DARLINGTON BOROUGH COUNCIL

COMMUNITY SURVEY

SEPTEMBER 2004

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SUMMARY OF MAIN FINDINGS

Survey objectives & methodology

1. The principal objectives of this survey were to gather information, and track changes since the previous (2003) Community Survey, relating to residents' views on : local area, Council overall, Council services; perception of safety when outside in Darlington; ease of access to services; journeys made/ transport, and voluntary help received & given. New information was also collected on resident's views and behaviour relating to 'smoking'.

2. Face-to-face interviews were conducted during September 2004 with 1003 residents of Darlington Borough who were aged 18 years and over. Interviewing took place in all Wards of the Borough, with the number of interviews conducted in each Ward being proportionate to the population therein. Age and gender (inter-locked) quotas were applied in order to ensure that the sample was representative of the Borough in terms of these variables.

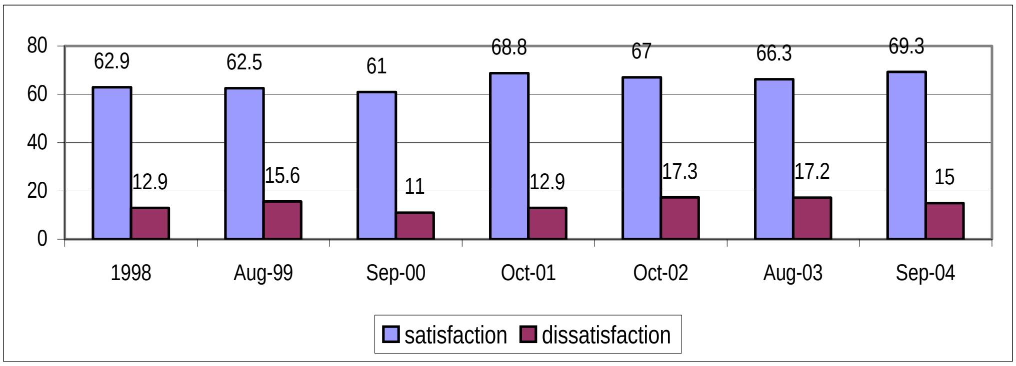
Satisfaction with way Council is running the Borough

3. 69.3% of all respondents said that they were satisfied with the way the Council is running the Borough, and only 15% of respondents said that they were dissatisfied.

4. Whilst the current satisfaction level is not significantly different from that recorded by the 2003 Community Survey, it is the highest recorded since the 'Community Survey' tracking commenced, and there has been a small but statistically significant increase in satisfaction since 1998 to 2000 (when recorded satisfaction levels were around 61-63%).

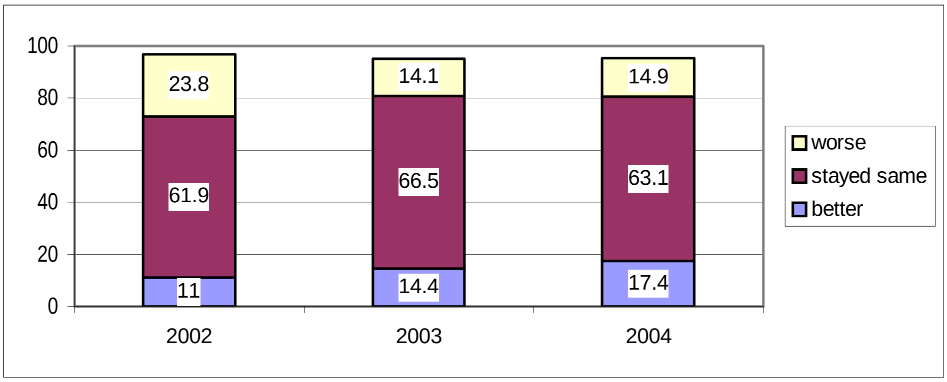
5. The 69.3% satisfaction recorded by the current survey is also statistically significantly higher than that recorded by the BVPI General Postal Survey in October 2003 (61.4% satisfaction /14% dissatisfaction - weighted results).

Satisfaction with the way the Council is running the Borough
Comparison with previous 'Community Surveys' : % response – all respondents



6. 17.4% of respondents were of the opinion that the Council has 'got better' at running the Borough over the last year, whilst slightly less (14.1%), believed it had 'got worse' : the majority (63.1%), however, were of the opinion that 'it had stayed about the same'. This is not significantly different from the 2003 Survey results, though the positive change in perception since 2002 (when almost a quarter of respondents gave a 'worse' response) has been maintained.

'Over the past year …Council better or worse at running Borough?'
(% response – all respondents)



7. Those living in 'NRS Phase 1' wards ('better' 26.3%/ 'worse' 10.1%) had the most positive perception of how the Council's running of the Borough has changed over the past year.

Satisfaction with Local Neighbourhood

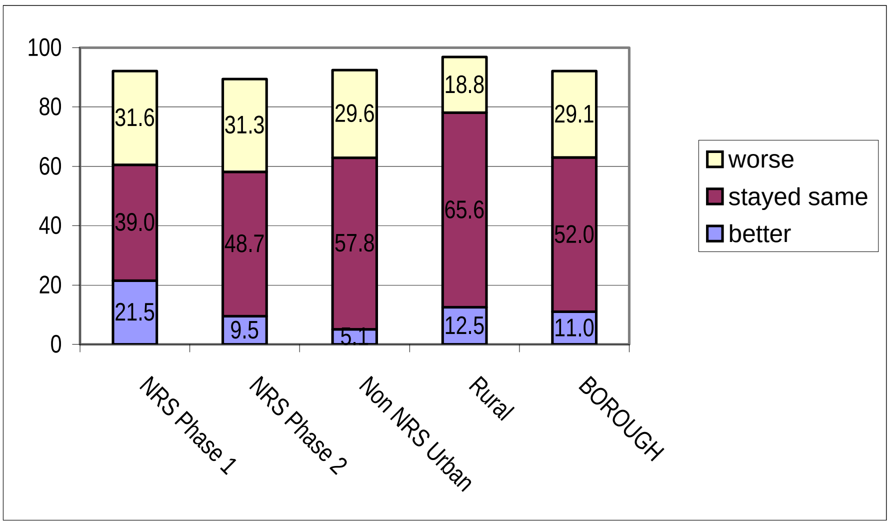
8. Satisfaction with local neighbourhoods was high (77.9%), and only 16.4% of respondents expressed dissatisfaction: this was not statistically different to the 2003 Community Survey findings : 79.3% satisfaction, and 16.7% dissatisfaction.

9. As in 2003 Community Survey, satisfaction with neighbourhood was considerably lower in NRS wards (NRS Phase 1 = 67.5% : NRS Phase 2 = 69.1%), than in Non NRS Urban wards (87.1%), and Rural wards (88.3%).

10. Whilst over half (52%) of all respondents felt that their neighbourhood had 'stayed about the same' over the past two years, 29.1% thought it had 'got worse' as a place to live, and only 11% felt it 'had got better'. Whilst this is a very similar result to that found in the 2003 Community Survey, there is a small but statistically significant increase (+ 3.3%) in the percentage of respondents who think things have 'got better' (2003 : 29.7% 'worse'; 50.9% 'same', and 7.7% 'better).

11. Those who lived in 'NRS Phase 1' wards were more likely than others to think things had 'got better' over the past two years (21.5%), while those who lived in 'Rural' areas were least likely to think things had got 'worse'.

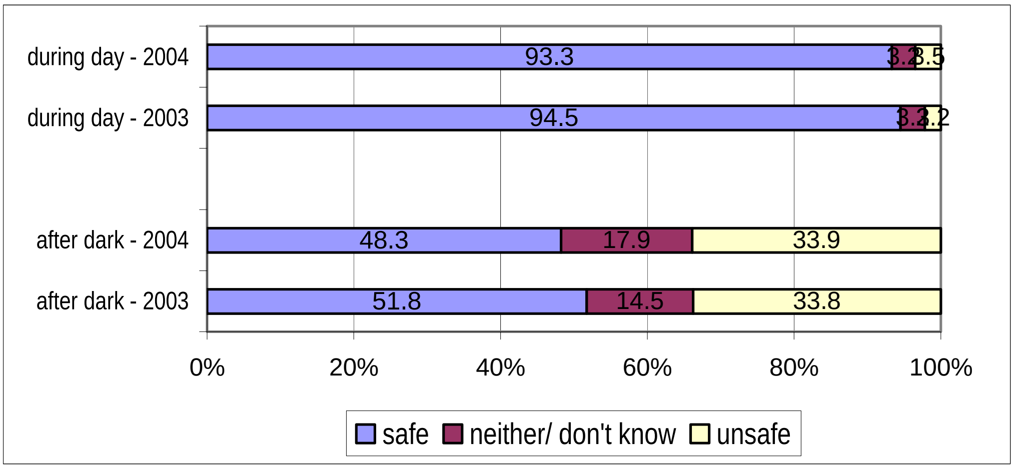
'Local Neighbourhood – got better or worse over the past two years ?
(% response – all respondents)



<u>'Feelings of safety' when outside in Borough of Darlington</u>

12. Whilst the great majority (93.3%) of respondents reported feeling 'safe' when outside in the Darlington Borough area during the day (and only 3.5% said they feel 'unsafe'), just under a half (48.3%) of all respondents reported feeling safe when outside in the Borough after dark, and 33.9% reported feeling 'unsafe' when outside after dark (18.3% 'fairly unsafe' and 15.6% 'very unsafe'). These findings are not significantly different from those of the 2003 Community Survey.

'How safe do you feel when you are outside in Darlington Borough area ....?
(% response – all respondents – by year)



Community Cohesion & Influencing Decision Making

13. 67% of all respondents were of the opinion (i.e. 'agreed') that their local area 'was a place where people from different backgrounds get on well together', and only 11.8% were of the opposite opinion. This is not significantly different from the 2003 Community Survey findings, when 64.1% 'agreed' and 13.9% 'disagreed'.

14. When asked 'do you agree or disagree that you can influence decisions affecting your local area', only 30.7% of respondents 'agreed', whilst 50.3% 'disagreed'. This represents a small, but statistically significant, increase (+ 3.9%) in the proportion of respondents who believe they can influence decisions since the 2003 Community Survey results, when 26.8% 'agreed' and 47.2% 'disagreed'.

15. Overall, two-thirds (66.7%) of respondents were of the opinion that 'by working together people in my neighbourhood can influence decisions that affect the neighbourhood', and this was a majority (60% +) opinion amongst all sample sub-groups. Only 20.7% were of the opinion that people working together 'could not' influence local decisions. Again this represents a small, but statistically significant increase (+ 5.7%), in those who feel that local people can 'influence decisions that affect the neighbourhood' (2003 Community Survey – 61% 'agree' / 22.6% 'disagree').

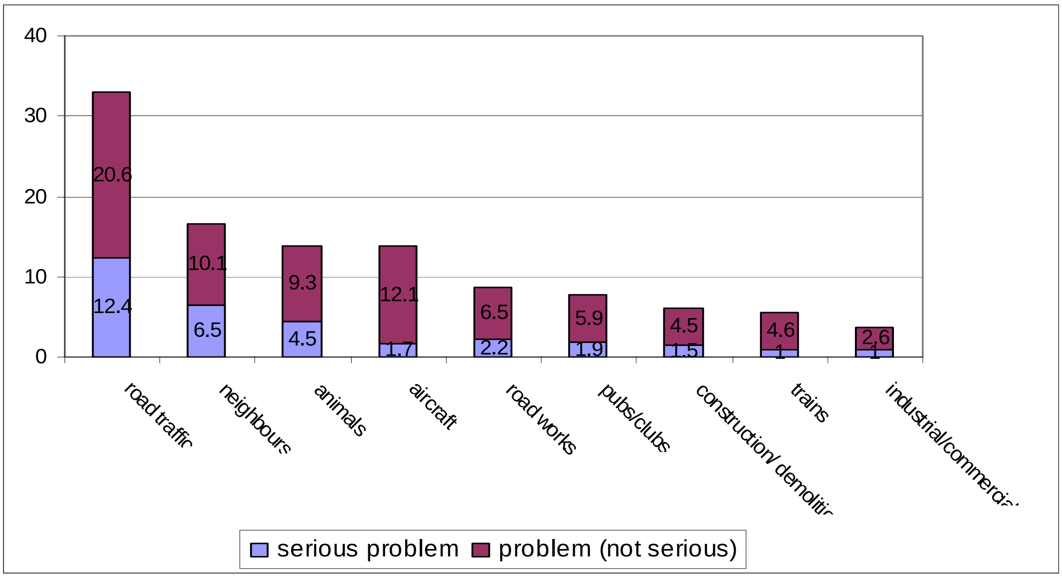
Noise Pollution

16. 43.4% of all respondents did not find any type of noise a problem, and this represents a small, but significant increase (+ 7%) on the 36.4% of respondents who did not report any type of noise a problem in the 2003 Survey.

17. 'Road traffic' was perceived as the greatest noise pollutant, mentioned by just under a third (33%) of all respondents as a problem : by 12.4% as a 'serious problem', and by a further 20.6% as a 'problem, but not serious'. This represents a similar finding to the 2003 (34%) and 2002 (34.6%) Community Surveys. 'Road traffic' was the most mentioned noise problem in all areas of the Borough.

18. ''Neighbours' (16.6% 'problem'), 'aircraft' (13.8% problem'), and ' animals' (13.8%), were the only other noise problems ('serious' or 'not serious') referred to by more than one in ten of all respondents.

'How would you rate the following types of noise in your neighbourhood ?'
(% response – all respondents)



19. There were only two statistically significant changes from the 2003 survey results relating to noise – small decreases in the proportion of respondents reporting noise problems relating to 'aircraft' (- 7.1%), and 'animals' (- 3.8%).

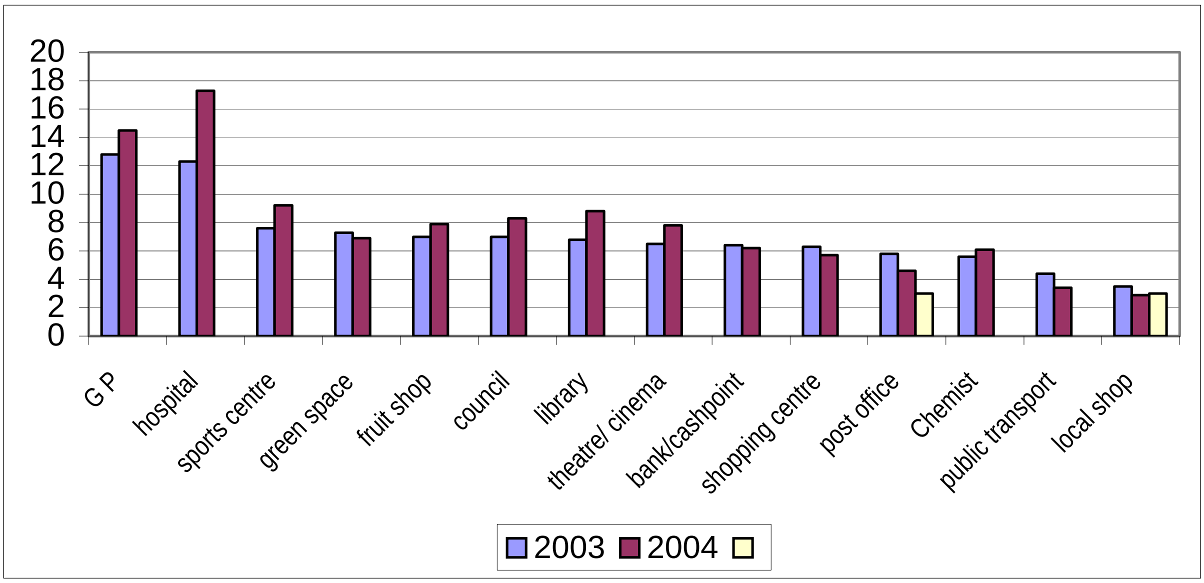
Ease of access to services

20. The majority of respondents reported no difficulties in reaching major services. The services most difficult for respondents to get to using their usual form of transport were 'local hospital' (17.3%) and 'G.P./ Doctor's Surgery' (14.5%), and these were the only services reported as being difficult ('fairly difficult' or 'very difficult') to access by more than one in ten respondents.

21. Though only 8.3% of respondents reported difficulty accessing a 'council or neighbourhood office', 17.2% of respondents were 'not sure' how easy or difficult this facility was to access.

22. The only statistically significant change in reported difficulty of access to services since the 2003 Survey related to 'local hospitals' – slightly more respondents reporting difficulty (+ 5% : 2004 17.3% : 2003 12.4%).

Service Reported to be **Difficult** to Get To : Changes since 2001
(Q10 : All respondents : 'very difficult' + 'fairly difficult' response)

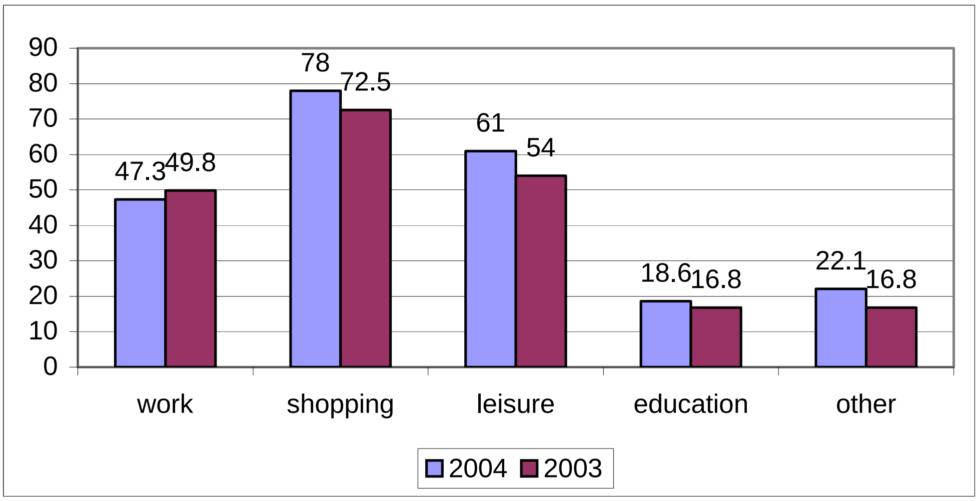


Weekday Journeys / Mode of Transport

23. ‘Shopping journeys’ (referred to by 78% of respondents) are the most common types of journeys made on an ‘average weekday’; followed by journeys for ‘leisure’ (61%), ‘work’ (47.3%), ‘other reasons’ (22.1%), and ‘education’ (18.6%).

24. This is a very similar pattern of response to that received in the 2003 Survey, though there have been small but statistically significant increases in the percentage of respondents making journeys for ‘shopping’ (+ 5.5%), ‘leisure’ (+ 7%), and ‘other reasons’ (+ 5.3%).

Journeys made on average weekday
(Q12 : % response – all respondents)



25. The ‘car’ was the principal mode of transport for all types of journeys and was used by the majority of all respondents who made week-day journeys in respect of - work (73.4%), ‘shopping’ (70.5%), ‘leisure’ (62.6%), ‘education’ (59.4%), and ‘other’ (69.4%). These figures are not significantly different from those reported in the 2003 Community Survey.

26. Whilst there was a small but statistically significant increase in the proportion of respondents ‘walking’ for short leisure journeys (45.3% : + 7.3%), there has been a concomitant small decrease in the proportion of respondents using the ‘bus’, and the proportion using the ‘car’ for these journeys remains largely unchanged (45.7%). As in the previous survey, the car was the main mode of transport for short (‘less than 2 miles’) ‘work’ and ‘shopping’ journeys, whilst walking (60.4%) was the main mode for ‘education’ journeys of ‘less than 2 miles.

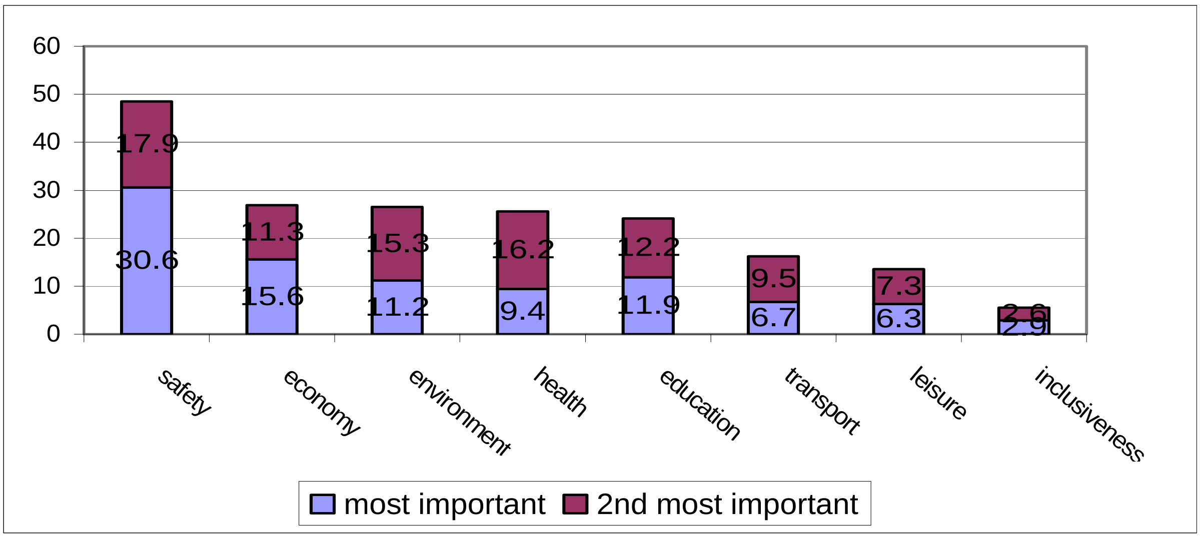
Most important Quality of Life Issues

27. 'Promoting community safety' was deemed, by the sample overall, as the most important issue 'for making Darlington a place where people want to live, work, and can enjoy a high quality of life' – referred to by 30.6% of all respondents in this respect. This issue was rated most important in all areas of the Borough.

28. 'Improving the local economy' (15.6%) achieved the second highest 'most important' score, and was followed by 'raising educational achievement' (11.9%), 'enhancing the environment' (11.2%), and 'improving health and well being' (9.4%). 'Promoting inclusive communities' was believed to be 'most important' by the least number of respondents (2.9%).

29. Respondents were also asked what they believed to be the 'second most important issue', and 'promoting community safety' also achieved the highest 'importance' score when 'most important' and 'second most important' responses are combined – referred to by almost half (48.5%) of all respondents as one of the two most important issues facing the Borough (30.6% 1st + 17.9% 2nd).

Most important issues : 'Most important' + 'Second Most Important'
(Q13a/b : % response – all respondents)



30. There were only three small, but statistically significant changes from the 2003 Survey, in terms of '1st + 2nd importance ratings' : 'local economy' (- 5.6%); 'education' (- 4.2%), and 'public transport' (+ 4.3%).

31. As in the 2003 survey, only three of the issues listed were believed to be NOT IMPORTANT by 3% or more of the sample : 'promoting inclusive communities' (5.3%), 'developing an effective transport system' (4.4%), and 'stimulating leisure activities' (3%).

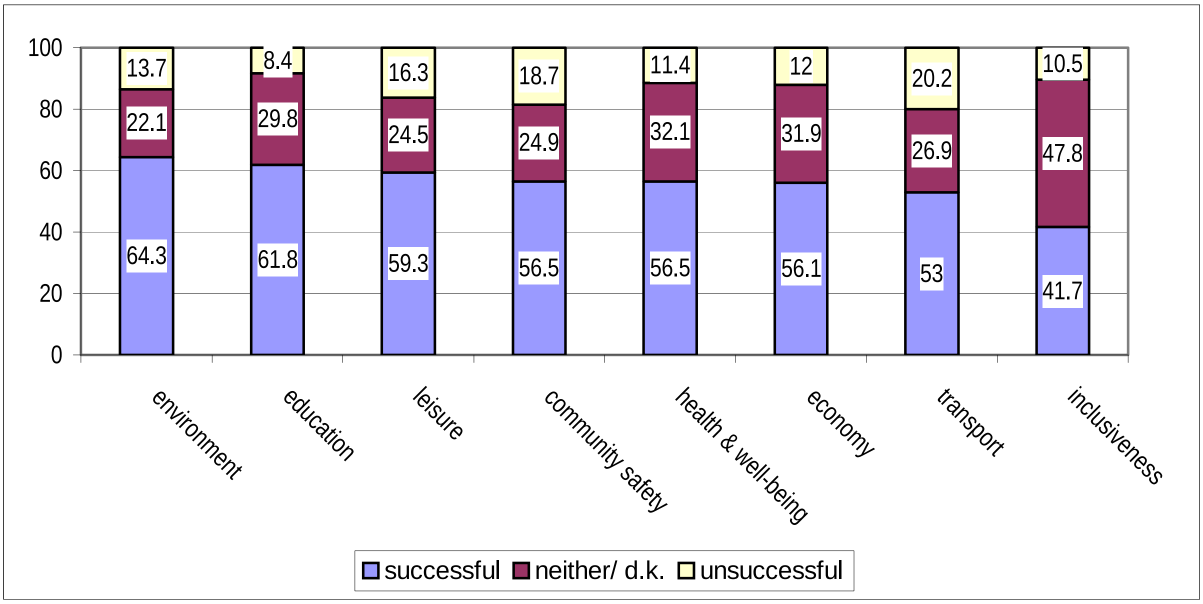
Council's success in dealing with most important issues

32. The Council was perceived by the overall sample as being most 'successful' in terms of 'enhancing the environment' (64.3%), 'raising educational achievement' (61.8%), and 'stimulating leisure activities' (59.3%).

33. The only issue listed which the Council was not seen as having being successful by a majority of the sample was 'promoting inclusive communities' (41.7% successful), about which most respondents (47.8%) gave 'neither successful nor unsuccessful' or 'don't know' responses.

34. The issue on which the Council was rated most 'unsuccessful' was 'developing an effective transport system' (20.2% 'unsuccessful'), followed by 'promoting community safety' (18.7%), and 'stimulating leisure activities' (16.3%).

'How successful is the Council in dealing with these issues?'
(Q16 : % response – all respondents)



35. There were no statistically significant changes in respondents' perception of the Council's success in dealing with the issues listed, since the 2003 Survey.

Council Services

36. Services about which most (more than three-quarters) of all respondents expressed satisfaction were 'street lighting' (86.1%), 'refuse collection' (84.1%), 'upkeep of appearance – town centre' (81.9%), 'Civic theatre' (80.5%), 'recycling facilities' (80.1%), 'security, incl. c.c.t.v. in the town centre' (78%), and 'libraries' (75.5%).

37. Services about which most (more than a quarter) of all respondents expressed dissatisfaction were 'road maintenance & repairs' (50.3% 'dissatisfied'), 'pavement maintenance' (47.7%), 'car parking in Town Centre' (34.5%), 'children's play areas' (31.2%), 'youth clubs & other facilities for young people' (30%), 'car parking in residential areas' (26.9%), and 'street cleaning' (26.8%).

38. The most positive 'satisfaction' rating (as calculated by the 'mean' score which takes into account both the degree of satisfaction or dissatisfaction, where 1 = very satisfied, and 5 = very dissatisfied, and the varying level of don't know responses) were achieved by 'civic theatre' (mean 1.68), 'libraries' (1.77) and 'security measures in town' (1.77). This is similar to the 2003 findings.

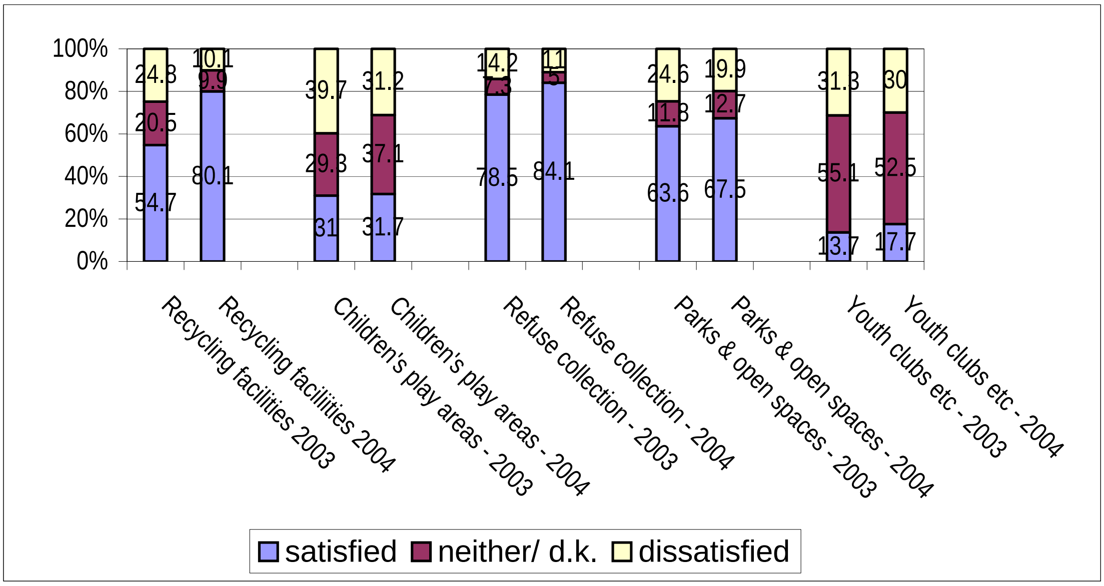
39. Services which achieved the most 'negative' satisfaction ratings (as calculated by mean scores) were 'youth clubs & other facilities for young people' (3.38), 'road maintenance & repairs' (3.36), 'pavement maintenance' (3.29), and children's play areas' (3.08). Again this is similar to the 2003 survey findings.

Changes in Satisfaction levels since 2003 Community Survey

40. The principal 'positive' change was in relation to 'Recycling Facilities' ('net' + 40.1%), which showed a significant increase in satisfaction (from 54.7% in 2003 to 80.1% in 2004) and a concomitant decrease in dissatisfaction (from 24.8% in 2003 to 10.1% in 2004).

41. Other services which achieved positive 'net' satisfaction changes in excess of 5% were 'Children's play areas' (+ 9.2%), 'Refuse collection' (+ 8.8%), 'Parks & open spaces' (+ 8.6%), and 'Youth clubs & other facilities for young children' (+ 5.3%).

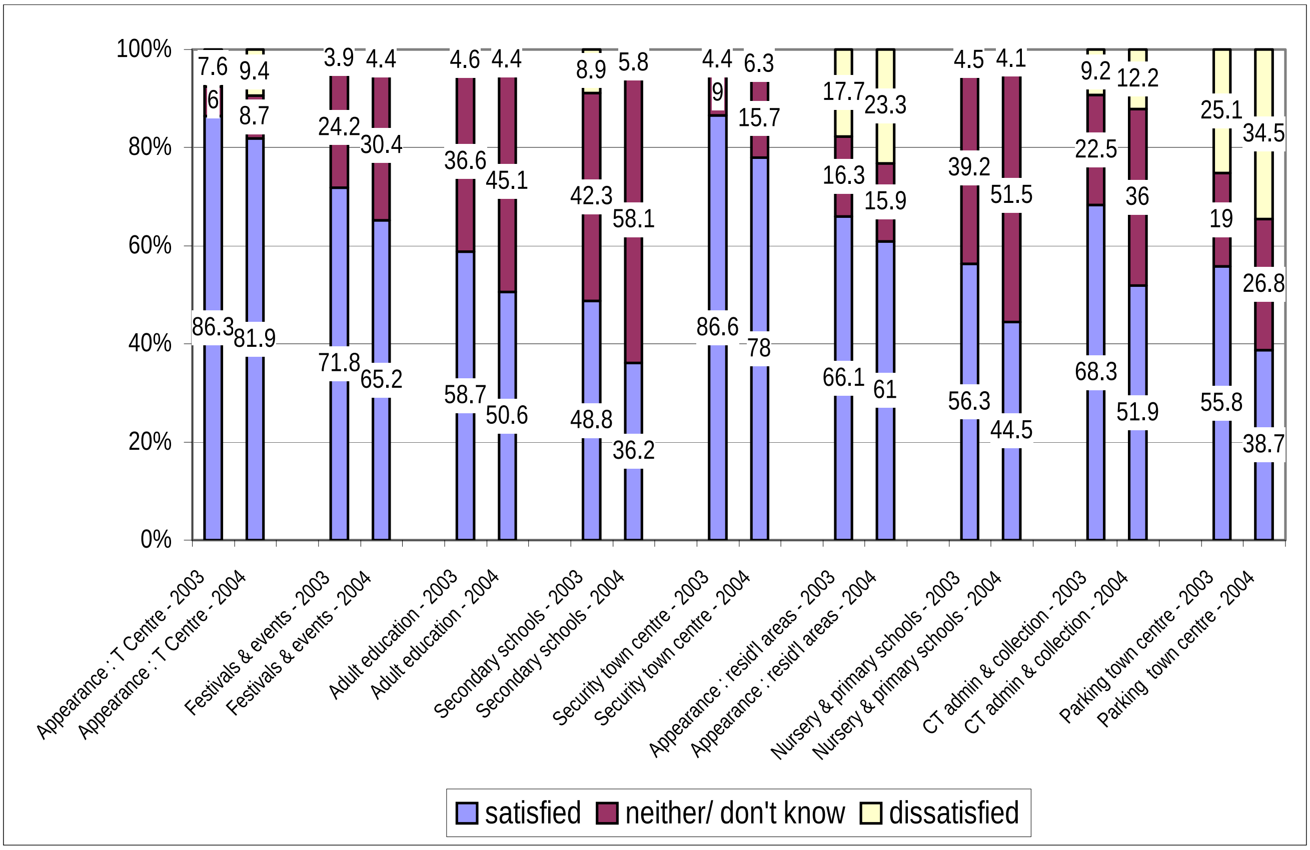
Major POSITIVE changes in 'net' satisfaction since 2003
(% response – all respondents)



42. The largest 'negative' change in 'net satisfaction' was in relation to 'Car parking in the Town Centre' ('net' – 26.5%), for which 'satisfaction' reduced from 55.8% in 2003 to 38.7% in 2004, and 'dissatisfaction' rose from 25.1% in 2003 to 34.5% in 2004.

43. Other services which showed decreases in 'net satisfaction' of more than 5% were 'Council tax administration & collection' (- 19.4%), 'Nursery & primary schools' (- 11.4%), 'Upkeep & appearance in residential areas' (- 10.7%), 'Security incl. c.c.t.v. in Town Centre' (- 10.5%), 'Secondary schools' (- 9.5%), 'Adult education' (- 7.9%), 'Festivals & events' (- 7.1%), and 'Upkeep and appearance of Town Centre' (- 6.2%).

Major NEGATIVE changes in 'net' satisfaction since 2003
(% response – all respondents)



Usage of Services

44. Respondents were asked about usage of services which are 'discretionary' (i.e. accessed by choice or need). Services with the highest usage, and which more than half of all respondents reported that they or members of their family used or benefited from were 'Council Tax Administration & Collection' (55%), Civic Theatre' (52.1%), 'The Dolphin Centre' (51.6%), and 'Parks & Open spaces' (51.2%). This is a very similar finding to the 2003 Survey, though fewer respondents (- 10.5%) referred to 'Council Tax Admin & Collection', and whilst 57.2% referred to 'Car parking in Town Centre' in 2003, this year's survey only 48.7% reported usage/benefit.

45. The least used services were 'social care for older and vulnerable people' (6.6%), 'Youth Clubs and other facilities for young people' (6.3%), and 'Planning department' (5.1%) : again this is a similar to the 2003 Survey findings.

Satisfaction with Services amongst Service Users

46. For most services, overall satisfaction levels (as calculated by 'mean' satisfaction scores) amongst service users was somewhat higher than amongst all respondents. However, there were some exceptions with users of 'children's play areas' , 'planning & control of development', 'car parking – town centre' and 'car parking – residential areas' rating these services slightly more negatively than non-users.

47. Satisfaction amongst users of services was greatest in respect of the 'Civic Theatre' (1.5), 'Libraries' (1.62), and 'Arts Centre' (1.66) – and this is similar to the 2003 Survey findings.

48. Satisfaction amongst users of services was lowest amongst users of 'Children's play areas' (3.18) and 'Car parking in the Town Centre' (3.09).

49. Principal changes in satisfaction amongst service users on the 2004 Survey were greater satisfaction with 'Youth clubs & other facilities for young people' (Mean 2003= 3.4 : Mean 2004= 2.96), and lower satisfaction with 'Car parking in Town Centre (Mean 2003= 2.56 : Mean 2004= 3.09).

Service Priorities

50. Opinion was quite divided as to which service should be given the greatest (first) priority for improvement. 'Youth clubs and other facilities for young people' (9.9%), was referred to by most respondents, but was closely followed by 'Road maintenance and repairs' (8.8%), 'Children's play areas' (7.7%), 'Pavement maintenance;' (7.2%), 'Nursery & Primary Schools' (6.5%) and 'Social care for older and vulnerable people' (6.1%).

51. When first and second priorities for improvements are added together, opinion is still quite divided, and only three services were referred to by more than 15% of respondents – 'Road maintenance and repairs' (18.5%), 'Youth clubs and other facilities for young people' (16.7%), and 'Pavement maintenance' (15.4%). These three services were rated a high priority in all sample areas, and they were also the three services which got the highest priority rating in the 2003 Survey.

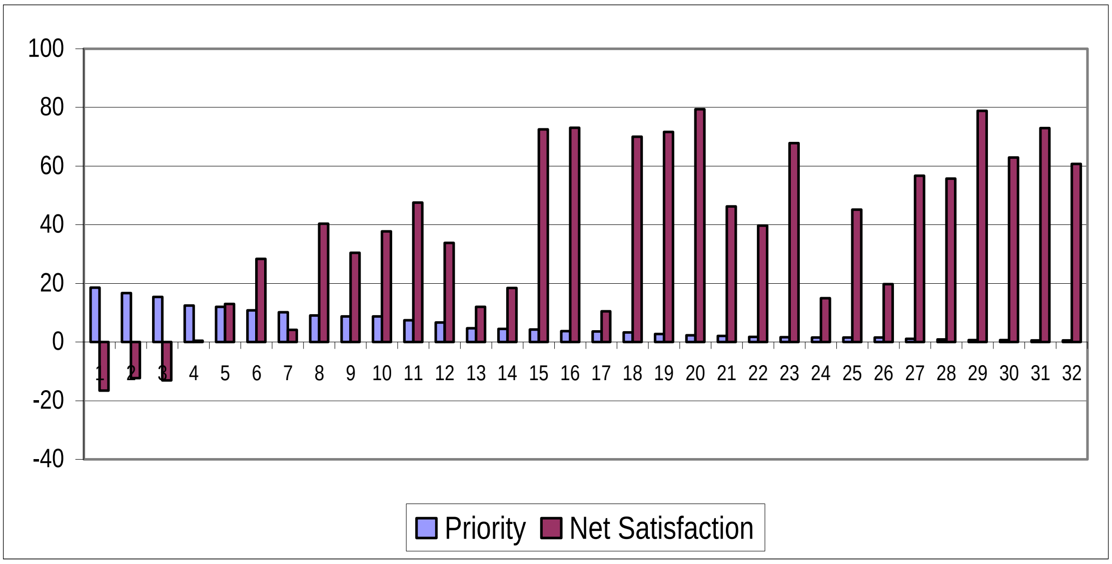
52. There were some areas differences however, with those living in 'Rural' wards being more likely than others to give a high priority to 'Car parking in the town centre', and less likely to rate 'children's play area' as a priority.

Council spend on Services

53. 72.1% of respondents did not mention a service on which they felt that Council spending could be reduced. The service mentioned most frequently as the one on which spending could be reduced was 'the upkeep and appearance of the town centre' (4.5% of all respondents): this was a similar result to that found in the 2003 survey, when 4.8% referred to this service.

54. ‘Service priorities’ (1st plus 2nd) are shown below against ‘net satisfaction’. As the chart illustrates, the three services which were deemed the greatest priority (‘Road maintenance & repairs’, ‘Youth clubs and other facilities for young people’, and ‘Pavement maintenance’), all had negative ‘net satisfaction ratings’.

Service Priorities (1st + 2nd) and ‘Net Satisfaction
(% response – all respondents)



Code

No.	Service	Priority	Net Sat		No.	Service	Priority	Net Sat
		%	%				%	%
1	road maintenance and repairs	18.5	-16.6		17	Housing & Council Tax benefits	3.6	10.5
2	youth clubs & other facilities for young people	16.7	-12.3		18	recycling facilities	3.3	70
3	pavement maintenance	15.4	-13.1		19	security measures – town centre	2.7	71.7
4	children’s play areas	12.5	0.5		20	street lighting	2.3	79.4
5	social care – older/vulnerable people	12.1	13		21	adult education	2.1	46.2
6	security measures – other areas	10.8	28.4		22	Council Tax administration & collection	1.8	39.7
7	car parking – in town centre	10.2	4.2		23	Dolphin Centre	1.7	67.8
8	nursery & primary schools	9.1	40.4		24	school meals	1.6	14.9
9	secondary schools	8.8	30.4		25	community sports and arts	1.5	45.2
10	upkeep of appearance – other areas	8.8	37.7		26	planning & control of development	1.5	19.7
11	parks & open spaces	7.4	47.6		27	leisure and arts venues	1.1	56.7
12	street cleaning	6.7	33 .8		28	Railway Centre & Museum	0.9	55.7
13	council housing	4.7	12		29	Civic Theatre	0.7	78.8
14	car parking – in other areas	4.5	18.4		30	Arts Centre	0.7	62.9
15	upkeep of appearance – town centre	4.3	72.5		31	libraries	0.6	73
16	refuse collection	3.7	73.1		32	festivals & events	0.6	60.8

(Net satisfaction = % ‘satisfied’ minus ‘dissatisfied)

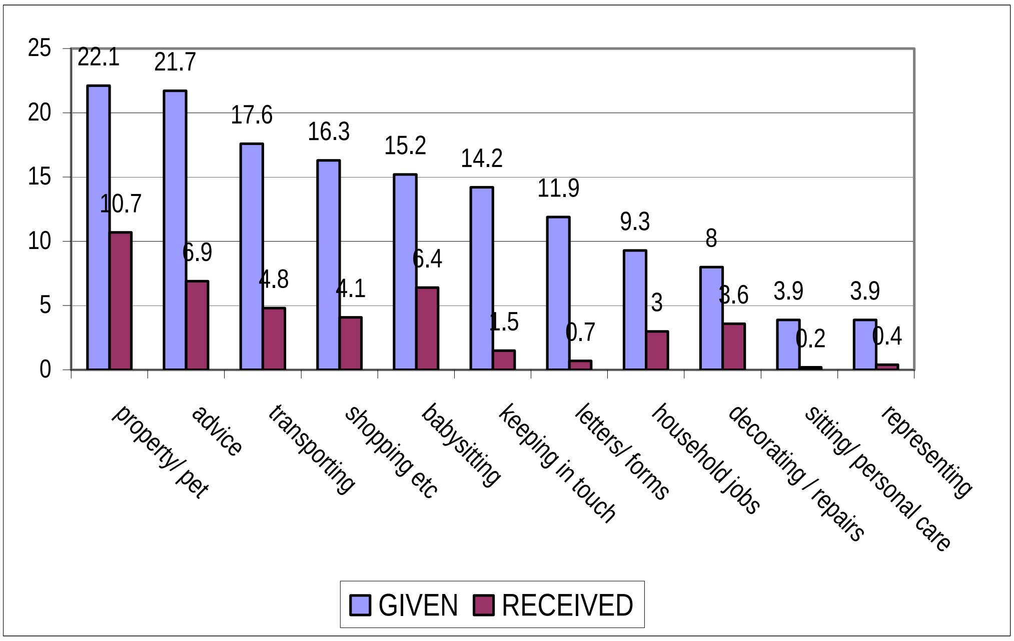
Helping Others / Receiving Help

55. Over a half (51.7%) of all respondents reported having given 'unpaid help to someone who is not a relative' in the past 12 months, and this is a slight reduction on the 56.4% who reported 'giving help' in the 2003 Survey. 'Looking after a property or pet for someone who is away' (22.1%), and 'giving advice to someone' (21.7%) were the main types of help given.

57. There was a decrease from the 2003 Survey in the proportion of respondents reporting 'looking after a property or pet for someone who is away' (- 9.4%), and there were also very small, but statistically significant, changes in relation to 'transporting or escorting someone' (- 4.5%), and 'doing shopping, collecting pension, or paying bills' (+ 4%).

58. Just over a quarter (27.2%) of respondents reported having 'received' unpaid help from someone who is not a relative in the past 12 months. Having someone 'looking after a property or pet' for them whilst they were away' (10.7%) was the most frequent type of help reported, followed by 'advice' (6.9%), and 'babysitting or caring for children' (6.4%). This is a similar response to that received in the 2003 Survey.

Unpaid help – given and received in the last year
(Q21 : % response – all respondents)



59. Just over one-in-five (21.3%) of respondents had 'given unpaid help to a community or voluntary group, club or organisation in the last twelve months'.

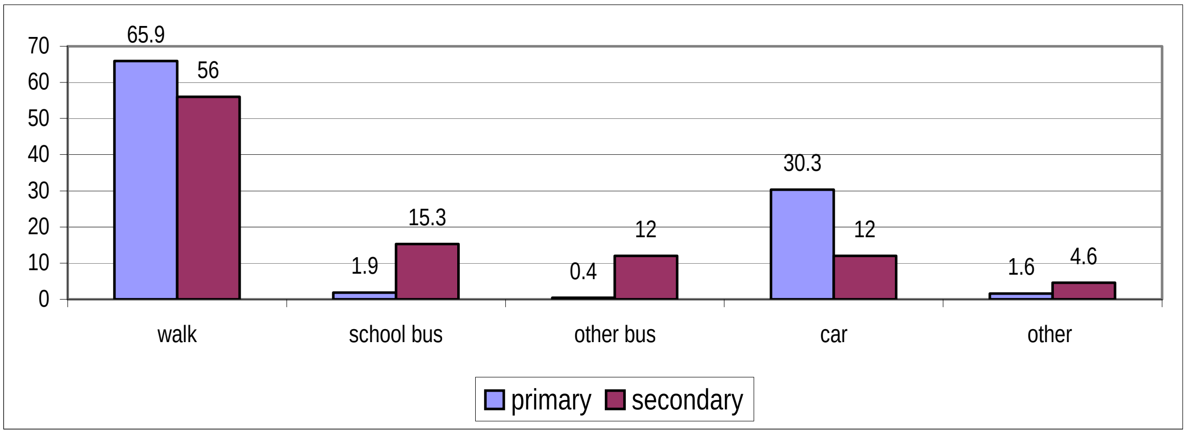
Travel to School

60. In total, amongst all respondents, there were 261 children attending primary schools, and 150 attending secondary schools.

61. Amongst those who attended primary school, 65.9% 'walked', and 30.3% travelled by 'car', with only small minorities using other methods of transport (1.9% 'school bus', 0.4% 'other bus', 0.8% 'cycle'). This finding is very similar to that of the 2003 Community Survey, when 68.8% 'walked' and 26.7% 'travelled by car'.

62. Amongst those who attended secondary school, 56.0% 'walked', 15.3% 'travelled by school bus', 12% 'travelled by car', and 12% travelled by 'other bus'. These figures are not statistically significantly different from those of the 2003 Community Survey when 58.1 'walked', 22.9% 'travelled by school bus, '10.6% travelled by car' and 7.8% 'travelled by 'other bus'.

Main methods of transport to/from school
(all children)



Attitude to Smoking

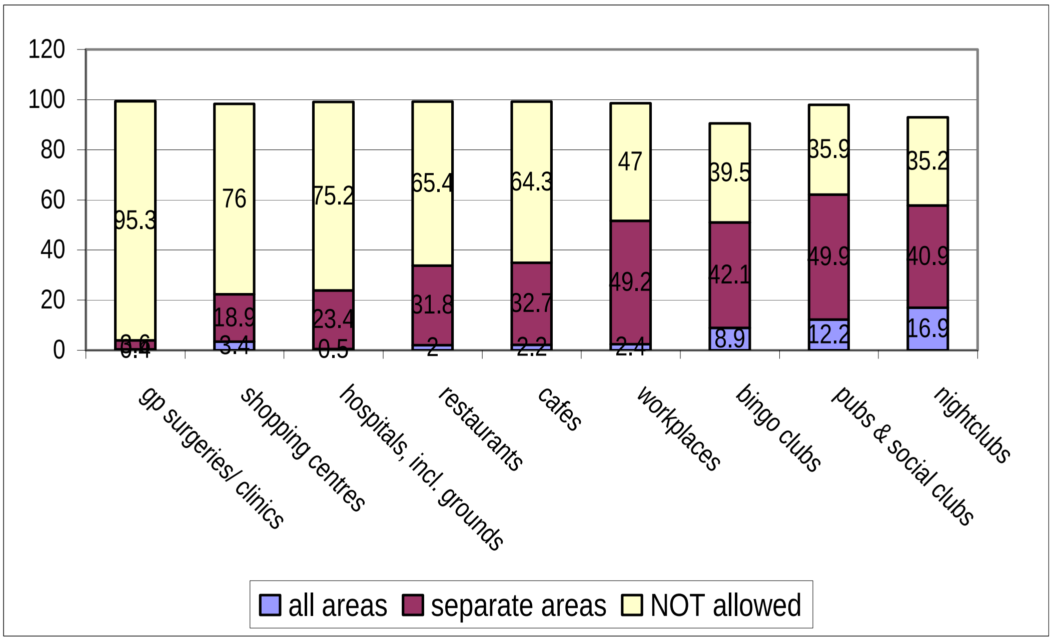
63. The majority (59.1%) of respondents reported that smoking was 'not allowed' in their household, and a further 19.5% said that smoking was 'allowed only in certain rooms'.

64. Just over one-in-five (20.3%) of respondents stated that smoking was allowed throughout their homes, and this rose to 38% amongst those living in homes 'rented from the Council or Housing Association'. Those with young children ('under 4 years)' in the household were least likely to allow 'smoking throughout' their homes (only 9.6%).

65. The majority opinion amongst all respondents was that smoking should '<u>not be allowed at all</u>' in 'GP Surgeries & Health Clinics' (95.3%), 'Shopping Centres' (76%), 'Hospitals, including their grounds' (75.2%), 'Restaurants' (65.4%), and 'Cafes' (64.3%).

66. Whilst there was a slight majority in favour of allowing some smoking in the 'workplace' (51.6% cf. 47% not allowed at all), and more definite majorities in favour of allowing some smoking in 'bingo halls' (51% cf. 39.5% 'not allowed'), 'nightclubs' (57.8% cf. 35.2% 'not allowed'), and 'pubs & clubs' (62.1% cf. 35.9 'not allowed'), the major opinion in respect of all of these locations was that 'smoking should only be allowed in certain separate areas'.

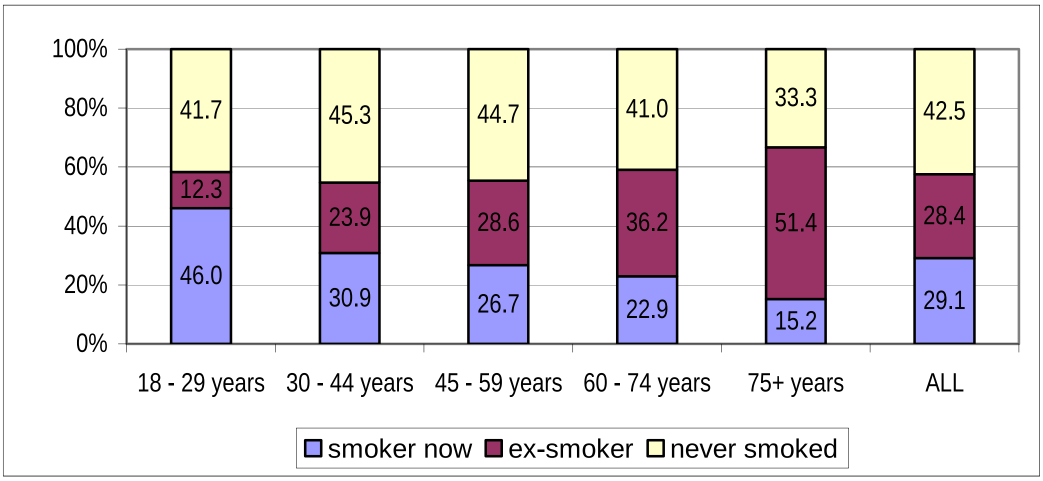
<u>Opinion as to whether smoking should be allowed in public places</u>
(Smoking Q2 : % Response – All Respondents)



Smokers – Profile of Sample

67. 29.1% of the current sample were currently ‘smokers’, 28.4% were ‘ex-smokers’ and 42.5% had ‘never smoked’. ‘Smoking’ decreased considerably with age, from 46% amongst ’18-29 year olds’ to only 15.2% amongst ‘75+ year olds’ (just over half of whom were ‘ex-smokers’).

‘Are you personally a smoker, or have you been a smoker?’
(Smoker Q3 :% response – all respondents)



68. 39.9% of households had at least one current smoker - respondent and/or other household member(s).

69. Over half (58.8%) of all smokers were ‘under 45 years of age’ (27.5% ‘under 30 years’, and 31.3% ‘30 to 44 years’), whilst 24.2% were ‘45 to 59 years’ and 12.6% were ‘60 to 74 years’. Only 4% were ‘75 years or over’. 50.4% of all smokers were ‘male’ and 49.6% were female.

70. 43.8% of all smokers were said to have been ‘under 16 years old’ when they started smoking, and a further 38.5% started smoking before they were ‘21 years of age’.

71. 79.1% of all smokers smoked ‘bought cigarettes’, whilst 15.9% smoked ‘roll your own cigarettes’, 2.4% smoked ‘cigars’, and 2.6% smoked ‘pipes’.

72. The majority of smokers smoked ‘less than 20’ a day’ : those who smoked ‘pipes’ or ‘cigars’ were said to smoke considerably less than those who smoked ‘cigarettes’.

73. 66.4% of respondents who smoked said they would like to ‘give up smoking’, though only 37.3% of all respondent who smoked believe they would give up smoking in the next year or so.

74. Of those respondents who reported having other ‘smokers’ in their household only three (1.7%) reported that one of these smokers was ‘pregnant’.

Ex-Smokers

75. 28.4% (285) of all respondents were ‘ex-smokers’, with the proportion of ‘ex-smokers’ rising considerably with age, from 12.3% amongst ’18 to 30 year olds’ to 51.4% amongst those aged ‘75+ years’. 19.9% of respondents also reported other ‘ex-smokers’ in their household (19% ‘one ex-smoker’ and 0.9% ‘two ex-smokers’) – 209 ‘other household members’ in all who were ‘ex-smokers’.

76. 8.5% of all ‘ex-smokers’ were ‘under 30 years’, 24.3% were ’30 to 44 years old’, 27.7% were ‘45 to 54 years old’, 24.7% were ‘60 to 74 years old’, and 14.6% were ‘75+ years’. 58.5% of all ex-smokers were ‘male’, and 41.5% were ‘female’.

77. 10.9% of ‘ex-smokers’ had stopped smoking within the last year, 18.9% ‘1 to 5 years ago’, 13% ‘6 to 10 years ago’, and 56.1% ‘more than 10 years ago’.

78. The principal reasons for giving up smoking were ‘to protect health’ (31.8%), and because it was ‘affecting health’ (28.9%), with ‘to save money’ (12.1%) being the third most mentioned reason.

MAIN REPORT

DARLINGTON BOROUGH COUNCIL
COMMUNITY SURVEY : SEPTEMBER 2004

A. BACKGROUND AND RESEARCH OBJECTIVES

A.1 In 1998 Darlington Borough Council commenced a programme of community research and consultation covering all aspects of the Council's activities, the overall purpose of which was to inform the development of Best Value initiatives, and to set a context for the evolution of the Council's annual budgets : this survey is part of that ongoing programme of research and consultation.

A.2 Specific objectives of this survey was to gather information, and track changes since the previous survey, relating to:

- 2.1 Satisfaction with Council overall, and perceived change over last year.
- 2.2 Satisfaction with local area, and perceived change over the last two years.
- 2.3 Perceived safety when outside in Darlington – after dark and during day.
- 2.4 Perception of social cohesion in local area
- 2.5 Opinion as to whether individuals or groups can influence local decisions.
- 2.6 Concern about noise pollution
- 2.7 Ease of access to services
- 2.8 Journeys made on an average week-day, and mode of transport
- 2.9 View as to most important issues, and perception of Council success in dealing with these issues
- 2.10 Satisfaction with specific Council Services
- 2.11 Usage of Council Services
- 2.12 Services Priorities
- 2.13 Unpaid help/assistance – given and received
- 2.14 Mode of transport for travel to school for children (primary & secondary)
- 2.15 Willingness to become member of Citizens' Panel

A.3 Information was also sought in relation to attitudes towards 'smoking', and about 'smokers' and 'ex-smokers' (both respondents and other household members) :

- 3.1 Whether smoking allowed in the household
- 3.2 Opinion as to whether smoking should be allowed in specific areas

3.3 Smokers – 'age', 'gender', 'age started smoking', 'type and number smoked per day', ' and 'whether they would like to give up smoking'

3.4 Ex Smokers – 'age', 'gender' and 'main reason for giving up'.

B. METHODOLOGY AND ANALYSIS

Survey Methodology

B.1 Face-to-face interviews were conducted during September 2004, using a structured questionnaire, with 1003 residents of Darlington Borough who were aged 18 years and over.

B.2 In order to track changes in residents opinions over time, many of the questions were the same as, or similar to, those included in previous surveys. A copy of the questionnaire (marked up with the overall sample results, and with comparative results from the 2003 Survey) is attached as Appendix 1 to this report.

B.3 Interviewing took place in all Wards of the Borough, with the number of interviews conducted in each Ward being proportionate to the population therein. Age and gender (inter-locked) quotas were applied in order to ensure that the sample was representative of the Borough in terms of these variables.

B.4 In order to avoid interviews being carried out solely within one location in a ward, randomised starting points were selected for the interviewers, and around eight interviews were carried out from any random location starting point. Only one interview was conducted per household.

B.5 All interviewing was conducted in accordance with the Market Research Society Code of Conduct. Interviewers showed respondents NWA Identity Cards, and letters from the Council which explained the nature of the research. Respondents were also given an NWA free-phone telephone number for contact if they had any queries.

Analysis

B.6 The data was analysed using the statistical package SPSS 12.0. Tables were produced, for all questions, showing counts and percentages for the total Borough, and for the following sample sub-groups : age, gender, whether in paid employment, whether respondent has long-term illness/disability, tenure, occupation of chief wage earner, number of cars in household, whether children (0-4 years, 5-11 years & 12-17 years) in the household, and area. These tables are included as Appendix 2 .

Area Analysis/ Ward Groupings

B.7 As in the previous community survey, area sub-groups which reflect the concentrations of affluence and deprivation between wards, were used for analysis. In order to develop a Neighbourhood Renewal Strategy (NRS) for Darlington, the Council has identified 11 most deprived wards – and these have been split into 'Phase 1' (the five most deprived wards), and 'Phase 2' (the next six most deprived wards). The survey sample was therefore divided into four area sub-groups – 'NRS Phase 1 Wards', 'NRS Phase 2 Wards', 'Non NRS Urban Wards' and 'Rural Wards'.

NRS Phase 1	NRS Phase 2
Central	Bank Top
Cockerton West	Cockerton East
Eastbourne	Lascelles
Haughton East	Lingfield
Park East	North Road
	Northgate

Non-NRS Urban	Rural
College	Heighington & Conniscliffe
Faverdale	Hurworth
Harrowgate Hill	Middleton St. George
Haughton North	Sadberge & Whessoe
Haughton West	
Hummersknott	
Park West	
Pierremont	
Mowden	

Sampling Error

B.8 All sampling is liable to sampling error: this is based on both the size of the sample and the level of response to individual questions. An estimation of potential sampling error at the 95% Confidence level is given below for the total sample, and for all sample sub-groups. Estimations are based on a 50%/50% split in response, and a 10%/90% split. As an example, if 50% of the total sample said they were 'satisfied' with a particular aspect, we estimate with 95% Confidence that between 46.9 % and 53.1 % (50% ± 3.1%) of the total adult Darlington are satisfied with that same aspect.

Sampling Error : 95% Confidence Intervals for sample sub-groups

		Count	50%/50%	10%/90%
			± %	± %
Age	18 to 29 years	163	7.7	4.6
	30 to 44 years	285	5.8	3.5
	45 to 59 years	262	6.1	3.6
	60 to 74years	188	7.1	4.3
	75+ years	105	9.6	5.7
Gender	male	475	4.5	2.7
	female	528	4.3	2.6
In paid employment/ self employed	yes	514	4.3	2.6
	no	489	4.4	2.7
LT Illness/ disability - self	yes	210	6.8	4.1
	no	793	3.5	2.1
Tenure	owner occupied	361	5.2	3.1
	buying/ mortgage	399	4.9	2.9
	rented from the Council	142	8.2	4.9
	rented other	93	10.2	6.1
Occupation chief wage earner	AB (Professional/ Managerial)	201	6.9	4.1
	C1 (Other White Collar)	288	5.8	3.5
	C2 (Skilled Manual)	238	6.4	3.8
	DE (Semi/Unskilled /Benefits)	276	5.9	3.5
Car/van in household	yes - 1	460	4.6	2.7
	yes - more than 1	305	5.6	3.4
	no	238	6.4	3.8
Children 0-4 years in h'hold	yes	146	8.1	4.9
Children 5-11 years in h'hold	Yes	181	7.3	4.4
Young people 12-17 years in h'hold	Yes	153	7.9	4.8
Ward Groupings	NRS Phase 1 Wards	228	6.5	3.9
	NRS Phase 2 Wards	275	5.9	3.5
	Non NRS Urban Wards	372	5.1	3.0
	Rural Wards	128	8.7	5.2
ALL RESPONDENTS		1003	3.1	1.9

C. PROFILE OF SAMPLE
(Appendix 2, pages 142 to 154)

C.1 The great majority (82.1%) of respondents had lived in the Darlington area 'more than ten years', whilst 5.5% had lived in the area 'six to ten years', 9.7% 'one to five years' and only 2.8% 'less than a year, though more than three months'.

C.2 16.3% of respondents were aged '16 to 29 years', 28.4% '30 to 44 years', 26.1% were '45 to 60 years, 18.7% '60 to 74 years', and 10.5% were of '75 years or over'.

C.3 55.1% of the sample were economically active : 31.1% in full-time employment (30+ hours per week), 15.2% in 'part-time' employment, 5.0% self-employed, and 3.8% 'unemployed and available for work'. The remainder were : 'wholly retired from work' (28.4%), 'full time education at school, college or university' (2.1%), 'looking after family and/or home' (9.2%), 'permanently sick or disabled' (4.6%) or 'doing something else' (0.7%).

C.4 47.4% of respondents were 'male' and 52.6% 'female'. 97.6% of the sample was 'White – British'.

C.5 30.5% of respondents reported that they (20.9%) and/or another member of their household (12.7%) 'suffered from a limiting long term illness or disability'.

C.6 Just under a quarter (23.7%) of respondents 'did not have a car' in the household; 45.9% had 'one car or van', and 30.4% had 'more than one car or van'. 23.5% of respondents lived in 'rented' property (14.2% from the Council or Housing Association, and 9.3% from other landlords), whilst 36% were 'owner occupiers' and 39.8% were 'buying their home on a mortgage'.

C.7 14.6% of respondents had 'children under 5 years' in the household', 18% 'children 5 to 11 years', and 15.2% 'young people 12 to 17 years'.

D. RESEARCH FINDINGS :

1. SATISFACTION WITH THE WAY THE COUNCIL IS RUNNING THE BOROUGH

1.1 Overall satisfaction

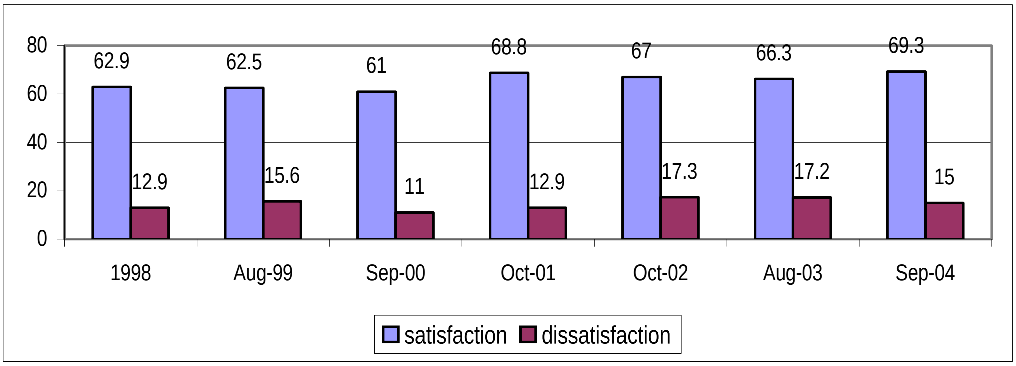
Q.1 : '*Thinking about Darlington Borough Council. Overall how satisfied or dissatisfied are you with the way the Council is running the Borough ?*
(Appendix 2, page 2 refers)

1.1.1 The above question has been included in several previous surveys undertaken by the Council and acts as a 'tracking' question.

1.1.2 69.3% of all respondents said that they were satisfied with the way the Council is running the Borough, (9.7% - very satisfied and 59.6% fairly satisfied), and only 15% of respondents said that they were dissatisfied, (10% fairly dissatisfied, and 5% very dissatisfied). 14.4% of respondents gave 'neither satisfied nor dissatisfied' responses, and a further 1.4% said 'don't know'.

1.1.3 There have been only minor differences in satisfaction levels since the tracking exercise was started in 1998 when overall satisfaction was recorded as 62.9%. However, whilst the current satisfaction level is not significantly different from those recorded by the 2001 to 2003 Community Surveys, it is the highest recorded since the tracking commenced, and there has been a small but statistically significant increase in satisfaction since 1998 to 2000 (when recorded satisfaction levels were around 61-63%).

Satisfaction with the way the Council is running the Borough
% response – all respondents



1.1.4 The 69.3% satisfaction recorded by the current survey is also statistically significantly higher than that recorded by the BVPI General Postal Survey in October 2003 (61.4% satisfaction /14% dissatisfaction - weighted results).

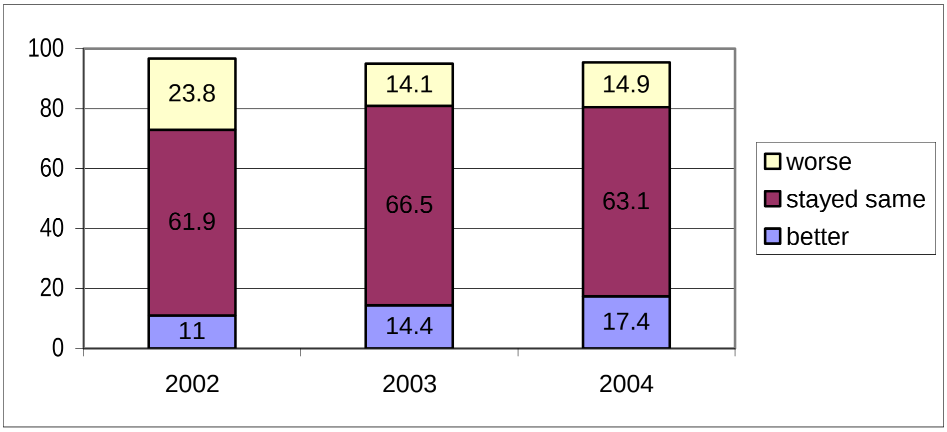
1.1.5 Satisfaction with the way the Council is running the Borough did not vary significantly between areas. Satisfaction was highest amongst '75+ year olds' (79%), though differences between other sub-groups were relatively minor.

1.2 Perceived changes over the last year

Q.2 : *'And over the past year or so, do you think Darlington Council has got better or worse at running the Borough, or has it stayed about the same ?'*
(Appendix 2, page 2 refers)

1.2.1 17.4% of respondents were of the opinion that the Council has 'got better' at running the Borough over the last year, whilst slightly less (14.1%), believed it had 'got worse' : the majority (63.1%), however, were of the opinion that 'it had stayed about the same'. This is not significantly different from the 2003 Survey results, though the positive change in perception since 2002 (when almost a quarter of respondents gave a 'worse' response) has been maintained.

'Over the past year …Council better or worse at running Borough?'
(% response – all respondents)



1.2.2 Those living in 'NRS Phase 1' wards ('better' 26.3%/ 'worse' 10.1%) had the most positive perception of how the Council's running of the Borough has changed over the past year.

2. SATISFACTION WITH LOCAL NEIGHBOURHOOD

2.1 Overall satisfaction

Q.3 : '*Thinking now about this neighbourhood. How satisfied or dissatisfied are you with your neighbourhood as a place to live ?'*
(Question corresponds to Audit Commission Quality of Life Set – QoL 18)
(Appendix 2, page 4 refers)

2.1.1 Satisfaction with local neighbourhoods was high (77.9%), with 37.1% of respondents saying they were 'very satisfied' and 40.8% that they were 'fairly satisfied'. 16.4% of respondents expressed dissatisfaction (10.3% 'fairly dissatisfied' + 6.1% 'very dissatisfied'), whilst 5.6% gave a 'neither satisfied nor dissatisfied' responses and 0.2% said 'don't know'.

2.1.2 Overall satisfaction with the local neighbourhood was not statistically different to that recorded in the 2003 Community Survey : 79.3% satisfaction, and 16.7% dissatisfaction.

2.1.3 As in 2003 Community Survey, satisfaction with neighbourhood was considerably lower in NRS wards (NRS Phase 1 = 67.5% : NRS Phase 2 = 69.1%), than in Non NRS Urban wards (87.1%), and Rural wards (88.3%).

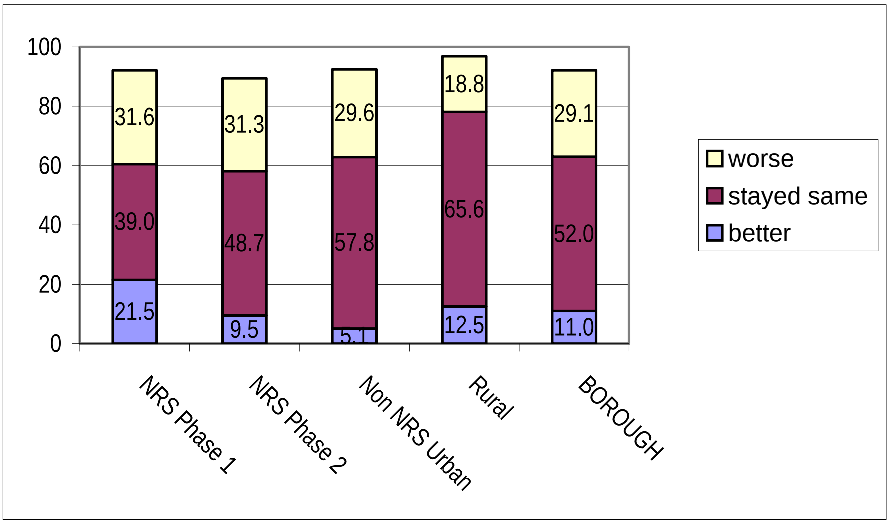
2.2 Perceived changes over the past two years

Q.4 : *'And over the past two years, do you think your neighbourhood has got better or worse ?'*
(Question corresponds to Audit Commission Quality of Life Set – QoL 19)
(Appendix 2, page 5 refers)

2.2.1 Whilst over half (52%) of all respondents felt that their neighbourhood had 'stayed about the same' over the past two years, 29.1% thought it had 'got worse' as a place to live, and only 11% felt it 'had got better' (7.9% gave 'don't know' or 'have lived here less than two years' responses.). Whilst this is a very similar result to that found in the 2003 Community Survey, there is a small but statistically significant increase (+ 3.3%) in the percentage of respondents who think things have 'got better' (2003 : 29.7% 'worse'; 50.9% 'same', and 7.7% 'better).

2.2.2 Those who lived in NRS Phase 1 wards were more likely than others to perceive a change in their neighbourhood over the last two years (with only 39% giving 'stayed the same' responses), and they were also more likely than others to think things had 'got better' (21.5%) – nevertheless almost a third of these respondents felt things had 'got worse' over the past two years.

'Local Neighbourhood – got better or worse over the past two years ?
(% response – all respondents)



3 PERCEPTIONS OF SAFETY

Q.5/6 : *'How safe or unsafe do you feel when outside in the Borough of Darlington ….Q5) after dark ? Q6) … during the day ?*
(Questions correspond to Audit Commission Quality of Life Set – QoL 15a & 15b)
(Appendix 2, pages 6 & 7 refer)

3.1 After dark

Just under a half (48.3%) of all respondents reported feeling safe when outside in the Borough of Darlington after dark (11.4% 'very safe' and 36.9% 'fairly safe'), whilst 33.9% reported feeling 'unsafe' when outside after dark (18.3% 'fairly unsafe' and 15.6% 'very unsafe'). These findings are not significantly different from the 2003 Community Survey when 51.8% of respondents reported feeling 'safe', and 33.8% reported feeling 'unsafe'.

Those who lived in NRS wards were more likely than those from other areas to feel unsafe (Phase 1 = 36.5% : Phase 2 = 38.2%), whilst those who lived in Non-NRS Urban wards were least likely (29.3%).

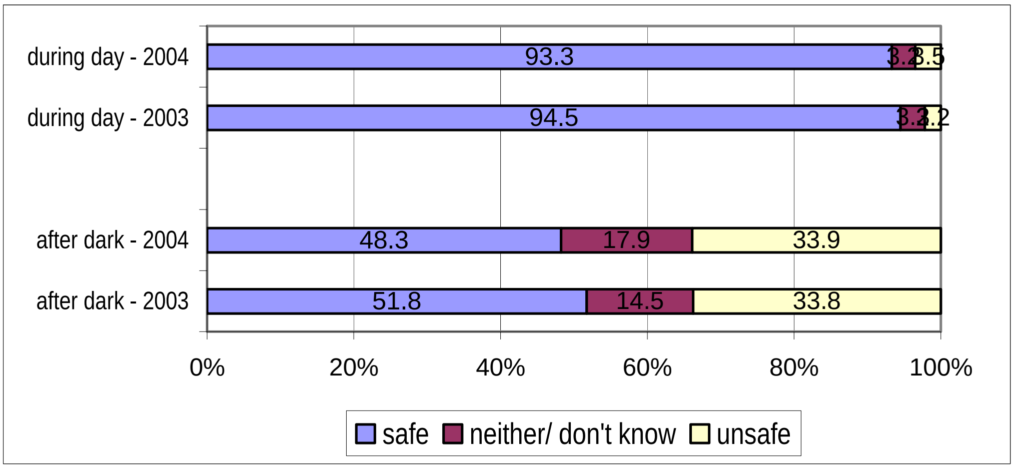
'Females' (44.3% 'unsafe'), 'those with long term illness or disabilities' (40.9%), and '60 - 74 year olds' (40.4%), were most likely to report feeling 'unsafe when outside in Darlington after dark'.

3.2 During the day

The great majority (93.3%) of respondents feel 'safe' when outside in the Darlington Borough area during the day (52.7% 'very safe' + 40.6% fairly safe'), and only 3.5% feel 'unsafe' (0.8% 'very unsafe', and 2.7% 'fairly unsafe'). This is a similar finding to that reported in the 2003 Community Survey – 94.5% 'safe' and 2.2% 'unsafe'.

In all sample sub-groups the great majority of respondents reported feeling 'safe' when outside during the day – with 'unsafe' responses being greatest (but still only 6.5%) amongst those who lived in 'non-Council/ HA rented accommodation'.

<u>'How safe do you feel when you are outside in Darlington Borough area ….?</u>
(% response – all respondents – by year)



4. COMMUNITY COHESION

(Q7 :'*To what extend to you agree or disagree that this local area (within 15/20 minutes walking distance) is a place where people from different backgrounds get on well together?'*
(Question corresponds to Audit Commission Quality of Life Set – QoL 25)
(Appendix 2, page 8 refers)

4.1 67% of all respondents were of the opinion that their local area 'was a place where people from different backgrounds get on well together' (14.6% 'definitely agree' + 52.4% 'tend to agree'), and only 11.8% were of the opposite opinion (7.8% 'tend to disagree' + 6.1% 'definitely disagree'). (15% 'neither agree nor disagree' and 6.3% 'don't know'.) This is not significantly different from the 2003 Community Survey findings, when 64.1% 'agreed' and 13.9% 'disagreed'.

4.2 Respondents living in 'properties rented from private landlords' (26.9% 'disagree'), and '18 to 29 year olds' (19.6% 'disagree') were most likely to think that in their area people from different backgrounds 'did not get on well together'. On an area basis, those living in 'NRS' wards were slightly more likely to think people from different backgrounds didn't get on well together (Phase 1 17.5% 'disagree' : Phase 2 14.9% 'disagree'), than those living in Non NRS Urban or Rural wards (less than 8% 'disagree').

5. 'INFLUENCING DECISION MAKING'

5.1 *(Q8 :'Do you agree or disagree that you can influence decisions affecting your local area?'*
(Question corresponds to Audit Commission Quality of Life Set – QoL 23a)
(Appendix 2, page 9 refers)

5.1.1 When asked 'do you agree or disagree that you can influence decisions affecting your local area', only 30.7% of respondents 'agreed', whilst 50.3% 'disagreed' (15.3% gave 'neither agree nor disagree' responses and 3.8% 'didn't know'). This represents a small, but statistically significant, increase in the proportion of respondents who believe they can influence decisions since the 2003 Community Survey results, when 26.8% 'agreed' and 47.2% 'disagreed'.

5.1.2 Respondents living in 'Rural Wards' (37.5% agree' were most likely to believe they could have an influence on local decision making, whilst those living in 'NRS Phase 2' wards were least likely to believe this (23.3%).

5.2 *(Q9 :'And do you agree or disagree with the following statement ….by working together people in my neighbourhood can influence decisions that affect the neighbourhood'* ***(Question corresponds to Audit Commission Quality of Life Set – QoL 23b)***
(Appendix 2, page refers)

5.2.1 However two-thirds (66.7%) of respondents were of the opinion that 'by working together people in my neighbourhood can influence decisions that affect the neighbourhood', and this was a majority (60% +) opinion amongst all sample sub-groups. Only 20.7% were of the opinion that people working together 'could not' influence local decisions (10.4% gave 'neither nor' and 2.3% 'don't know' responses).

5.2.2 Again this represents a small, but statistically significant increase, in those who feel that local people can 'influence decisions that affect the neighbourhood' (2003 Community Survey – 61% 'agree' / 22.6% 'disagree').

6. NOISE POLLUTION

Q.10 : *'Noise pollution can be a problem. How would you rate the following types of noise in your neighbourhood ? '*
(Question corresponds to Audit Commission Quality of Life Set – QoL 17)
(Appendix 2, pages 11 to 19 refer)

6.1 56.6% of respondents reported that at least one type of noise was a problem to them (serious or not serious), and differences between areas were relatively minor in this respect, ranging from 52.3% in Rural wards, to 61.8% in NRS Phase 2 wards.

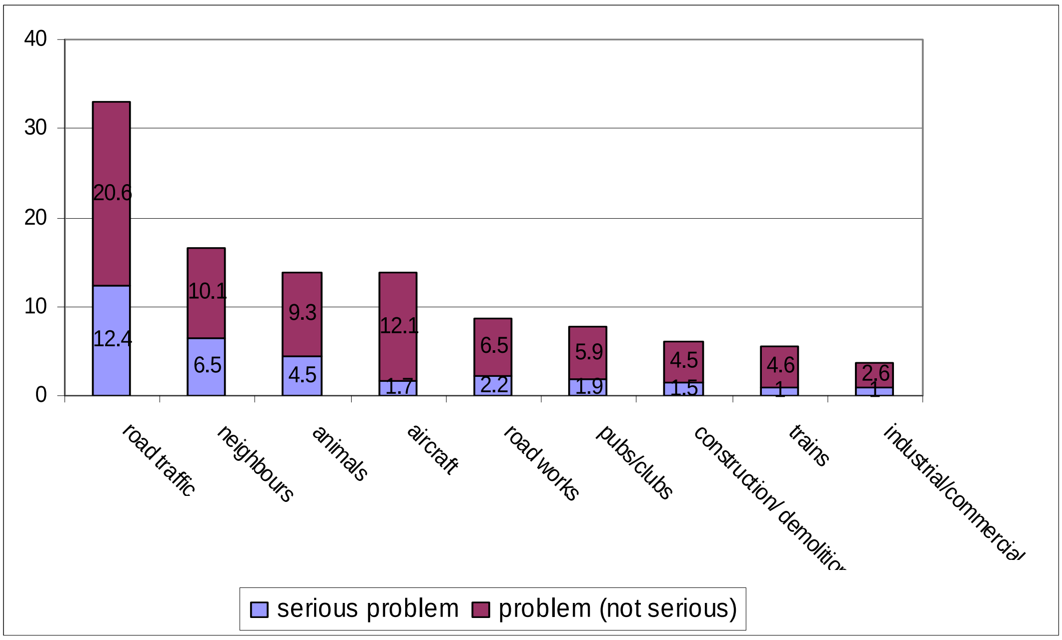
		Area								Total	
		NRS Phase 1		NRS Phase 2		Non NRS Urban		Rural			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Q10) Any problem (serious or not serious)	no	95	41.7%	105	38.2%	174	46.8%	61	47.7%	435	43.4%
	yes	133	58.3%	170	61.8%	198	53.2%	67	52.3%	568	56.6%
Total		228	100.0%	275	100.0%	372	100.0%	128	100.0%	1003	100.0%

6.2 43.4% of all respondents did not find any type of noise a problem, and this represents a small, but significant increase (+ 7%) on the 36.4% of respondents who did not report any type of noise a problem in the 2003 Survey.

6.3 'Road traffic' was perceived as the greatest noise pollutant, mentioned by just under a third (33%) of all respondents as a problem : by 12.4% as a 'serious problem', and by a further 20.6% as a 'problem, but not serious'. This represents a similar finding to the 2003 (34%) and 2002 (34.6%) Community Surveys. 'Road traffic' was the most mentioned noise problem in all areas of the Borough.

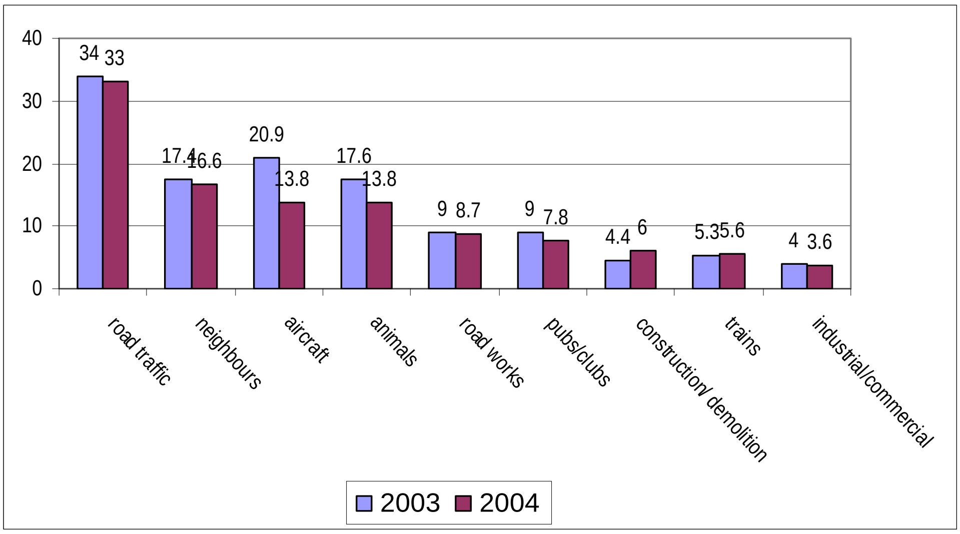
6.4 ''Neighbours' (16.6% 'problem' : 6.5% 'serious' + 10.1% 'not serious'), 'aircraft' (13.8% problem : 1.7% 'serious' + 12.1% 'not serious), and ' animals' (13.8% : 4.5% 'serious' + 9.3% 'not serious'), were the only other noise problems referred to by more than one in ten of all respondents. Other noise pollutants listed were rated as problems (serious or not serious) by less than 10% of all respondents,: 'roadworks' (8.7%), 'pubs/ clubs' (7.8%), construction/ demolition' (6%), 'trains' (5.6%), and ' industrial or commercial premises' (3.6%).

‘How would you rate the following types of noise in your neighbourhood ?’
(% response – all respondents)



6.5 There were only two statistically significant changes from the 2003 survey results relating to noise – small decreases in the proportion of respondents reporting noise problems relating to ‘aircraft’ (- 7.1%), and ‘animals’ (- 3.8%).

Types of noise rated as a problem (serious or not serious)
(% response – by year)



7. EASE OF ACCESS TO SERVICES

Q.11 : '*From your home, how easy is it for you to get to the following, using your usual form of transport ?'*
(Question corresponds to Audit Commission Quality of Life Set – QoL 22)
(Appendix 2, pages 20 to 33 refer)

7.1 The majority of respondents reported no difficulties in reaching major services. The services most difficult for respondents to get to using their usual form of transport were 'local hospital' (17.3%) and 'G.P./ Doctor's Surgery' (14.5%), these were the only services reported as being difficult ('fairly difficult' or 'very difficult') to access by more than one in ten respondents.

7.2 'G.P./Doctor's Surgery' and 'local hospitals' were also reported as being the most difficult to access in the 2003 Survey, though there has been a small statistically significant increase in the proportion of respondents reporting difficulty accessing 'local hospitals' (+ 5%).

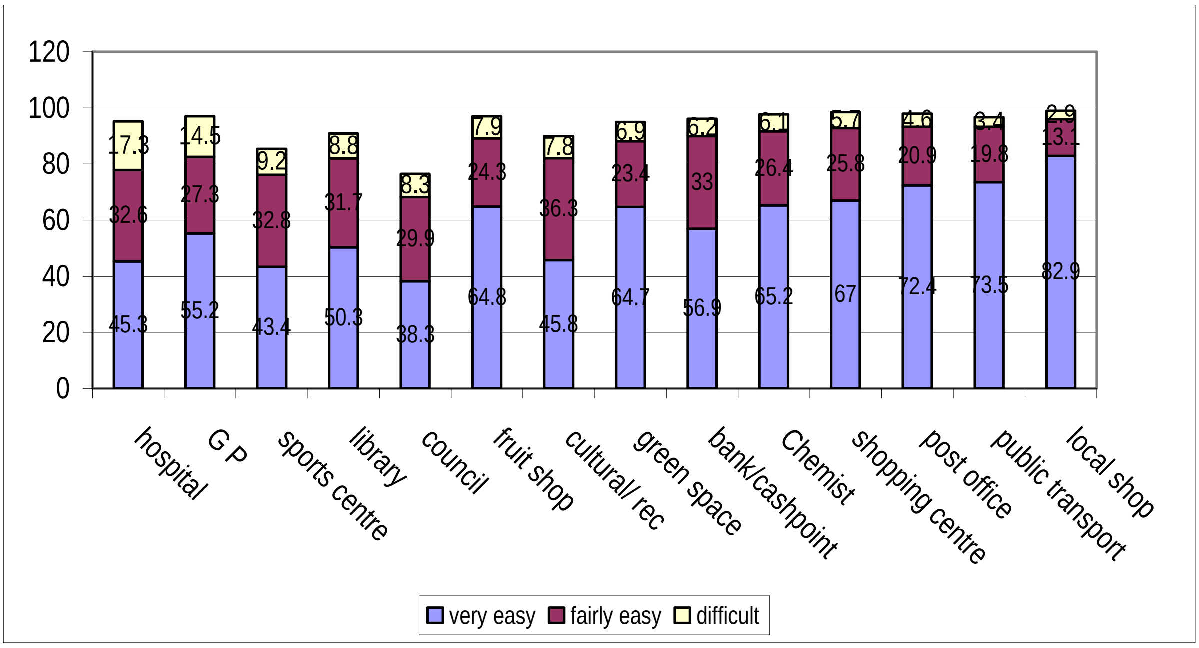
7.3 Other services were reported as being difficult to reach by smaller minorities – 'sports/leisure centre' (9.2%), 'library' (8.8%, 'council or neighbourhood office' (8.3%), 'fresh fruit and vegetables shop' (7.9%), 'cultural/ recreational facilities' (7.8%), 'publicly accessible green space' (6.9%), 'bank/ cash-point' (6.2%), 'chemist/pharmacy' (6.1%) shopping centre or supermarket' (5.7%), 'post office', (4.6%), 'public transport', (3.4%), and 'local shop' (2.9%).

7.4 The services most easily accessible are 'local shops' (82.9% 'very easy'), 'public transport' (73.5% 'very easy'), and 'post office' (72.4% 'very easy') : a similar finding to the 2003 Survey.

7.5 Though only 8.3% of respondents reported difficulty accessing a 'council or neighbourhood office', 17.2% of respondents were 'not sure' how easy or difficult this facility was to access.

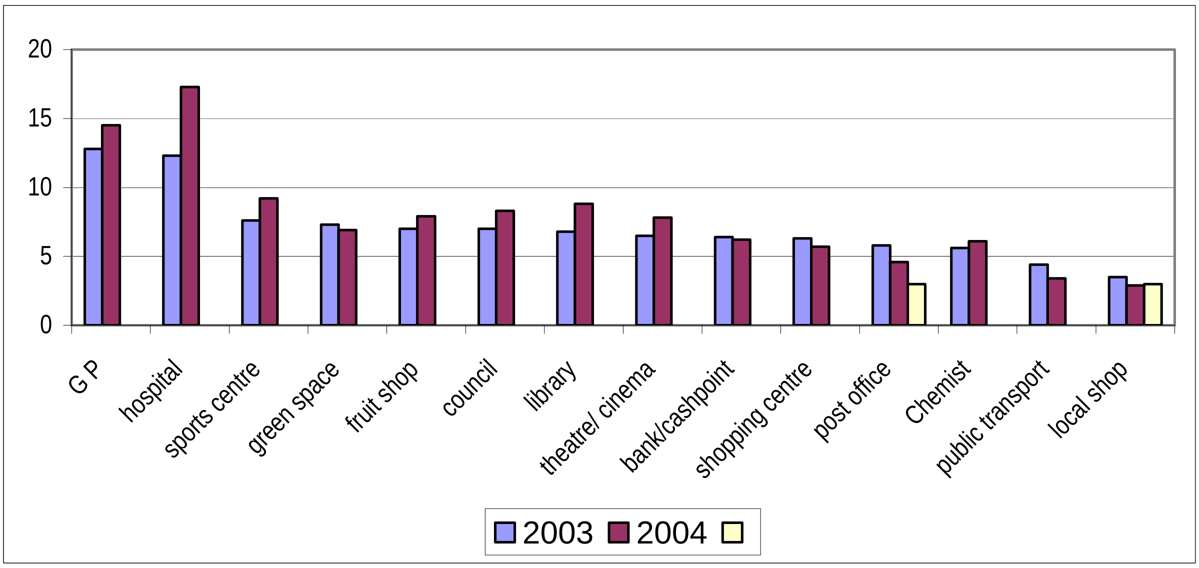
7.6 Access to services was generally most difficult for '75+ year olds', those with 'long standing illnesses or disabilities', and those 'without a car in the household'.

‘How easy to get to… using usual form of transport ?’
(% response – all respondents : sorted by magnitude of ‘difficult’ response)



7.6 The only statistically significant change in reported difficulty of access to services since the 2003 Survey related to ‘local hospitals’ – slightly more respondents reporting difficulty (+ 5% : 2004 17.3% : 2003 12.4%).

Service Reported to be Difficult to Get To : Changes since 2001
(Q10 : All respondents : ‘very difficult’ + ‘fairly difficult’ response)



8. WEEK-DAY JOURNEYS

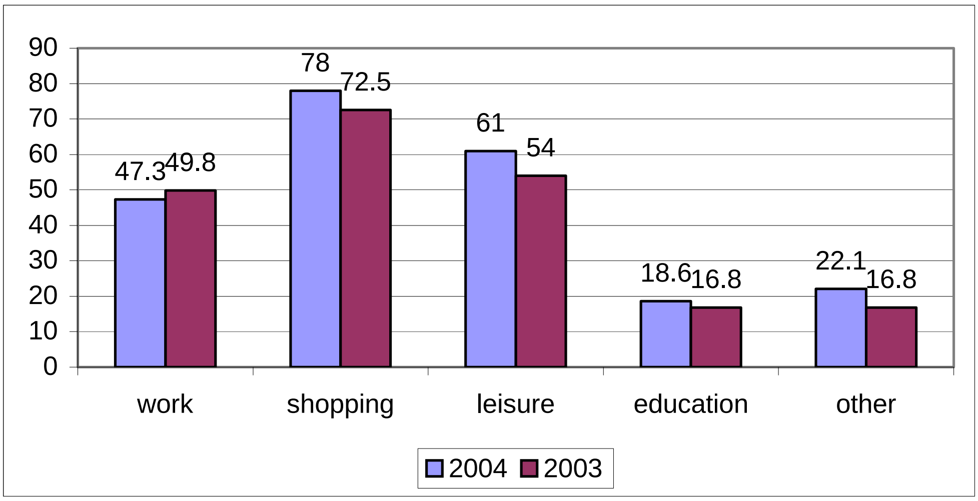
Q.12 (a) *'Could you tell me whether on an average weekday (Tuesday, Wednesday or Thursday) you make the following journeys?*
(Questions 12a, b & c correspond to Audit Commission Quality of Life Set – QoL 36)
(Appendix 2, pages 34 to 38 refer)

8.1 Journeys Made

8.1.1 'Shopping journeys' (referred to by 78% of respondents) are the most common types of journeys made on an 'average weekday' (Tuesday, Wednesday or Thursday); followed by journeys for' leisure' (61%), 'work' (47.3%), 'other reasons' (22.1%), and 'education' (18.6%).

8.1.2 This is a very similar pattern of response to that received in the 2003 Survey, though there have been small but statistically significant increases in the percentage of respondents making journeys for 'shopping' (+ 5.5%), 'leisure' (+ 7%), and 'other reasons' (+ 5.3%).

Journeys made on average weekday
(Q12 : % response – all respondents)



8.2 Main Modes of transport

Q12 (b) *'And for each of the journeys made please could you tell me the mode of transport you use?'*

(Appendix 2, pages 34 to 38 refer)

8.2.1 The 'car' was the principal mode of transport for all types of journeys and was used by the majority of all respondents who made week-day journeys in respect of - work (73.4%), 'shopping' (70.5%), 'leisure' (62.6%), 'education' (59.4%), and 'other' (69.4%). These figures are not significantly different from those reported in the 2003 Community Survey.

8.2.2 'Walking' was the second most popular mode of transport, and was used by more than one in five of those who made journeys for 'education' (34.8%), 'leisure' (27.8%), 'shopping' (23.3%), and 'other' (29.7%) purposes, but by only 16% of those who travelled 'to work'. Again these figures are not significantly different from those reported in last year's survey.

8.2.3 The 'bus' was the third most frequently used method of transport – 'shopping' (16%), 'leisure' (16%), 'education' (9.1%), 'work' (10.1%), and 'other' (10.4%). Again, apart from 'other journeys' (which shows a decrease in the proportion of journeys by bus – from 26.9%), reported usage of the 'bus' is not significantly different from the 2003 Survey.

		Cases	Col Response %
Q12a) On average weekday : journey to work	car	348	73.4%
	walk	76	16.0%
	bus	48	10.1%
	cycle	13	2.7%
	other	12	2.5%
	train	1	.2%
	motorbike/moped	1	.2%
Total		474	105.3%

		Cases	Col Response %
Q12a) On average weekday - shopping journey :	car	551	70.5%
	walk	182	23.3%
	bus	125	16.0%
	other	16	2.0%
	cycle	5	.6%
	train	1	.1%
	motorbike/moped	1	.1%
Total		782	112.7%

		Cases	Col Response %
Q12a) On average weekday - leisure journey	car	383	62.6%
	walk	170	27.8%
	bus	81	13.2%
	cycle	21	3.4%
	other	20	3.3%
	train	4	.7%
	motorbike/moped	1	.2%
Total		612	111.1%

		Cases	Col Response %
Q12a) On average weekday - journey for education	car	111	59.4%
	walk	65	34.8%
	bus	17	9.1%
	other	4	2.1%
	train	3	1.6%
	cycle	2	1.1%
	motorbike/moped	1	.5%
Total		187	108.6%

		Cases	Col Response %
Q12a) On average weekday - other journey	car	154	69.4%
	walk	66	29.7%
	bus	23	10.4%
	other	8	3.6%
	cycle	3	1.4%
	train	2	.9%
Total		222	115.3%

8.3 ‘Work Journeys

Q12(c) *‘And for each of the journeys you make what is the approximate number of miles you travel?’*
(Appendix 2, pages 39 to 43 refer)

8.3.1 33.3% of all ‘work’ journeys were ‘less than 2 miles’, 30% were ‘2-7 miles’ and 30.4% were ‘8 miles or over’ (6.3% ‘not sure/ varies’). (This is a very similar pattern to that reported in the 2003 Survey.)

8.3.2 The ‘car’ was the main mode of transport for all ‘work’ journeys, irrespective of distance : almost half (46.8%) who travel ‘less than 2 miles’ to work do so by car, whilst 43.7% ‘walk’. This is a similar finding to 2003 when 49.4% of ‘0-2 mile work journeys’ were undertaken by car, and 41.4% ‘on foot).

		Q12C WORK: Distance travelled										Total	
		between 0 to under 2 miles		2 to 4 miles		5 to 7 miles		8 miles or over		(not sure/ varies)		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Q12a) On average weekday : journey to work	car	74	46.8%	78	72.2%	30	88.2%	142	98.6%	24	80.0%	348	73.4%
	bus	24	15.2%	19	17.6%	3	8.8%	1	.7%	1	3.3%	48	10.1%
	cycle	3	1.9%	8	7.4%			2	1.4%			13	2.7%
	walk	69	43.7%	6	5.6%	1	2.9%					76	16.0%
	train							1	.7%			1	.2%
	motorbike/moped							1	.7%			1	.2%
	other	4	2.5%	1	.9%			1	.7%	6	20.0%	12	2.5%
Total		158	100.0%	108	100.0%	34	100.0%	144	100.0%	30	100.0%	474	100.0%

8.4 Shopping Journeys

8.4.1 59.5% of all ‘shopping’ journeys were ‘less than 2 miles’, 34.9% were ‘2-7 miles’ and 3.6% were ‘8 miles or over’ (2.0 ‘not sure/ varies’). (Again a similar pattern to that found in the 2003 Survey)

8.4.2 The ‘car’ was the main mode of transport for all ‘shopping’ journeys, irrespective of distance : ranging from 62.6% for those ‘less than 2 miles’, 89.3% for those ‘over 8 miles’ or over. Only 34.8% of those who made shopping journeys of ‘less than 2 miles’ referred to ‘walking’. Again this is a similar finding to 2003, when 63.6% of shopping journeys of less than ‘2 miles’ were undertaken by ‘car’, and only 30% referred to ‘walking’.

		Q12C: SHOPPING : Distance travelled										Total	
		between 0 to under 2 miles		2 to 4 miles		5 to 7 miles		8 miles or over		(not sure/ varies)		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Q12a) On average weekday - shopping journey :	car	291	62.6%	183	79.6%	39	90.7%	25	89.3%	13	81.3%	551	70.5%
	bus	75	16.1%	42	18.3%	2	4.7%	3	10.7%	3	18.8%	125	16.0%
	cycle	1	.2%	3	1.3%					1	6.3%	5	.6%
	walk	162	34.8%	16	7.0%	1	2.3%	2	7.1%	1	6.3%	182	23.3%
	train							1	3.6%			1	.1%
	motorbike/moped					1	2.3%					1	.1%
	other	12	2.6%	3	1.3%	1	2.3%					16	2.0%
Total		465	100.0%	230	100.0%	43	100.0%	28	100.0%	16	100.0%	782	100.0%

8.5 Leisure Journeys

8.5.1 45.1% of all 'leisure journeys were 'less than 2 miles', 29.6% were '2-7miles' and 16% were '8 miles or over' (9.3% 'not sure/ varies'). (Again this is a similar result to that of the 2003 Survey.)

8.5.2 The 'car' was the main mode of transport for all 'leisure' journeys, though was mentioned by less than half (45.7%) of those who usually make journeys of 'less than two miles', for which an equal number of respondents said they usually 'walk' (45.3%) : this represents a small but statistically significant increase in the proportion of respondents 'walking' for short leisure journeys (2003 – 'car'46.7% : 'walk' 38%). However, there has been a concomitant small decrease in the proportion of respondents using the 'bus' for such short (0-2 miles) leisure journeys – (2003 24.5% : 2004 15.2%).

		Q12C: LEISURE: Distance travelled										Total	
		between 0 to under 2 miles		2 to 4 miles		5 to 7 miles		8 miles or over		(not sure/ varies)		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Q12a) On average weekday - leisure journey	car	126	45.7%	100	70.4%	38	97.4%	82	83.7%	37	64.9%	383	62.6%
	bus	42	15.2%	25	17.6%	1	2.6%	6	6.1%	7	12.3%	81	13.2%
	cycle	4	1.4%	6	4.2%	1	2.6%	8	8.2%	2	3.5%	21	3.4%
	walk	125	45.3%	20	14.1%	2	5.1%	7	7.1%	16	28.1%	170	27.8%
	train	1	.4%					3	3.1%			4	.7%
	motorbike/moped			1	.7%							1	.2%
	other	12	4.3%	6	4.2%					2	3.5%	20	3.3%
Total		276	100.0%	142	100.0%	39	100.0%	98	100.0%	57	100.0%	612	100.0%

8.6 Education Journeys

8.6.1 51.3% of all 'journeys to places of education' were 'less than 2 miles', 27.3% were '2-7 miles' and 15.0% were '8 miles or over' (6.4% 'not sure/ varies'). (Again a similar pattern of travel to that revealed in the 2003 Survey.)

Over half of those who travelled for 'education' purposes, and made journeys of 'less than two miles', 'walked' (60.4%), whilst 41.7% travelled by car. This is a similar pattern of travel as recorded in the 2003 Survey when 56.2% of those who travelled 'less than 2 miles' 'walked', and 37.1% travelled by car.

		Q12C: EDUCATION: Distance travelled										Total	
		between 0 to under 2 miles		2 to 4 miles		5 to 7 miles		8 miles or over		(not sure/ varies)			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Q12a) On average weekday - journey for education	car	40	41.7%	34	81.0%	8	88.9%	22	78.6%	7	58.3%	111	59.4%
	bus	6	6.3%	6	14.3%	1	11.1%	4	14.3%			17	9.1%
	cycle	1	1.0%	1	2.4%							2	1.1%
	walk	58	60.4%	5	11.9%					2	16.7%	65	34.8%
	train							3	10.7%			3	1.6%
	motorbike/moped	1	1.0%									1	.5%
	other	1	1.0%							3	25.0%	4	2.1%
Total		96	100.0%	42	100.0%	9	100.0%	28	100.0%	12	100.0%	187	100.0%

9. MOST IMPORTANT ISSUES

Q.13 : '*The Council's principal role is to make Darlington a place where people want to live, work and can enjoy a high quality of life. The Council has identified eight main issues which it believes are important –*
a) Which of these issues do you feel is the most important in making Darlington a place where people want to live, work and can enjoy a high quality of life
b) And which do you feel is the second most important?
c) Are there any which you feel are not important
(Appendix 2, pages 44 to 45 refer)

Most important issue

9.1. 'Promoting community safety' was deemed, by the sample overall, the most important issue for making Darlington a place where people want to live, work, and can enjoy a high quality of life – referred to by 30.6% of all respondents. 'Improving the local economy' achieved the second highest 'most important' score, but was some way behind (mentioned by 15.6%), and was followed by 'raising educational achievement' (11.9%), 'enhancing the environment' (11.2%), and 'improving health and well being' (9.4%). 'Promoting inclusive communities' was believed to be 'most important' by the least number of respondents (2.9%).

9.2 'Promoting community safety' was deemed the most important issue by respondents from all areas of the Borough, but was referred to most frequently by those in NRS Phase 2 Wards (37.1%), and least frequently by those in Rural wards (24.2%).

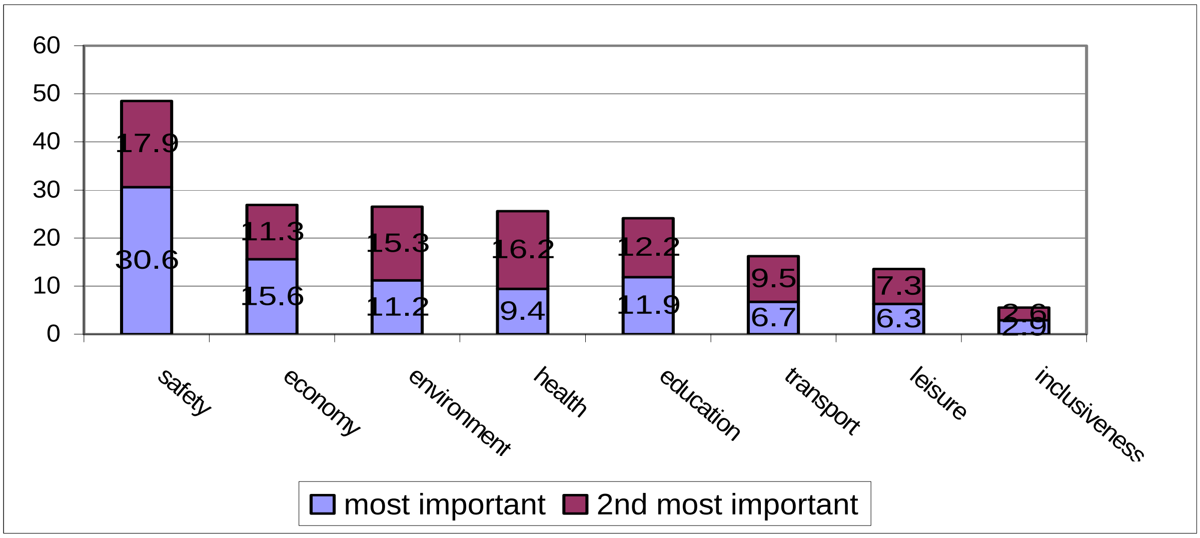
9.3 There were also some other notable sub-group differences : 45-59 year olds were more likely than others to believe 'improving the local economy' was most important (23.7% cf. 15.6% total sample); those with children in the household were more likely than others to believe 'raising educational achievement' was most important (around 20% cf. 11.9% total sample); '18-29 year olds' were more likely than others to believe 'stimulating leisure activities' were most important (11% cf 6.3% total sample); '60-74 year olds' were more likely than others to believe 'improving health and well being' was most important (15.4% cf 9.4% total sample), and '75+ year olds' were more likely than others to believe 'developing an effective transport system' was most important (12.4% cf. 6.7% total sample).

First & Second Most Important Issues

9.4 Respondents were also asked what they believed to be the 'second most important issue', and 'promoting community safety' also achieved the highest 'importance' score when 'most important' and 'second most important' responses are combined – referred to by almost half (48.5%) of all respondents as one of the two most important issues facing the Borough (30.6% 1st + 17.9% 2nd).

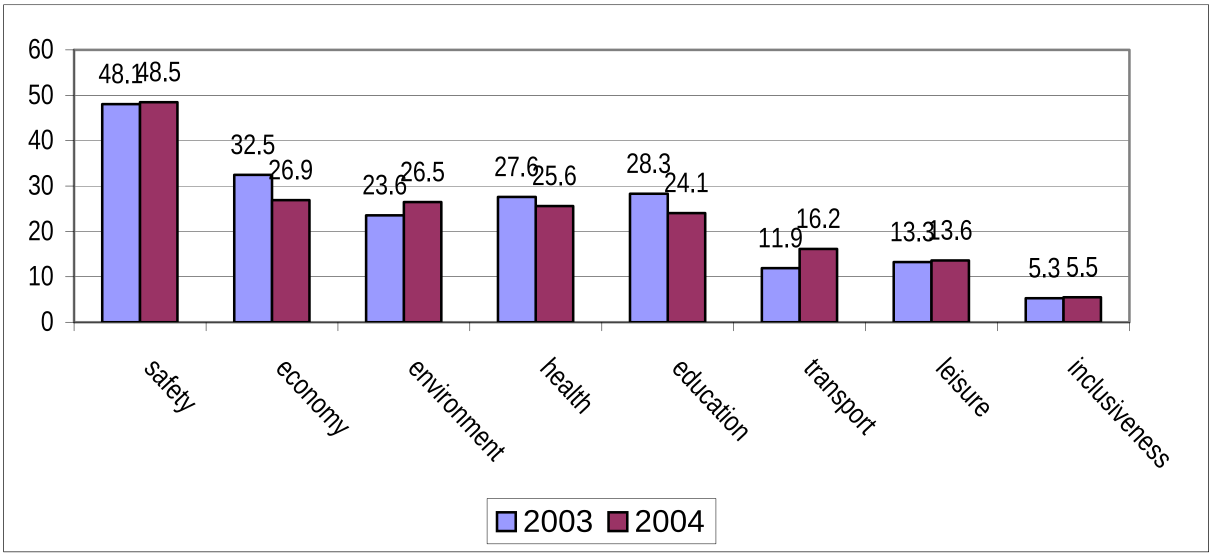
9.5 'Improving the local economy' (26.9% : 15.6% 1st + 11.3% 2nd) achieved the second highest '1st + 2nd importance' rating, followed by 'enhancing the environment' (26.5% : 11.2% 1st + 15.3% '2nd), 'improving health and well being' (25.6% : 9.4% 1st + 16.2% 2nd), and 'raising educational achievement' (24.1% : 11.9 1st + 12.2% '2nd).

Most important issues : 'Most important' + 'Second Most Important'
(Q13a/b : % response – all respondents)



9.6 'The local economy' was also rated as the 2nd most important issue in the 2003 Community Survey, though there was a small, but statistically significant decrease, in the percentage of respondents who rated it as '1st or 2nd most important' (- 5.6%). Other statistically significant changes from the 2003 Survey were a small decrease in the '1st + 2nd most important' rating for 'education' (- 4.2%), and an increase in that relating to 'public transport' (+ 4.3%).

<u>Most important issues : '1st + 2nd Most Important' : 2003 and 2004</u>
(Q13a/b : % response – all respondents)



9.7 As in the 2003 survey, only three of the issues listed were believed to be NOT IMPORTANT by 3% or more of the sample : 'promoting inclusive communities' (5.3%), 'developing an effective transport system' (4.4%), and 'stimulating leisure activities' (3%) – and none of these figures have changed significantly from those reported in the previous survey. However, there was a small, but statistically significant decrease in the percentage of respondents who were of the opinion that ALL of the issues listed were important – 80%, compared with 85.3% in 2003.

10 COUNCIL'S SUCCESS IN DEALING WITH MOST IMPORTANT ISSUES

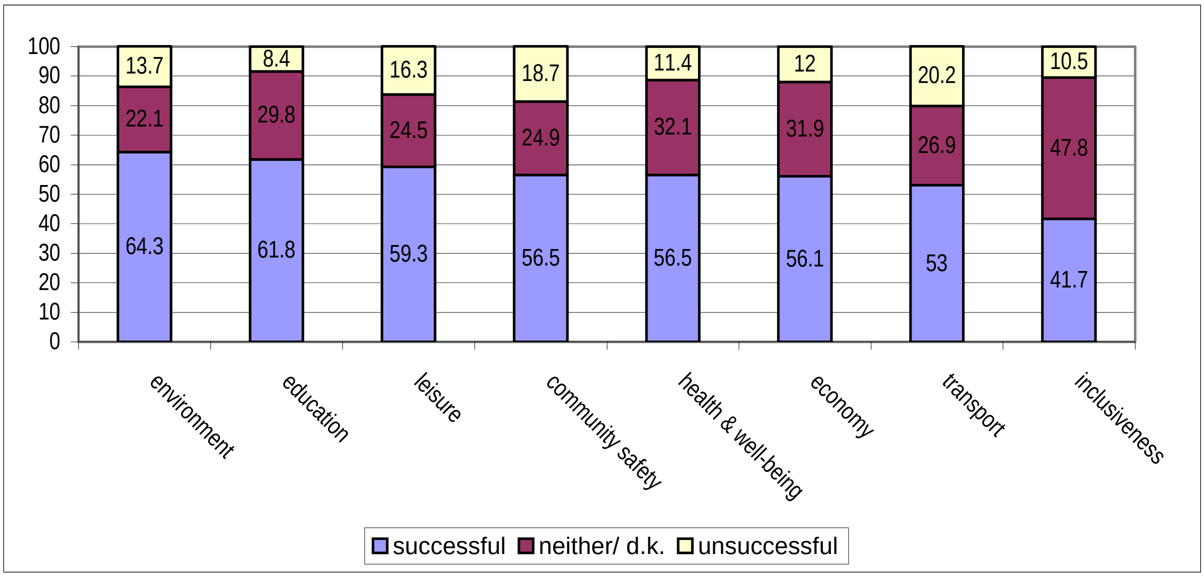
Q14. *'And how successful or unsuccessful would you say the Council is in dealing with these issues.? '*
(Appendix 2, pages 47 to 54 refer)

10.1 The Council was perceived by the overall sample as being <u>most</u> successful in terms of 'enhancing the environment' (64.3% successful : 10.6% very + 53.7% fairly), though this was followed closely by 'raising educational achievement' (61.8%), 'stimulating leisure activities' (59.3%), 'promoting community safety' (56.5%), 'improving health and well-being' (56.5%), 'improving the local economy' (56.1%), and 'developing an effective transport system (53%).

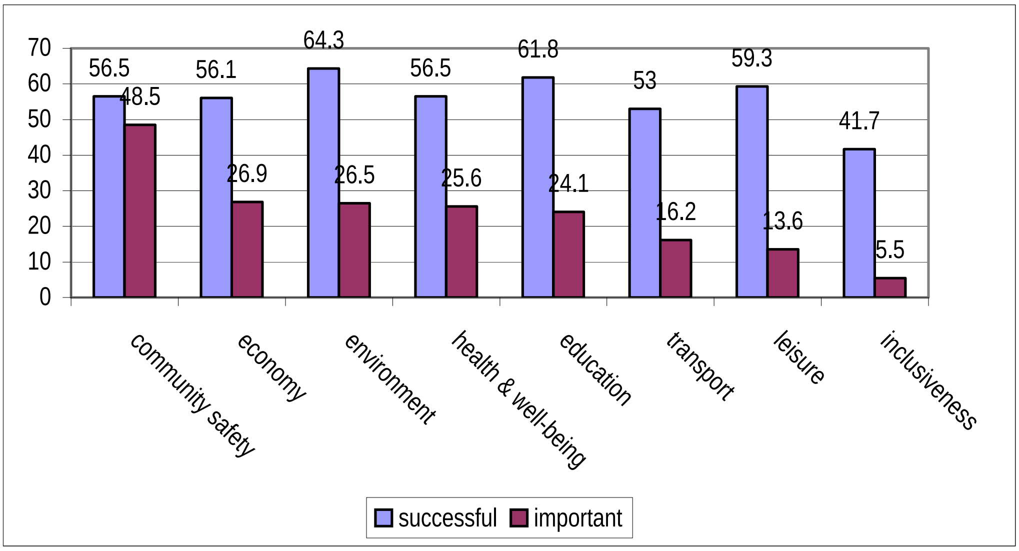
10.2 The only issue listed which the Council was not seen as having being successful by a majority of the sample was 'promoting inclusive communities' (41.7% successful) – though the greatest proportion of the sample (47.8%), gave either 'neither successful nor unsuccessful' (27.1%) or 'don't know' (20.7%) responses when asked about this issue.

10.3 However, the issue on which the Council was rated most 'unsuccessful' was 'developing an effective transport system' (20.2% 'unsuccessful'), followed by 'promoting community safety' (18.7%), and 'stimulating leisure activities' (16.3%).

<u>'How successful is the Council in dealing with these issues?'</u>
(Q16 : % response – all respondents)

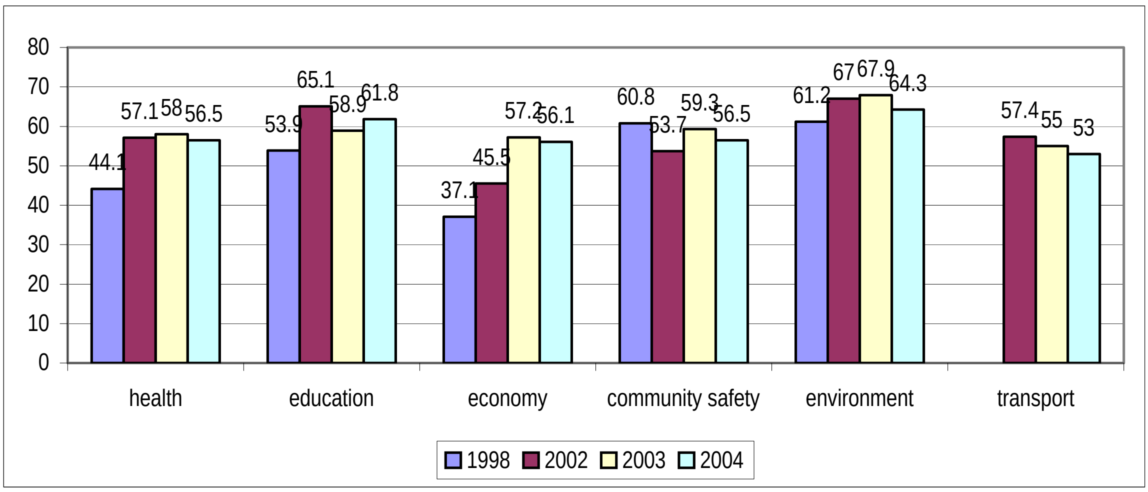


Most Important (1st + 2nd) Issues & Perceived Council Success in dealing with them
(Q15/ 16 : % response – all respondents)



10.4 There were no statistically significant changes in respondents' perception of the Council's success in dealing with issues listed, since the 2003 Survey. Comparisons with responses from the 1998, 2002 and 2003 Community Surveys are shown below (though it should be noted that there were some differences in the wording describing the issues between the 2002 and 2003 surveys which may have had an influence on results – though there were no such differences between the 2003 and 2004 surveys).

Perceived Successful : Change over time : 2004, 2003, 2002 cf. 1998
(all respondents - % 'successful' response)



11. COUNCIL SERVICES

11.1 Satisfaction with Services (all respondents)

Q.15 : *'….I would like you to tell me how satisfied or dissatisfied you are with the way in which each of these services is provided in your local area ?'*
Q.18: '*Are there any other services, not mentioned here, that you are particularly satisfied or dissatisfied with ?'*
(Appendix 2, pages 55 to 86 refer)

11.1.1 Services about which most (more than three-quarters) of all respondents expressed satisfaction were 'street lighting' (86.1%), 'refuse collection' (84.1%), 'upkeep of appearance – town centre' (81.9%), 'Civic theatre' (80.5%), 'recycling facilities' (80.1%), 'security, incl. c.c.t.v. in the town centre' (78%), and 'libraries' (75.5%).

11.1.2 Services about which most (more than a quarter) respondents expressed dissatisfaction were 'road maintenance & repairs' (50.3% 'dissatisfied'), 'pavement maintenance' (47.7%), 'car parking in Town Centre' (34.5%), 'children's play areas' (31.2%), 'youth clubs & other facilities for young people' (30%), 'car parking in residential areas' (26.9%), and 'street cleaning' (26.8%).

11.1.3 Only 2% of respondents (24) referred to 'unlisted' services which they were particularly satisfied with, these were diverse and are listed in Appendix 3. More respondents (11%) referred to 'other' services which they felt particularly dissatisfied with : again these were diverse, with many respondents referring to issues already queried. Issues referred to by five or more respondents were 'parking' (10), 'police, wardens, and security' (9), 'road safety/traffic' (8), ' Buses' (8), 'Refuse collection' (7).

11.1.4 A summary of the satisfaction/dissatisfaction percentage responses from all respondents is shown in the following table for all services. The 'net' satisfaction score (satisfaction percentage minus dissatisfaction percentage) is also shown for each service.

Satisfaction with Council Services
(Q15 : % response – all respondents)
Listed in order of magnitude of 'Net satisfaction' ('Satisfied' minus 'Dissatisfied)

	Satisfied	Neither/ don't know	Dissatisfied	(net)
	%	%	%	%
street lighting	86.1	7.2	6.7	79.4
civic theatre	80.5	17.9	1.7	78.8
refuse collection	84.1	5	11	73.1
libraries	75.5	22.1	2.5	73
upkeep of appearance - town centre	81.9	8.7	9.4	72.5
security measures incl. cctv - in town centre	78	15.7	6.3	71.7
recycling facilities	80.1	9.9	10.1	70
the dolphin centre	73.6	20.7	5.8	67.8
arts centre	65	32.9	2.1	62.9
festivals and events	65.2	30.4	4.4	60.8
leisure and arts venues	63.6	29.5	6.9	56.7
railway centre and museum	59.6	36.5	3.9	55.7
parks & open spaces	67.5	12.7	19.9	47.6
adult education	50.6	45.1	4.4	46.2
community sports and arts	53.5	38.3	8.3	45.2
nursery & primary schools	44.5	51.5	4.1	40.4
council tax admin & collection	51.9	36	12.2	39.7
upkeep of appearance - residential areas	61	15.9	23.3	37.7
street cleaning	60.6	12.8	26.8	33.8
secondary schools	36.2	58.1	5.8	30.4
security measures incl. cctv - in other areas	47.3	33.9	18.9	28.4
planning & control of development	30.7	58.3	11	19.7
car parking - in residential areas	45.3	28	26.9	18.4
school meals	22.8	69.3	7.9	14.9
social care for older & vulnerable people	33.7	45.6	20.7	13
council housing	23.1	65.8	11.1	12
housing & council tax benefits	25	60.5	14.5	10.5
car parking – in town centre	38.7	26.8	34.5	4.2
children's play areas	31.7	37.1	31.2	0.5
youth clubs & other facilities for young people	17.7	52.5	30	-12.3
pavement maintenance	34.6	17.7	47.7	-13.1
road maintenance & repairs	33.7	16.1	50.3	-16.6

11.1.5 The highest overall satisfaction levels (as calculated by the 'mean' score which takes into account both the degree of satisfaction or dissatisfaction, where 1 = very satisfied, and 5 = very dissatisfied, and the varying level of don't know responses) were achieved by 'civic theatre' (mean 1.68), 'libraries' (1.77) and security measures in town' (1.77). This was similar to the 2003 findings - when 'civic theatre' (1.74) and 'libraries' (1.79) achieved the highest mean satisfaction score.

11.1.6 Other services which achieved 'mean' scores of less than '2' were - 'street lighting' (1.9), 'arts centre' (1.91), 'security measures (incl. c.c.t.v.) in the town centre' (1.95), 'refuse collection' (1.97), 'recycling facilities' (1.98)' 'upkeep of appearance in Town Centre' (1.98), 'the Dolphin Centre' (1.98), 'arts centre' (1.91), and 'festivals and events' (2.04).

11.1.7 Services which achieved the lowest satisfaction ratings (as calculated by mean scores) were 'youth clubs & other facilities for young people' (3.38), 'road maintenance & repairs' (3.36), 'pavement maintenance' (3.29), and children's play areas' (3.08). Again this is similar to the 2003 survey findings - 'youth clubs & other facilities for young people' (3.40); 'pavement maintenance', (3.25), 'road maintenance and repairs' (3.33), and 'children's play areas' (3.21).

11.1.8 'Youth clubs and other facilities for young people', 'road maintenance & repairs' and 'pavement maintenance, achieved negative satisfaction ratings (mean of 3+) in all areas of the Borough. 'Children's play areas' achieved the most negative rating in 'NRS Phase 1' wards (3.34), and was viewed most positively in 'Rural wards (2.62). 'Car parking in residential areas' was also viewed very negatively in 'NRS Phase 1' wards (3.16).

11.1.9 The following table shows the means scores for all services for the overall sample and for the four areas of the Borough.

Mean Satisfaction Scores by Area
(1 = very satisfied : 3 = neither satisfied/dissatisfied : 5 = very dissatisfied)
('don't know' responses excluded from calculations)

	NRS Phase 1.	NRS Phase 2	Non NRS Urban	Rural	TOTAL
Q15.1: Nursery and Primary schools	2.07	1.99	2.18	2.17	2.10
Q15.2: Secondary schools	2.37	2.24	2.35	2.19	2.30
Q15.3: School meals	2.62	2.54	2.68	2.62	2.62
Q15.4: Adult education	2.18	2.21	2.07	1.99	2.12
Q15.5: Children's play areas	3.34	3.10	3.06	2.62	3.08
Q15.6: Leisure and Arts Venues	2.21	2.33	2.07	2.17	2.18
Q15.7: Community Sports and Arts	2.45	2.42	2.26	2.16	2.33
Q15.8: Youth Clubs & other facilities for young people	3.29	3.40	3.31	3.69	3.38
Q15.9: The Dolphin Centre	1.95	2.01	2.01	1.87	1.98
Q15.10: Civic Theatre	1.79	1.71	1.65	1.57	1.68
Q15.11: Arts Centre	1.95	2.03	1.87	1.75	1.91
Q15.12: Libraries	1.78	1.80	1.75	1.78	1.77
Q15.13: Railway Centre and |Museum	2.07	2.06	1.99	1.99	2.03
Q15.14: Festivals and Events	2.14	2.10	2.02	2.04	2.07
Q15.15: Council housing	2.83	2.86	2.74	2.73	2.80
Q15.16: Housing & Council Tax Benefits	2.79	2.93	2.79	3.29	2.86
Q15.17: Council Tax Administration & Collection	2.53	2.55	2.46	2.45	2.50
Q15.18: Parks & Open spaces	2.47	2.39	2.46	2.07	2.39
Q15.19: Upkeep of appearance - of Town Centre	1.96	2.00	2.02	1.84	1.98
Q15.20: Upkeep of appearance - Residential Areas	2.63	2.74	2.51	2.19	2.56
Q15.21: Pavement Maintenance	3.36	3.37	3.20	3.21	3.29
Q15.22: Road maintenance and repairs	3.38	3.43	3.30	3.37	3.36
Q15.23: Refuse Collection	1.93	2.08	1.90	1.98	1.97
Q15.24: Recycling facilities	1.84	2.01	1.95	2.28	1.98
Q15.25: Street lighting	1.91	1.86	1.89	1.97	1.90
Q15.26: Sign posting for facilities & attractions	2.65	2.78	2.56	2.30	2.61
Q15.27: Car parking - in Town Centre	3.04	2.94	3.09	3.29	3.07
Q15.28: Car parking - in Residential Areas	3.16	2.96	2.67	2.78	2.87
Q15.29: Planning & Control of Development	2.76	2.63	2.65	3.15	2.73
Q15.30: Security measures (incl. CCTV) - in Town Centre	1.93	1.93	1.99	1.87	1.95
Q15.31: Security measures (incl. CCTV) - in Other Areas	2.70	2.68	2.63	2.22	2.62
Q15.32: Social care for older and vulnerable people	2.99	2.80	2.74	2.95	2.84

11.2 Satisfaction with Services (comparison with 2003)

11.2.1 There were several changes in 'net satisfaction scores' (% 'satisfied' minus % 'dissatisfied') since the 2003 Survey.

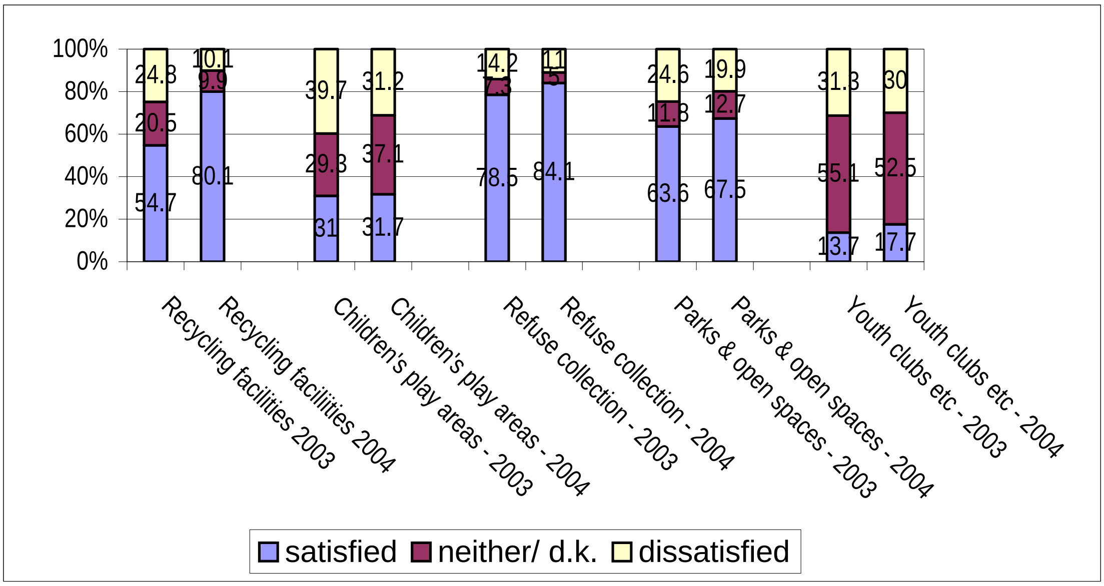
11.2.2 The principal 'positive' change was in relation to 'Recycling Facilities' ('net' + 40.1%), which showed a significant increase in satisfaction (from 54.7% in 2003 to 80.1% in 2004) and a concomitant decrease in dissatisfaction (from 24.8% in 2003 to 10.1% in 2004).

11.2.3 Other services which achieved positive 'net' satisfaction changes in excess of 5% were 'Children's play areas' (+ 9.2%), 'Refuse collection' (+ 8.8%), 'Parks & open spaces' (+ 8.6%), and 'Youth clubs & other facilities for young children' (+ 5.3%).

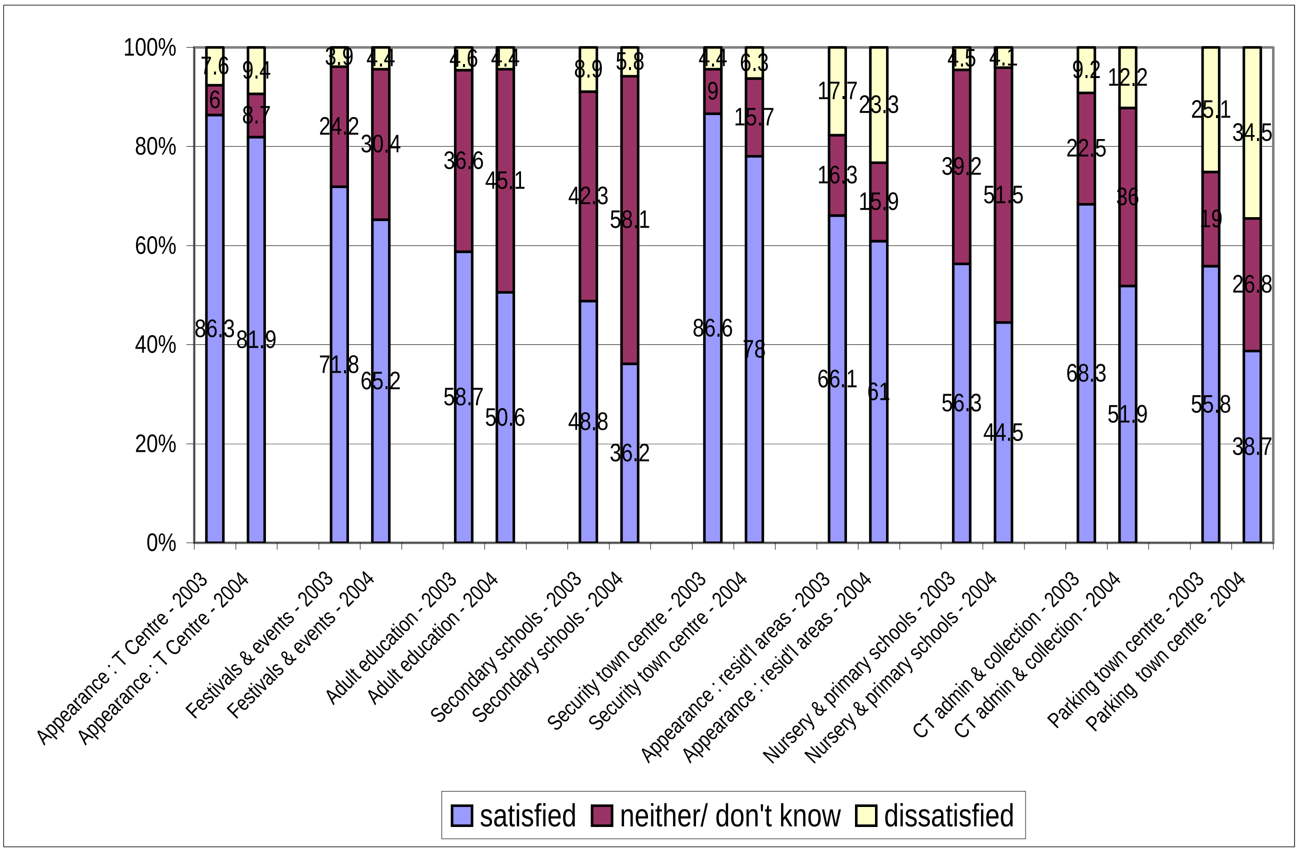
11.2.4 The largest 'negative' change in 'net satisfaction' was in relation to 'Car parking in the Town Centre' ('net' – 26.5%), for which 'satisfaction' reduced from 55.8% in 2003 to 38.7% in 2004, and 'dissatisfaction' rose from 25.1% in 2003 to 34.5% in 2004.

11.2.5 Other services which showed decreases in 'net satisfaction' of more than 5% were 'Council tax administration & collection' (- 19.4%), 'Nursery & primary schools' (- 11.4%), 'Upkeep & appearance in residential areas' (- 10.7%), 'Security incl. cctv in Town Centre' (- 10.5%), 'Secondary schools' (- 9.5%), 'Adult education' (- 7.9%), 'Festivals & events' (- 7.1%), and 'Upkeep and appearance of Town Centre' (- 6.2%). Of these eight services, however, only 'Council Tax administration & collection', 'Upkeep of appearance of residential areas' and ''Upkeep & appearance of town centre' showed increases in 'dissatisfaction', with the other services registering lower 'satisfaction' and concomitant reductions in 'neither satisfied nor dissatisfied or 'don't know' responses.

Major POSITIVE changes in 'net' satisfaction since 2003
(% response – all respondents)



Major NEGATIVE changes in 'net' satisfaction since 2003
(% response – all respondents)



Changes in 'net' satisfaction since 2003 : All Respondents
('net' satisfaction = % satisfied response minus % dissatisfied response)

	2001 net satisfaction	2002 net satisfaction	2003 net satisfaction	2004 net satisfaction	Changes since 2003
Recycling facilities	53.5	34.3	29.9	70	40.1
Children's play areas	-3.7	-8.3	-8.7	0.5	9.2
Refuse collection	79	49.2	64.3	73.1	8.8
Parks & open spaces	38.3	39.6	39	47.6	8.6
Youth clubs & other facilities for young people	-6.9	-12.9	-17.6	-12.3	5.3
The Dolphin Centre	73.4	66	63.7	67.8	4.1
Security incl. CCTV in other areas	28.6	22.5	26.1	28.4	2.3
Car parking in residential areas	26.5	20.3	16.2	18.4	2.2
Council housing	15.7	14.5	12	12	0
Social care for older & vulnerable people	8.2	10.7	13.3	13	-0.3
Road maintenance & repairs	-3.9	-5.5	-14.3	-16.6	-2.3
Street lighting	80.3	80	81.9	79.4	-2.5
Civic Theatre	83.3	77.1	81.5	78.8	-2.7
Arts centre	68.6	60.9	65.7	62.9	-2.8
School meals	22.1	19.8	18	14.9	-3.1
Libraries	74.8	70.3	76.3	73	-3.3
Housing & Council Tax Benefits	15.3	20.6	14.4	10.5	-3.9
Pavement maintenance	1.5	-9.9	-9.1	-13.1	-4
Planning & control of development	24.5	23.2	24	19.7	-4.3
Upkeep & appearance - town centre	80.7	79	78.7	72.5	-6.2
Festivals & events	73.8	69	67.9	60.8	-7.1
Adult education	49.1	49.3	54.1	46.2	-7.9
Secondary schools	39.5	36.7	39.9	30.4	-9.5
Security incl. CCTV in town centre	82.4	82.7	82.2	71.7	-10.5
Upkeep & appearance - residential areas	40.9	43.8	48.4	37.7	-10.7
Nursery & primary schools	45.8	43.7	51.8	40.4	-11.4
Council Tax administration & collection	43.3	55.5	59.1	39.7	-19.4
Car parking in town centre	14	11.7	30.7	4.2	-26.5
Leisure & Arts Venues 2004				56.7	
Community Sports & Arts				45.2	
Street cleaning				33.8	
Railway Centre and Museum				55.7	

11.3 Usage of Services

Q.17 : *'Which, if any, of the services on this card do you or members of your family use or feel you benefit from ?'* (Appendix 2, pages 87 to 98 refer)

11.3.1 Respondents were asked about usage of services which are 'discretionary' (i.e. accessed by choice or need). Services with the highest usage, and which more than half of all respondents reported that they or members of their family used or benefited from were 'Council Tax Administration & Collection' (55%), Civic Theatre' (52.1%), 'The Dolphin Centre' (51.6%), and 'Parks & open spaces' (51.2%). This is a very similar finding to the 2003 Survey, though fewer respondents (- 10.5%) referred to 'Council Tax Admin & Collection', and whilst 57.2% referred to 'Car parking in Town Centre' in 2003, in this years survey only 48.7% reported usage/benefit.

11.3.2 The least used services were 'social care for older and vulnerable people' (6.6%), 'Youth Clubs and other facilities for young people' (6.3%), and 'Planning department' (5.1%) : again this is a similar to the 2003 Survey findings. Reported usage for all services is shown in the following table.

'Which…do you or members of your family use, or feel you benefit from ?
(Q17 : % response – all respondents)

		Cases	Col Response %
Q19) USED/ BENEFITED FROM :	Council Tax administration & collection	552	55.0%
	Civic Theatre	523	52.1%
	Dolphin Centre	518	51.6%
	parks & open spaces	514	51.2%
	car parking - in town centre	488	48.7%
	libraries	485	48.4%
	car parking - in other areas	381	38.0%
	leisure and arts venues	318	31.7%
	Arts Centre	314	31.3%
	festivals & events	300	29.9%
	nursery & primary schools	237	23.6%
	children's play areas	232	23.1%
	Railway Centre & Musuem	193	19.2%
	community sports and arts	175	17.4%
	Housing & Council Tax benefits	175	17.4%
	adult education	154	15.4%
	secondary schools	144	14.4%
	school meals	144	14.4%
	council housing	107	10.7%
	social care - older/vulnerable people	66	6.6%
	youth clubs & other facilities for young people	63	6.3%
	planning department	51	5.1%

11.4 Satisfaction with Services amongst Service Users

11.4.1 For most services, overall satisfaction levels (as calculated by 'mean' satisfaction scores) amongst users was somewhat higher than amongst all respondents. However, there were some exceptions with users of 'children's play areas' , 'planning & control of development', 'car parking – town centre' and 'car parking – residential areas' rating these services slightly more negatively than non-users.

11.4.2 Satisfaction amongst users of services was highest in respect of the 'Civic Theatre' (1.5), 'Libraries' (1.62), and 'Arts Centre' (1.66) – and this is similar to the 2003 Survey findings. Satisfaction amongst users of services was lowest amongst users of 'Children's play areas' (3.18) and 'Car parking in the Town Centre' (3.09) - all other services achieving a mean score of less than 3 (where 1 = very satisfied., 3 = neither satisfied nor dissatisfied, and 5 = very dissatisfied).

11.4.3 Principal changes in satisfaction amongst service users on the 2003 Survey were greater satisfaction with 'Youth clubs & other facilities for young people' (Mean 2003= 3.4 : Mean 2004= 2.96), and lower satisfaction with 'Car parking in Town Centre (Mean 2003= 2.56 : Mean 2004= 3.09).

‘Mean’ Satisfaction with Services – Users & All Respondents
(1 – very satisfied : 3 = neither satisfied/dissatisfied : 5 = very dissatisfied)

	2003 – USERS.	2004 – USERS	2004 - ALL RESPONDENTS
Q15.1: Nursery and Primary schools	1.97	1.90	2.10
Q15.2: Secondary schools	2.28	2.10	2.30
Q15.3: School meals	2.27	2.34	2.62
Q15.4: Adult education	1.86	1.80	2.12
Q15.5: Children’s play areas	3.29	3.18	3.08
Q15.6: Leisure and Arts Venues		2.06	2.18
Q15.7: Community Sports and Arts		2.24	2.33
Q15.8: Youth Clubs & other facilities for young people	3.44	2.96	3.38
Q15.9: The Dolphin Centre	1.96	1.86	1.98
Q15.10: Civic Theatre	1.58	1.50	1.68
Q15.11: Arts Centre	1.65	1.66	1.91
Q15.12: Libraries	1.60	1.62	1.77
Q15.13: Railway Centre and |Museum	1.75	1.77	2.03
Q15.14: Festivals and Events	1.71	1.88	2.07
Q15.15: Council housing	2.48	2.35	2.80
Q15.16: Housing & Council Tax Benefits	2.37	2.40	2.86
Q15.17: Council Tax Administration & Collection	2.29	2.44	2.50
Q15.18: Parks & Open spaces	2.46	2.33	2.39
Q15.27: Car parking - in Town Centre	2.56	3.09	3.07
Q15.28: Car parking - in Residential Areas	2.90	2.91	2.87
Q15.29: Planning & Control of Development	3.00	2.81	2.73
Q15.32: Social care for older & vulnerable people	2.46	2.51	2.84

11.5 Service Priorities

Q.19 *'And which two services do you think should be given the greatest priority for improvement ?'*
(Appendix 2, pages 103 to 105 refer)

11.5.1 First Priority for Improvement

11.5.2 Opinion was quite divided as to which service should be given the greatest (first) priority for improvement. 'Youth clubs and other facilities for young people' (9.9%), was referred to by most respondents, but was closely followed by 'Road maintenance and repairs' (8.8%), 'Children's play areas' (7.7%), 'Pavement maintenance;' (7.2%), 'Nursery & Primary Schools' (6.5%) and 'Social care for older and vulnerable people' (6.1%).

11.5.3 On an area basis, in both 'NRS Phase 1' and 'NRS Phase 2' wards, 'children's play areas' achieved the highest vote, whereas in 'Non NRS Urban' wards 'Youth clubs and other facilities for young people' was deemed the greatest single priority, and in Rural wards this was 'Road maintenance and repairs'.

First Priorities by Area

		Area				Total
		NRS Phase 1	NRS Phase 2	Non NRS Urban	Rural	
		Col %	Col %	Col %	Col %	Col %
Q17a: What would be your FIRST priority for improvement?	youth clubs & other facilities for young people	8.3%	8.7%	11.6%	10.2%	9.9%
	road maintenance and repairs	7.5%	6.9%	9.9%	11.7%	8.8%
	children's play areas	9.2%	9.1%	7.5%	2.3%	7.7%
	pavement maintenance	7.9%	5.8%	8.1%	6.3%	7.2%
	nursery & primary schools	5.7%	5.8%	6.5%	9.4%	6.5%
	social care - older/vulnerable people	8.8%	5.1%	4.6%	7.8%	6.1%
	secondary schools	5.3%	5.5%	4.3%	6.3%	5.1%
	car parking - in town centre	2.6%	3.3%	6.5%	7.8%	4.9%
	upkeep of appearance - other areas	5.3%	4.7%	4.6%	4.7%	4.8%
	security measures - other areas	4.4%	5.5%	4.6%	3.9%	4.7%
	parks & open spaces	2.6%	3.6%	4.8%		3.4%
	street cleaning	2.6%	4.7%	2.4%	1.6%	3.0%
	car parking - in other areas	3.1%	2.2%	2.4%		2.2%
	council housing	3.9%	3.3%	.8%		2.1%
	upkeep of appearance - town centre	1.8%	1.5%	2.7%	2.3%	2.1%
	refuse collection	2.2%	1.8%	.5%	2.3%	1.5%
	recycling facilities		2.5%	1.6%	1.6%	1.5%
	Housing & Council Tax benefits	1.3%	1.5%	1.6%	.8%	1.4%
	security measures - town centre	.9%	1.5%	1.6%	.8%	1.3%
	Council Tax administration & collection	1.8%	.4%	1.1%	2.3%	1.2%
	Dolphin Centre	.4%	2.5%	.3%	1.6%	1.1%
	adult education	1.8%	1.5%	.5%		1.0%
	stret lighting	.9%	.7%	1.3%	.8%	1.0%
	school meals	1.3%	.4%	.5%	.8%	.7%
	leisure and arts venues	.4%	.4%	.8%	.8%	.6%
	Railway Centre & Musuem		1.1%	.8%		.6%
	planning & control of development		.4%	.8%	1.6%	.6%
	community sports and arts	.4%	.4%	.8%		.5%
	Arts Centre	.4%	1.1%			.4%
	Civic Theatre	.9%	.4%			.3%
	libraries	.4%		.3%	.8%	.3%
Total		100.0%	100.0%	100.0%	100.0%	100.0%

11.5.4 First + Second Priorities

11.5.5 When first and second priorities for improvements are added together, opinion is still quite divided, and only three services were referred to by more than 15% of respondents – 'Road maintenance and repairs' (18.5%), 'Youth clubs and other facilities for young people' (16.7%), and 'Pavement maintenance' (15.4%). These three services were rated a high priority in all sample areas, and they were also the three services which got the highest priority rating in the 2003 Survey.

11.5.6 There were some area differences however, with those living in 'Rural' wards being more likely than others to give a high priority to 'Car parking in the town centre', and less likely to rate 'children's play areas' as a priority.

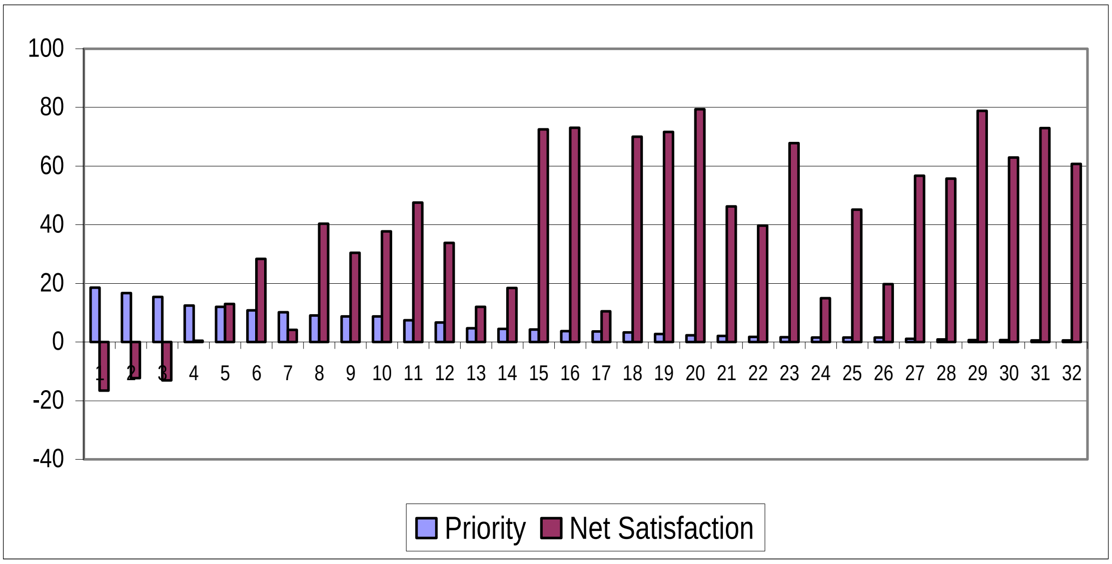
NRS Phase 1	Road maintenance and repairs (17.5%)
	Pavement Maintenance (17.1%)
	Youth Clubs & other facilities for young people (15.4%)
NRS Phase 2	Youth Clubs & other facilities for young people (14.2%)
	Children's play areas (13.8%)
	Road maintenance & repairs (13.8%)
Non-NRS	Road maintenance & repairs (19.9%)
Urban	Youth Clubs & other facilities for young people (19.4%)
	Pavement Maintenance (16.4%)
Rural	Road maintenance and repairs (26.6%)
	Youth clubs & other facilities for young people (16.4%)
	Car parking in town centre (16.4%)

First + Second Priorities by Area

		Area				Total
		NRS Phase 1	NRS Phase 2	Non NRS Urban	Rural	
		Col Response %	Col Response %	Col Response %	Col Response %	Col Response %
Q17) Priorities for Improvement : 1st + 2nd	road maintenance and repairs	17.5%	13.8%	19.9%	26.6%	18.5%
	youth clubs & other facilities for young people	15.4%	14.2%	19.4%	16.4%	16.7%
	pavement maintenance	17.1%	13.1%	16.4%	14.1%	15.4%
	children's play areas	14.0%	13.8%	12.6%	6.3%	12.5%
	social care - older/vulnerable people	14.0%	10.9%	12.4%	10.2%	12.1%
	security measures - other areas	13.2%	12.4%	9.4%	7.0%	10.8%
	car parking - in town centre	4.8%	8.0%	12.9%	16.4%	10.2%
	nursery & primary schools	8.3%	9.1%	8.3%	12.5%	9.1%
	secondary schools	9.6%	9.8%	6.5%	11.7%	8.8%
	upkeep of appearance - other areas	9.6%	8.7%	9.1%	6.3%	8.8%
	parks & open spaces	4.8%	8.0%	11.0%		7.4%
	street cleaning	6.6%	9.1%	6.2%	3.1%	6.7%
	council housing	7.5%	5.5%	3.2%	2.3%	4.7%
	car parking - in other areas	6.1%	3.6%	5.1%	1.6%	4.5%
	upkeep of appearance - town centre	2.2%	3.3%	6.2%	4.7%	4.3%
	refuse collection	3.5%	5.5%	2.7%	3.1%	3.7%
	Housing & Council Tax benefits	3.9%	4.0%	3.0%	3.9%	3.6%
	recycling facilities	1.8%	4.7%	2.4%	5.5%	3.3%
	security measures - town centre	3.1%	2.9%	3.0%	.8%	2.7%
	stret lighting	1.8%	2.5%	2.4%	2.3%	2.3%
	adult education	3.5%	3.3%	.5%	1.6%	2.1%
	Council Tax administration & collection	1.8%	1.1%	1.9%	3.1%	1.8%
	Dolphin Centre	.4%	3.6%	1.1%	1.6%	1.7%
	school meals	1.8%	1.1%	2.2%	.8%	1.6%
	community sports and arts	1.3%	1.5%	2.2%		1.5%
	planning & control of development		1.5%	1.6%	3.9%	1.5%
	leisure and arts venues	1.3%	1.1%	1.1%	.8%	1.1%
	Railway Centre & Musuem		1.8%	1.1%		.9%
	Civic Theatre	.9%	1.1%	.5%		.7%
	Arts Centre	.9%	1.5%	.3%		.7%
	libraries	.4%	.7%	.3%	1.6%	.6%
	festivals & events	.4%		1.3%		.6%

11.5.7 'Service priorities' (1st plus 2nd) are shown below against 'net satisfaction'. As the chart illustrates, the three services which were deemed the greatest priority ('Road maintenance & repairs', 'Youth clubs and other facilities for young people', and 'Pavement maintenance'), all had negative 'net satisfaction ratings'.

Service Priorities (1st + 2nd) and 'Net Satisfaction
(% response – all respondents)



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No.	Service	Priority	Net Sat		No.	Service	Priority	Net Sat
		%	%				%	%
1	road maintenance and repairs	18.5	-16.6		17	Housing & Council Tax benefits	3.6	10.5
2	youth clubs & other facilities for young people	16.7	-12.3		18	recycling facilities	3.3	70
3	pavement maintenance	15.4	-13.1		19	security measures – town centre	2.7	71.7
4	children's play areas	12.5	0.5		20	street lighting	2.3	79.4
5	social care – older/vulnerable people	12.1	13		21	adult education	2.1	46.2
6	security measures – other areas	10.8	28.4		22	Council Tax administration & collection	1.8	39.7
7	car parking – in town centre	10.2	4.2		23	Dolphin Centre	1.7	67.8
8	nursery & primary schools	9.1	40.4		24	school meals	1.6	14.9
9	secondary schools	8.8	30.4		25	community sports and arts	1.5	45.2
10	upkeep of appearance – other areas	8.8	37.7		26	planning & control of development	1.5	19.7
11	parks & open spaces	7.4	47.6		27	leisure and arts venues	1.1	56.7
12	street cleaning	6.7	33.8		28	Railway Centre & Museum	0.9	55.7
13	council housing	4.7	12		29	Civic Theatre	0.7	78.8
14	car parking – in other areas	4.5	18.4		30	Arts Centre	0.7	62.9
15	upkeep of appearance – town centre	4.3	72.5		31	libraries	0.6	73
16	refuse collection	3.7	73.1		32	festivals & events	0.6	60.8

(Net satisfaction = % 'satisfied' minus 'dissatisfied')

11.6 Council spend on Services

Q.18: '*Are there any services listed, which you feel that the Council spends too much money on, and could be reduced ?'*
(Appendix 2, pages 99 to 102 refer)

11.6.1 72.1% of respondents did not mention a service on which they felt that Council spending could be reduced. The service mentioned most frequently as the one on which spending could be reduced was 'the upkeep and appearance of the town centre' (4.5% of all respondents): this was a similar result to that found in the 2003 survey, when 4.8% referred to this service.

11.6.2 Other services referred to by more than 2% of all respondents in this respect were 'Council Housing' (3.9%), 'Road maintenance and repairs' (2.5%), 'Housing & Council Tax Benefits' (2.3%), and 'Festival & Events' (2.1%). Again this is a similar result to the 2003 Survey.

11.7 Service Improvements

Q.20 : '*You mentioned …… as being your first priority for improvement. How would you like this service to be improved ?'*

11.7.1 Respondent's suggestions as to improvements were diverse and are shown in full in Appendix 3. The main suggested improvements in respect of the three services mentioned as a first priority by the greatest number of respondents were :

11.7.2 'Youth clubs & other facilities for young people' (1st priority for 99 respondents)

- More for young people to do and more places for them to go to keep them off the streets.
- Supervision/safety

11.7.3 'Road maintenance and repairs' (1st priority for 88 respondents)

- Improved maintenance of pavements

11.7.4 'Children's play areas' (1st priority for 77 respondents)

- More play areas
- More/ better equipment
- Better standard of maintenance/cleanliness
- Supervision/safety

12. HELPING OTHERS/ RECEIVING HELP

Q21 *'In the last twelve months have you…. (a) given any (unpaid) help to someone who is not a relative (this might be a friend, neighbour, or someone else)? ….(b) received (unpaid) help from someone who is not a relative (this might be a friend, neighbour, or someone else)?*
(Appendix 2, pages106 to 109 refer)

12.1 Helping Others

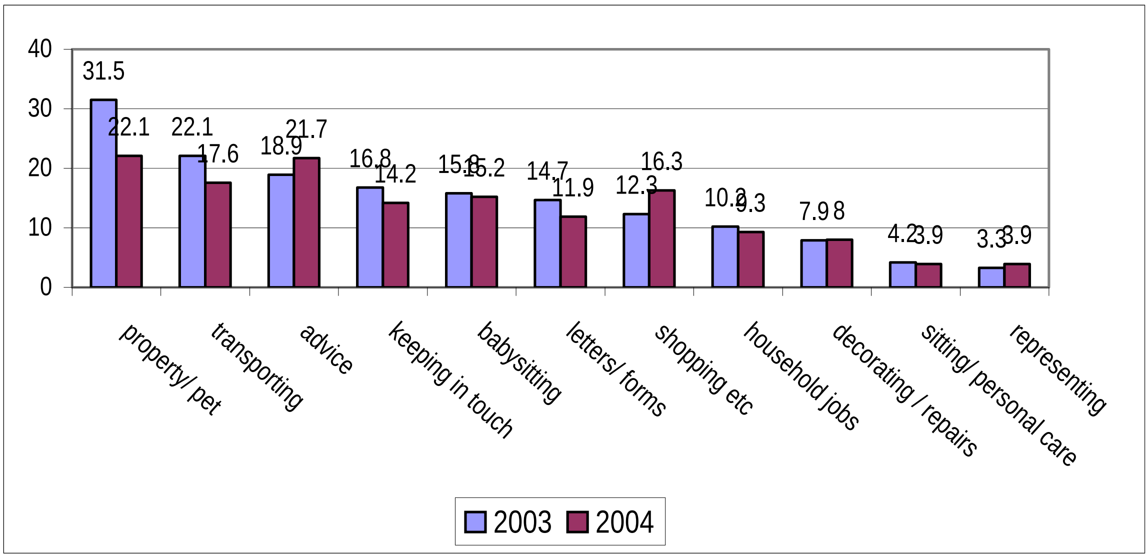
Over a half (51.7%) of all respondents reported having given 'unpaid help to someone who is not a relative' in the past 12 months, this is a slight reduction on the 56.4% who reported 'giving help' in the 2003 Survey.

12.2 'Looking after a property or pet for someone who is away' (22.1%), and 'giving advice to someone' (21.7%) were the main types of help given. Other types of unpaid help provided, referred to by more than one in ten respondents were 'transporting or escorting someone' (17.6%), 'doing shopping, collecting pension, or paying bills for someone' (16.3%), 'babysitting or caring for children' (15.2%), 'keeping in touch with someone who has difficulty getting out and about' (14.2%), and 'writing letters or filling in forms for someone' (11.9%)

12.3 Respondents most likely to give 'unpaid help to others' are 'those with more than one car in the household' (64.3% giving help of some kind), '30-44 year olds' (61.4%), 'owner occupiers, buying on a mortgage', (61.4%), 'professional/managerial occupations' (65.2%) , and 'those with children 5-11 years in household' (60.2%). '75+ year olds' are most unlikely to give unpaid help to others (65.7% 'no help given').

12.4 There was a noticeable decrease from the 2003 Survey in the proportion of respondents reporting 'looking after a property or pet for someone who is away' (- 9.4%), and there were also very small, but statistically significant, changes in relation to 'transporting or escorting someone' (- 4.5%), and 'doing shopping, collecting pension, or paying bills' (+ 4%).

Unpaid help – given and received in the last year
(Q21 : % response – all respondents)



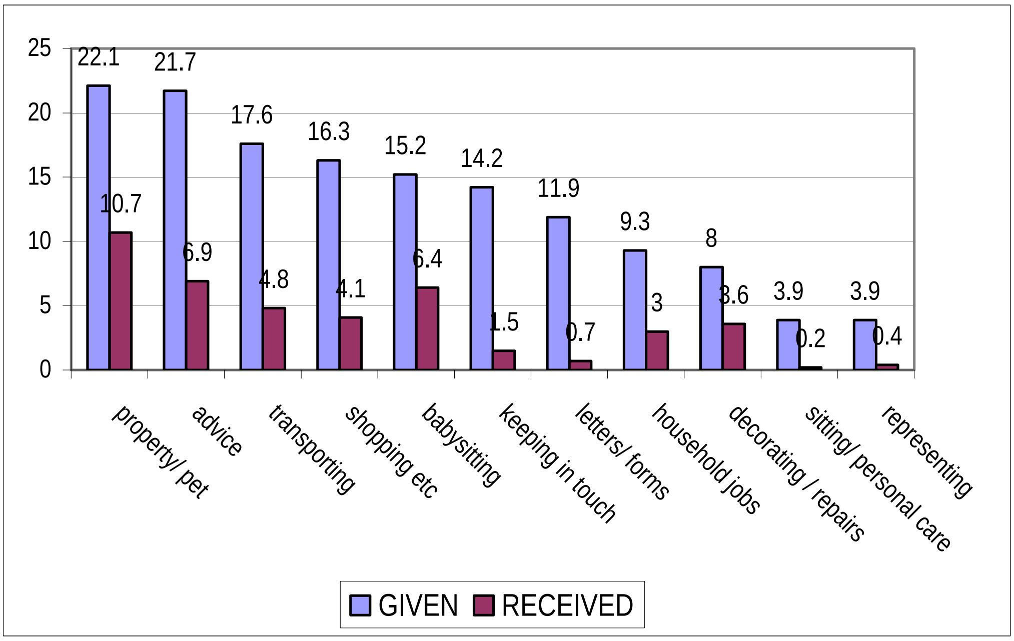
12.5 Unpaid help received from others (non-relatives)

Just over a quarter (27.2%) of respondents reported having 'received' unpaid help from someone who is not a relative in the past 12 months. Again this is a very similar response to that received in the 2003 Survey, when 26.7% of all respondents reported received help.

12.6 Having someone 'looking after a property or pet' for them whilst they were away (10.7%) was the most frequent type of help reported, followed by 'advice' (6.9%), and 'babysitting or caring for children' (6.4%).

12.7 There was considerable differences between areas in terms of 'unpaid help received', with those living in the 'Rural' wards (82.8% none) being least likely to receive 'unpaid for help from non family members', and those living in 'Non NRS Urban' wards most likely (only 65.3% none). Older respondents (60 + years) were also more likely than younger respondents to report receiving unpaid for help.

Unpaid help – given and received in the last year
(Q21 : % response – all respondents)



12.8 Unpaid help to community or voluntary groups
Q22 : 'How many times have you given unpaid help to any community or voluntary group, club or organisation in the last twelve months?'
(Question corresponds to Audit Commission Quality of Life Set – QoL 26)
(Appendix 2, page 110 refer)

12.9 Just over one-in-five (21.3%) of respondents had 'given unpaid help to a community or voluntary group, club or organisation in the last twelve months' : 2.6% 'once or twice'; 2.8% three to five times' and 15% 'six or more times' (0.9% 'not sure' how many times'). 78.8% had 'not' given any unpaid help to community or voluntary groups etc. in the last year.

12.10 'Professional Managerial' respondents (34.8%), 'those living in Rural wards' (31.2%), and 'those with 2 or more cars in the household' (27.2%) were most likely to give unpaid help to community or voluntary groups, whilst younger respondents ('18 – 29 years' 14.7%) and older respondents (75+ years 15.2%) were least likely.

13. TRAVEL TO SCHOOL

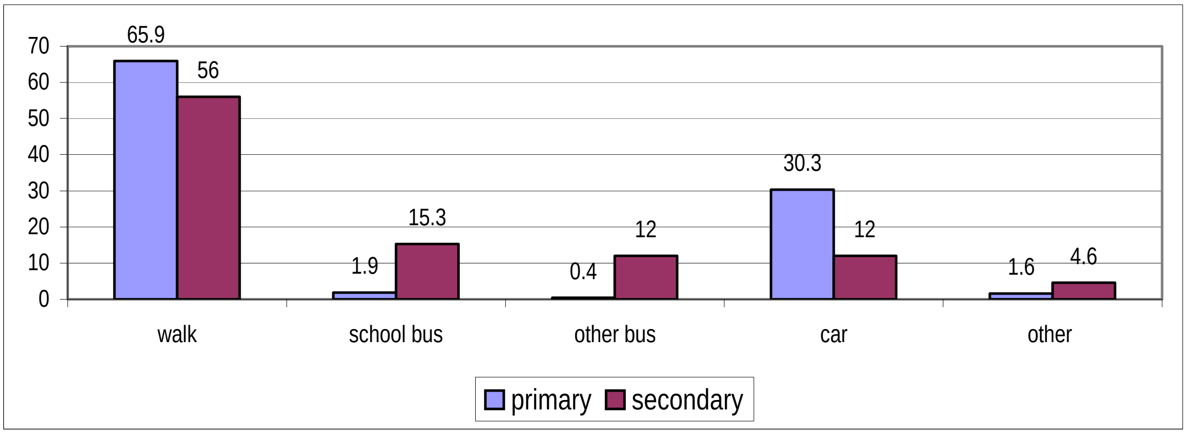
(If children attending primary or secondary schools in household)
'How do your children normally travel to school ? Will you tell me the main method for each child please ?'
(Question corresponds to Audit Commission Quality of Life Set – QoL 37a & b)

13.1 In total, amongst all respondents, there were 261 children attending primary schools, and 150 attending secondary schools.

13.2 Amongst those who attended primary school, 65.9% 'walked', and 30.3% travelled by 'car', with only small minorities using other methods of transport (1.9% 'school bus', 0.4% 'other bus', 0.8% 'cycle'). This finding is very similar to that of the 2003 Community Survey, when 68.8% 'walked' and 26.7% 'travelled by car'.

13.3 Amongst those who attended secondary school, 56.0% 'walked', 15.3% 'travelled by school bus', 12% 'travelled by car', and 12% travelled by 'other bus'. These figures are not statistically significantly different from those of the 2003 Community Survey when 58.1 'walked', 22.9% 'travelled by school bus, '10.6% travelled by car' and 7.8% 'travelled by 'other bus'.

Main methods of transport to/from school
(all children)



		Responses	Table Response %
Travel to Primary School :	Walk	172	65.9%
	Car	79	30.3%
	School bus	5	1.9%
	Cycle	2	.8%
	Other	2	.8%
	Other bus	1	.4%
Total		261	100.0%

		Responses	Table Response %
Travel to School - Secondary Schools	Walk	84	56.0%
	School bus	23	15.3%
	Other bus	18	12.0%
	Car	18	12.0%
	Other	3	2.0%
	Cycle	2	1.3%
	Train	2	1.3%
Total		150	100.0%

14. SMOKING

14.1 Household smoking policy

Q1: *'Which of the following statements best describes the 'smoking policy' in your household?*
(Appendix 2, page 111 refers)

14.2 The majority (59.1%) of respondents reported that smoking was 'not allowed' in their household, and a further 19.5% said that smoking was 'allowed only in certain rooms'. However, just over one-in-five (20.3%) of respondents stated that smoking was allowed throughout their homes, and this rose to 38% amongst those living in homes 'rented from the Council or Housing Association'. Those with young children ('under 4 years)' in the household were least likely to allow 'smoking throughout' their homes (only 9.6%).

14.3 Respondents who had 'never smoked' themselves were most likely to have a complete ban on smoking in their households.

		Q3: Are you personally a 'smoker' or have you ever been a 'smoker' ?			Total
		smoker now	ex smoker	never smoked	
		Col %	Col %	Col %	Col %
Q1: Which of the following statements best describes the 'smoking policy' in your household ?	smoking allowed throughout	43.5%	13.3%	9.2%	20.3%
	smoking allowed only in certain rooms	37.7%	13.0%	11.5%	19.5%
	no smoking allowed	18.2%	71.9%	78.6%	59.1%
	(don't know/ no smoking policy)	.7%	1.8%	.7%	1.0%
Total		100.0%	100.0%	100.0%	100.0%

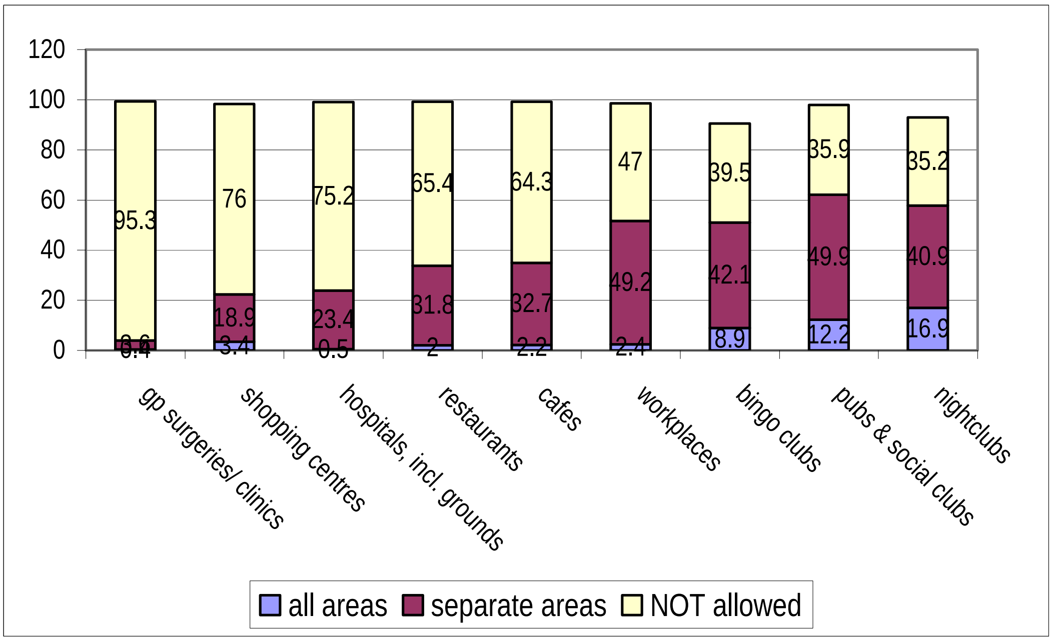
14.4 'Professional/managerial' (73.1% 'no smoking') respondents, and those living in 'Rural' areas (74.2% 'no smoking') were also more likely than others to have a complete ban on smoking in their homes.

14.5 <u>Attitude towards Smoking in Public Places</u>
Q2: *'…Do you think smoking in …. Should be allowed in all areas, allowed only in certain separate areas, or not allowed at all ?'*

14.6 The majority opinion was that smoking should 'not be allowed at all' in 'GP Surgeries & Health Clinics' (95.3%), 'Shopping Centres' (76%), 'Hospitals, including their grounds' (75.2%), 'Restaurants' (65.4%), and 'Cafes' (64.3%).

14.7 Whilst there was a slight majority in favour of allowing some smoking in the 'workplace' (51.6% cf. 47% not allowed at all), and more definite majorities in favour of allowing some smoking in 'bingo halls' (51% cf. 39.5% 'not allowed'), 'nightclubs' (57.8% cf. 35.2% 'not allowed', and 'pubs & clubs' (62.1% cf. 35.9 'not allowed', the major opinion in respect of all of these locations was that 'smoking should only be allowed in certain separate areas'.

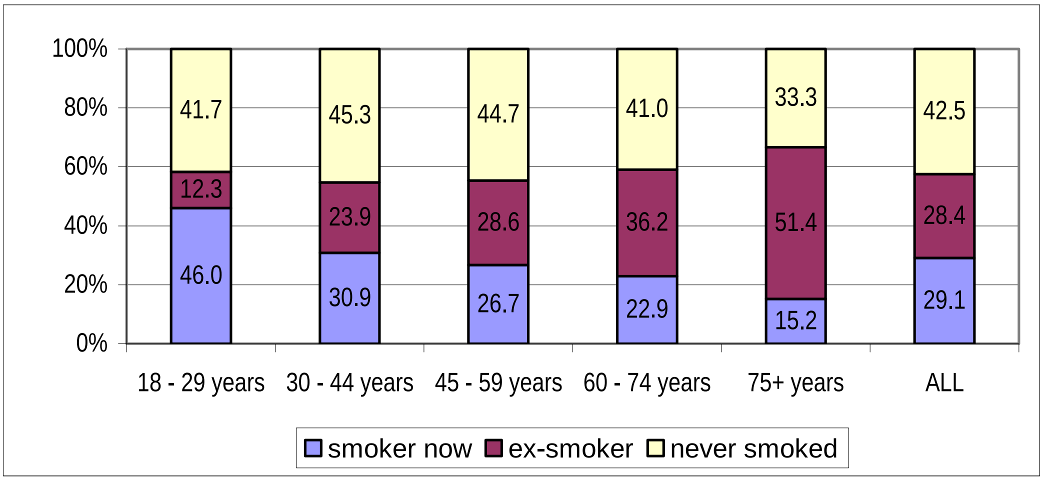
Opinion as to whether smoking should be allowed in public places
(Smoking Q2 : % Response – All Respondents)



14.8 <u>Smokers – Profile of Sample</u>
Q3: *;Are you personally a 'smoker', or have you been a 'smoker' ?*
Q6: *'Thinking now about other members of your household…. are these current smokers, ex smokers, or non-smokers ?'*

14.9 29.1% of the current sample were currently 'smokers', 28.4% were 'ex-smokers' and 42.5% had 'never smoked'. 'Smoking' decreased considerably with age, from 46% amongst '18-29 year olds' to only 15.2% amongst '75+ year olds' (just over half of whom were 'ex-smokers').

<u>'Are you personally a smoker, or have you been a smoker?'</u>
(Smoker Q3 :% response – all respondents)



14.10 Respondents who lived in 'privately rented homes' (66.7% 'smokers') and in 'Council or Housing Association properties' (45.1%), were more likely to smoke than others. Those living in 'Rural' areas (14.8% 'smokers'), and those in 'Professional or managerial' occupations (15.4%). were the least likely to 'smoke'

14.11 Respondents were asked if there were any other 'smokers' in the household, and 22.6% reported that there were ('one' 20.3% : 'two' 1.9% : 'three' 0.4%). In total 39.9% of households had at least one current smoker : 17.2% 'respondent only', 11.9% 'respondent plus 1-3 other household members', and 10.8% '1-2 other household members'.

		Q3: Are you personally a 'smoker' or have you ever been a 'smoker' ?						Total	
		smoker now		ex smoker		never smoked			
		Count	Table %	Count	Table %	Count	Table %	Count	Table %
Q6a: No of Other Current Smokers in household :	none	173	17.2%	239	23.8%	364	36.3%	776	77.4%
	one	105	10.5%	44	4.4%	55	5.5%	204	20.3%
	two	10	1.0%	2	.2%	7	.7%	19	1.9%
	three	4	.4%					4	.4%
Total		292	29.1%	285	28.4%	426	42.5%	1003	100.0%

14.12 Over half (58.8%) of all smokers were 'under 45 years of age' (27.5% 'under 30 years', and 31.3% '30 to 44 years'), whilst 24.2% were '45 to 59 years' and 12.6% were '60 to 74 years'. Only 4% were '75 years or over'. 50.4% of all smokers were 'male' and 49.6% were female.

		Smoker				Total	
		Smoker - Respondent		Smoker - Other			
		Count	Col %	Count	Col %	Count	Col %
Smokers - Age	Under 30	75	25.7%	75	29.5%	150	27.5%
	30 - 44 years	88	30.1%	83	32.7%	171	31.3%
	45 - 59 years	70	24.0%	62	24.4%	132	24.2%
	60 - 74 years	43	14.7%	26	10.2%	69	12.6%
	75 + years	16	5.5%	6	2.4%	22	4.0%
	(not sure)			2	.8%	2	.4%
Total		292	100.0%	254	100.0%	546	100.0%

		Smoker				Total	
		Smoker - Respondent		Smoker - Other			
		Count	Col %	Count	Col %	Count	Col %
Smokers - Gender	male	126	43.2%	149	58.7%	275	50.4%
	female	166	56.8%	105	41.3%	271	49.6%
Total		292	100.0%	254	100.0%	546	100.0%

14.13 Smokers – Age Started Smoking

14.14 43.8% of all smokers were said to have been 'under 16 years old' when they started smoking, and a further 38.5% started smoking before they were '21 years of age'. There was little difference in male and female smokers in terms of age when they commenced smoking.

		Smoker				Total	
		Smoker - Respondent		Smoker - Other			
		Count	Col %	Count	Col %	Count	Col %
Age - Started Smoking	under 10 years	8	2.7%	4	1.6%	12	2.2%
	10 to 15 years	138	47.3%	89	35.0%	227	41.6%
	16 to 20 years	98	33.6%	112	44.1%	210	38.5%
	21 to 30 years	24	8.2%	4	1.6%	28	5.1%
	31 years +	4	1.4%	16	6.3%	20	3.7%
	(not sure)	20	6.8%	29	11.4%	49	9.0%
Total		292	100.0%	254	100.0%	546	100.0%

		Smokers - Gender				Total	
		male		female			
		Count	Col %	Count	Col %	Count	Col %
Age - Started Smoking	under 10 years	9	3.3%	3	1.1%	12	2.2%
	10 to 15 years	117	42.5%	110	40.6%	227	41.6%
	16 to 20 years	105	38.2%	105	38.7%	210	38.5%
	21 to 30 years	13	4.7%	15	5.5%	28	5.1%
	31 years +	9	3.3%	11	4.1%	20	3.7%
	(not sure)	22	8.0%	27	10.0%	49	9.0%
Total		275	100.0%	271	100.0%	546	100.0%

14.15 Smoked – Product Smoked

14.16 79.1% of all smokers smoked 'bought cigarettes', whilst 15.9% smoked 'roll your own cigarettes', 2.4% smoked 'cigars', and 2.6% smoked 'pipes'. Female smokers were more likely than males to smoke 'bought cigarettes' (88.2% compared with 70.2%). No smokers 'under 30 years of age' were reported to smoke 'pipes' or 'cigars'.

		Smoker				Total	
		Smoker - Respondent		Smoker - Other			
		Count	Col %	Count	Col %	Count	Col %
Mainly smoke -	bought cigarettes	227	77.7%	205	80.7%	432	79.1%
	roll your own cigarettes	51	17.5%	36	14.2%	87	15.9%
	cigars	10	3.4%	3	1.2%	13	2.4%
	pipe	4	1.4%	10	3.9%	14	2.6%
Total		292	100.0%	254	100.0%	546	100.0%

		Mainly smoke -								Total	
		bought cigarettes		roll your own cigarettes		cigars		pipe			
		Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Smokers - Age	Under 30	125	83.3%	25	16.7%					150	100.0%
	30 - 44 years	134	78.4%	32	18.7%	2	1.2%	3	1.8%	171	100.0%
	45 - 59 years	98	74.2%	24	18.2%	7	5.3%	3	2.3%	132	100.0%
	60 - 74 years	56	81.2%	6	8.7%	3	4.3%	4	5.8%	69	100.0%
	75 + years	17	77.3%			1	4.5%	4	18.2%	22	100.0%
	(not sure)	2	100.0%							2	100.0%
Smokers - Gender	male	193	70.2%	55	20.0%	13	4.7%	14	5.1%	275	100.0%
	female	239	88.2%	32	11.8%					271	100.0%

14.17 Number of smokes a day

14.18 The majority of smokers smoked 'less than 20' a day' (17.9% 'under 10', and 36.3% '10 to 20'), whilst 30.4% smoked '20 to 29', and only 6.6% 'over 30' per day (8.8% 'don't know' responses).

As might be expected, those who smoked 'pipes' or 'cigars' were said to smoke considerably less than those who smoked 'cigarettes' : there appeared to be little difference in the numbers smoked between those who smoked 'bought cigarettes' and those who smoked 'roll-your own cigarettes'.

		Smoker				Total	
		Smoker - Respondent		Smoker - Other			
		Count	Col %	Count	Col %	Count	Col %
Average No. per day	under 10	46	15.8%	52	20.5%	98	17.9%
	10 - 19	122	41.8%	76	29.9%	198	36.3%
	20 - 29	88	30.1%	78	30.7%	166	30.4%
	30 - 39	13	4.5%	6	2.4%	19	3.5%
	40 - 49	4	1.4%	10	3.9%	14	2.6%
	over 100			3	1.2%	3	.5%
	(not sure)	19.00	6.5%	29	11.4%	48	8.8%
Total		292	100.0%	254	100.0%	546	100.0%

		Mainly smoke -								Total	
		bought cigarettes		roll your own cigarettes		cigars		pipe			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Average No. per day	under 10	72	16.7%	10	11.5%	10	76.9%	6	42.9%	98	17.9%
	10 - 19	156	36.1%	41	47.1%			1	7.1%	198	36.3%
	20 - 29	143	33.1%	23	26.4%					166	30.4%
	30 - 39	12	2.8%	6	6.9%	1	7.7%			19	3.5%
	40 - 49	12	2.8%	2	2.3%					14	2.6%
	over 100	2	.5%	1	1.1%					3	.5%
	(not sure)	13	3.0%	1	1.1%	2	15.4%	3	21.4%	19	3.5%
	(not sure)	22	5.1%	3	3.4%			4	28.6%	29	5.3%
Total		432	100.0%	87	100.0%	13	100.0%	14	100.0%	546	100.0%

14.19 Likelihood of stopping smoking in next few years

14.20 66.4% of respondents who smoked said they would like to 'give up smoking', and 58.3% of 'other smokers' were said to 'want to give up' : 62.6% of all smokers wanting to give up smoking. However, only just over half (52.1%) of those respondents who said they would like to stop smoking believed that they are 'likely to stop smoking in the next year or so', and only 37.3% of all respondent smokers believe they would do so. Older smokers were least likely to want to give up smoking ('60-74 years' 42% : '75+ years' 36.4%), whilst there was little difference between males and females in this respect.

		Smoker				Total	
		Smoker - Respondent		Smoker - Other			
		Count	Col %	Count	Col %	Count	Col %
Like to give up smoking ?	yes	194	66.4%	148	58.3%	342	62.6%
	no	86	29.5%	86	33.9%	172	31.5%
	don't know	12	4.1%	20	7.9%	32	5.9%
Total		292	100.0%	254	100.0%	546	100.0%

		Q4e: Do you think you are likely to stop smoking in the next year or so ?						Total	
		yes		no		don't know			
		Count	Row %	Count	Row %	Count	Row %	Count	Row %
Q4d: Would you like to give up smoking ?	yes	101	52.1%	74	38.1%	19	9.8%	194	100.0%
	no	6	7.0%	74	86.0%	6	7.0%	86	100.0%
	don't know	2	16.7%	5	41.7%	5	41.7%	12	100.0%
Total		109	37.3%	153	52.4%	30	10.3%	292	100.0%

			Like to give up smoking ?			Total
			yes	no	don't know	
Smokers - Gender	male	Row %	60.4%	34.2%	5.5%	100.0%
	female	Row %	64.9%	28.8%	6.3%	100.0%
Smokers - Age	Under 30	Row %	65.3%	27.3%	7.3%	100.0%
	30 - 44 years	Row %	70.8%	24.0%	5.3%	100.0%
	45 - 59 years	Row %	63.6%	30.3%	6.1%	100.0%
	60 - 74 years	Row %	42.0%	52.2%	5.8%	100.0%
	75 + years	Row %	36.4%	63.6%		100.0%
	(not sure)	Row %	100.0%			100.0%

14.21 Of those respondents who reported having other 'smokers' in their household only three (1.7%) said that there were 'smokers' in their household who were 'pregnant'.

14.22 Ex-Smokers

14.23 28.4% (285) of all respondents were 'ex-smokers', with the proportion of 'ex-smokers' rising considerably with age, from 12.3% amongst '18 to 30 year olds' to 51.4% amongst those aged '75+ years'. 19.9% of respondents also reported other 'ex-smokers' in their household (19% 'one ex-smoker' and 0.9% 'two ex-smokers') – 209 'other household members' in all who were 'ex-smokers'.

14.24 8.5% of all 'ex-smokers' in the sample households were 'under 30 years', 24.3% were '30 to 44 years old', 27.7% were '45 to 54 years old', 24.7% were '60 to 74 years old', and 14.6% were '75+ years'. 58.5% of all ex-smokers were 'male', and 41.5% were 'female'.

		Ex smoker				Total	
		ex-smoker : other		ex-smoker : respondent			
		Count	Col %	Count	Col %	Count	Col %
Ex Smokers - Age	Under 30	22	10.5%	20	7.0%	42	8.5%
	30 - 44 years	52	24.9%	68	23.9%	120	24.3%
	45 - 59 years	62	29.7%	75	26.3%	137	27.7%
	60 - 74 years	54	25.8%	68	23.9%	122	24.7%
	75 + years	18	8.6%	54	18.9%	72	14.6%
	(not sure)	1	.5%			1	.2%
Total		209	100.0%	285	100.0%	494	100.0%
Ex Smokers - Gender	male	116	55.5%	173	60.7%	289	58.5%
	female	93	44.5%	112	39.3%	205	41.5%
Total		209	100.0%	285	100.0%	494	100.0%

14.25 10.9% of 'ex-smokers' had stopped smoking within the last year, 18.9% '1 to 5 years ago', 13% '6 to 10 years ago', and 56.1% 'more than 10 years ago'.

14.26 The principal reasons for giving up smoking were reported to be 'to protect health' (31.8%), and because it was 'affecting health' (28.9%), with 'to save money' being the third most mentioned reason. '60 to 74 year olds' were most likely to give up smoking because it was 'affecting their current health' (41%), whilst '31-44 year olds' were most likely to give up smoking in order to 'protect their health' (36.7%). There was little difference between males and females in terms of why they gave up smoking.

		Ex smoker				Total	
		ex-smoker : other		ex-smoker : respondent		Count	Col %
		Count	Col %	Count	Col %		
Reason for giving up smoking	affecting health	66	31.6%	77	27.0%	143	28.9%
	protect health	61	29.2%	96	33.7%	157	31.8%
	pregnant	13	6.2%	17	6.0%	30	6.1%
	socially unacceptable	8	3.8%	6	2.1%	14	2.8%
	save money	20	9.6%	40	14.0%	60	12.1%
	other	21	10.0%	45	15.8%	66	13.4%
	don't know	20	9.6%	4	1.4%	24	4.9%
Total		209	100.0%	285	100.0%	494	100.0%

		Ex Smokers - Age						Ex Smokers - Gender	
		Under 30	30 - 44 years	45 - 59 years	60 - 74 years	75 + years	(not sure)	male	female
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Reason for giving up smoking	affecting health	31.0%	16.7%	29.9%	41.0%	26.4%		33.9%	22.0%
	protect health	23.8%	36.7%	35.0%	27.9%	27.8%	100.0%	31.8%	31.7%
	pregnant	21.4%	12.5%	2.9%	.8%	1.4%			14.6%
	socially unacceptable		3.3%	4.4%	2.5%	1.4%		2.8%	2.9%
	save money	9.5%	6.7%	13.1%	11.5%	22.2%		13.5%	10.2%
	other	9.5%	16.7%	9.5%	11.5%	20.8%		14.2%	12.2%
	don't know	4.8%	7.5%	5.1%	4.9%			3.8%	6.3%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

15. WILLINGNESS TO BECOME MEMBER OF CITIZENS PANEL

(Appendix 2, page 155 refers)

37.1% of all respondents said they were willing to become members of the Citizens Panel (a significant decrease on the 60.3% of the 2003 Community Survey, but not very different from the 42.9% of the 2002 Community Survey).