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


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

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Very satisfied | 468 | 8.5 | 8.6 | 8.6 |
|  | Fairly satisfied | 2461 | 44.7 | 45.2 | 53.8 |
|  | Neither satisfied nor dissatisfied | 1061 | 19.3 | 19.5 | 73.3 |
|  | Fairly dissatisfied | 994 | 18.0 | 18.2 | 91.5 |
|  | Very dissatisfied | 463 | 8.4 | 8.5 | 100.0 |
|  | Total | 5447 | 98.9 | 100.0 |  |
| Missing | Don't know | 35 | . 6 |  |  |
|  | (missing) | 26 | . 5 |  |  |
|  | Total | 62 | 1.1 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q3: To what extent do you agree or disagree that DBC provides value for money?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Strongly agree | 193 | 3.5 | 3.6 | 3.6 |
|  | Tend to agree | 1747 | 31.7 | 33.0 | 36.7 |
|  | Neither agree nor disagree | 1767 | 32.1 | 33.4 | 70.1 |
|  | Tend to disagree | 1131 | 20.5 | 21.4 | 91.5 |
|  | Strongly disagree | 451 | 8.2 | 8.5 | 100.0 |
|  | Total | 5289 | 96.0 | 100.0 |  |
| Missing | Don't know | 174 | 3.2 |  |  |
|  | (missing) | 45 | . 8 |  |  |
|  | Total | 219 | 4.0 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q4: On balance which of the following statements comes closest to how you feel about DBC?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | I speak positively about the Council without being asked about it | 242 | 4.4 | 4.6 | 4.6 |
|  | I speak positively about the Council if I am asked about it | 1469 | 26.7 | 28.0 | 32.6 |
|  | I have no views one way or another | 1920 | 34.9 | 36.6 | 69.3 |
|  | I speak negatively about the Council if I am asked about it | 1269 | 23.0 | 24.2 | 93.5 |
|  | I speak negatively about the Council without being asked about it | 341 | 6.2 | 6.5 | 100.0 |
|  | Total | 5242 | 95.2 | 100.0 |  |
| Missing | Don't know | 191 | 3.5 |  |  |
|  | (missing) | 76 | 1.4 |  |  |
|  | Total | 267 | 4.8 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q5: To what extent do you think DBC acts on the concerns of local residents?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | A great deal | 257 | 4.7 | 5.5 | 5.5 |
|  | A fair amount | 2177 | 39.5 | 46.4 | 51.9 |
|  | Not very much | 1854 | 33.7 | 39.5 | 91.4 |
|  | Not at all | 403 | 7.3 | 8.6 | 100.0 |
|  | Total | 4691 | 85.2 | 100.0 |  |
| Missing | Don't know | 746 | 13.5 |  |  |
|  | (missing) | 71 | 1.3 |  |  |
|  | Total | 817 | 14.8 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q6: To what extent do you agree or disagree that you can influence decisions made by DBC?

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Strongly agree | 72 | 1.3 | Percent | Valid Percent |

Q7: Overall, how well informed do you think DBC keeps residents about the services and benefits it provides?

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | A great deal | 480 | 8.7 | 9.1 | 9.1 |
|  | A fair amount | 2986 | 54.2 | 56.8 | 65.9 |
|  | Not very much | 1505 | 27.3 | 28.6 | 94.5 |
|  | Not at all | 288 | 5.2 | 5.5 | 100.0 |
|  | Total | 5258 | 95.5 | 100.0 |  |
| Missing | Don't know | 197 | 3.6 |  |  |
|  | (missing) | 53 | 1.0 |  |  |
|  | Total | 250 | 4.5 |  |  |
| Total |  |  |  | 5508 | 100.0 |
|  |  |  |  |  |  |

Q8: How much do you trust DBC?

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | A great deal | 267 | 4.8 | 5.4 | 5.4 |
|  | A fair amount | 2338 | 42.4 | 47.3 | 52.7 |
|  | Not very much | 1668 | 30.3 | 33.7 | 86.4 |
|  | Not at all | 671 | 12.2 | 13.6 | 100.0 |
|  | Total | 4943 | 89.7 | 100.0 |  |
| Missing | Don't know | 497 | 9.0 |  |  |
|  | (missing) | 69 | 1.3 |  |  |
|  | Total | 565 | 10.3 |  |  |
| Total |  |  |  | 5508 | 100.0 |
|  |  |  |  |  |  |

Q9a) ... your local Councillor tries to make decisions which are good for Darlington

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Strongly agree | 448 | 8.1 | Valid Percent | Percent |
|  | Tend to agree | 1753 | 31.8 | 37.6 | 47.2 |
|  | Neither agree nor <br> disagree | 1685 | 30.6 | 36.1 | 83.3 |
|  | Tend to disagree | 555 | 10.1 | 11.9 | 95.2 |
|  | Strongly disagree | 222 | 4.0 | 4.8 | 100.0 |
|  | Total | 4662 | 84.6 | 100.0 |  |
| Missing | Don't know | 784 | 14.2 |  |  |
|  | (missing) | 62 | 1.1 |  |  |
|  | Total | 846 | 15.4 |  |  |
| Total |  |  | 5508 | 100.0 |  |

Q9b) ... people who work for Darlington Borough Council try to make decisions which are good for Darlington

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Strongly agree | 328 | 5.9 | Valid Percent | Percent |
|  | Tend to agree | 1640 | 29.8 | 34.0 | 40.8 |
|  | Neither agree nor <br> disagree | 1794 | 32.6 | 37.2 | 78.0 |
|  | Tend to disagree | 773 | 14.0 | 16.0 | 94.1 |
|  | Strongly disagree | 286 | 5.2 | 5.9 | 100.0 |
|  | Total | 4820 | 87.5 | 100.0 |  |
| Missing | Don't know | 598 | 10.9 |  |  |
|  | (missing) | 90 | 1.6 |  |  |
|  | Total | 689 | 12.5 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q10a) The cleanliness of the Town Centre

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Very satisfied | 815 | 14.8 | 15.1 | 15.1 |
|  | Fairly satisfied | 3081 | 55.9 | 57.1 | 72.2 |
|  | Neither satisfied nor dissatisfied | 603 | 10.9 | 11.2 | 83.3 |
|  | Fairly dissatisfied | 625 | 11.3 | 11.6 | 94.9 |
|  | Very dissatisfied | 275 | 5.0 | 5.1 | 100.0 |
|  | Total | 5398 | 98.0 | 100.0 |  |
| Missing | Don't know | 42 | . 8 |  |  |
|  | (missing) | 68 | 1.2 |  |  |
|  | Total | 110 | 2.0 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q10b) The cleanliness of the Borough overall

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Very satisfied | 276 | 5.0 | 5.2 | 5.2 |
|  | Fairly satisfied | 2406 | 43.7 | 45.0 | 50.2 |
|  | Neither satisfied <br> nor dissatisfied | 992 | 18.0 | 18.6 | 68.8 |
|  | Fairly dissatisfied | 1183 | 21.5 | 22.2 | 90.9 |
|  | Very dissatisfied | 485 | 8.8 | 9.1 | 100.0 |
|  | Total | 5342 | 97.0 | 100.0 |  |
| Missing | Don't know | 73 | 1.3 |  |  |
|  | (missing) | 93 | 1.7 |  |  |
|  | Total | 167 | 3.0 |  |  |
| Total |  |  |  | 5508 | 100.0 |
|  |  |  |  |  |  |

Q10c) Parks and open spaces

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Very satisfied | 602 | 10.9 | 11.5 | 11.5 |
|  | Fairly satisfied | 2587 | 47.0 | 49.6 | 61.2 |
|  | Neither satisfied <br>  <br>  <br>  <br>  For dissatisfied | 868 | 15.8 | 16.7 | 77.8 |
|  | Very dissatisfied | 767 | 13.9 | 14.7 | 92.6 |
|  | Total | 388 | 7.0 | 7.4 | 100.0 |
|  | Don't know | 5213 | 94.6 | 100.0 |  |
|  | (missing) | 186 | 3.4 |  |  |
|  | Total | 109 | 2.0 |  |  |
| Total |  |  | 5508 | 100.0 |  |

Q10d) Grass cutting


Q10e) Cemeteries

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Very satisfied | 644 | 11.7 | 15.9 | 15.9 |
|  | Fairly satisfied | 2010 | 36.5 | 49.5 | 65.4 |
|  | Neither satisfied nor dissatisfied | 991 | 18.0 | 24.4 | 89.9 |
|  | Fairly dissatisfied | 233 | 4.2 | 5.7 | 95.6 |
|  | Very dissatisfied | 179 | 3.3 | 4.4 | 100.0 |
|  | Total | 4056 | 73.6 | 100.0 |  |
| Missing | Don't know | 1313 | 23.8 |  |  |
|  | (missing) | 139 | 2.5 |  |  |
|  | Total | 1452 | 26.4 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q10f) Refuse collection

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Very satisfied | 1575 | 28.6 | 29.1 | 29.1 |
|  | Fairly satisfied | 2623 | 47.6 | 48.4 | 77.5 |
|  | Neither satisfied <br> nor dissatisfied | 544 | 9.9 | 10.0 | 87.5 |
|  | Fairly dissatisfied | 422 | 7.7 | 7.8 | 95.3 |
|  | Very dissatisfied | 256 | 4.6 | 4.7 | 100.0 |
|  | Total | 5420 | 98.4 | 100.0 |  |
| Missing | Don't know | 25 | .5 |  |  |
|  | (missing) | 63 | 1.2 |  |  |
|  | Total | 89 | 1.6 |  |  |
| Total |  |  |  | 5508 | 100.0 |
|  |  |  |  |  |  |

Q10g) Kerbside recycling

|  |  |  |  |  | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Very satisfied | 1249 | 22.7 | 24.0 | 24.0 |
|  | Fairly satisfied | 2359 | 42.8 | 45.4 | 69.4 |
|  | Neither satisfied <br> nor dissatisfied | 776 | 14.1 | 14.9 | 84.3 |
|  | Fairly dissatisfied | 484 | 8.8 | 9.3 | 93.6 |
|  | Very dissatisfied | 330 | 6.0 | 6.4 | 100.0 |
|  | Total | 5198 | 94.4 | 100.0 |  |
| Missing | Don't know | 235 | 4.3 |  |  |
|  | (missing) | 75 | 1.4 |  |  |
|  | Total | 310 | 5.6 |  |  |
| Total |  |  |  | 5508 | 100.0 |
|  |  |  |  |  |  |

Q10h) Household waste recycling service

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Very satisfied | 1082 | 19.6 | 21.6 | 21.6 |
|  | Fairly satisfied | 2151 | 39.0 | 42.9 | 64.5 |
|  | Neither satisfied <br> nor dissatisfied | 914 | 16.6 | 18.2 | 82.8 |
|  | Fairly dissatisfied | 442 | 8.0 | 8.8 | 91.6 |
|  | Very dissatisfied | 420 | 7.6 | 8.4 | 100.0 |
|  | Total | 5009 | 90.9 | 100.0 |  |
| Missing | Don't know | 429 | 7.8 |  |  |
|  | (missing) | 71 | 1.3 |  |  |
|  | Total | 500 | 9.1 |  |  |
| Total |  |  |  |  |  |

Q11a: Have you used the Dolphin Centre in the last 12 months?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Yes at least weekly | 734 | 13.3 | 13.5 | 13.5 |
|  | Yes at least monthly | 523 | 9.5 | 9.6 | 23.1 |
|  | Yes at least 4 times | 558 | 10.1 | 10.3 | 33.3 |
|  | Yes but less than 4 times | 810 | 14.7 | 14.9 | 48.2 |
|  | No - not in the last year | 2820 | 51.2 | 51.8 | 100.0 |
|  | Total | 5445 | 98.9 | 100.0 |  |
| Missing | (missing) | 63 | 1.1 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q11b: How satisfied or dissatisfied are you with the Dolphin Centre?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Very satisfied | 788 | 14.3 | 30.3 | 30.3 |
|  | Fairly satisfied | 1395 | 25.3 | 53.6 | 83.9 |
|  | Neither satisfied nor dissatisfied | 275 | 5.0 | 10.6 | 94.5 |
|  | Fairly dissatisfied | 102 | 1.8 | 3.9 | 98.4 |
|  | Very dissatisfied | 39 | . 7 | 1.5 | 99.9 |
|  | Don't know | 4 | . 1 | . 1 | 100.0 |
|  | Total | 2603 | 47.2 | 100.0 |  |
| Missing | (missing) | 23 | . 4 |  |  |
|  | System | 2883 | 52.3 |  |  |
|  | Total | 2906 | 52.8 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q11c: If not used in last year - Why not?

|  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |  |
| Valid | No interest in this facility | 1366 | 24.8 | 52.3 | 52.3 |
|  | Other reason | 1247 | 22.6 | 47.7 | 100.0 |
|  | Total | 2613 | 47.4 | 100.0 |  |
| Missing | (missing) | 206 | 3.7 |  |  |
|  | System | 2689 | 48.8 |  |  |
|  | Total | 2895 | 52.6 |  |  |
| Total |  |  | 5508 | 100.0 |  |

Q11c: If not used in last year - Why not?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Age, health,disability | 199 | 3.6 | 19.7 | 19.7 |
|  | cost | 151 | 2.7 | 15.0 | 34.8 |
|  | belong to/use ofther | 165 | 3.0 | 16.4 | 51.1 |
|  | lack of time/interest | 254 | 4.6 | 25.3 | 76.4 |
|  | parking | 29 | . 5 | 2.9 | 79.3 |
|  | comment on facilities | 80 | 1.4 | 7.9 | 87.2 |
|  | only recently moved to Darlington | 44 | . 8 | 4.4 | 91.6 |
|  | other | 84 | 1.5 | 8.4 | 100.0 |
|  | Total | 1007 | 18.3 | 100.0 |  |
| Missing | System | 4501 | 81.7 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q12a: Have you used a Darlington library in the last 12 months?

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Frequency | Percent | Valid Percent | 6.9 |  |
|  | Yes at least weekly | 375 | 6.8 | 6.9 | 18.1 |
|  | Yes at least 4 times | 612 | 11.1 | 11.3 | 28.9 |
|  | Yes but less than 4 times | 586 | 10.6 | 10.8 | 41.4 |
|  | No - not in the last year | 678 | 12.3 | 12.5 | 100.0 |
|  | Total | 5188 | 57.9 | 58.6 | 100.0 |

Q12b: How satisfied or dissatisfied are you with the libraries?

|  |  |  |  |  | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Very satisfied | 1174 | 21.3 | 52.7 | 52.7 |
|  | Fairly satisfied | 864 | 15.7 | 38.8 | 91.5 |
|  | Neither satisfied <br> nor dissatisfied | 120 | 2.2 | 5.4 | 96.9 |
|  | Fairly dissatisfied | 51 | .9 | 2.3 | 99.2 |
|  | Very dissatisfied | 16 | .3 | .7 | 99.9 |
|  | Don't know | 2 | .0 | .1 | 100.0 |
|  | Total | 2228 | 40.5 | 100.0 |  |
| Missing | (missing) | 23 | .4 |  |  |
|  | System | 3257 | 59.1 |  |  |
|  | Total | 3280 | 59.5 |  |  |
| Total |  |  |  | 5508 | 100.0 |
|  |  |  |  |  |  |

Q12c: If not used in last year - Why not?

|  |  |  |  |  |  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Cumulative <br> Percent |  |  |  |  |  |  |  |  |  |  |
|  | No interest in this facility | 1683 | 30.6 | 56.3 | 56.3 |  |  |  |  |  |
|  | Other reason | 1307 | 23.7 | 43.7 | 100.0 |  |  |  |  |  |
|  | Total | 2991 | 54.3 | 100.0 |  |  |  |  |  |  |
| Missing | (missing) | 198 | 3.6 |  |  |  |  |  |  |  |
|  | System | 2320 | 42.1 |  |  |  |  |  |  |  |
|  | Total | 2518 | 45.7 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q12c: If not used in last year - Why not?

|  |  |  |  |  | Cumulative |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Prequency | Percent | Valid Percent | Percent |  |  |
| Valid | access | 103 | 1.9 | 10.3 | 10.3 |
|  | use other sources | 338 | 6.1 | 33.8 | 44.2 |
|  | no time/need/interest | 365 | 6.6 | 36.5 | 80.7 |
|  | health, disability, age | 64 | 1.2 | 6.4 | 87.1 |
|  | comment on service | 54 | 1.0 | 5.4 | 92.5 |
|  | other | 74 | 1.4 | 7.5 | 100.0 |
|  | Total | 998 | 18.1 | 100.0 |  |
| Missing | System | 4511 | 81.9 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q13a: Have you used the Civic Theatre in the last 12 months?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Yes at least weekly | 36 | . 7 | . 7 | . 7 |
|  | Yes at least monthly | 129 | 2.3 | 2.4 | 3.0 |
|  | Yes at least 4 times | 609 | 11.1 | 11.2 | 14.3 |
|  | Yes but less than 4 times | 1766 | 32.1 | 32.5 | 46.8 |
|  | No - not in the last year | 2890 | 52.5 | 53.2 | 100.0 |
|  | Total | 5429 | 98.6 | 100.0 |  |
| Missing | (missing) | 79 | 1.4 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q13b: How satisfied or dissatisfied are you with the Civic Theatre?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Very satisfied | 1327 | 24.1 | 52.7 | 52.7 |
|  | Fairly satisfied | 993 | 18.0 | 39.5 | 92.2 |
|  | Neither satisfied nor dissatisfied | 112 | 2.0 | 4.4 | 96.6 |
|  | Fairly dissatisfied | 63 | 1.1 | 2.5 | 99.1 |
|  | Very dissatisfied | 20 | . 4 | . 8 | 99.9 |
|  | Don't know | 2 | . 0 | . 1 | 100.0 |
|  | Total | 2516 | 45.7 | 100.0 |  |
| Missing | (missing) | 24 | . 4 |  |  |
|  | System | 2969 | 53.9 |  |  |
|  | Total | 2993 | 54.3 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q13c: If not used in last year - Why not?

|  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Cumulative <br> Percent |  |  |  |  |  |
|  | No interest in this facility | 1185 | Percent | Valid Percent | 21.5 |
|  |  |  |  |  |  |
|  | Other reason | 1559 | 28.3 | 56.2 | 100.0 |
|  | Total | 2744 | 49.8 | 100.0 |  |
| Missing | (missing) | 145 | 2.6 |  |  |
|  | System | 2619 | 47.5 |  |  |
|  | Total | 2764 | 50.2 |  |  |

Q13c: If not used in last year - Why not?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | cost | 435 | 7.9 | 35.1 | 35.1 |
|  | time/interest | 191 | 3.5 | 15.4 | 50.5 |
|  | health/age | 95 | 1.7 | 7.7 | 58.2 |
|  | offering of civic theatre | 346 | 6.3 | 27.9 | 86.1 |
|  | access | 56 | 1.0 | 4.5 | 90.6 |
|  | other | 116 | 2.1 | 9.4 | 100.0 |
|  | Total | 1239 | 22.5 | 100.0 |  |
| Missing | System | 4270 | 77.5 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q14a: Head of Steam a) Have you used Darlignton Railway Museum in the last 12 months?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Yes at least weekly | 23 | . 4 | . 4 | 4 |
|  | Yes at least monthly | 31 | . 6 | . 6 | 1.0 |
|  | Yes at least 4 times | 113 | 2.1 | 2.1 | 3.1 |
|  | Yes but less than 4 times | 758 | 13.8 | 14.0 | 17.1 |
|  | No - not in the last year | 4500 | 81.7 | 82.9 | 100.0 |
|  | Total | 5425 | 98.5 | 100.0 |  |
| Missing | (missing) | 83 | 1.5 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q14b: How satisfied or dissatisfied are you with Darlington Railway Museum?

|  |  |  |  |  | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Very satisfied | 369 | 6.7 | Pencent | Percent |

Q14c: If not used in last year - Why not?

|  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Frequency | Percent | Valid Percent | Cumutive <br> Percent |  |  |
|  | No interest in this facility | 2673 | 48.5 | 63.3 | 63.3 |
|  | Other reason | 1547 | 28.1 | 36.7 | 100.0 |
|  | Total | 4220 | 76.6 | 100.0 |  |
| Missing | (missing) | 280 | 5.1 |  |  |
|  | System | 1008 | 18.3 |  |  |
|  | Total | 1288 | 23.4 |  |  |

Q14c: If not used in last year - Why not?

|  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |  |
| Valid | cost | 132 | 2.4 | 11.6 | 11.6 |
|  | access | 38 | .7 | 3.3 | 14.9 |
|  | health/age/disability | 74 | 1.3 | 6.5 | 21.4 |
|  | time/inclination | 472 | 8.6 | 41.5 | 62.9 |
|  | visited previously | 203 | 3.7 | 17.8 | 80.7 |
|  | offering of Head of Steam | 113 | 2.0 | 9.9 | 90.6 |
|  | Other | 107 | 1.9 | 9.4 | 100.0 |
|  | Total | 1138 | 20.7 | 100.0 |  |
| Missing | System | 4371 | 79.3 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q15a:Have you used the Indoor Market in the last 12months?

|  |  |  |  | Cumulative <br> Percent |  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Yes at least weekly | 1201 | 21.8 | 22.0 | 22.0 |  |  |  |  |  |
|  | Yes at least monthly | 1273 | 23.1 | 23.3 | 45.3 |  |  |  |  |  |
|  | Yes at least 4 times | 1119 | 20.3 | 20.5 | 65.7 |  |  |  |  |  |
|  | Yes but less than 4 times | 1025 | 18.6 | 18.8 | 84.5 |  |  |  |  |  |
|  | No - not in the last year | 849 | 15.4 | 15.5 | 100.0 |  |  |  |  |  |
|  | Total | 5467 | 99.3 | 100.0 |  |  |  |  |  |  |
| Missing | (missing) | 41 | .7 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q15b: How satisfied or dissatisfied are you with the Indoor Market?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Very satisfied | 1357 | 24.6 | 29.8 | 29.8 |
|  | Fairly satisfied | 2381 | 43.2 | 52.3 | 82.0 |
|  | Neither satisfied nor dissatisfied | 559 | 10.1 | 12.3 | 94.3 |
|  | Fairly dissatisfied | 209 | 3.8 | 4.6 | 98.9 |
|  | Very dissatisfied | 46 | . 8 | 1.0 | 99.9 |
|  | Don't know | 5 | . 1 | . 1 | 100.0 |
|  | Total | 4556 | 82.7 | 100.0 |  |
| Missing | (missing) | 63 | 1.1 |  |  |
|  | System | 890 | 16.2 |  |  |
|  | Total | 952 | 17.3 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q15c: If not used in last year - Why not?


Q16a: Have you used the Outdoor Market in the last 12 months?

|  |  |  |  | Cumulative <br> Percent |  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Frequency | Percent | Valid Percent | 7.7 |  |  |  |  |  |  |
|  | Yes at least weekly | 421 | 7.7 | 7.7 | 20.4 |  |  |  |  |  |
|  | Yes at least 4 times | 689 | 12.5 | 12.7 | 38.1 |  |  |  |  |  |
|  | Yes but less than 4 times | 963 | 17.5 | 17.7 | 62.8 |  |  |  |  |  |
|  | No - not in the last year | 1343 | 24.4 | 24.7 | 100.0 |  |  |  |  |  |
|  | Total | 5441 | 96.7 | 37.2 | 100.0 |  |  |  |  |  |
| Missing | (missing) | 67 | 1.2 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q16b: How satisfied or dissatisfied are you with the Outdoor Market?

|  |  |  |  | Cumulative |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Frequency |  |  |  |  | Percent $\left.\begin{array}{c}\text { Valid Percent }\end{array} \begin{array}{c}\text { Percent }\end{array}\right]$

Q16c: If not used in the last year - Why not?

|  |  |  |  |  | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | No interest in this facility | 1121 | 20.3 | 58.8 | 58.8 |
|  | Other reason | 785 | 14.3 | 41.2 | 100.0 |
|  | Total | 1906 | 34.6 | 100.0 |  |
| Missing | (missing) | 118 | 2.1 |  |  |
|  | System | 3484 | 63.3 |  |  |
|  | Total | 3602 | 65.4 |  |  |
| Total |  |  | 5508 | 100.0 |  |

Q17a: Have you visited a play area in parks and open spaces, in Darlington, in the last 12 months?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Yes at least weekly | 762 | 13.8 | 14.0 | 14.0 |
|  | Yes at least monthly | 851 | 15.4 | 15.6 | 29.6 |
|  | Yes at least 4 times | 904 | 16.4 | 16.6 | 46.3 |
|  | Yes but less than 4 times | 827 | 15.0 | 15.2 | 61.5 |
|  | No - not in the last year | 2095 | 38.0 | 38.5 | 100.0 |
|  | Total | 5439 | 98.7 | 100.0 |  |
| Missing | (missing) | 69 | 1.3 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q17b: How satisfied or dissatisfied are you with the play areas?


Q17c: If not used in the last year - Why not?

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | No interest in this facility | 1276 | Percent | Valid Percent | Frequency |
|  | Other reason | 681 | 12.4 | 65.2 | 65.2 |
|  | Total | 1957 | 35.5 | 100.0 | 100.0 |
| Missing | (missing) | 138 | 2.5 |  |  |
|  | System | 3413 | 62.0 |  |  |
|  | Total | 3552 | 64.5 |  |  |
| Total |  |  | 5508 | 100.0 |  |

Q18: Taking everything into account how satisfied or dissatisfied are you with the services provided by DBC overall?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Very satisfied | 360 | 6.5 | 6.7 | 6.7 |
|  | Fairly satisfied | 2850 | 51.7 | 53.0 | 59.6 |
|  | Neither satisfied nor dissatisfied | 1255 | 22.8 | 23.3 | 83.0 |
|  | Fairly dissatisfied | 718 | 13.0 | 13.3 | 96.3 |
|  | Very dissatisfied | 198 | 3.6 | 3.7 | 100.0 |
|  | Total | 5382 | 97.7 | 100.0 |  |
| Missing | Don't know | 55 | 1.0 |  |  |
|  | (missing) | 72 | 1.3 |  |  |
|  | Total | 126 | 2.3 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q19: How strongly do you feel you belong to your local area?

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Very strongly | 803 | 14.6 | 15.3 | 15.3 |
|  | Fairly strongly | 2306 | 41.9 | 44.0 | 59.4 |
|  | Not very strongly | 1532 | 27.8 | 29.3 | 88.7 |
|  | Not at all strongly | 594 | 10.8 | 11.3 | 100.0 |
|  | Total | 5235 | 95.0 | 100.0 |  |
| Missing | Don't know | 218 | 4.0 |  |  |
|  | (missing) | 55 | 1.0 |  |  |
|  | Total | 273 | 5.0 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q20a) ... after dark

| Valid ${ }^{\text {V }}$ |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 524 | 9.5 | 9.8 | 9.8 |
|  | Fairly safe | 2344 | 42.5 | 43.9 | 53.7 |
|  | Neither safe nor unsafe | 979 | 17.8 | 18.3 | 72.0 |
|  | Fairly unsafe | 1048 | 19.0 | 19.6 | 91.6 |
|  | Very unsafe | 447 | 8.1 | 8.4 | 100.0 |
|  | Total | 5342 | 97.0 | 100.0 |  |
| Missing | Don't know | 105 | 1.9 |  |  |
|  | (missing) | 61 | 1.1 |  |  |
|  | Total | 166 | 3.0 |  |  |
| Total |  | 5508 | 100.0 |  |  |

> Q20b) ... during the day

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Very safe | 2181 | 39.6 | 40.9 | 40.9 |
|  | Fairly safe | 2399 | 43.5 | 45.0 | 85.9 |
|  | Neither safe nor unsafe | 509 | 9.2 | 9.5 | 95.4 |
|  | Fairly unsafe | 204 | 3.7 | 3.8 | 99.3 |
|  | Very unsafe | 40 | .7 | .7 | 100.0 |
|  | Total | 5332 | 96.8 | 100.0 |  |
| Missing | Don't know | 30 | .6 |  |  |
|  | (missing) | 146 | 2.7 |  |  |
|  | Total | 177 | 3.2 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q21a) ... becoming a victim of crime

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Fery worried | 536 | 9.7 | Vercent | Valid Percent |

Q21b) ... becoming a victim of anti-social behaviour

|  |  |  |  | Cumulative <br> Percent |  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Very worried | 760 | 13.8 | Valid Percent | 14.0 |  |  |  |  |  |
|  | Fairly worried | 1790 | 32.5 | 33.1 | 47.0 |  |  |  |  |  |
|  | Not very worried | 2275 | 41.3 | 42.0 | 89.2 |  |  |  |  |  |
|  | Not worried at all | 587 | 10.7 | 10.8 | 100.0 |  |  |  |  |  |
|  | Total | 5411 | 98.2 | 100.0 |  |  |  |  |  |  |
| Missing | (missing) | 97 | 1.8 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q22: How satisfied or dissatisfied are you that the Police and others are dealing with anti-social behaviour in Darlington?

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Very satisfied | 450 | 8.2 | 9.0 | 9.0 |
|  | Fairly satisfied | 2081 | 37.8 | 41.7 | 50.8 |
|  | Neither satisfied <br> nor dissatisfied | 1348 | 24.5 | 27.0 | 77.8 |
|  | Fairly dissatisfied | 706 | 12.8 | 14.2 | 91.9 |
|  | Very dissatisfied | 402 | 7.3 | 8.1 | 100.0 |
|  | Total | 4987 | 90.5 | 100.0 |  |
| Missing | Don't know | 486 | 8.8 |  |  |
|  | (missing) | 36 | .7 |  |  |
|  | Total | 522 | 9.5 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q23a) Noisy neighbours or loud parties

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | A very big problem | 178 | 3.2 | 3.3 | 3.3 |
|  | A fairly big problem | 436 | 7.9 | 8.2 | 11.5 |
|  | Not a very big problem | 1798 | 32.6 | 33.8 | 45.3 |
|  | Not a problem at all | 2912 | 52.9 | 54.7 | 100.0 |
|  | Total | 5324 | 96.7 | 100.0 |  |
| Missing | Don't know/ no opinion | 108 | 2.0 |  |  |
|  | (missing) | 76 | 1.4 |  |  |
|  | Total | 184 | 3.3 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q23b) Rubbish or litter lying around


Q23c) Vandalism, graffiti and other deliberate damage to property or vehicles


Q23d) People using or dealing drugs

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | A very big problem | 412 | 7.5 | 9.3 | 9.3 |
|  | A fairly big problem | 760 | 13.8 | 17.1 | 26.4 |
|  | Not a very big problem | 1409 | 25.6 | 31.8 | 58.2 |
|  | Not a problem at all | 1855 | 33.7 | 41.8 | 100.0 |
|  | Total | 4435 | 80.5 | 100.0 |  |
| Missing | Don't know/ no opinion | 1004 | 18.2 |  |  |
|  | (missing) | 69 | 1.3 |  |  |
|  | Total | 1073 | 19.5 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q23e) People being drunk or rowdy in public places

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | A very big problem | 354 | 6.4 | 7.0 | 7.0 |
|  | A fairly big problem | 835 | 15.2 | 16.6 | 23.6 |
|  | Not a very big problem | 2008 | 36.4 | 39.9 | 63.5 |
|  | Not a problem at all | 1835 | 33.3 | 36.5 | 100.0 |
|  | Total | 5032 | 91.3 | 100.0 |  |
| Missing | Don't know/ no opinion | 385 | 7.0 |  |  |
|  | (missing) | 91 | 1.7 |  |  |
|  | Total | 477 | 8.7 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q23f) Abandoned or burnt out cars

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | A very big problem | 55 | 1.0 | 1.1 | 1.1 |
|  | A fairly big problem | 73 | 1.3 | 1.5 | 2.6 |
|  | Not a very big problem | 924 | 16.8 | 18.9 | 21.5 |
|  | Not a problem at all | 3837 | 69.7 | 78.5 | 100.0 |
|  | Total | 4890 | 88.8 | 100.0 |  |
| Missing | Don't know/ no opinion | 534 | 9.7 |  |  |
|  | (missing) | 84 | 1.5 |  |  |
|  | Total | 619 | 11.2 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q23g) Groups hanging around the streets

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | A very big problem | 455 | 8.3 | 8.8 | 8.8 |
|  | A fairly big problem | 1040 | 18.9 | 20.0 | 28.8 |
|  | Not a very big problem | 2076 | 37.7 | 40.0 | 68.8 |
|  | Not a problem at all | 1619 | 29.4 | 31.2 | 100.0 |
|  | Total | 5190 | 94.2 | 100.0 |  |
| Missing | Don't know/ no opinion | 239 | 4.3 |  |  |
|  | (missing) | 79 | 1.4 |  |  |
|  | Total | 318 | 5.8 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q23h) Groups of people (including youths drinking) which cause nuisance, intimidation or racial abuse

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | A very big problem | 461 | 8.4 | 9.0 | 9.0 |
|  | A fairly big problem | 884 | 16.1 | 17.3 | 26.3 |
|  | Not a very big problem | 1848 | 33.5 | 36.1 | 62.4 |
|  | Not a problem at all | 1921 | 34.9 | 37.6 | 100.0 |
|  | Total | 5115 | 92.9 | 100.0 |  |
| Missing | Don't know/ no opinion | 316 | 5.7 |  |  |
|  | (missing) | 78 | 1.4 |  |  |
|  | Total | 394 | 7.1 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q23i) Speeding vehicles and dangerous driving


Q23j) Burglary, including from sheds, greenhouses, farm buildings etc.


Q23k) Underage drinking and sale of alcohol to youths


Q23I) Violence, including domestic violence

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | A very big problem | 190 | Percent | Valid Percent | Fren |
|  | A fairly big problem | 440 | 8.4 | 4.6 | 4.6 |
|  | Not a very big problem | 1429 | 25.9 | 10.8 | 35.0 |
|  | Not a problem at all | 2023 | 36.7 | 49.6 | 100.0 |
|  | Total | 4082 | 74.1 | 100.0 |  |
| Missing | Don't know/ no opinion | 1327 | 24.1 |  |  |
|  | (missing) | 99 | 1.8 |  |  |
|  | Total | 1426 | 25.9 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q23m) Dog fouling

|  |  |  |  | Cumulative <br> Percent |  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | A very big problem | 1599 | 29.0 | 30.1 | 30.1 |  |  |  |  |  |
|  | A fairly big problem | 1565 | 28.4 | 29.4 | 59.5 |  |  |  |  |  |
|  | Not a very big problem | 1518 | 27.6 | 28.5 | 88.0 |  |  |  |  |  |
|  | Not a problem at all | 636 | 11.5 | 12.0 | 100.0 |  |  |  |  |  |
|  | Total | 5318 | 96.5 | 100.0 |  |  |  |  |  |  |
| Missing | Don't know/ no opinion | 126 | 2.3 |  |  |  |  |  |  |  |
|  | (missing) | 65 | 1.2 |  |  |  |  |  |  |  |
|  | Total | 191 | 3.5 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q23n) People moving in and out of the area

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | A very big problem | 286 | 5.2 | 6.3 | 6.3 |
|  | A fairly big problem | 414 | 7.5 | 9.1 | 15.3 |
|  | Not a very big problem | 1872 | 34.0 | 41.0 | 56.3 |
|  | Not a problem at all | 1995 | 36.2 | 43.7 | 100.0 |
|  | Total | 4567 | 82.9 | 100.0 |  |
| Missing | Don't know/ no opinion | 861 | 15.6 |  |  |
|  | (missing) | 80 | 1.5 |  |  |
|  | Total | 942 | 17.1 |  |  |
| Total |  |  |  | 5508 | 100.0 |
|  |  |  |  |  |  |

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

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Definitely agree | 549 | 10.0 | 10.1 | 10.1 |
|  | Tend to agree | 2238 | 40.6 | 41.0 | 51.1 |
|  | Neither agree nor <br> disagree | 1219 | 22.1 | 22.3 | 73.4 |
|  | Tend to disagree | 389 | 7.1 | 7.1 | 80.5 |
|  | Definitely disagree | 150 | 2.7 | 2.8 | 83.3 |
|  | Don't know | 569 | 10.3 | 10.4 | 93.7 |
|  | Too few people in local <br> area | 113 | 2.0 | 2.1 | 95.8 |
|  | All the same background | 230 | 4.2 | 4.2 | 100.0 |
|  | Total | 5458 | 99.1 | 100.0 |  |
| Missing | (missing) | 50 | .9 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q25: To what extent would you agree or disagree that people in this local area pull together to improve the local area?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Definitely agree | 311 | 5.6 | 5.7 | 5.7 |
|  | Tend to agree | 1312 | 23.8 | 24.0 | 29.7 |
|  | Neither agree nor disagree | 1756 | 31.9 | 32.2 | 61.9 |
|  | Tend to disagree | 939 | 17.0 | 17.2 | 79.1 |
|  | Definitely disagree | 468 | 8.5 | 8.6 | 87.7 |
|  | Nothing needs improving | 61 | 1.1 | 1.1 | 88.8 |
|  | Don't know | 612 | 11.1 | 11.2 | 100.0 |
|  | Total | 5459 | 99.1 | 100.0 |  |
| Missing | (missing) | 50 | . 9 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q26a) There is a lot of community spirit in this local area

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Strongly agree | 343 | Percent | Valid Percent | Frequency |
|  | Tend to agree | 1375 | 25.0 | 25.2 | 31.5 |
|  | Neither agree nor <br> disagree | 1853 | 33.6 | 34.0 | 65.5 |
|  | Tend to disagree | 1085 | 19.7 | 19.9 | 85.4 |
|  | Strongly disagree | 382 | 6.9 | 7.0 | 92.4 |
|  | Don't know | 416 | 7.6 | 7.6 | 100.0 |
|  | Total | 5453 | 99.0 | 100.0 |  |
| Missing | (missing) | 55 | 1.0 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q26b) I know my neighbours well enough to ask a favour

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Strongly agree | 1552 | 28.2 | 28.4 | 28.4 |
|  | Tend to agree | 2209 | 40.1 | 40.4 | 68.7 |
|  | Neither agree nor <br> disagree | 688 | 12.5 | 12.6 | 81.3 |
|  | Tend to disagree | 563 | 10.2 | 10.3 | 91.6 |
|  | Strongly disagree | 351 | 6.4 | 6.4 | 98.0 |
|  | Don't know | 110 | 2.0 | 2.0 | 100.0 |
|  | Total | 5472 | 99.3 | 100.0 |  |
| Missing | (missing) | 36 | .7 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q26c) My local area is a place where neighbours look out for each other

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Strongly agree | 1065 | 19.3 | 19.5 | 19.5 |
|  | Tend to agree | 2165 | 39.3 | 39.7 | 59.2 |
|  | Neither agree nor <br> disagree | 1154 | 20.9 | 21.1 | 80.4 |
|  | Tend to disagree | 560 | 10.2 | 10.3 | 90.6 |
|  | Strongly disagree | 289 | 5.2 | 5.3 | 95.9 |
|  | Don't know | 223 | 4.1 | 4.1 | 100.0 |
|  | Total | 5456 | 99.1 | 100.0 |  |
| Missing | (missing) | 52 | .9 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.1: Are you currently a member of, or do you regularly join in the activties of Education, arts, drama, reading or music group/evening class

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Education, arts, drama, <br> reading or music <br> group/evening class | 645 | 11.7 | 100.0 | 100.0 |  |  |  |  |  |
|  | (missing) | 251 | 4.6 |  |  |  |  |  |  |  |
|  | System | 4613 | 83.7 |  |  |  |  |  |  |  |
|  | Total | 4864 | 88.3 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q27.2: Are you currently a member of, or do you regularly join in the activities of -Parent-teachers'/school parents association/Board of Governors, etc.

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Parent-teachers'/school <br> parents association/Board <br> of Governors, etc. | 237 | 4.3 | 100.0 | 100.0 |
| Missing | System | 5272 | 95.7 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.3: Are you currently a member of, or do you regularly join in the activities of - Local group which raises money for charity (e.g. The Rotary Club)

|  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Local group which raises <br> money for charity (e.g. <br> The Rotary Club) | 311 | 5.6 | 100.0 | 100.0 |
| Missing | System | 5197 | 94.4 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.4: Are you currently a member of, or do you regularly join in the activities of - Political parties or trade unions (including student unions)

|  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Political parties or trade <br> unions (including <br> student unions) | 246 | 4.5 | 100.0 | 100.0 |
| Missing | System | 5263 | 95.5 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.5: Are you currently a member of, or do you regularly join in the activities of Tenants'/Residents' group/Neighbourhood Watch

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Tenants'/Residents' <br> group/Neighbourhood <br> Watch | 647 | 11.8 | 100.0 | 100.0 |
| Missing | System | 4861 | 88.2 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.6: Are you currently a member of, or do you regularly join in the activities of - Group for older people (e.g. lunch clubs)

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Group for older people <br> (e.g. lunch clubs) | 220 | 4.0 | 100.0 | 100.0 |
| Missing | System | 5289 | 96.0 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.7: Are you currently a member of, or do you regularly join in the activities of -
Environmental or conservation group

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Environmental or <br> conservation group | 129 | 2.3 | 100.0 | 100.0 |
| Missing | System | 5380 | 97.7 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.8: Are you currently a member of, or do you regularly join in the activities of Social club/working men's club

|  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Social club/working <br> men's club | 630 | 11.4 | 100.0 | 100.0 |
| Missing | System | 4878 | 88.6 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.9: Are you currently a member of, or do you regularly join in the activities of - Group set up to improve the local area

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Group set up to <br> improve the local area | 134 | 2.4 | 100.0 | 100.0 |
| Missing | System | 5375 | 97.6 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.10: Are you currently a member of, or do you regularly join in the activites of Pressure group or campaigning organisation

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Pressure group <br> or campaigning <br> organisation | 103 | 1.9 | 100.0 | 100.0 |
| Missing | System | 5405 | 98.1 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.11: Are you currently a member of, or do you regularly join in the activities of Religious group or church organisation

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Religious group or <br> church organisation | 589 | 10.7 | 100.0 | 100.0 |
| Missing | System | 4919 | 89.3 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.12: Are you currently a member of, or do you regularly join in the activities of Women's group/Women's Institute

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Women's <br> group/Women's Institute | 148 | 2.7 | 100.0 | 100.0 |
| Missing | System | 5361 | 97.3 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.13: Are you currently a member of, or do you regularly join in the activities of - Group that has taken ownership of a community asset (e.g. a Community run library)

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Group that has taken <br> ownership of a <br> community asset (e.g. a <br> Community run library) | 48 | .9 | 100.0 | 100.0 |
| Missing | System | 5460 | 99.1 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.14: Are you currently a member of, or do you regularly join in the activities of Youth groups (e.g. scouts, guides, youth clubs)

|  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Youth groups (e.g. <br> scouts, guides, <br> youth clubs) | 228 | 4.1 | 100.0 | 100.0 |
| Missing | System | 5281 | 95.9 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.15: Are you currently a member of, or do you regularly join in the activities of - Sports or recreation club

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Sports or recreation club | 809 | 14.7 | 100.0 | 100.0 |
| Missing | System | 4699 | 85.3 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.16: Are you currently a member of, or do you regularly join in the activities of - Other local community or voluntary group (Please type in)

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Other local community <br> or voluntary group | 298 | 5.4 | 100.0 | 100.0 |
| Missing | System | 5210 | 94.6 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.17: Are you currently a member of, or do you regularly join in the activies of Other national or international group (Please type in)

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Other national or <br> international group | 188 | 3.4 | 100.0 | 100.0 |
| Missing | System | 5321 | 96.6 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q27.18: Are you currently a member of, or do you regularly join in the activities of - None of these

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | None of these | 2377 | 43.2 | 100.0 | 100.0 |
| Missing | System | 3131 | 56.8 |  |  |
| Total | 5508 | 100.0 |  |  |  |

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


Q29a) Darlington has businesses that are thriving and doing well

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Strongly agree | 149 | 2.7 | 3.1 | 3.1 |
|  | Tend to agree | 1255 | 22.8 | 25.7 | 28.8 |
|  | Neither agree nor <br> disagree | 1701 | 30.9 | 34.8 | 63.6 |
|  | Tend to disagree | 1401 | 25.4 | 28.7 | 92.3 |
|  | Strongly disagree | 378 | 6.9 | 7.7 | 100.0 |
|  | Total | 4884 | 88.7 | 100.0 |  |
| Missing | Don't know | 523 | 9.5 |  |  |
|  | (missing) | 101 | 1.8 |  |  |
|  | Total | 624 | 11.3 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q29b) Darlington offers good career and employment prospects for all people

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Strongly agree | 73 | 1.3 | Valid Percent | Percent |

Q29c) Darlington offers good career and employment prospects for young people

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Strongly agree | 65 | 1.2 | Valid Percent | Percent |
|  | Tend to agree | 480 | 8.7 | 10.7 | 12.2 |
|  | Neither agree nor <br> disagree | 1438 | 26.1 | 32.2 | 44.4 |
|  | Tend to disagree | 1574 | 28.6 | 35.2 | 79.6 |
|  | Strongly disagree | 912 | 16.6 | 20.4 | 100.0 |
|  | Total | 4469 | 81.1 | 100.0 |  |
| Missing | Don't know | 929 | 16.9 |  |  |
|  | (missing) | 110 | 2.0 |  |  |
|  | Total | 1039 | 18.9 |  |  |
| Total |  |  |  | 5508 | 100.0 |
|  |  |  |  |  |  |

Q29d) I choose to shop in Darlington above other areas, as Darlington meets all my shopping needs

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Strongly agree | 547 | 9.9 | 10.2 | 10.2 |  |  |  |  |  |
|  | Tend to agree | 1644 | 29.8 | 30.7 | 40.9 |  |  |  |  |  |
|  | Neither agree nor <br> disagree | 1068 | 19.4 | 20.0 | 60.9 |  |  |  |  |  |
|  | Tend to disagree | 1201 | 21.8 | 22.4 | 83.3 |  |  |  |  |  |
|  | Strongly disagree | 892 | 16.2 | 16.7 | 100.0 |  |  |  |  |  |
|  | Total | 5352 | 97.2 | 100.0 |  |  |  |  |  |  |
| Missing | Don't know | 94 | 1.7 |  |  |  |  |  |  |  |
|  | (missing) | 62 | 1.1 |  |  |  |  |  |  |  |
|  | Total | 156 | 2.8 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  |  |  |  |  |

Q30a: Have you used the local bus service at all during the last 12 months?

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Yes at least weekly | 1401 | 25.4 | 25.6 | 25.6 |  |  |  |  |  |
|  | Yes at least monthly | 500 | 9.1 | 9.1 | 34.7 |  |  |  |  |  |
|  | Yes at least 4 times | 566 | 10.3 | 10.3 | 45.1 |  |  |  |  |  |
|  | Yes - but less than 4 times | 734 | 13.3 | 13.4 | 58.5 |  |  |  |  |  |
|  |  | 2275 | 41.3 | 41.5 | 100.0 |  |  |  |  |  |
|  | No - not in last 12 months | 5476 | 99.4 | 100.0 |  |  |  |  |  |  |
|  | Total | 33 | .6 |  |  |  |  |  |  |  |
| Missing | (missing) | 5508 | 100.0 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  |  |  |  |  |

Q30b: How satisfied or dissatisfied are you with the local bus service?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Very satisfied | 561 | 10.2 | 17.8 | 17.8 |
|  | Fairly satisfied | 1388 | 25.2 | 44.0 | 61.8 |
|  | Neither satisfied nor dissatisfied | 411 | 7.5 | 13.0 | 74.8 |
|  | Fairly dissatisfied | 478 | 8.7 | 15.2 | 90.0 |
|  | Very dissatisfied | 311 | 5.6 | 9.9 | 99.8 |
|  | Don't know | 5 | . 1 | . 2 | 100.0 |
|  | Total | 3154 | 57.3 | 100.0 |  |
| Missing | (missing) | 47 | . 9 |  |  |
|  | System | 2307 | 41.9 |  |  |
|  | Total | 2354 | 42.7 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q31a) I've been feeling optimistic about the future

|  |  |  |  | Cumulative |  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Prequency | Percent | Valid Percent | Cercent |  |  |  |  |  |  |  |
| Valid | All of the time | 456 | 8.3 | 8.7 | 8.7 |  |  |  |  |  |
|  | Often | 1376 | 25.0 | 26.2 | 34.9 |  |  |  |  |  |
|  | Some of the time | 1986 | 36.1 | 37.9 | 72.8 |  |  |  |  |  |
|  | Rarely | 1080 | 19.6 | 20.6 | 93.4 |  |  |  |  |  |
|  | None of the time | 349 | 6.3 | 6.6 | 100.0 |  |  |  |  |  |
|  | Total | 5248 | 95.3 | 100.0 |  |  |  |  |  |  |
| Missing | (missing) | 261 | 4.7 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q31b) I've been feeling useful

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | All of the time | 626 | 11.4 | 12.1 | 12.1 |  |  |  |  |  |
|  | Often | 1801 | 32.7 | 34.7 | 46.8 |  |  |  |  |  |
|  | Some of the time | 1864 | 33.8 | 35.9 | 82.7 |  |  |  |  |  |
|  | Rarely | 632 | 11.5 | 12.2 | 94.8 |  |  |  |  |  |
|  | None of the time | 268 | 4.9 | 5.2 | 100.0 |  |  |  |  |  |
|  | Total | 5191 | 94.2 | 100.0 |  |  |  |  |  |  |
| Missing | (missing) | 318 | 5.8 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q31c) I've been feeling relaxed

|  |  |  |  | Cumulative |  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Frequency | Percent | Valid Percent | Percent |  |  |  |  |  |  |  |
| Valid | All of the time | 398 | 7.2 | 7.6 | 7.6 |  |  |  |  |  |
|  | Often | 1625 | 29.5 | 31.1 | 38.7 |  |  |  |  |  |
|  | Some of the time | 2174 | 39.5 | 41.6 | 80.4 |  |  |  |  |  |
|  | Rarely | 810 | 14.7 | 15.5 | 95.9 |  |  |  |  |  |
|  | None of the time | 215 | 3.9 | 4.1 | 100.0 |  |  |  |  |  |
|  | Total | 5221 | 94.8 | 100.0 |  |  |  |  |  |  |
| Missing | (missing) | 288 | 5.2 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q31d) I've been dealing with problems

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | All of the time | 742 | 13.5 | 14.2 | 14.2 |  |  |  |  |  |
|  | Often | 1909 | 34.7 | 36.5 | 50.6 |  |  |  |  |  |
|  | Some of the time | 1811 | 32.9 | 34.6 | 85.2 |  |  |  |  |  |
|  | Rarely | 535 | 9.7 | 10.2 | 95.5 |  |  |  |  |  |
|  | None of the time | 237 | 4.3 | 4.5 | 100.0 |  |  |  |  |  |
|  | Total | 5235 | 95.0 | 100.0 |  |  |  |  |  |  |
| Missing | (missing) | 274 | 5.0 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q31e) I've been thinking clearly

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | All of the time | 1192 | 21.6 | 22.8 | 22.8 |
|  | Often | 2271 | 41.2 | 43.5 | 66.3 |
|  | Some of the time | 1422 | 25.8 | 27.2 | 93.6 |
|  | Rarely | 240 | 4.4 | 4.6 | 98.2 |
|  | None of the time | 97 | 1.8 | 1.8 | 100.0 |
|  | Total | 5222 | 94.8 | 100.0 |  |
| Missing | (missing) | 287 | 5.2 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q31f) I've been feeling close to other people

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | All of the time | 1030 | 18.7 | 19.7 | 19.7 |
|  | Often | 1955 | 35.5 | 37.4 | 57.1 |
|  | Some of the time | 1585 | 28.8 | 30.3 | 87.5 |
|  | Rarely | 463 | 8.4 | 8.9 | 96.4 |
|  | None of the time | 191 | 3.5 | 3.6 | 100.0 |
|  | Total | 5225 | 94.9 | 100.0 |  |
| Missing | (missing) | 284 | 5.1 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q31g) I've been able to make up my own mind on things


Q32a) A woman in her 20s or 30 s drinking a bottle of wine when out with friends

|  |  |  |  |  | Cumulative <br> Percent |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Completely acceptable | 1849 | 33.6 | 34.5 | 34.5 |  |  |  |  |  |
|  | Fairly acceptable | 1425 | 25.9 | 26.6 | 61.1 |  |  |  |  |  |
|  | Neutral | 1067 | 19.4 | 19.9 | 81.0 |  |  |  |  |  |
|  | Fairly unacceptable | 677 | 12.3 | 12.6 | 93.6 |  |  |  |  |  |
|  | Completely unacceptable | 342 | 6.2 | 6.4 | 100.0 |  |  |  |  |  |
|  | Total | 5360 | 97.3 | 100.0 |  |  |  |  |  |  |
| Missing | (missing) | 148 | 2.7 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q32b) A man in his 20s or 30s drinking 8 pints of lager or beer when out with friends

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Completely acceptable | 834 | 15.1 | 15.6 | 15.6 |
|  | Fairly acceptable | 1143 | 20.8 | 21.3 | 36.9 |
|  | Neutral | 1275 | 23.2 | 23.8 | 60.7 |
|  | Fairly unacceptable | 1344 | 24.4 | 25.1 | 85.8 |
|  | Completely unacceptable | 761 | 13.8 | 14.2 | 100.0 |
|  | Total | 5358 | 97.3 | 100.0 |  |
| Missing | (missing) | 150 | 2.7 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q32c) Two couples out for dinner drinking three bottles of wine between them

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Completely acceptable | 1022 | 18.6 | 19.1 | 19.1 |
|  | Fairly acceptable | 1287 | 23.4 | 24.0 | 43.1 |
|  | Neutral | 1372 | 24.9 | 25.6 | 68.7 |
|  | Fairly unacceptable | 1142 | 20.7 | 21.3 | 90.0 |
|  | Completely unacceptable | 535 | 9.7 | 10.0 | 100.0 |
|  | Total | 5358 | 97.3 | 100.0 |  |
| Missing | (missing) | 151 | 2.7 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q32d) A woman over 18 regularly drinking two glasses of wine, five nights a week

|  |  |  |  | Cumulative <br> Percent |  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Completely acceptable | 360 | 6.5 | 6.7 | 6.7 |  |  |  |  |  |
|  | Fairly acceptable | 989 | 18.0 | 18.5 | 25.2 |  |  |  |  |  |
|  | Neutral | 1504 | 27.3 | 28.1 | 53.4 |  |  |  |  |  |
|  | Fairly unacceptable | 1714 | 31.1 | 32.1 | 85.4 |  |  |  |  |  |
|  | Completely unacceptable | 780 | 14.2 | 14.6 | 100.0 |  |  |  |  |  |
|  | Total | 5347 | 97.1 | 100.0 |  |  |  |  |  |  |
| Missing | (missing) | 162 | 2.9 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q32e) A man drinking two pints of beer or lager and then driving home

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Completely acceptable | 90 | 1.6 | 1.7 | 1.7 |
|  | Fairly acceptable | 182 | 3.3 | 3.4 | 5.1 |
|  | Neutral | 506 | 9.2 | 9.4 | 14.5 |
|  | Fairly unacceptable | 1007 | 18.3 | 18.8 | 33.3 |
|  | Completely unacceptable | 3582 | 65.0 | 66.7 | 100.0 |
|  | Total | 5367 | 97.4 | 100.0 |  |
| Missing | (missing) | 141 | 2.6 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q32f) Drinking to get drunk

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Completely acceptable | 145 | 2.6 | 2.7 | 2.7 |
|  | Fairly acceptable | 288 | 5.2 | 5.4 | 8.1 |
|  | Neutral | 770 | 14.0 | 14.3 | 22.4 |
|  | Fairly unacceptable | 1024 | 18.6 | 19.1 | 41.5 |
|  | Completely unacceptable | 3143 | 57.1 | 58.5 | 100.0 |
|  | Total | 5370 | 97.5 | 100.0 |  |
| Missing | (missing) | 138 | 2.5 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q33: In most weeks, about how many hours are you exposed to other people's tobacco smoke?

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | 0 hours | 3331 | 60.5 | 61.8 | 61.8 |
|  | $1-5$ hours | 1500 | 27.2 | 27.8 | 89.6 |
|  | $6-10$ hours | 165 | 3.0 | 3.1 | 92.6 |
|  | $11-15$ hours | 80 | 1.5 | 1.5 | 94.1 |
|  | $16-20$ hours | 62 | 1.1 | 1.2 | 95.3 |
|  | More than 20 hours | 256 | 4.6 | 4.7 | 100.0 |
|  | Total | 5395 | 97.9 | 100.0 |  |
| Missing | (missing) | 114 | 2.1 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q34a) Parks/play areas

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Strongly agree | 3202 | 58.1 | 59.7 | 59.7 |  |  |  |  |  |  |
|  | Tend to agree | 769 | 14.0 | 14.4 | 74.1 |  |  |  |  |  |  |
|  | Neither agree nor |  |  |  |  |  |  |  |  |  |  |
|  | 646 | 11.7 | 12.1 | 86.1 |  |  |  |  |  |  |  |
|  | Tend to disagree | 351 | 6.4 | 6.6 | 92.7 |  |  |  |  |  |  |
|  | Strongly disagree | 392 | 7.1 | 7.3 | 100.0 |  |  |  |  |  |  |
|  | Total | 5361 | 97.3 | 100.0 |  |  |  |  |  |  |  |
| Missing | Don't know | 71 | 1.3 |  |  |  |  |  |  |  |  |
|  | (missing) | 77 | 1.4 |  |  |  |  |  |  |  |  |
|  | Total | 5508 | 100.7 |  |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  |  |  |  |  |  |

Q34b) In the home

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Strongly agree | 3221 | 58.5 | 60.3 | 60.3 |
|  | Tend to agree | 803 | 14.6 | 15.0 | 75.4 |
|  | Neither agree nor <br> disagree | 599 | 10.9 | 11.2 | 86.6 |
|  | Tend to disagree | 224 | 4.1 | 4.2 | 90.8 |
|  | Strongly disagree | 493 | 9.0 | 9.2 | 100.0 |
|  | Total | 5340 | 96.9 | 100.0 |  |
| Missing | Don't know | 104 | 1.9 |  |  |
|  | (missing) | 64 | 1.2 |  |  |
|  | Total | 168 | 3.1 |  |  |
| Total |  |  |  | 5508 | 100.0 |
|  |  |  |  |  |  |

## Q34c) In the car

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Strongly agree | 3804 | 69.1 | 71.0 | 71.0 |
|  | Tend to agree | 604 | 11.0 | 11.3 | 82.2 |
|  | Neither agree nor <br> disagree | 327 | 5.9 | 6.1 | 88.3 |
|  | Tend to disagree | 154 | 2.8 | 2.9 | 91.2 |
|  | Strongly disagree | 472 | 8.6 | 8.8 | 100.0 |
|  | Total | 5361 | 97.3 | 100.0 |  |
| Missing | Don't know | 80 | 1.5 |  |  |
|  | (missing) | 67 | 1.2 |  |  |
|  | Total | 147 | 2.7 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q35: Have you contacted the Council in the last 3 years?

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Yes | 3827 | 69.5 | 72.0 | 72.0 |
|  | No | 1492 | 27.1 | 28.0 | 100.0 |
|  | Total | 5319 | 96.6 | 100.0 |  |
| Missing | (missing) | 189 | 3.4 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q36a: How did you get in contact with the Council on the last occasion that you contacted them?

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | By letter/ post | 174 | 3.2 | 5.1 | 5.1 |
|  | Personal visit to <br> Customer Service Point | 675 | 12.3 | 19.7 | 24.8 |
|  | Telephone | 1953 | 35.4 | 57.0 | 81.7 |
|  | Electronic method, such <br> as email or Internet | 575 | 10.4 | 16.8 | 98.5 |
|  | Other | 51 | .9 | 1.5 | 100.0 |
|  | Total | 3428 | 62.2 | 100.0 |  |
| Missing | (missing) | 399 | 7.3 |  |  |
|  | System | 1681 | 30.5 |  |  |
|  | Total | 2080 | 37.8 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q36b: Which of these describes the main reason for your last contact?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | To make a payment | 302 | 5.5 | 9.1 | 9.1 |
|  | To request a Council service | 656 | 11.9 | 19.9 | 29.0 |
|  | To make an application for something | 505 | 9.2 | 15.3 | 44.3 |
|  | To report a problem | 689 | 12.5 | 20.9 | 65.2 |
|  | In response to a communication from the Council | 273 | 5.0 | 8.3 | 73.5 |
|  | To get information or advice about a Council service | 278 | 5.0 | 8.4 | 81.9 |
|  | To get more general information or advice | 101 | 1.8 | 3.1 | 84.9 |
|  | To make a complaint about a Council service | 162 | 2.9 | 4.9 | 89.8 |
|  | To make a complaint about something else | 128 | 2.3 | 3.9 | 93.7 |
|  | On a business-related matter | 55 | 1.0 | 1.7 | 95.4 |
|  | Another reason | 152 | 2.8 | 4.6 | 100.0 |
|  | Total | 3301 | 59.9 | 100.0 |  |
| Missing | (missing) | 526 | 9.6 |  |  |
|  | System | 1681 | 30.5 |  |  |
|  | Total | 2207 | 40.1 |  |  |
| Total |  | 5508 | 100.0 |  |  |

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

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Very satisfied | 1128 | 20.5 | 30.5 | 30.5 |
|  | Fairly satisfied | 1435 | 26.0 | 38.8 | 69.2 |
|  | Neither satisfied nor dissatisfied | 416 | 7.5 | 11.2 | 80.5 |
|  | Fairly dissatisfied | 340 | 6.2 | 9.2 | 89.7 |
|  | Very dissatisfied | 382 | 6.9 | 10.3 | 100.0 |
|  | Total | 3701 | 67.2 | 100.0 |  |
| Missing | Don't know | 16 | . 3 |  |  |
|  | (missing) | 111 | 2.0 |  |  |
|  | System | 1681 | 30.5 |  |  |
|  | Total | 1807 | 32.8 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q37.1) To make a payment

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Post | 594 | 10.8 | 11.8 | 11.8 |
|  | Personal visit to <br>  <br> Customer Service Point | 929 | 16.9 | 18.5 | 30.3 |
|  | Telephone | 957 | 17.4 | 19.0 | 49.3 |
|  | Electronic Method, such <br> as email or Internet | 2169 | 39.4 | 43.1 | 92.5 |
|  | Other | 379 | 6.9 | 7.5 | 100.0 |
|  | Total | 5028 | 91.3 | 100.0 |  |
| Missing | (missing) | 481 | 8.7 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q37.2) To request a Council service

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Post | 106 | 1.9 | 2.1 | 2.1 |
|  | Personal visit to <br> Customer Service Point | 583 | 10.6 | 11.4 | 13.5 |
|  | Telephone | 3011 | 54.7 | 58.8 | 72.2 |
|  | Electronic Method, such <br>  <br>  <br>  <br>  <br>  Other or Internet | 1383 | 25.1 | 27.0 | 99.2 |
|  | 399 | .7 | .8 | 100.0 |  |
|  | (missing) | 5121 | 93.0 | 100.0 |  |

Q37.3) To make an application for something

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Post | 439 | 8.0 | 8.7 | 8.7 |
|  | Personal visit to <br> Customer Service Point | 1081 | 19.6 | 21.3 | 30.0 |
|  | Telephone | 1511 | 27.4 | 29.8 | 59.8 |
|  | Electronic Method, such <br> as email or Internet | 2002 | 36.3 | 39.5 | 99.3 |
|  | Other | 36 | .7 | .7 | 100.0 |
|  | Total | 5069 | 92.0 | 100.0 |  |
| Missing | (missing) | 439 | 8.0 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q37.4) To report a problem

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Post | 90 | 1.6 | 1.8 | 1.8 |
|  | Personal visit to <br> Customer Service Point | 607 | 11.0 | 11.9 | 13.7 |
|  | Telephone | 3248 | 59.0 | 63.8 | 77.5 |
|  | Electronic Method, such <br>  <br>  <br>  Os email or Internet | 1115 | 20.2 | 21.9 | 99.4 |
|  | Total | 32 | .6 | .6 | 100.0 |
|  | (missing) | 5091 | 92.4 | 100.0 |  |
| Total | 417 | 7.6 |  |  |  |

Q37.5) In response to a communication from the Council

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Post | 775 | 14.1 | 15.3 | 15.3 |
|  | Personal visit to <br> Customer Service Point | 570 | 10.3 | 11.2 | 26.5 |
|  | Telephone | 2083 | 37.8 | 41.1 | 67.6 |
|  | Electronic Method, such <br>  <br>  <br>  <br>  <br>  Other | 1590 | 28.9 | 31.4 | 99.0 |
|  | 52 | .9 | 1.0 | 100.0 |  |
|  | (missing) | 5070 | 92.0 | 100.0 |  |

Q37.6) To get information or advice about a Council service

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Post | 391 | 7.1 | 7.7 | 7.7 |
|  | Personal visit to <br> Customer Service Point | 670 | 12.2 | 13.1 | 20.8 |
|  | Telephone | 2001 | 36.3 | 39.2 | 59.9 |
|  | Electronic Method, such <br>  <br>  <br>  Os email or Internet | 2009 | 36.5 | 39.3 | 99.3 |
|  | Total | 37 | .7 | .7 | 100.0 |
| Missing | (missing) | 5108 | 92.7 | 100.0 |  |
| Total |  | 400 | 7.3 |  |  |

Q37.7) To get more general information or advice

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Post | 371 | 6.7 | 7.3 | 7.3 |
|  | Personal visit to <br> Customer Service Point | 739 | 13.4 | 14.5 | 21.8 |
|  | Telephone | 1966 | 35.7 | 38.6 | 60.4 |
|  | Electronic Method, such <br>  <br>  <br>  Os email or Internet | 1971 | 35.8 | 38.7 | 99.2 |
|  | Total | 43 | .8 | .8 | 100.0 |
|  | (missing) | 5089 | 92.4 | 100.0 |  |
| Total | 419 | 7.6 |  |  |  |

Q37.8) To make a complaint about a Council service


Q37.9) To make a complaint about something else

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Post | 357 | 6.5 | 7.1 | 7.1 |
|  | Personal visit to <br> Customer Service Point | 747 | 13.6 | 14.8 | 21.9 |
|  | Telephone | 2583 | 46.9 | 51.2 | 73.2 |
|  | Electronic Method, such <br>  <br>  <br>  Os email or Internet | 1309 | 23.8 | 26.0 | 99.1 |
|  | Total | 44 | .8 | .9 | 100.0 |
|  | (missing) | 5040 | 91.5 | 100.0 |  |
| Total |  | 468 | 8.5 |  |  |

Q37.10) On a business-related matter

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Post | 365 | 6.6 | 7.4 | 7.4 |
|  | Personal visit to <br> Customer Service Point | 984 | 17.9 | 19.9 | 27.4 |
|  | Telephone | 2069 | 37.6 | 41.9 | 69.3 |
|  | Electronic Method, such <br>  <br>  <br>  Os email or Internet | 1436 | 26.1 | 29.1 | 98.4 |
|  | Total | 79 | 1.4 | 1.6 | 100.0 |
|  | (missing) | 4934 | 89.6 | 100.0 |  |
| Total | 574 | 10.4 |  |  |  |

Q37.11) For another reason

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Post | 284 | 5.2 | 6.0 | 6.0 |
|  | Personal visit to Customer Service Point | 631 | 11.5 | 13.4 | 19.4 |
|  | Telephone | 2187 | 39.7 | 46.4 | 65.8 |
|  | Electronic Method, such as email or Internet | 1501 | 27.2 | 31.8 | 97.6 |
|  | Other | 113 | 2.0 | 2.4 | 100.0 |
|  | Total | 4717 | 85.6 | 100.0 |  |
| Missing | (missing) | 792 | 14.4 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q38: Are there any DBC services, which you currently cannot access online, that you would particularly like to access online?


Q39: Do you have access to the Internet?

|  |  |  |  | Frequency | Percent |
| :--- | :--- | ---: | ---: | ---: | ---: | Valid Percent \(\left.\begin{array}{c}Cumulative <br>

Percent\end{array}\right]\)

Q40: Do you ever use the Internet or email to access services or information from DBC?

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Yes | 3037 | 55.1 | 71.9 | 71.9 |  |  |  |  |  |
|  | No | 1189 | 21.6 | 28.1 | 100.0 |  |  |  |  |  |
|  | Total | 4226 | 76.7 | 100.0 |  |  |  |  |  |  |
|  | (missing) | 80 | 1.5 |  |  |  |  |  |  |  |
|  | System | 1202 | 21.8 |  |  |  |  |  |  |  |
|  | Total | 1282 | 23.3 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q40a.1: Why not? (Please select all that apply) - Not aware of services that are available online

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Not aware of services <br> that are available online | 340 | 6.2 | 83.5 | 83.5 |  |  |  |  |  |
|  | (missing) | 67 | 1.2 | 16.5 | 100.0 |  |  |  |  |  |
|  | Total | 408 | 7.4 | 100.0 |  |  |  |  |  |  |
| Missing | System | 5101 | 92.6 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q40a.2: Why not? (Please select all that apply) - Security concerns

|  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Security concerns | 100 | 1.8 | 100.0 | 100.0 |
| Missing | System | 5409 | 98.2 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q40a.3: Why not? (Please select all that apply) - Prefer to talk to people

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Prefer to talk to people | 681 | 12.4 | 100.0 | 100.0 |
| Missing | System | 4828 | 87.6 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q40a.4: Why not? (Please select all that apply) - Limited computer skills

|  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Limited computer skills | 193 | 3.5 | 100.0 | 100.0 |
| Missing | System | 5315 | 96.5 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q40a.5: Why not? (Please select all that apply) - Council website too difficult to use

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Council website <br> too difficult to use | 50 | .9 | 100.0 | 100.0 |
| Missing | System | 5458 | 99.1 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q40a.6: Why not? (Please select all that apply) - Other (Please type in)

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Other | 109 | 2.0 | 100.0 | 100.0 |
| Missing | System | 5399 | 98.0 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q41.1: Darlington Borough Council has Twitter profiles and Facebook pages are you aware of any of these? - Yes - Twitter

|  |  |  |  |  | Cumulative <br> Percent |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Yes - Twitter | 811 | 14.7 | 86.4 | 86.4 |  |  |  |  |  |
|  | (missing) | 128 | 2.3 | 13.6 | 100.0 |  |  |  |  |  |
|  | Total | 938 | 17.0 | 100.0 |  |  |  |  |  |  |
| Missing | System | 4570 | 83.0 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q41.2: Darlington Borough Council has Twitter profiles and Facebook pages - are you aware of any of these? - Yes - Facebook

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Yes - Facebook | 1094 | 19.9 | 100.0 | 100.0 |
| Missing | System | 4414 | 80.1 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q41.3: Darlington Borough Council has Twitter profiles and Facebook pages - are you aware of any of these? - Not aware of any

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Not aware of any | 2981 | 54.1 | 100.0 | 100.0 |
| Missing | System | 2527 | 45.9 |  |  |
| Total | 5508 | 100.0 |  |  |  |

VAR00011

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | 1 | 1198 | 21.7 | 21.7 | 21.7 |
|  | 2 | 4311 | 78.3 | 78.3 | 100.0 |
|  | Total | 5508 | 100.0 | 100.0 |  |

Q42.1: Have you ever used or viewed any of these? - Yes - Twitter

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Yes - Twitter | 193 | 3.5 | 74.6 | 74.6 |  |  |  |  |  |
|  | (missing) | 65 | 1.2 | 25.4 | 100.0 |  |  |  |  |  |
|  | Total | 258 | 4.7 | 100.0 |  |  |  |  |  |  |
| Missing | System | 5250 | 95.3 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q42.2: Have you ever used or viewed any of these? - Yes - Facebook

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Yes - Facebook | 406 | 7.4 | 100.0 | 100.0 |
| Missing | System | 5102 | 92.6 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q42.3: Have you ever used or viewed any of these? - No

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | No | 653 | 11.8 | 100.0 | 100.0 |
| Missing | System | 4856 | 88.2 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q42a.1: Why not? (Please select all that apply) - Security concerns

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Security concerns | 74 | 1.3 | 73.8 | 73.8 |
|  | (missing) | 26 | . 5 | 26.2 | 100.0 |
|  | Total | 100 | 1.8 | 100.0 |  |
| Missing | System | 5408 | 98.2 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q42a.2: Why not? (Please select all that apply) - Prefer to contact people by other methods

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Prefer to contact people <br> by other methods | 366 | 6.6 | 100.0 | 100.0 |
| Missing | System | 5143 | 93.4 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q42a.3: Why not? (Please select all that apply) - Limited computer skills

|  |  |  |  | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Limited computer skills | 45 | Percent | Valid Percent | .8 |
| 100.0 | 100.0 |  |  |  |  |
| Missing | System | 5464 | 99.2 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q42a.4: Why not? (Please select all that apply) - Twitter/ Facebook too difficult to use

|  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Twitter/ Facebook <br> too difficult to use | 12 | .2 | 100.0 | 100.0 |
| Missing | System | 5496 | 99.8 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q42a.5: Why not? (Please select all that apply) - Other (Please type in)

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Other | 219 | 4.0 | 100.0 | 100.0 |
| Missing | System | 5289 | 96.0 |  |  |
| Total | 5508 | 100.0 |  |  |  |

VAR00012

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | 1 | 480 | 8.7 | 8.7 | 8.7 |
|  | 2 | 5029 | 91.3 | 91.3 | 100.0 |
|  | Total | 5508 | 100.0 | 100.0 |  |

Twitter profiles (4)

|  |  |  |  |  | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid |  | 5506 | 99.9 | 99.9 | 99.9 |
|  | Darlington web | 1 | .0 | .0 | 100.0 |
|  | Leisure Services | 2 | .0 | .0 | 100.0 |
|  | Total | 5508 | 100.0 | 100.0 |  |

Twitter profiles (5)

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid |  | 5506 | 99.9 | 99.9 | 99.9 |
|  | Council Leader | 2 | . 0 | . 0 | 100.0 |
|  | The Darlo Board | 1 | . 0 | . 0 | 100.0 |
|  | Total | 5508 | 100.0 | 100.0 |  |

Facebook pages (4)

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid |  | 5502 | 99.9 | 99.9 | 99.9 |
|  | Lesiure | 3 | .0 | .0 | 99.9 |
|  | refuse closure | 3 | .1 | .1 | 100.0 |
|  | What's on | 1 | .0 | .0 | 100.0 |
|  | Total | 5508 | 100.0 | 100.0 |  |

Q43b: Generally, how satisfied or dissatisfied are you with DBC Twitter profiles and Facebook pages?


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 |  |  |

Q46: Are you male or female?

|  |  |  |  | Frequency | Percent |
| :--- | :--- | ---: | ---: | ---: | ---: | Valid Percent \(\left.\begin{array}{c}Cumulative <br>

Percent\end{array}\right]\)

Age group

|  |  |  |  | Cumulative <br> 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 ....?

|  |  |  |  | Cumulative <br> Percent |  |  |  |  |  |  |
| :--- | :--- | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Very good | 1701 | 30.9 | 31.5 | 31.5 |  |  |  |  |  |
|  | Good | 2205 | 40.0 | 40.8 | 72.3 |  |  |  |  |  |
|  | Fair | 1162 | 21.1 | 21.5 | 93.8 |  |  |  |  |  |
|  | Bad | 267 | 4.8 | 4.9 | 98.7 |  |  |  |  |  |
|  | Very bad | 68 | 1.2 | 1.3 | 100.0 |  |  |  |  |  |
|  | Total | 5404 | 98.1 | 100.0 |  |  |  |  |  |  |
| Missing | System | 105 | 1.9 |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  | 5508 | 100.0 |  |  |

Q49: In which of these ways does your household occupy your current accommodation?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Owned outright | 1709 | 31.0 | 31.8 | 31.8 |
|  | Buying on mortgage | 2170 | 39.4 | 40.3 | 72.1 |
|  | Rent from Council | 479 | 8.7 | 8.9 | 81.0 |
|  | Rent from Housing Association/ Trust | 203 | 3.7 | 3.8 | 84.8 |
|  | Rent from private landlord | 753 | 13.7 | 14.0 | 98.8 |
|  | Other | 66 | 1.2 | 1.2 | 100.0 |
|  | Total | 5380 | 97.7 | 100.0 |  |
| Missing | (missing) | 129 | 2.3 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q50: How many children aged 17 or under are living here?

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | None | 3712 | 67.4 | 69.8 | 69.8 |
|  | One | 759 | 13.8 | 14.3 | 84.0 |
|  | Two | 642 | 11.7 | 12.1 | 96.1 |
|  | Three | 162 | 2.9 | 3.1 | 99.1 |
|  | Four | 39 | .7 | .7 | 99.9 |
|  | More than four | 8 | .1 | .1 | 100.0 |
|  | Total | 5322 | 96.6 | 100.0 |  |
| Missing | (missing) | 187 | 3.4 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Q51: And how many adults aged 18 or over are living here?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | One | 1844 | 33.5 | 35.7 | 35.7 |
|  | Two | 2821 | 51.2 | 54.7 | 90.4 |
|  | Three | 367 | 6.7 | 7.1 | 97.5 |
|  | Four | 107 | 1.9 | 2.1 | 99.6 |
|  | More than four | 22 | . 4 | . 4 | 100.0 |
|  | Total | 5161 | 93.7 | 100.0 |  |
| Missing | (missing) | 348 | 6.3 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q52: Which of these activities best describes what you are doing at present?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Employee in full-time job ( 30 hours plus per week) | 2240 | 40.7 | 42.5 | 42.5 |
|  | Employee in part-time job (under 30 hours per week) | 583 | 10.6 | 11.1 | 53.6 |
|  | Self-employed full or part-time | 323 | 5.9 | 6.1 | 59.7 |
|  | On a government supported training programme (e.g. Modern Apprenticeship/ Training for work) | 20 | . 4 | . 4 | 60.1 |
|  | Full-time education at school, college or university | 31 | . 6 | . 6 | 60.7 |
|  | Unemployed and available for work | 239 | 4.3 | 4.5 | 65.2 |
|  | Permanently sick/ disabled | 214 | 3.9 | 4.1 | 69.3 |
|  | Wholly retired from work | 1257 | 22.8 | 23.8 | 93.1 |
|  | Looking after the home | 230 | 4.2 | 4.4 | 97.5 |
|  | Doing something else | 133 | 2.4 | 2.5 | 100.0 |
|  | Total | 5270 | 95.7 | 100.0 |  |
| Missing | (missing) | 238 | 4.3 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q53: Do you have any long-standing illness, disability or infirmity?

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Yes | 1617 | 29.3 | 30.9 | 30.9 |
|  | No | 3614 | 65.6 | 69.1 | 100.0 |
|  | Total | 5231 | 95.0 | 100.0 |  |
| Missing | (missing) | 277 | 5.0 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q54: Does this illness or disability limit your activities in any way?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | Yes | 1118 | 20.3 | 71.9 | 71.9 |
|  | No | 437 | 7.9 | 28.1 | 100.0 |
|  | Total | 1556 | 28.2 | 100.0 |  |
| Missing | (missing) | 61 | 1.1 |  |  |
|  | System | 3892 | 70.7 |  |  |
|  | Total | 3953 | 71.8 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Q55: To which of these groups do you consider you belong to?

|  |  | Frequency | Percent | Valid Percent | Cumulative Percent |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Valid | White - British (English/ <br> Welsh/ Scottish/ <br> Northern Irish) | 4976 | 90.3 | 94.1 | 94.1 |
|  | White - Irish | 19 | . 3 | . 4 | 94.4 |
|  | White - Gypsy or Irish Traveller | 7 | . 1 | . 1 | 94.5 |
|  | White - Other | 134 | 2.4 | 2.5 | 97.1 |
|  | Mixed - White \& Black Caribbean | 2 | . 0 | . 0 | 97.1 |
|  | Mixed - White \& Asian | 9 | . 2 | . 2 | 97.3 |
|  | Mixed - Other | 3 | . 1 | . 1 | 97.3 |
|  | Asian/ Asian British Indian | 54 | 1.0 | 1.0 | 98.4 |
|  | Asian/ Asian British Pakistani | 10 | . 2 | . 2 | 98.6 |
|  | Asian/ Asian British Bangladeshi | 6 | . 1 | . 1 | 98.7 |
|  | Asian/ Asian British Chinese | 7 | . 1 | . 1 | 98.8 |
|  | Asian/ Asian British Other | 23 | . 4 | . 4 | 99.2 |
|  | Black/ Black British African | 7 | . 1 | . 1 | 99.4 |
|  | Black/ Black British Caribbean | 3 | . 0 | . 0 | 99.4 |
|  | Black/ Black British Other | 6 | . 1 | . 1 | 99.5 |
|  | Arab | 5 | . 1 | . 1 | 99.6 |
|  | Any other Ethnic Group | 19 | . 3 | . 4 | 100.0 |
|  | Total | 5291 | 96.0 | 100.0 |  |
| Missing | (missing) | 218 | 4.0 |  |  |
| Total |  | 5508 | 100.0 |  |  |

Prize Draw

|  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |  |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Yes - would like to <br> be entered into <br> the prize draw | 3181 | 57.7 | 100.0 | 100.0 |
| Missing | System | 2328 | 42.3 |  |  |
| Total | 5508 | 100.0 |  |  |  |

Interested in joining Citizens' Panel?

|  |  | Frequency | Percent | Valid Percent | Cumulative <br> Percent |
| :--- | :--- | ---: | ---: | ---: | ---: |
| Valid | Yes - interested in joining <br> the Citizens' Panel | 918 | 16.7 | 75.8 | 75.8 |
|  | No | 294 | 5.3 | 24.2 | 100.0 |
|  | Total | 1212 | 22.0 | 100.0 |  |
| Missing | System | 4297 | 78.0 |  |  |
| Total | 5508 | 100.0 |  |  |  |

