

DARLINGTON COMMUNITY SURVEY ; SEPTEMBER 2005
TOP LINE FINDINGS (PROVISIONAL)

(Total Sample = 1,000)

(Percentages based on total sample, unless otherwise stated)

(Note – 2004 Community Survey results are shown for questions which were also included in 2004 Community Survey)

Introduction Good morning/afternoon/evening. I am from NWA Social & Market Research. We are doing a survey for Darlington Borough Council about life in the local area. (SHOW ID CARD & LETTER FROM COUNCIL) Could you answer some questions please. The interview will take about 15 minutes.

QA Can I just check, are you a senior officer or an elected member of Darlington Borough Council ?
(IF UNSURE ASK – ‘Are you precluded from taking part in any political activity by reason of your job?’)

Yes CLOSE. THANK RESPONDENT.

No..... CONTINUE

QB And how long have you been a resident in the Darlington Borough Council area ?
(REFER TO MAP IF NECESSARY)

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

3 months to (less than) 1 year 2.9%

1 - 5 years.....13.6%

6 - 10 years..... 7.8%

More than 10 years.....75.7%

CLASSIFICATION - CHECK QUOTA REQUIREMENTS

In order to ensure that we are interviewing a representative sample of people living in this area, may I ask you -

C1 (SHOWCARD 1) Which of these age groups do you fall into ?

18 - 29 years.....15.5% ACTUAL AGE

30 - 44 years.....28.8%

45 - 5925.4%

60 - 7420.4%

75 & over 9.9%

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

In full time paid employment (30 + hours)31.1%

In part time paid employment 14.6%

Self-employed 3.7%

Government supported training -

Unemployed and available for work..... 5.2%

Wholly retired from work27.7%

Full time education at school, college, university 1.1%

Looking after family/home10.1%

Permanently sick/disabled..... 6.1%

Doing something else (PLEASE STATE) 0.4%

C3 Interviewer code

Gender Male 46.9%

Female..... 53.1%

SATISFACTION WITH THE WAY THE COUNCIL IS RUNNING THE BOROUGH

Q.1 (SHOWCARD) Thinking about Darlington Borough Council. Overall, how satisfied or dissatisfied are you with the way the Council is running the Borough ? (REFER TO MAP OF BOROUGH IF NECESSARY

	<u>2005</u>	<u>2004</u>
Very satisfied	11.0%	9.7%
Fairly satisfied.....	53.5%	59.6%
Neither satisfied nor dissatisfied	16.0%	14.4%
Fairly dissatisfied	10.9%	10.0%
Very dissatisfied.....	6.6%	5.0%
(don't know)	2.0%	2.4%

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

	<u>2005</u>	<u>2004</u>
Better.....	13.8%	17.4
Worse	19.1%	14.9
Stayed about the same.....	60.2%	63.1
(don't know)	6.9%	4.6

LOCAL NEIGHBOURHOOD

Q.3 (SHOWCARD) Thinking now about your local neighbourhood. How satisfied or dissatisfied are you with your neighbourhood as a place to live?
(QoL 18)

	<u>2005</u>	<u>2004</u>
Very satisfied	37.1%	37.1%
Fairly satisfied.....	39.6%	40.8%
Neither satisfied nor dissatisfied	7.3%	5.6%
Fairly dissatisfied	9.4%	10.3%
Very dissatisfied.....	5.2%	6.1%
(don't know)	1.4%	0.2%

Q.4 On the whole, do you think that over the past two years, your neighbourhood has got better or worse?
(QoL 19)

	<u>2005</u>	<u>2004</u>
Better.....	9.8%	11.0%
Worse	25.0%	29.1%
Hasn't changed much	57.7%	52.0%
Have lived here less than 2 years	5.4%	6.6%
Don't know	2.1%	1.3%

Q.5 How safe or unsafe do you feel when outside in the Borough of Darlington after dark?

(QoL 15a) (SHOWCARD)

Q.6 And how safe or unsafe do you feel when outside in the Borough of Darlington during the day?

(QoL 15b) (SHOWCARD)

	Q.5 Dark		Q.6 Day	
	2005	2004	2005	2004
Very safe.....	12.0%	11.4%	56.2%	52.7%
Fairly safe.....	34.5%	36.9%	37.6%	40.6%
Neither safe nor unsafe	8.4%	9.3%	3.0%	2.7%
Fairly unsafe.....	16.1%	18.3%	2.1%	2.7%
Very unsafe	18.6%	15.6%	0.8%	0.8%
Don't know	10.4%	8.6%	0.3%	0.5%

Q.7 (SHOWCARD) To what extent do you agree or disagree that your local area (within walking distance) is a place where people from different backgrounds get on well together?

(QoL 25)

	<u>2005</u>	<u>2004</u>
Definitely agree.....	15.3%	14.6%
Tend to agree.....	48.5%	52.4%
Neither agree nor disagree	15.6%	15.0%
Tend to disagree.....	5.5%	7.8%
Definitely disagree	3.0%	4.0%
Don't know	12.1%	6.3%

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

(QoL 23a)

	<u>2005</u>	<u>2004</u>
Definitely agree.....	5.9%	3.2%
Tend to agree.....	27.2%	27.5%
Neither agree nor disagree	14.0%	15.3%
Tend to disagree.....	25.8%	36.3%
Definitely disagree	21.4%	14.0%
Don't know	5.7%	3.8%

Q.9 And do you agree or disagree with the following statement..... ?

(QoL 23b)

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

	<u>2005</u>	<u>2004</u>
Definitely agree.....	15.3%	14.0%
Tend to agree.....	39.2%	52.7%
Neither agree nor disagree	11.3%	10.4%
Tend Disagree	17.1%	15.0%
Definitely disagree	11.7%	5.7%
Don't know	5.4%	2.3%

THE QUALITY OF LIFE IN THIS AREA

Q.10 (SHOWCARD) Thinking generally, which of the things on this card would you say are most important in making a neighbourhood a good place to live. Please mention up to five.

		Col Response %	Cases
Q10) Which most important (up to 5) ?	low level of crime/ anti-social behaviour	58.4%	584
	clean streets	50.7%	507
	activities for teenagers	43.2%	432
	facilities for young children	30.5%	305
	affordable decent housing	27.4%	274
	health services	26.7%	267
	parks and open spaces	25.9%	259
	road and pavement repairs	25.5%	255
	education provision	24.9%	249
	public transport	24.3%	243
	low level of traffic congestion	21.3%	213
	job prospects	17.7%	177
	shopping facilities	16.3%	163
	community activities	12.6%	126
	access to nature	11.0%	110
	sports & leisure facilities	10.1%	101
	wage levels & local cost of living	7.9%	79
	low level of pollution	7.3%	73
	cultural facilities	5.3%	53
	race relations	3.8%	38
other	3.7%	37	
don't know	1.0%	10	
none of these	.4%	4	
Total			1000

Q.11 (SHOWCARD) Thinking about your neighbourhood, which of the things on this card, if any, do you think most need improving. Please mention up to FIVE.

		Col Response %	Cases
Q11) Which most in need improving (up to 5) ?	activities for teenagers	44.7%	447
	road & pavement repairs	44.0%	440
	level of crime/ anti-social behaviour	37.5%	375
	level of traffic congestion	31.6%	316
	clean streets	30.6%	306
	facilities for young children	27.0%	270
	public transport	15.2%	152
	parks & open spaces	14.5%	145
	sports & leisure facilities	13.7%	137
	affordable decent housing	11.4%	114
	job prospects	10.5%	105
	community activities	9.7%	97
	other	8.8%	88
	shopping facilities	7.2%	72
	health services	7.1%	71
	education provision	7.0%	70
	wage levels & local cost of living	6.9%	69
	level of pollution	4.5%	45
	access to nature	4.0%	40
	none of these	3.7%	37
race relations	3.5%	35	
cultural facilities	3.0%	30	
don't know	2.7%	27	
Total			1000

CHANGES IN YOUR QUALITY OF LIFE

Q.12 (SHOWCARD) Still thinking about your local neighbourhood, how do you think the following aspects have changed over the last three years – do you think they have got better or worse, or stayed about the same?

READ OUT :	<u>Better</u>	<u>Stayed the same</u>	<u>Worse</u>	<u>Don't know</u>
	%	%	%	%
1 Access to nature	16.3	66.7	4.1	12.9
2 Activities for teenagers.....	4.2	39.4	30.6	25.8
3 Affordable decent housing	11.8	45.4	29.9	12.9
4 Clean streets	14.8	53.0	27.1	5.1
5 Community activities.....	7.6	59.5	13.5	19.4
6 Cultural facilities (e.g. cinemas, museums).....	7.7	68.8	7.4	16.1
7 Education provision.....	19.0	49.5	8.8	22.7
8 Facilities for young children.....	11.2	44.6	18.5	25.7
9 Health services	24.9	59.6	7.7	7.8
10 ... Job prospects	6.5	47.8	20.0	25.7
11 ... Parks and open spaces	25.4	56.4	11.5	6.7
12 ... Public transport	8.7	51.7	23.5	16.1
13 ... Race relations	4.0	57.2	3.2	35.6
14 ... Road & pavement repairs	8.2	37.7	48.5	5.6
15 ... Shopping facilities.....	13.2	68.4	12.2	6.2
16 ... Sports & leisure facilities	8.0	63.6	10.3	18.1
17 ... The level of crime & anti-social behaviour.....	6.7	41.6	44.2	7.5
18 ... The level of pollution	3.2	58.9	23.2	14.7
19 ... The level of traffic congestion.....	1.9	33.5	58.1	6.5
20 ... Wage levels & local cost of living	3.5	47.5	28.4	20.6

Q.13 (SHOWCARD) Still thinking about your neighbourhood, how much of a problem are –

READ OUT :	<u>A very big Problem</u>	<u>A fairly big problem</u>	<u>Not a very big problem</u>	<u>Not a problem at all</u>	<u>Don't know</u>
1. Noisy neighbours or loud parties	4.8	6.5	17.2	70.6	0.9
2. Teenagers hanging around on the streets	15.4	21.9	26.1	35.8	0.8
3. Vandalism, graffiti and other deliberate damage to property or vehicles	8.6	19.2	22.8	48.9	0.5
4. People being attacked because of their skin colour, ethnic origin or religion	1.9	2.0	10.2	72.2	13.7
5. People using or dealing drugs	9.3	12.4	12.3	55.9	10.1
6. People being drunk or rowdy in public places	9.6	15.4	19.0	52.8	3.2
7. People sleeping rough on the streets or in other public places	1.2	3.3	8.8	80.6	6.1
8. Rubbish and litter lying around	12.5	22.0	24.9	39.8	0.8
9. Abandoned or burnt out cars	1.9	3.3	8.7	83.0	3.1

NOISE

Q.14 (SHOWCARD) How would you rate the following types of noise in your local area ?
(QoL 17)

	<u>Serious problem</u> %	<u>A problem, but not serious</u> %	<u>NOT a problem</u> %	<u>Does not apply/DK</u> %
1. Road traffic	14.1	26.4	58.9	0.6
(2004)	12.4	20.6	66.7	0.3
2. Aircraft	1.7	9.3	80.4	8.6
(2004)	1.7	12.1	85.8	0.4
3. Trains	0.3	2.5	88.4	8.8
(2004)	1.0	4.6	93.8	0.6
4. Industrial or commercial premises	1.0	2.9	88.6	7.5
(2004)	1.0	2.6	94.7	1.7
5. Road works	2.9	11.4	84.6	1.1
(2004)	2.2	6.5	90.6	0.7
6. Construction or demolition	1.0	4.6	90.5	3.9
(2004)	1.5	4.5	93.0	1.0
7. Pubs, clubs and entertainment	1.4	5.2	91.4	2.0
(2004)	1.9	5.9	91.4	0.8
8. Neighbours	4.5	6.4	88.0	1.1
(2004)	6.5	10.1	83.0	0.5
9. Animals, e.g. dogs	4.4	9.2	85.4	1.0
(2004)	4.5	9.3	85.7	0.5

ACCESS TO KEY LOCAL SERVICES

Q.15 From your home, how easy is it for you to get to the following, using your usual form of transport ?
(QoL 22) (SHOW CARD)

READ OUT :	Very <u>easy</u> %	Fairly <u>easy</u> %	Neither <u>nor</u> %	Fairly <u>difficult</u> %	Very <u>difficult</u> %	(No opin. <u>d. know</u>) %
1. Local shop.....	78.4	17.4	1.1	1.9	0.7	0.5
(2004).....	82.9	13.1	0.6	2.1	0.8	0.6
2. Shopping centre or supermarket	62.5	30.5	1.5	2.8	1.4	1.3
(2004).....	67.0	25.8	1.0	4.6	1.1	0.5
3. Post Office	68.8	21.8	2.9	4.2	1.7	0.6
(2004).....	72.4	20.9	26.5	3.0	1.6	0.6
4. GP/Doctors Surgery	59.4	27.7	3.4	5.7	3.2	0.6
(2004).....	55.2	27.3	2.3	11.5	3.0	0.7
5. Chemist/pharmacy	65.5	27.4	2.3	2.7	1.3	0.8
(2004).....	65.2	26.4	1.3	4.8	1.3	1.0
6. Shop selling fresh fruit and vegetables	64.6	26.8	3.0	3.7	1.1	0.8
(2004).....	64.8	24.3	2.2	5.9	2.0	0.8
7. Local hospital.....	48.3	33.7	4.1	11.2	2.2	0.5
(2004).....	45.3	32.6	4.3	14.1	3.2	0.6
8. Publicly accessible green space e.g. park	66.8	25.8	2.2	2.3	0.8	2.1
(2004).....	64.7	23.4	2.3	5.1	1.8	2.7
9. Public transport facility e.g. bus stop, train station	67.8	24.0	2.2	3.2	0.8	2.0
(2004).....	73.5	19.8	1.2	2.4	1.0	2.1
10. Library	50.5	31.9	5.7	5.7	1.7	4.5
(2004).....	50.3	31.7	4.1	7.1	1.7	5.1
11. Sports/leisure centre.....	44.1	32.2	6.9	6.8	1.3	8.7
(2004).....	43.4	32.8	6.1	7.5	1.7	8.6
12. Cultural/recreational facility e.g. theatre, cinema	44.4	34.7	7.3	5.9	1.7	6.0
(2004).....	45.8	36.3	4.5	6.6	1.2	5.7
13. Bank/cashpoint.....	55.7	33.1	3.7	4.2	1.6	1.7
(2004).....	56.9	33.0	2.2	5.0	1.2	1.7
14. Council/neighbourhood office	39.5	28.1	7.4	6.0	1.4	17.6
(2004).....	38.3	29.9	6.3	6.5	1.8	17.2
15. Recycling facility	47.9	27.7	6.2	5.7	2.6	9.9
16. Childcare facilities	30.6	15.5	5.3	1.4	0.9	46.3

PERCEPTIONS OF THE COUNCIL

**Q.16 I am going to read out a list of statements about Darlington Borough Council, and I would like you to tell me, from this card, how strongly you agree or disagree with each .
(SHOW CARD)**

READ OUT :	Strongly agree %	Tend to agree %	Neither nor %	Tend to disagree %	Strongly disagree %	(No opin. d. know) %
1. The quality of Council services is good overall.....	8.5	53.6	18.6	11.7	3.9	3.7
2. The Council is too remote and impersonal	9.9	27.2	19.5	28.9	6.4	8.1
3. The Council doesn't take any notice of what residents want	15.6	29.6	19.9	20.0	5.6	9.3
4. The Council gives residents good value for money	4.7	36.4	21.9	20.4	10.0	6.6
5. The Council does a good job in attracting business to the area	7.2	31.7	21.4	11.3	5.0	23.4
6. The Council does a good job for people like me	6.0	34.5	26.0	16.2	10.3	7.0
7. The Council does the best it can with the money available	5.7	36.7	17.2	19.9	11.2	9.3
8. The Council does a good job looking after vulnerable people	6.1	33.1	22.0	8.1	6.3	24.4
9. The Council treats all types of people fairly	8.2	39.3	21.9	8.6	6.9	15.1
10. The Council plays an important part in improving the quality of life in the local area	10.5	48.2	19.3	9.7	6.4	5.9

**Q.17 Thinking now about the way in which the Council delivers its services and deals with its customers. How do you feel the Council deals with ...
(SHOW CARD)**

READ OUT :	Very well %	Quite well %	Neither nor %	Quite badly %	Very badly %	(No opin. d. know) %
1. Planning for the future needs and requirements of people in the Borough	4.0	40.8	25.2	11.0	4.8	14.2
2. Being efficient and not wasting money	3.2	22.9	23.1	25.8	11.7	13.3
3. Being efficient and not wasting people's time.....	3.7	31.0	27.5	16.6	6.3	14.9
4. Being easy to get in touch with	14.9	44.3	14.8	12.7	3.5	9.8
5. Showing courtesy and respect.....	15.3	48.2	19.7	4.2	2.1	10.5
6. Being flexible and understanding of people's needs	6.8	30.6	26.8	16.3	7.0	12.5
7. Taking action about problems without being pressurised to do so.....	4.1	22.5	23.7	23.7	11.1	14.9
8. Being up to date and innovative.....	6.4	42.7	26.0	8.3	3.2	13.4
9. Working with local residents	5.5	32.2	24.5	16.1	7.8	13.9

TRANSPORT

Q.18A Could you tell me whether on an average weekday, (Tuesday, Wednesday or Thursday) you make (QoL 36) the following journeys?

Q.18B And for each of the journeys made please could you tell me the mode of transport you use? (QoL 36) (RING AS MANY AS APPLY)

SHOW CARD FOR MODE OF TRANSPORT

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

	Car	Bus	Cycle	Walk	Train	Motorbike	Other	N.A.
	%	%	%	%	%	%	%	%
1. Work	35.3	5.5	1.6	8.5	0.5	0.3	1.4	52.0
(2004).....	34.7	4.8	1.3	7.6	0.1	0.1	1.2	52.7
2. Shopping	66.1	13.8	1.5	23.4	0.1	0.2	1.7	9.2
(2004).....	54.9	12.5	0.5	18.1	0.1	0.1	1.6	22.0
3. Leisure	50.1	9.9	2.3	21.7	0.6	0.9	1.6	24.8
(2004).....	38.2	8.1	2.1	16.9	0.4	0.1	2.0	39.0
4. Education	12.4	1.8	0.6	10.6	0.3	-	0.3	76.7
(2004).....	11.1	1.7	0.2	6.5	0.3	0.1	0.4	81.4
5. Other	17.1	4.4	0.5	5.9	0.2	-	0.6	74.9
(2004).....	15.4	2.3	0.3	6.6	0.2	0.0	0.8	78.0

Q.18C And for each of journeys you take what is the approximate number of miles you travel. (QoL 36) (SHOWCARD)

	under 2 miles	2-4miles	5-7miles	8+ miles	Not sure/ varies
	%	%	%	%	%
1. Work (480 respondents).....	32.9	23.3	9.4	28.3	6.0
(2004).....	33.3	22.8	7.2	30.4	1.0
2. Shopping (908 respondents) ...	55.7	31.5	7.0	3.3	2.4
(2004).....	59.5	29.4	5.5	3.6	2.0
3. Leisure (752 respondents).....	35.3	25.3	6.3	15.2	17.8
(2004).....	45.1	23.2	6.4	16.0	9.3
4. Education (233 respondents)...	57.9	21.9	6.0	12.0	2.1
(2004).....	51.3	22.5	4.8	15.0	6.4
5. Other (251 respondents).....	22.7	22.7	6.4	13.9	34.3
(2004).....	37.4	11.3	3.2	8.6	39.6

VISION OF THE COUNCIL

Q.19 (VISION SHOWCARD).The Council’s principal role is to make Darlington a place where people want to live, work or visit and can enjoy a high quality of life. The Council has identified eight main issues that it believes are important.

- a) **Which one of these issues do you feel is the most important in making Darlington a place where people want to live, work or visit and can enjoy a high quality of life ? (ONE RESPONSE ONLY)**
- b) **And which do you feel is the second most important ? (ONE RESPONSE ONLY)**
- c) **Are there any which you feel are not important (MULTIPLE RESPONSE POSSIBLE)**

	<u>MOST</u> <u>Important</u> %	<u>FIRST +</u> <u>SECOND MOST</u> <u>Important</u> %	<u>NOT</u> <u>Important</u> %
1. Improving the local economy	21.3	31.9	1.1
(2004).....	15.6	32.5	1.1
2. Promoting inclusive communities.....	3.2	6.5	6.0
(2004).....	2.9	5.3	5.3
3. Raising educational achievement	14.5	27.9	1.4
(2004).....	11.9	28.3	0.7
4. Stimulating leisure activities	4.8	12.0	2.0
(2004).....	6.3	13.3	3.0
5. Promoting community safety	23.7	40.3	0.4
(2004).....	30.6	48.1	0.1
6. Improving health and well being	10.9	25.7	0.2
(2004).....	9.4	27.6	0.8
7. Enhancing the local environment.....	8.4	22.9	1.7
(2004).....	11.2	23.6	1.4
8. Developing an effective transport system.....	6.4	18.4	2.3
(2004).....	6.7	11.9	4.4
9. None of these	0.7	1.9	86.2
(2004).....	0.8		80.0
10. Some other issue (PLEASE STATE).....	1.5	2.3	-
(2004).....	2.8		
11 (don't know/ not sure).....	4.6	10.2	1.0
(2004).....	2.0		

Q.20 (SHOWCARD) And how successful or unsuccessful would you say the Council and its partners are in dealing with these issues?

READ OUT ISSUES :		Very successful %	Fairly successful %	Neither nor %	Fairly unsuccessful %	Very unsuccessful %	(No opin. d. know) %
1.	Improving the local economy	3.7	44.0	26.7	11.0	3.0	11.6
	(2004).....	3.8	52.3	19.4	8.7	3.3	12.5
2.	Promoting inclusive communities.....	2.3	27.7	32.4	10.5	2.4	24.7
	(2004).....	2.9	38.8	27.1	7.9	2.6	20.7
3.	Raising educational achievement.....	5.7	44.1	19.2	11.0	3.4	16.6
	(2004).....	9.4	52.4	16.7	5.7	2.7	13.1
4.	Stimulating leisure activities	4.1	39.1	21.3	16.7	4.0	14.8
	(2004).....	8.0	51.3	14.4	11.8	4.5	10.1
5.	Promoting community safety	4.4	46.3	20.1	15.4	4.1	9.7
	(2004).....	6.9	49.6	17.4	13.6	5.1	7.5
6.	Improving health and well being	6.3	54.6	19.4	8.4	2.1	9.2
	(2004).....	5.7	50.8	20.5	8.4	3.0	11.6
7.	Enhancing the local environment.....	6.8	52.8	20.0	9.5	2.7	8.2
	(2004).....	10.6	53.7	15.4	9.4	4.3	6.7
8.	Developing an effective transport system.....	5.1	34.2	20.4	21.0	10.5	8.8
	(2004).....	7.4	45.6	17.2	13.8	6.4	9.7

COUNCIL SERVICES

Q.21 (SHOWCARD) Thinking now about Council Services. I am going to read out a number of different types of service that are provided in this area. Using this card, I would like you to tell me how satisfied or dissatisfied you are with the way in which each of these services is provided in your local area? (READ OUT. ROTATE ORDER. TICK START)

	<u>Very</u> <u>satisfied</u> %	<u>Fairly</u> <u>satisfied</u> %	<u>Neither</u> <u>nor</u> %	<u>Fairly</u> <u>dissatisfied</u> %	<u>Very</u> <u>dissatisfied</u> %	<u>(No opin.</u> <u>d. know)</u> %
1 Nursery & Primary Schools (2004).....	14.3.....	24.6.....	9.3.....	1.8.....	1.8.....	48.2
2 Secondary Schools (2004).....	9.6.....	21.8.....	11.2.....	3.8.....	4.3.....	49.3
3 School Meals..... (2004).....	5.7.....	13.8.....	12.5.....	4.3.....	4.8.....	58.9
4 Adult Education (2004).....	10.3.....	26.2.....	10.7.....	2.1.....	0.7.....	50.0
5 Children's Play Areas (2004).....	5.9.....	24.9.....	11.4.....	14.1.....	9.9.....	33.8
6 Leisure and Arts Venues (2004).....	14.7.....	44.8.....	12.4.....	2.9.....	1.7.....	23.5
7 Community Sports and Arts..... (2004).....	10.8.....	36.0.....	15.7.....	4.9.....	1.9.....	30.7
8 Youth Clubs & other Facilities for Young People (2004).....	2.0.....	11.0.....	14.9.....	14.6.....	15.2.....	42.3
9 The Dolphin Centre..... (2004).....	20.0.....	42.8.....	11.3.....	4.5.....	3.7.....	17.7
10 Civic Theatre (2004).....	36.4.....	38.1.....	8.2.....	0.9.....	0.2.....	16.2
11 Arts Centre..... (2004).....	27.3.....	34.3.....	9.4.....	0.7.....	0.7.....	27.6
12 Libraries (2004).....	33.4.....	37.7.....	8.0.....	1.5.....	0.1.....	19.3
13 Railway Centre and Museum..... (2004).....	20.9.....	35.3.....	13.2.....	1.6.....	0.9.....	28.1
14 Festivals and Events..... (2004).....	23.7.....	40.1.....	12.1.....	2.1.....	0.8.....	21.2
15 Council Housing (2004).....	6.7.....	18.3.....	16.7.....	4.0.....	3.8.....	50.5
16 Housing & Council Tax Benefits..... (2004).....	4.2.....	18.9.....	17.3.....	5.2.....	5.9.....	48.5
17 Council Tax Administration & Collection..... (2004).....	9.3.....	41.4.....	19.1.....	6.1.....	6.9.....	17.2
18 Parks & Open Spaces..... (2004).....	24.4.....	48.8.....	7.7.....	9.2.....	4.1.....	5.8
19 Upkeep & Appearance - of Town Centre (2004).....	28.6.....	46.2.....	10.0.....	7.8.....	5.0.....	2.4
20 Upkeep & appearance - Residential Areas (2004).....	13.2.....	50.6.....	14.9.....	11.1.....	7.5.....	2.7
21 Pavement Maintenance (2004).....	6.9.....	27.5.....	13.4.....	26.0.....	24.0.....	2.2

DBS Comm Survey Aug/Sept 05 – Top Line Findings (14.10.05)

	<u>Very satisfied</u> %	<u>Fairly satisfied</u> %	<u>Neither nor</u> %	<u>Fairly dissatisfied</u> %	<u>Very dissatisfied</u> %	<u>(No opin. d. know)</u> %
22 Road Maintenance and Repairs.....	6.6	27.2	11.8	25.3	27.0	2.1
(2004).....	3.5	30.2	16.1	27.3	23.0	0.0
23 Refuse Collection.....	37.3	47.8	6.0	4.2	4.2	0.5
(2004).....	34.6	49.5	4.2	5.7	5.3	0.8
24 Recycling Facilities.....	32.0	42.2	7.6	7.3	5.4	5.5
(2004).....	31.9	48.2	6.7	6.7	3.4	3.2
25 Street Lighting	36.6	51.3	6.0	2.8	2.5	0.8
(2004).....	32.2	53.9	6.1	4.3	2.4	1.1
26 Street Cleaning.....	18.9	46.4	10.0	15.2	8.2	1.3
(2004).....	15.6	45.0	10.9	15.4	11.4	1.9
27 Car parking - in Town Centre	6.1	29.6	11.3	15.1	24.7	13.2
(2004).....	7.4	31.3	14.4	17.2	17.3	12.4
28 Car parking - in Residential Areas.....	13.5	37.4	13.6	11.9	10.7	12.9
(2004).....	6.2	39.1	16.0	13.7	13.2	12.0
29 Planning & Control of Development	3.5	23.2	19.5	7.5	7.2	39.1
(2004).....	2.7	28.0	23.2	6.3	4.7	35.1
30 Security measures (incl CCTV) - in Town Centre.....	30.6	45.6	7.4	3.2	1.5	11.7
(2004).....	27.0	51.0	7.6	4.3	2.0	8.1
31 Security measures (incl CCTV) - in Other Area.....	13.1	35.9	15.4	7.8	6.0	21.8
(2004).....	10.0	37.3	18.0	12.7	6.2	15.9
32 Social Care for Older	7.8	29.5	15.9	7.4	6.1	33.3
and Vulnerable People	6.6	27.1	17.2	12.8	7.9	28.4
(2004).....						

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

Satisfied : Yes – 0.7% Dissatisfied : Yes - 8.1%.

Q.23 (SHOWCARD) And which two services do you think should be given the greatest priority for improvement?

a) What would be your FIRST priority for improvement. b) And what would be your SECOND priority?

Q.24 Are there any services listed which you feel that the Council spends too much money on & could be reduced?

Q.25 (SHOWCARD) Which, if any, of the services on this card do you or members of your family, use or feel you benefit from? Just read out numbers that apply. (SHOWCARD) (PROBE FULLY)

	Q23a	Q23b	Q.24	Q.25
	FIRST +		SPEND	USED
	FIRST	SECOND	TOO MUCH	BENEFIT
	Priority	Priority		
	%	%	%	%
1 Nursery & Primary Schools	4.5	5.9	0.3	21.2
(2004).....	6.5	9.1	0.3	23.6
2 Secondary Schools	5.0	7.5	0.3	16.0
(2004).....	5.1	8.8	0.1	14.4
3 School Meals.....	2.7	4.9	-	13.8
(2004).....	0.7	1.6	0.0	14.4
4 Adult Education	0.7	1.2	0.4	10.5
(2004).....	1.0	2.1	0.1	15.4
5 Children's Play Areas	4.2	9.5	-	20.9
(2004).....	7.7	12.5	0.2	23.1
6 Leisure and Arts Venues	0.5	1.2	2.9	28.5
(2004).....	0.6	1.1	1.1	31.7
7 Community Sports and Arts.....	0.4	1.0	0.8	14.4
(2004).....	0.5	1.5	0.4	17.4
8 Youth Clubs & other Facilities for Young People.....	10.8	19.5	0.3	4.2
(2004).....	9.9	16.7	0.1	6.3
9 The Dolphin Centre.....	1.2	2.9	0.7	51.1
(2004).....	1.1	1.7	0.1	51.6
10 Civic Theatre	0.1	0.3	1.0	45.5
(2004).....	0.3	0.7	0.5	52.1
11 Arts Centre.....	-	-	3.3	29.3
(2004).....	0.4	0.7	0.8	31.3
12 Libraries	0.4	0.5	0.2	45.1
(2004).....	0.3	0.6		48.1
13 Railway Centre & Museum.....	0.1	0.1	1.0	18.0
(2004).....	0.6	0.9	0.8	19.2
14 Festivals & Events	0.6	1.0	2.6	32.5
(2004).....	0.0	0.6	2.1	29.9
15 Council Housing	2.4	3.5	4.2	13.4
(2004).....	2.1	4.7	3.9	10.7
16 Housing & Council Tax Benefits.....	2.1	4.8	4.8	17.6
(2004).....	1.4	3.6	2.3	17.4
17 Council Tax Administration & Collection.....	0.8	1.8	2.8	37.5
(2004).....	1.2	1.8	1.4	55.0
18 Parks & Open Spaces.....	1.4	3.4	0.5	52.2
(2004).....	4.2	7.4	1.0	46.9
19 Upkeep of Appearance - Town Centre	2.4	5.0	5.8	
(2004).....	2.1	4.3	4.5	
20 Upkeep of Appearance - Other Areas.....	2.3	5.4	0.9	
(2004).....	4.8	8.8	0.5	
21 Pavement Maintenance	7.2	15.5	0.4	
(2004).....	7.2	15.4	0.4	
22 Road Maintenance and Repairs.....	10.2	21.7	3.4	

DBS Comm Survey Aug/Sept 05 – Top Line Findings (14.10.05)

	(2004).....	8.8.....	18.5.....	2.5	
23	Refuse Collection.....	1.6.....	2.8.....	0.1	
	(2004).....	4.1.....	3.7.....	0.3	
24	Recycling Facilities.....	1.9.....	4.1.....	0.4	
	(2004).....	1.5.....	3.3.....	-	
25	Street Lighting.....	0.6.....	2.4.....	-	
	(2004).....	1.0.....	2.3.....	0.4	
26	Street Cleaning.....	3.0.....	5.0.....	0.3	
	(2004).....	3.0.....	6.7.....	0.4	
27	Car Parking - in Town Centre.....	8.2.....	13.8.....	2.5	47.2
	(2004).....	4.9.....	10.2.....	0.9	48.7
28	Car Parking - in Other Areas.....	0.9.....	3.1.....	0.2	39.9
	(2004).....	2.2.....	4.5.....	0.3	38.0
29	Planning & Control of Development.....	1.4.....	3.2.....	2.6	5.0
	<i>(shown as Planning Department on Usage Showcard)</i>				
	(2004).....	1.0.....	1.5.....	0.7	3.5
30	Security Measures (incl. CCTV) - in Town Centre.....	0.4.....	1.9.....	0.7	
	(2004).....	1.3.....	2.7.....	1.1	
31	Security Measures (incl. CCTV) - in Other Areas.....	3.8.....	6.6.....	0.6	
	(2004).....	4.7.....	10.8.....	0.5	
32	Social Care for Older & Vulnerable People.....	4.5.....	8.9.....	0.3	4.7
	(2004).....	6.1.....	12.1.....	0.2	6.6
33	Some Other Service (PLEASE STATE).....	2.6.....	3.4.....	4.2	0.7
	(2004).....	2.9.....	6.8.....	0.9	
34	(Don't know).....	7.7.....	(7.7).....	35.6	2.5
	(2004).....	3.4.....	(3.4).....	23.1	0.2
35	(None mentioned).....	3.4.....	(3.4).....	33.4	3.8
	(2004).....	1.5.....	(1.5).....	49.0	3.6

Q.26 You mentioned (SERVICE MENTIONED AT Q 23a) as being your first priority for improvement. How would you like this service to be improved? (DO NOT PROMPT) (PROBE FULLY)

Q.27 Thinking now about Local Sporting and Arts Activities and Events, such as local football or cricket matches, local plays or concerts, or any other local sporting or arts activities.

(SHOWCARD) In the last six months about how many times, if at all, have you –

a) ... participated in local sporting or arts activities?

b) ... attended a local sporting or arts event?

	a) <u>Participated</u>	b) <u>Attended</u>
	%	%
Not at all	84.3	67.6
1 to 5 times	5.6	18.9
6 – 10 times	1.2	3.9
11 – 25 times	1.5	3.0
More than 25 times/ at least once a week	4.3	3.6
Not sure	3.1	3.0

HELP GIVEN AND RECEIVED**Q.28 (QoL 26a&b)****In the last twelve months have you ...**

a) ...given any unpaid help to someone who is not a relative (this might be a friend, neighbour, or someone else)? (SHOWCARD A)

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

READ OUT ALL MEANS OF HELP	a)	b)
	<u>GIVEN HELP TO OTHERS</u> %	<u>RECEIVED HELP FROM OTHERS</u> %
1) Keeping in touch with someone who had difficulty getting out and about.....	11.3.....	1.9
(2004)	14.2.....	1.5
2) Doing shopping, collecting pension, or paying bills for someone	11.2.....	4.6
(2004)	16.3.....	4.1
3) Cooking, cleaning, laundry, gardening or other routine household jobs	8.4.....	3.7
(2004)	9.3.....	3.0
4) Decorating, or doing any kind of home or car repairs for someone.....	6.3.....	3.1
(2004)	8.0.....	3.6
5) Babysitting or caring for children	11.0.....	5.2
(2004)	15.2.....	6.4
6) Sitting with or providing personal care (e.g. washing or dressing) for someone who is sick or frail	1.4.....	0.5
(2004)	3.9.....	0.2
7) Looking after a property or pet for someone who is away	22.2.....	15.0
(2004)	22.1.....	10.7
8) Giving advice to someone	15.1.....	4.8
(2004)	21.7.....	6.9
9) Writing letters or filling in forms for someone	8.4.....	1.2
(2004)	11.9.....	0.7
10) Representing someone (for example talking to a council official).....	3.5.....	0.3
(2004)	3.9.....	0.4
11) Transporting or escorting someone (for example to a hospital, or an outing, or a school run).....	14.5.....	3.9
(2004)	17.6.....	4.8
12) Any other help or support given/ received (<i>please write details below</i>).....	5.2.....	1.7
(2004)	4.1.....	0.7
13) (None of the above).....	55.7.....	73.4
(2004)	48.3.....	72.8

Q.29 How many times have you given unpaid help to any community or voluntary group, club or organisation in the last 12 months?
(QoL 24)

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

CLASSIFICATION

Finally, I would like to ask you a few more questions about yourself. We need this information to make sure our sample is really representative of the people who live in this area :

C4 Household composition : How many people live in this household ? (including yourself)

- Children under 5 years : 0 = 84.7% : 1+ = 15.3%
- Children 5 - 11 years : 0 = 81.4% : 1+ = 18.6%
- Young people 12 - 17 years : 0 = 83.7% : 1+ = 16.3%
- Adults 18 to Retirement Age (60 women/65 men) : 0 = 21.0% : 1 = 19.9% : 2+ = 59.1%
- Adults over Retirement Age : 0 = 75% : 1 = 12.2% : 2 = 12.8%

C4.1 (IF CHILDREN 5 – 17) How do your children normally travel TO school ? Will you tell me the main method for each child please ? (MAIN METHOD ONLY OF TRAVELLING TO SCHOOL – ONE FOR EACH CHILD – NOTE WHETHER CHILD OR CHILDREN ARE ATTENDING PRIMARY OR SECONDARY SCHOOL)
(QoL 37a&b)

		No of children mentioned	Col Response %
C4.1 Primary Schools - main method of transport :	Walk	195	69.1%
	Cycle	2	.7%
	School bus	4	1.4%
	Other bus	4	1.4%
	Car	75	26.6%
	Taxi	2	.7%
Total		198	100.0%

		No of children mentioned	Col Response %
C4.2 Secondary Schools - main method of transport ?	Walk	109	51.7%
	Cycle	2	.9%
	School bus	26	12.3%
	Other bus	30	14.2%
	Train	1	.5%
	Car	33	15.6%
	Motorcycle	1	.5%
	Taxi	2	.9%
	Other	7	3.3%
Total		167	100.0%

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

Yes – self 23.5%
 Yes – other household member 11.0%
 No 68.0%

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

Yes - 1 51.5%
 Yes - more than 1 26.4%
 No 22.1%

C7 And is your home - (READ OUT)

Owner occupied – owned outright..... 39.2%
 Owner occupied – buying on a mortgage 34.5%
 Rented from Council/Housing Association 15.2%
 Rented from other 9.6%
 Other 1.4% Refused – 0.1%

C8 And what is /was the occupation of the chief wage earner in your household?

(PROBE AS NECESSARY FOR CODING - **IF RETIRED** ASK FOR PREVIOUS OCCUPATION)

AB 16.3%
 C1 27.6%
 C2 23.3%
 DE..... 32.1%
 Refused..... 0.7%

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

White
 British..... 97.2%
 Irish 0.5%
 Any other White background (please tick & write in)..... 0.7%
Mixed
 White and Black Caribbean -
 White and Black African -
 White and Asian..... 0.1%
 Any other mixed background (please tick & write in)..... 0.1%
Asian or Asian British
 Indian 0.3%
 Pakistani -
 Bangladeshi..... 0.2%
 Any other Asian background (please tick & write in) 0.3%
Black or Black British
 Caribbean -
 African 0.1%
 Any other Black background (please tick & write in)
 Chinese 0.2%
 Other (please tick & write in) 0.3%

C10 Finally, would you be prepared to become a member of Darlington Borough Council’s Citizens Panel, and help the Council with further surveys. Panel members are asked to complete self-completion postal questionnaires about two or three times a year. IF YES ASK RESPONDENT TO SIGN

Yes.....31.0%
No.....69.0%

Signature :

In order to ensure that all interviews were carried out to people’s satisfaction, my supervisor will be contacting 10% of all the people I have interviewed. Please could I have your address and telephone number? WRITE IN This information will be used for this purpose only.

Name of Respondent: Tel. No:

Address 1:

Address 2:

Town Postcode:

THANK RESPONDENT – GIVE THANK YOU LEAFLET AND CLOSE

DECLARATION

I have completed the above questionnaire in accordance with the instructions given and the MRS Code of Conduct for interviewers.

Interviewer signature: Date:

Time completed:

FOR OFFICE USE
ONLY

Rec’d		
Check		
Ent’d		
QC’d		