	6.4%	2.0%
c) My local area is a place where						

neighbours look out for each other 19.5% 39.7% 21.1% 10.3% 5.3% 4.1%

Section 5 - Community Involvement

Q27 Are you currently a member of, or do you regularly join in the activities of, any of the following groups, clubs or organisations? (PLEASE TICK ✓ ALL THAT APPLY)

Education, arts, drama, reading or music group/evening class.	11.7%
Parent-teachers'/school parents association/Board of Governors, etc.	4.3%
Local group which raise money for charity (e.g. The Rotary Club)	5.6%
Political parties or trade unions (including student unions)	4.5%
Tenants'/Residents' group/Neighbourhood Watch.....	11.8%
Group for older people (e.g. lunch clubs)	4.0%
Environmental or conservation group	2.3%
Social club/working men's club	11.4%
Group set up to improve the local area	2.4%
Pressure group or campaigning organisation.....	1.9%
Religious group or church organisation.....	10.7%
Women's group/Women's Institute	2.7%
Group that has taken ownership of a community asset (e.g. a Community run library)	0.9%
Youth groups (e.g. scouts, guides, youth clubs) ..	4.1%
Sports or recreation club	14.7%
Other local community or voluntary group (<i>Please detail name below</i>)....	5.4%
Other national or international group (<i>Please write details below</i>).....	3.4%
None of these	43.2%

Q28 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)? Please only include work that is unpaid and not for your family. (PLEASE TICK ✓ ONE BOX ONLY)

At least once a week.....	10.5%	7.9%	11.4%
Less than once a week, but at least once a month	6.9%	4.4%	6.7%
Less often	7.6%	4.1%	8.6%
I give unpaid help as an individual only, and not through groups(s), clubs(s) or organisations(s)	9.9%	1.9%	8.1%
I have not given any unpaid help at all over the last 12 months.....	56.7%	81.2%	56.2%
Don't know	8.4%	0.5%	9.1%

Section 6 - Economy

Q29 To what extent do you agree or disagree with the following statements? (PLEASE TICK ✓ ONE BOX FOR EACH STATEMENT)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
a) Darlington has businesses that are thriving and doing well	2.8%	23.2%	31.5%	25.9%	7.0%	9.7%
b) Darlington offers good career and employment prospects for <u>all</u> people.....	1.4%	11.4%	29.1%	31.6%	13.6%	13.0%
c) Darlington offers good career and employment prospects for <u>young</u> people	1.2%	8.9%	26.6%	29.2%	16.9%	17.2%
d) I choose to shop in Darlington above other areas, as Darlington meets all						

my shopping needs..... 10.0% 30.2%..... 19.6%..... 22.0% 16.4% 1.7%

Q30 Local Bus Service

a) **Have you used the local bus service at all during the last 12 months?**

(PLEASE TICK ✓ONE BOX ONLY)

Yes at least weekly	Yes at least monthly	Yes at least 4 times	Yes - but less than 4 times	No - not in last 12 months
25.6%	9.1%	10.3%	13.4%	41.5%

2008 Place Survey : Used in last year - 75%

b) **(If used in last 12 months) How satisfied or dissatisfied are you with the local bus service? (IF USED PLEASE TICK ✓ONE BOX ONLY)**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
17.8%	44.0%	13.0%	15.2%	9.9%	0.2%
15.3%	31.9%	18.4%	19.6%	14.8%	

c) **(If not used in last 12 months) Why not? (PLEASE WRITE BELOW)**

Section 7- Health and Wellbeing

Q31 How frequently over the past four weeks have the following statements applied to you? (PLEASE TICK ✓ONE BOX FOR EACH STATEMENT)

	All of the time	Often	Some of the time	Rarely	None of the time
a) I've been feeling optimistic about the future	8.7%	26.2%	37.9%	20.6%	6.6%
b) I've been feeling useful	12.1%	34.7%	35.9%	12.2%	5.2%
c) I've been feeling relaxed	7.6%	31.1%	41.6%	15.5%	4.1%
d) I've been dealing with problems.....	14.2%	36.5%	34.6%	10.2%	4.5%
e) I've been thinking clearly.....	22.8%	43.5%	27.2%	4.6%	1.8%
f) I've been feeling close to other people	19.7%	37.4%	30.3%	8.9%	3.6%
g) I've been able to make up my own mind on things.....	40.5%	38.5%	17.1%	2.4%	1.4%

Q32 How acceptable or unacceptable do you think these scenarios involving alcohol are? (PLEASE TICK ✓ONE BOX ONLY FOR EACH SCENARIO)

	Completely acceptable	Fairly acceptable	Neutral	Fairly unacceptable	Completely unacceptable
a) A woman in her 20s or 30s drinking a bottle of wine when out with friends	34.5%	26.6%	19.9%	12.6%	6.4%
b) A man in his 20s or 30s drinking 8 pints of lager or beer when out with friends	15.6%	21.3%	23.8%	25.1%	14.2%
c) Two couples out for dinner drinking three bottles of wine between them	19.1%	24.0%	25.6%	21.3%	10.0%
d) A woman over 18 regularly drinking two glasses of wine, five nights a week	6.7%	18.5%	28.1%	32.1%	14.6%
e) A man drinking two pints of beer or lager and then driving home	1.7%	3.4%	9.4%	18.8%	66.7%
f) Drinking to get drunk.....	2.7%	5.4%	14.3%	19.1%	58.5%

Q33 In most weeks, about how many hours are you exposed to other people's tobacco smoke? (PLEASE TICK ✓ONE BOX ONLY)

0 hours	1 - 5 hours	6 to 10 hours	11 - 15 hours	16 - 20 hours	More than 20 hours
61.8%	27.8%	3.1%	1.5%	1.2%	4.7%

Q34 To what extent do you agree or disagree that there should be restrictions on smoking when there are children aged under 16 present, in the following places? (PLEASE TICK ✓ONE BOX FOR EACH LOCATION)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
a) Parks/play areas.....	58.9%	14.2%	11.9%	6.5%	7.2%	1.3%
b) In the home.....	59.2%	14.7%	11.0%	4.1%	9.1%	1.9%
c) In the car.....	69.9%	11.1%	6.0%	2.8%	8.7%	1.5%

Section 8 - Contact with Darlington Borough Council

Q35 Have you contacted the Council in the last 3 years? (PLEASE TICK ✓ONE BOX ONLY)

Yes	72.0% (PLEASE GO TO Q36)	No.....	28.0% (PLEASE GO TO Q37)
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Q36 If you have contacted the Council in the last 3 years -

a) How did you get in contact with the Council on the last occasion that you contacted them? (PLEASE TICK ✓ONE BOX ONLY)

By letter/post	5.1%	Other (PLEASE WRITE BELOW)	1.5%
Personal visit to Customer Service Point	19.7%		
Telephone	57.0%		
Electronic method such as e-mail or Internet... ..	16.8%		

b) Which of these describes the main reason for your last contact? (PLEASE TICK ✓ONE BOX ONLY)

To make a payment.....	9.1%	To make a complaint about a Council service.....	4.9%
To request a Council service.....	19.9%	To make a complaint about something else.....	3.9%
To make an application for something	15.3%	In response to a communication from the Council	8.3%
To report a problem.....	20.9%	On a business-related matter.....	1.7%
		Another reason.....	4.6%
To get information or advice about a Council service	8.4%		
To get more general information or advice	3.1%		

c) Still thinking of your last contact with the Council, how satisfied or dissatisfied were you with this contact overall? (PLEASE TICK ✓ONE BOX ONLY)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
30.4%	38.6%	11.2%	9.2%	10.3%	0.4%

d) **Have you any suggestions as to how this contact with the Council could have been improved?** (IF YES - PLEASE WRITE BELOW)

Q37 What would be your preferred way to contact Darlington Borough Council for each of the following? (PLEASE TICK ✓ONE BOX FOR EACH REASON FOR CONTACT)

	Post	Personal visit to Customer Service Point	Telephone	Electronic Method such as e-mail or Internet	Other	(OTHER - PLEASE TICK AND WRITE BELOW)
1. To make a payment	11.8%	18.5%	19.0%	43.1%	7.5%	
2. To request a Council service	2.1%	11.4%	58.8%	27.0%	0.8%	
3. To make an application for something	8.7%	21.3%	29.8%	39.5%	0.7%	
4. To report a problem	1.8%	11.9%	63.8%	21.9%	0.6%	
5. In response to a communication from the Council.....	15.3%	11.2%	41.1%	31.4%	1.0%	
6. To get information or advice about a Council service	7.7%	13.1%	39.2%	39.3%	0.7%	
7. To get more general information or advice	7.3%	14.5%	38.6%	38.7%	0.8%	
8. To make a complaint about a Council service	8.0%	16.9%	49.3%	24.9%	0.9%	
9. To make a complaint about something else.....	7.1%	14.8%	51.2%	26.0%	0.9%	
10. On a business related matter.....	7.4%	19.9%	41.9%	29.1%	1.6%	
11. For another reason	6.0%	13.4%	46.4%	31.8%	2.4%	

Q38 Are there any Darlington Borough Council services, which you currently cannot access online, that you would particularly like to access online (i.e. via e-mail or Internet)? (PLEASE TICK ✓ONE BOX ONLY)

Yes 3.5% No..... 41.8% Not sure..... 54.7%

a)..... If 'Yes' - Please write details below.

Q39 Do you have access to the Internet? (PLEASE TICK ✓ONE BOX ONLY)

Yes..... 80.1% (PLEASE GO TO Q40) No 19.9% (PLEASE GO TO Q44) (Section 9)

Q40 Do you ever use the Internet or e-mail to access services or information from Darlington Borough Council? (PLEASE TICK ✓ONE BOX ONLY)

Yes..... 71.9% (PLEASE GO TO Q41) No 28.1% (PLEASE GO TO a) below)

a) **If 'no' - why not?** (PLEASE TICK ✓ALL THAT APPLY)

Not aware of services that are available online.. 30.3% Council website too difficult to use 4.5%

Security concerns **8.9%** Other (PLEASE WRITE BELOW) **9.7%**
 Prefer to talk to people **60.7%**
 Limited computer skills **17.2%**

Q41 Darlington Borough Council has Twitter profiles and Facebook pages - are you aware of any of these? (PLEASE TICK ✓ ALL BOXES THAT APPLY)

Yes - Twitter..... **19.4%** (PLEASE GO TO Q42) Not aware of any **71.3%**
 Yes - Facebook..... **26.2%** (PLEASE GO TO Q42)

Q42 If aware of the Council’s Twitter profiles and/or Facebook pages: Have you ever used or viewed any of these? (PLEASE TICK ✓ ALL BOXES THAT APPLY)

Yes – Twitter **17.0%** (PLEASE GO TO Q43) No..... **57.6%**
 Yes - Facebook... **35.9%** (PLEASE GO TO Q43)

a) If ‘No’ - why not? (PLEASE TICK ✓ ALL BOXES THAT APPLY)

Security concerns..... **11.8%** Other **35.0%**
 Prefer to contact people by other methods ... **58.4%**
 Limited computer skills **7.1%**
 Twitter/Facebook too difficult to use **1.9%**

(NOW PLEASE GO TO Q44 - Section 9)

Q43 If you have used or viewed the Council’s Twitter profiles and/or Facebook pages - a) Which of these do you use regularly, or most often?

(PLEASE WRITE IN AS MANY AS APPLY)

b) Generally, how satisfied or dissatisfied are you with Darlington Borough Council Twitter profiles and Facebook pages? (PLEASE TICK ✓ ONE BOX ONLY)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
15.4%	49.1%	29.3%	2.6%	6.0%	3.0%

Section 9 - About Yourself

To ensure the Council are meeting the needs of all residents, it is important we ask you a few questions about yourself. All information will be kept completely confidential - the results will only be used to find out if there are differences between the views of different groups of residents. However, if you would rather not answer a question, please leave it blank.

Q44 How long have you lived in the Darlington Borough Council area?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than 3 years	460	8.4	8.7	8.7
	3 to 5 years	231	4.2	4.4	13.0
	6 to 10 years	588	10.7	11.1	24.1
	11 to 20 years	721	13.1	13.6	37.7
	more than 20 years	3298	59.9	62.3	100.0
	Total	5298	96.2	100.0	

Missing	System	210	3.8		
Total		5508	100.0		

Q45 Can you please confirm your full Post Code?

Q46 Are you male or female? (PLEASE TICK ✓ ONE BOX ONLY)

Male..... **47.9%** Female **52.1%**

Q47 What was your age on your last birthday?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 - 29 years	601	10.9	10.9	10.9
	30 - 39 years	1258	22.8	22.8	33.8
	40 - 49 years	977	17.7	17.7	51.5
	50 - 59 years	846	15.4	15.4	66.8
	60 - 69 years	748	13.6	13.6	80.4
	70-79 years	511	9.3	9.3	89.7
	80 years and over	328	6.0	6.0	95.7
	(missing)	238	4.3	4.3	100.0
Total		5508	100.0	100.0	

Q48 How is your health in general? Would you say it is...? (PLEASE TICK ✓ ONE BOX ONLY)

Very good	Good	Fair	Bad	Very bad
31.5%	40.8%	21.5%	4.9%	1.3%
34.6%	39.4%	20.1%	5.0%	0.9%

Q49 In which of these ways does your household occupy your current accommodation? (PLEASE TICK ✓ ONE BOX ONLY)

Owned outright.....	31.8%	Rent from Housing Association/Trust	3.8%
Buying on mortgage	40.3%	Rent from private landlord.....	14.0%
Rent from Council	8.9%	Other (✓AND WRITE IN BELOW).....	1.2%

Q50 How many children aged 17 or under are living here? (PLEASE TICK ✓ ONE BOX ONLY)

None.....	69.8%	Three.....	3.1%
One.....	14.3%	Four.....	0.7%
Two.....	12.1%	More than four (✓AND WRITE IN BELOW)..	0.1%

Q51 And how many adults aged 18 or over are living here? (PLEASE TICK ✓ ONE BOX ONLY)

One.....	35.7%	Three.....	7.1%
Two.....	54.7%	Four.....	2.1%
		More than four (✓AND WRITE IN BELOW)..	0.4%

Q52 Which of these activities best describes what you are doing at present?
(PLEASE TICK ✓ ONE BOX ONLY)

Employee in full-time job (30 hours plus per week).....	42.5%	Unemployed and available for work.....	4.5%
Employee in part-time job (under 30 hours per week) .	11.1%	Permanently sick/disabled	4.1%
Self-employed full or part-time.....	6.1%	Wholly retired from work	23.8%
On a government supported training programme (e.g. Modern Apprenticeship/Training for work)	0.4%	Looking after the home	4.4%
Full-time education at school, college or university	0.6%	Doing something else	2.5%

Q53 Do you have any long-standing illness, disability or infirmity? (Long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time) (PLEASE TICK ✓ ONE BOX ONLY)

Yes (PLEASE CONTINUE TO Q54).....**30.9%** No (PLEASE GO TO Q55).....**69.1%**

Q54 Does this illness or disability limit your activities in any way?
(PLEASE TICK ✓ ONE BOX ONLY)

Yes**71.9%** No**28.1%**

Q55 To which of these groups do you consider you belong to?
(PLEASE TICK ✓ ONE BOX ONLY)

White

English/Welsh/Scottish/
Northern Irish/British.....**94.1%**
Irish**0.4%**
Gypsy or Irish Traveller.....**0.1%**
Any other White background**2.5%**
(PLEASE WRITE BELOW)

Asian/Asian British

Indian**1.0%**
Pakistani.....**0.2%**
Bangladeshi**0.1%**
Chinese**0.1%**
Any other mixed background**0.4%**
(PLEASE WRITE BELOW)

Mixed/Multiple ethnic Groups

White & Black Caribbean.....**0.0%**
White & Black African**0.0%**
White & Asian**0.2%**
Any other Mixed ethnic background**0.1%**
(PLEASE WRITE BELOW)

Black African/Caribbean/Black British

African**0.1%**
Caribbean.....**0.0%**
Any other Black/African/Caribbean
background**0.1%**
(PLEASE WRITE BELOW)

Other ethnic group

Arab.....**0.1%**
Any other ethnic Group**0.4%**
(PLEASE WRITE BELOW)

Prize Draw (please see covering letter for details)

57.7% Please tick this box if you want to be entered into the prize draw.

Citizens' Panel

Darlington Borough Council would like to undertake further consultation with local people and is setting-up a Citizens' Panel. The intention is that the Citizens' Panel will be consulted using the Internet so it is important, if you are interested, to supply a valid e-mail address by which you wish to be contacted.

16.7% Please tick this box if you are interested in joining the Citizens' Panel.

**Any other comments?
(PLEASE WRITE BELOW)**

**Thank you very much for taking part in this survey.
Please return the questionnaire in the pre-paid envelope provided.**

**If you have lost your envelope -
please call NWA on free-phone 0800 316 3630 or
e-mail norma.wilburn@nwaresearch.co.uk**

All questionnaires are carried out in accordance with the MRS Code of Conduct
www.mrs.org.uk
www.nwaresearch.co.uk