

**DARLINGTON COMMUNITY SURVEY : JULY/ AUGUST 2008**

**TOP LINE FINDINGS**

Total Sample = 1024

(Percentages based on total sample, unless otherwise stated)

(2007 and 2006 Community Survey results shown in blue and red, respectively and where applicable)

**Introduction** Good morning/afternoon/evening. I am from NWA Social & Market Research. We are doing a survey for Darlington Borough Council about life in the local area. (SHOW ID CARD & LETTER FROM COUNCIL) Could you answer some questions please? The interview will take about 25 minutes.

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

Yes ..... CLOSE. THANK RESPONDENT.

No..... CONTINUE

**QB** And how long have you been a resident in the Darlington Borough Council area?

	<u>2008</u>	<u>2007</u>
3 months to (less than) 1 year .....	2.5%	2.6%
1 - 5 years.....	10.7%	9.4%
6 - 10 years.....	5.8%	7.7%
More than 10 years.....	81.0%	80.3%

**CLASSIFICATION - CHECK QUOTA REQUIREMENTS**

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

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

	<u>2008</u>	<u>2007</u>
18 - 29 years.....	18.6%	18.0%
30 - 39 years.....	19.6%	19.3%
40 - 49 years.....	18.5%	19.0%
50 - 59 years.....	16.5%	16.7%
60 - 69 years.....	12.9%	12.5%
70 and over.....	14.0%	14.5%

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

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

<b>C3</b>	<b>Interviewer code</b>	<u>2008</u>	<u>2007</u>
	<b>Gender</b>		
	Male .....	50.0%	48.8%
	Female.....	50.0%	51.2%

## SATISFACTION WITH THE WAY THE COUNCIL IS RUNNING THE BOROUGH

**Q.1 (SHOWCARD) Thinking about Darlington Borough Council, overall, how satisfied or dissatisfied are you with the way the Council is running the Borough?**

	<u>2008</u>	<u>2007</u>	<u>2006</u>
Very satisfied .....	8.3%	11.4%	10.5%
Fairly satisfied.....	53.7%	52.7%	53.1%
Neither satisfied nor dissatisfied .....	16.2%	16.0%	14.4%
Fairly dissatisfied .....	11.3%	11.7%	12.7%
Very dissatisfied.....	7.0%	6.0%	7.8%
(don't know) .....	3.4%	2.2%	1.6%

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

	<u>2008</u>	<u>2007</u>	<u>2006</u>
Better.....	11.1%	14.1%	13.3%
Worse .....	20.9%	18.8%	21.3%
Stayed about the same.....	58.5%	59.2%	59.2%
(don't know) .....	9.5%	8.0%	6.2%

## LOCAL NEIGHBOURHOOD

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

	<u>2008</u>	<u>2007</u>	<u>2006</u>
Very satisfied .....	41.4%	44.5%	36.6%
Fairly satisfied.....	39.1%	38.3%	41.4%
Neither satisfied nor dissatisfied .....	5.2%	4.6%	5.3%
Fairly dissatisfied .....	8.9%	8.7%	9.3%
Very dissatisfied.....	4.9%	3.7%	7.3%
(don't know) .....	0.6%	0.2%	0.1%

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

	<u>2008</u>	<u>2007</u>	<u>2006</u>
Better.....	10.4%	9.7%	8.5%
Worse .....	26.6%	23.4%	29.4%
Hasn't changed much .....	57.7%	57.5%	55.2%
Have lived here less than 2 years .....	4.4%	8.8%	6.3%
Don't know .....	1.0%	0.6%	0.6%

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

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

	<b>Q.5 DARK</b>			<b>Q.6 DAY</b>		
	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>
Very safe.....	15.8%	17.4%	13.2%	61.8%	63.1%	52.4%
Fairly safe.....	31.5%	31.3%	33.4%	33.0%	31.4%	39.9%
Neither safe nor unsafe .....	9.4%	8.0%	8.8%	2.1%	1.9%	3.6%
Fairly unsafe.....	17.5%	18.9%	17.6%	1.8%	2.3%	2.8%
Very unsafe.....	19.7%	19.6%	19.7%	1.0%	0.8%	0.9%
Don't know.....	6.1%	4.8%	7.3%	0.4%	0.6%	0.3%

**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?**

	<b>2008</b>	<b>2007</b>	<b>2006</b>
Definitely agree.....	20.0%	19.1%	13.0%
Tend to agree.....	51.0%	56.4%	49.7%
Neither agree nor disagree .....	14.6%	10.1%	16.6%
Tend to disagree.....	5.4%	5.9%	9.3%
Definitely disagree.....	2.3%	1.2%	3.0%
Don't know.....	6.6%	7.3%	8.4%

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

	<b>2008</b>	<b>2007</b>	<b>2006</b>
Definitely agree .....	5.7%	6.4%	4.0%
Tend to agree.....	26.5%	25.6%	25.1%
Neither agree nor disagree .....	13.0%	10.3%	17.0%
Tend to disagree.....	29.3%	29.5%	28.7%
Definitely disagree .....	18.5%	18.3%	19.5%
Don't know.....	7.1%	9.8%	5.7%

**Q.9 And do you agree or disagree with the following statement..... ?  
"By working together people in my neighbourhood can influence decisions that affect the neighbourhood".**

	<b>2008</b>	<b>2007</b>	<b>2006</b>
Definitely agree.....	17.1%	19.0%	16.4%
Tend to agree.....	42.9%	42.5%	45.3%
Neither agree nor disagree .....	11.7%	10.0%	13.1%
Tend to disagree.....	14.4%	12.7%	13.2%
Definitely disagree .....	8.2%	7.6%	7.6%
Don't know.....	5.8%	8.2%	4.4%

**PERCEPTIONS OF THE COUNCIL**

**Q.10 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	Tend to	Neither	Tend to	Strongly	(No opin.
	<u>agree</u>	<u>agree</u>	<u>nor</u>	<u>disagree</u>	<u>disagree</u>	<u>d. know</u> )
	%	%	%	%	%	%
1. The quality of Council services is good overall.....	6.7	56.8	14.9	13.1	6.2	2.2
(2007).....	7.6	52.8	19.0	12.8	5.3	2.6
(2006).....	5.7	55.0	17.6	13.7	6.2	1.9
2. The Council is too remote and impersonal .....	9.9	29.4	19.6	30.4	3.4	7.3
(2007).....	10.4	29.5	20.9	28.1	4.7	6.3
(2006).....	9.1	27.0	19.0	33.7	4.7	6.5
3. The Council doesn't take any notice of what residents want .....	16.6	29.7	19.2	26.0	2.8	5.7
(2007).....	15.1	27.2	22.2	23.3	5.5	6.7
(2006).....	18.8	25.8	17.9	26.2	5.6	5.7
4. The Council gives residents good value for money .....	3.3	36.4	18.7	24.1	13.1	4.4
(2007).....	3.7	31.9	24.2	24.4	10.7	5.0
(2006).....	3.7	35.0	19.8	24.7	12.6	4.1
5. The Council does a good job in attracting business to the area .....	6.3	36.8	20.4	12.4	5.7	18.5
(2007).....	5.6	37.3	23.0	12.0	4.9	17.1
(2006).....	6.1	30.5	25.0	12.4	7.6	18.4
6. The Council does a good job for people like me .....	3.9	39.1	22.8	19.4	9.9	5.0
(2007).....	4.6	36.0	28.1	16.1	10.3	4.7
(2006).....	5.0	34.7	24.2	19.8	11.9	4.3
7. The Council does the best it can with the money available .....	2.1	34.0	17.7	23.2	14.0	9.1
(2007).....	3.3	31.6	19.6	23.8	12.3	9.4
(2006).....	2.8	34.3	18.9	23.9	12.8	7.2
8. The Council does a good job looking after vulnerable people.....	5.0	28.6	20.8	9.3	5.9	30.5
(2007).....	3.7	30.0	24.5	9.8	5.9	26.0
(2006).....	6.3	32.6	22.4	11.8	6.8	20.2
9. The Council treats all types of people fairly .....	5.8	42.6	15.9	13.0	9.1	13.7
(2007).....	6.2	40.3	19.8	14.5	8.4	10.9
(2006).....	7.5	44.5	18.9	12.9	7.0	9.3
10. The Council plays an important part in improving the quality of life in the local area.....	4.9	45.4	18.9	14.2	8.3	8.3
(2007).....	7.3	46.3	22.4	13.0	5.6	5.4
(2006).....	8.3	45.4	18.0	13.8	8.6	5.8
11. Darlington's Council Tax is generally less than other Councils' .....	1.7	19.7	15.8	9.2	4.5	49.1

**Q.11 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)**

	Very well %	Quite well %	Neither nor %	Quite badly %	Very badly %	(No opin. d. know) %
<b>READ OUT :</b>						
1. Planning for the future needs and requirements of people in the Borough	3.5	38.7	22.4	15.3	4.5	15.6
(2007)	4.8	41.5	23.4	12.3	4.1	13.8
(2006)	4.1	40.6	21.9	16.2	7.0	10.2
2. Being efficient and not wasting money	1.6	17.9	20.1	29.2	20.4	10.8
(2007)	1.8	19.8	27.0	24.8	15.7	10.9
(2006)	1.9	18.5	22.1	30.6	15.2	11.7
3. Being efficient and not wasting people's time	3.2	32.0	25.5	17.9	9.3	12.1
(2007)	4.3	29.8	26.5	18.5	8.3	12.6
(2006)	4.8	29.0	27.6	18.1	7.9	12.7
4. Being easy to get in touch with	15.2	43.2	12.3	10.9	7.2	11.1
(2007)	14.4	46.2	14.8	11.5	5.9	7.3
(2006)	16.4	46.7	13.7	9.5	6.5	7.2
5. Showing courtesy and respect	14.6	45.5	17.6	6.9	3.6	11.8
(2007)	16.0	47.7	19.9	5.4	2.0	9.0
(2006)	15.8	50.2	15.8	5.9	3.2	9.0
6. Being flexible and understanding of people's needs	4.9	31.5	23.4	18.9	10.6	10.5
(2007)	3.5	34.6	26.6	17.3	8.3	9.6
(2006)	5.2	34.5	25.3	16.7	10.2	8.0
7. Taking action about problems without being pressurised to do so	2.6	22.8	22.8	23.2	17.3	11.3
(2007)	2.8	22.7	24.5	25.2	13.6	11.2
(2006)	3.1	20.0	24.0	27.6	14.4	10.8
8. Being up to date and innovative	5.1	44.7	22.9	9.7	4.3	13.3
(2007)	5.4	41.6	31.0	7.3	3.5	11.1
(2006)	5.9	44.8	22.8	8.9	5.9	11.7
9. Working with local residents	4.6	31.0	21.4	18.6	13.8	10.7
(2007)	4.7	33.3	24.4	17.2	10.3	10.0
(2006)	5.7	31.8	23.3	16.8	11.8	10.7

**VISION OF THE COUNCIL**

**Q.12 (VISION SHOWCARD).The Council’s Vision is “One Darlington: Perfectly Placed.” The Council’s principal role in that 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 five main themes to deliver the vision.**

- a) **Which one of these themes 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. Prosperous Darlington .....	18.0	36.2	3.4
2. Aspiring Darlington .....	5.6	13.4	8.0
3. Healthy Darlington .....	16.9	47.9	1.6
4. Greener Darlington .....	7.4	20.3	4.0
5. Safer Darlington .....	48.6	73.5	0.5
6. None of these .....	0.2	0.2	83.8
7. Some other issue (PLEASE STATE).....	1.1	2.0	
8. (don’t know / not sure).....	2.2	6.4	

**Q.13 (SHOWCARD) And how successful or unsuccessful would you say the Council and its partners are in dealing with these themes?**

READ OUT ISSUES :	<u>Very</u> <u>successful</u>	<u>Fairly</u> <u>successful</u>	<u>Neither</u> <u>nor</u>	<u>Fairly</u> <u>unsuccessful</u>	<u>Very</u> <u>unsuccessful</u>	<u>(No opin.</u> <u>d. know)</u>
1. Prosperous Darlington .....	5.3%	47.7%	20.2%	11.8%	2.7%	12.3%
2. Aspiring Darlington .....	3.3%	42.8%	24.1%	10.7%	2.5%	16.5%
3. Healthy Darlington.....	2.9%	49.6%	22.6%	12.6%	2.7%	9.6%
4. Greener Darlington .....	4.3%	52.0%	16.7%	14.6%	4.3%	8.1%
5. Safer Darlington.....	2.6%	41.0%	20.5%	19.0%	7.4%	9.4%

**Q.14 The Council works together with representatives from other organisations from the public, private, voluntary and community sectors, to form a Local Strategic Partnership for the Borough – this is called ‘Darlington Partnership’.**

**Have you heard of the Darlington Partnership before today?**

(2008) Yes .....	40.0%	No.....	58.5%	Not sure .....	1.5%
(2007) Yes .....	40.8%	No.....	56.5%	Not sure .....	2.7%
(2006) Yes .....	44.4%	No.....	53.4%	Not sure .....	2.3%

**Q.15 The Council works with Partners, on issues relating to ‘older persons’, through the ‘Growing Older Living in Darlington’ Group – also known as GOLD.**

**Have you heard of the ‘Growing Older Living in Darlington’ group or ‘GOLD’ before today?**

(2008) Yes .....	23.5%	No.....	75.8%	Not sure .....	0.7%
(2007) Yes .....	22.9%	No.....	76.0%	Not sure .....	1.1%
(2006) Yes .....	22.3%	No.....	76.3%	Not sure .....	1.5%

## COUNCIL SERVICES

**Q.16 (SHOWCARD) Thinking now about Council Services. I am going to read out a number of different types of service that are provided in this area. Using this card, I would like you to tell me how satisfied or dissatisfied you are with the way in which each of these services is provided in your local area? (READ OUT. ROTATE ORDER. TICK START)**

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	(No opin. d. know)
	%	%	%	%	%	%
1 Nursery & Primary Schools	15.7	23.2	12.9	1.6	2.1	44.5
(2007)	14.0	20.6	13.2	3.1	1.8	47.3
(2006)	21.1	23.0	11.8	1.5	1.2	41.5
2 Secondary Schools	10.5	22.3	12.7	3.8	2.9	47.8
(2007)	8.3	18.5	14.9	5.9	3.9	48.5
(2006)	12.3	20.2	13.5	4.7	3.1	46.1
3 School Meals	6.2	13.7	17.5	4.1	3.4	55.2
(2007)	5.9	12.8	15.6	4.6	3.9	57.1
(2006)	6.1	12.7	15.9	4.8	4.3	56.2
4 Adult Education	11.8	27.3	10.6	2.3	1.1	46.8
(2007)	10.0	30.1	15.6	3.2	1.4	39.6
(2006)	10.8	27.7	12.9	1.5	1.3	45.9
5 Children's Play Areas	6.6	23.3	12.6	14.5	9.7	33.3
(2007)	3.8	23.8	13.4	17.3	9.2	32.5
(2006)	4.0	23.6	13.2	17.6	13.3	28.4
6 Leisure and Arts Venues	19.2	34.5	10.4	4.1	1.4	30.5
(2007)	14.4	36.2	17.1	7.0	1.6	23.7
(2006)	14.3	35.9	14.9	7.3	3.6	23.9
7 Community Sports and Arts	10.0	28.4	11.0	5.6	2.9	42.1
(2007)	8.4	29.8	19.5	7.2	2.7	32.5
(2006)	7.7	30.8	16.9	9.3	4.1	31.2
8 Youth Clubs & other Facilities for Young People	1.9	8.8	10.5	15.4	17.2	46.2
(2007)	0.8	7.8	13.9	18.1	16.7	42.7
(2006)	1.4	7.9	14.7	18.9	19.7	37.4
9 The Dolphin Centre	35.4	39.9	5.5	1.9	0.9	16.5
(2007)	28.4	41.1	9.7	2.4	1.5	16.8
(2006)	18.4	43.6	12.0	5.4	3.7	16.9
10 Civic Theatre	42.0	33.3	6.6	1.0	0.4	16.7
(2007)	37.1	34.1	9.1	1.0	0.5	18.3
(2006)	34.1	40.2	9.1	1.1	0.6	14.9
11 Arts Centre	28.7	27.6	8.6	0.8	0.7	33.6
(2007)	26.0	27.4	12.8	0.8	0.7	32.4
(2006)	22.9	33.2	12.6	0.8	0.5	30.1
12 Libraries	37.4	31.1	5.5	1.1	0.3	24.7
(2007)	30.8	36.5	9.5	2.1	0.8	20.3
(2006)	33.4	38.6	8.3	1.5	1.2	17.1
13 Railway Centre and Museum	21.9	25.5	10.3	1.8	0.7	39.9
(2007)	14.9	28.9	14.2	1.2	1.4	39.5
(2006)	19.2	34.4	15.8	2.6	0.8	27.2
14 Festivals and Events	24.7	33.4	13.2	3.7	1.4	23.6
(2007)	19.1	37.8	15.7	3.2	1.3	22.8
(2006)	16.7	39.1	17.7	3.9	2.4	20.3

		Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	(No opin. d. know)
15	Council Housing	4.8	12.1	14.0	6.3	6.5	56.3
	(2007)	4.9	12.6	15.3	6.1	5.5	55.6
	(2006)	4.4	16.2	18.4	5.7	5.4	50.0
16	Housing & Council Tax Benefits	5.5	15.9	17.1	4.6	5.3	51.7
	(2007)	4.8	19.0	18.7	4.9	7.3	45.3
	(2006)	4.7	16.9	18.2	7.1	8.0	45.1
17	Council Tax Administration & Collection	10.4	46.6	15.9	4.2	3.9	19.0
	(2007)	8.2	50.1	21.2	4.9	4.3	11.3
	(2006)	9.1	42.0	17.8	6.0	6.7	18.4
18	Parks & Open Spaces	30.4	45.4	4.0	8.0	5.2	7.0
	(2007)	22.2	50.1	6.6	10.5	6.5	4.0
	(2006)	20.6	52.1	7.2	11.4	6.3	2.5
19	Local Nature Reserves	15.2	28.9	13.2	4.0	1.7	37.0
20	Household Waste Recycling Centre (Whessoe Road)	26.8	35.0	9.5	2.3	1.7	24.8
21	Cemeteries	9.3	26.3	17.1	6.2	4.8	36.4
22	Markets	19.4	44.4	13.1	10.6	3.6	8.8
23	Cleanliness of the Town Centre	22.9	54.7	10.0	6.1	3.8	2.6
	(2007)	26.7	53.9	7.5	6.0	3.7	2.2
24	Upkeep & Appearance - of Town Centre	23.3	55.8	8.3	6.5	3.6	2.4
	(2007)	29.1	52.5	7.3	6.5	3.2	1.4
	(2006)	15.4	43.4	11.2	12.7	16.0	1.4
25	Upkeep & appearance - Residential Areas	11.8	41.7	13.2	17.5	12.7	3.1
	(2007)	11.4	48.4	14.6	18.5	5.5	1.6
	(2006)	11.1	50.4	11.3	17.9	7.7	1.7
26	Pavement Maintenance	7.3	32.5	10.7	25.3	22.2	2.0
	(2007)	5.8	33.5	13.0	27.8	18.6	1.4
	(2006)	4.6	34.6	11.4	25.9	22.5	1.0
27	Road Maintenance and Repairs	6.3	27.5	11.2	25.1	27.2	2.5
	(2007)	5.6	32.5	10.0	26.9	23.2	1.8
	(2006)	4.6	32.4	11.1	23.7	27.4	0.9
28	Refuse Collection	24.8	56.3	5.0	5.6	6.5	1.8
	(2007)	28.7	53.7	5.7	5.9	5.3	0.6
	(2006)	37.0	50.0	2.6	5.2	5.0	0.3
29	Recycling Facilities	20.6	50.3	5.2	11.7	9.3	2.9
	(2007)	22.3	44.7	9.5	13.1	7.9	2.5
	(2006)	31.0	47.3	6.8	6.7	6.8	1.5
30	Street Lighting	29.1	57.1	4.8	4.9	2.5	1.6
	(2007)	26.4	59.9	6.8	4.4	1.8	0.7
	(2006)	32.4	55.9	5.2	4.1	1.8	0.6
31	Street Cleaning	15.2	44.1	9.7	17.8	11.4	1.8
	(2007)	13.7	49.0	12.6	16.7	6.7	1.3
	(2006)	18.4	46.0	8.4	16.9	9.3	1.0



		Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	(No opin. d. know)
32	Car parking - in Town Centre	9.4	38.3	11.3	11.1	13.8	16.1
	(2007)	9.4	29.5	10.7	16.7	17.7	15.9
	(2006)	8.1	28.7	10.6	17.7	20.8	14.1
33	Car parking - in Residential Areas	11.6	42.7	10.4	11.7	9.1	14.5
	(2007)	9.9	39.4	13.9	13.8	9.7	13.3
	(2006)	9.9	37.8	11.1	15.3	13.2	12.8
34	Planning & Control of Development	2.4	14.6	20.1	5.3	6.6	50.9
	(2007)	3.8	16.0	22.4	6.4	6.0	45.3
	(2006)	4.6	24.2	18.8	7.3	7.2	37.9
35	Security measures (incl CCTV) - in Town Centre	20.0	49.6	10.3	2.6	2.6	14.8
	(2007)	20.0	51.8	10.7	2.7	1.4	13.5
	(2006)	23.0	50.3	8.6	4.8	2.1	11.2
36	Security measures (incl CCTV) - in Other Areas	8.4	24.5	15.6	14.5	8.7	28.3
	(2007)	6.9	30.9	18.2	10.1	5.5	28.3
	(2006)	9.0	31.4	17.1	13.8	7.6	21.1
37	Social Care for Older and Vulnerable People	4.6	17.9	18.8	6.9	5.0	46.9
	(2007)	4.7	19.3	20.3	8.8	5.9	41.0
	(2006)	6.7	25.6	15.2	7.6	7.4	37.6

**Q.17 Are there any other services, not mentioned here, that you are particularly satisfied or dissatisfied with? (IF YES – WRITE IN)**

2008 : Satisfied : Yes – 0.9% .....Dissatisfied : Yes - 12.7%  
2007 : Satisfied : Yes – 0.4% .....Dissatisfied : Yes - 9.6%  
2006 : Satisfied : Yes – 0.5% .....Dissatisfied : Yes - 8.7%

- Q.18 (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.19 Are there any services listed which you feel that the Council spends too much money on & could be reduced?**
- Q.20 (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)**

	Q18a	Q18b	Q.19	Q.20
	FIRST	FIRST +	SPEND	USED
	Priority	SECOND	TOO MUCH	BENEFIT
	%	%	%	%
1 Nursery & Primary Schools	1.5	2.0	0.0	19.7
(2007)	2.6	4.3	0.1	25.9
(2006)	2.3	3.6	0.3	22.9
2 Secondary Schools	3.0	5.4	0.0	17.7
(2007)	5.1	7.8	0.2	17.6
(2006)	4.9	8.3	0.1	15.7
3 School Meals	1.0	2.2	0.0	14.8
(2007)	1.0	2.0	0.1	17.6
(2006)	1.6	2.9	0.2	13.8
4 Adult Education	0.5	0.5	0.0	11.0
(2007)	0.5	1.2	0.2	14.8
(2006)	0.3	0.6	0.2	10.3
5 Children's Play Areas	3.9	7.9	0.0	27.1
(2007)	3.9	8.5		27.4
(2006)	6.5	11.4	0.3	22.8
6 Leisure and Arts Venues	0.5	0.9	1.4	31.2
(2007)	0.6	1.5	2.3	33.6
(2006)	0.8	2.0	1.7	27.1
7 Community Sports and Arts	0.5	1.1	0.4	17.4
(2007)	0.4	2.0	0.6	18.6
(2006)	0.8	2.2	0.5	14.3
8 Youth Clubs & other Facilities for Young People	7.7	14.2	0.0	5.7
(2007)	10.2	19.6		5.9
(2006)	10.6	20.3	0.1	5.6
9 The Dolphin Centre	0.1	0.2	0.8	57.9
(2007)	0.3	0.8	1.6	59.5
(2006)	0.4	1.1	1.4	50.8
10 Civic Theatre	0.1	0.4	0.7	53.6
(2007)	0.0	0.2	0.6	57.9
(2006)	0.0	0.2	0.9	53.8
11 Arts Centre	0.1	0.2	1.6	33.5
(2007)	0.1	0.1	1.8	34.8
(2006)	0.1	0.2	1.3	30.3
12 Libraries	0.2	0.3	0.0	46.5
(2007)	0.5	0.9	0.1	52.4
(2006)	0.3	0.7	0.3	46.1
13 Railway Centre & Museum	0.1	0.2	0.3	20.2
(2007)	0.2	0.6	0.6	23.9
(2006)	0.0	0.6	1.1	22.3

		<b>FIRST +</b>			
	<b>FIRST</b>	<b>SECOND</b>	<b>SPEND</b>	<b>USED</b>	
	<b>Priority</b>	<b>Priority</b>	<b>TOO MUCH</b>	<b>BENEFIT</b>	
	%	%	%	%	
14	Festivals & Events .....	0.1	1.4	2.7	36.8
	(2007).....	0.5	1.6	2.1	37.5
	(2006).....	0.8	1.9	1.8	34.1
15	Council Housing .....	3.2	4.7	1.2	14.3
	(2007).....	4.0	5.6	1.1	11.2
	(2006).....	3.0	5.2	0.9	12.3
16	Housing & Council Tax Benefits.....	0.9	2.3	2.1	18.0
	(2007).....	1.3	3.2	2.4	20.1
	(2006).....	1.8	2.6	1.6	15.0
17	Council Tax Administration & Collection.....	0.5	0.9	1.0	46.2
	(2007).....	0.8	1.6	1.8	57.3
	(2006).....	1.2	1.8	1.9	41.4
18	Parks & Open Spaces.....	2.6	4.5	0.2	70.0
	(2007).....	2.8	4.8	0.3	76.8
	(2006).....	2.2	5.3	1.8	66.7
19	Local Nature Reserves .....	0.4	1.1	0.1	24.3
20	Household Waste Recycling Centre (Whessoe Road) ..	0.7	0.9	0.0	45.3
21	Cemeteries.....	1.4	3.3	0.0	22.8
22	Markets .....	0.7	1.4	0.2	64.0
23	Cleanliness of the Town Centre .....	1.5	3.0	0.4	66.3
	(2007).....	1.5	2.8	0.6	65.9
24	Upkeep of Appearance - Town Centre .....	1.9	3.4	8.6	57.2
	(2007).....	1.9	3.9	13.3	66.8
	(2006).....	5.6	9.1	16.4	51.6
25	Upkeep of Appearance - Other Areas.....	4.5	8.7	0.3	70.6
	(2007).....	2.7	6.9	0.6	62.8
	(2006).....	3.0	7.8	1.0	48.3
26	Pavement Maintenance .....	6.1	14.2	0.6	65.0
	(2007).....	5.8	12.1	0.6	65.1
	(2006).....	5.3	12.0	1.0	53.5
27	Road Maintenance and Repairs.....	10.2	17.9	3.6	64.1
	(2007).....	8.3	19.6	2.1	64.6
	(2006).....	9.8	18.7	4.2	53.5
28	Refuse Collection.....	3.9	5.7	0.1	88.9
	(2007).....	3.3	4.1	0.4	88.9
	(2006).....	1.4	3.6	0.1	79.2
29	Recycling Facilities.....	6.1	10.1	0.1	80.4
	(2007).....	4.7	8.6	0.2	78.4
	(2006).....	2.3	4.5	0.4	67.1
30	Street Lighting .....	0.6	2.3	0.2	77.0
	(2007).....	0.9	2.1	0.3	78.3
	(2006).....	0.5	0.9	0.2	63.5

	FIRST Priority %	FIRST + SECOND Priority %	SPEND TOO MUCH %	USED BENEFIT %
31 Street Cleaning.....	3.7	8.1	0.2	70.3
(2007).....	2.7	6.4	0.1	75.8
(2006).....	3.4	7.1		62.0
32 Car Parking - in Town Centre.....	4.6	7.9	0.4	56.3
(2007).....	5.5	10.4	1.3	64.2
(2006).....	5.9	11.1	2.0	52.5
33 Car Parking - in Other Areas.....	1.7	3.2	0.1	54.2
(2007).....	2.4	4.2		58.5
(2006).....	2.2	4.3	0.1	45.7
34 Planning & Control of Development.....	1.3	2.9	2.6	7.2
(shown as Planning Department on Usage Showcard)				
(2007).....	1.2	2.6	2.5	14.8
(2006).....	1.2	2.2	3.6	8.9
35 Security Measures (incl. CCTV) - in Town Centre.....	1.2	2.5	1.2	46.6
(2007).....	0.5	1.5	1.2	50.3
(2006).....	0.5	1.7	0.8	36.9
36 Security Measures (incl. CCTV) - in Other Areas.....	4.1	8.8	0.9	35.0
(2007).....	5.1	7.0	0.5	38.9
(2006).....	5.4	8.9	0.4	25.5
37 Social Care for Older & Vulnerable People.....	3.5	5.6	0.0	7.9
(2007).....	4.7	8.8	0.1	9.4
(2006).....	5.2	9.4	0.2	6.9
38 Some Other Service (PLEASE STATE).....	5.1	7.6	11.2	1.4
(2007).....	6.0	8.0	4.7	1.6
(2006).....	4.0	6.0	4.4	1.0
39 (Don't know).....	5.3	14.8	37.5	0.9
(2007).....	3.8	11.4	32.5	0.3
(2006).....	4.6	13.0	30.4	0.8
40 (None mentioned).....	5.5	12.8	30.3	0.0
(2007).....	4.3	13.7	35.7	0.6
(2006).....	2.4	8.9	34.8	1.1

**Q.21 You mentioned (SERVICE MENTIONED AT Q.18a) as being your first priority for improvement. How would you like this service to be improved? (DO NOT PROMPT) (PROBE FULLY)**

**Q.22 Do you think the Council's priority should be to 'improve services' or 'keep Council Tax as low as possible'?**

Improve services.....	42.3%
Keep Council Tax as low as possible.....	35.2%
(Don't know / not sure).....	9.6%
(Other comment/response – WRITE IN).....	13.0%

**TOWN CENTRE**

**Q.23 Thinking now about Darlington Town Centre, roughly how often do you visit the town centre these days? (SHOWCARD)**

	<u>2008</u>	<u>2007</u>
Every day.....	10.5%	11.5%
4 + times a week.....	10.3%	7.2%
2 or 3 times a week.....	31.3%	29.9%
Once a week.....	23.4%	25.2%
2 or 3 times a month.....	10.2%	10.8%
Once a month.....	6.7%	8.0%
Less than once a month.....	5.9%	5.7%
Not at all.....	1.8%	1.7%

**Q.24 How do you usually travel to the town centre? (SHOWCARD)  
(ONE RESPONSE – CODE MAIN METHOD OF TRAVEL ONLY)  
(1005 respondents – excl. those who visit the town centre ‘not at all’ these days)**

	<u>2008</u>	<u>2007</u>
Walk.....	25.8%	21.9%
Cycle.....	1.4%	1.2%
Car (driver).....	44.0%	47.8%
Car (passenger).....	4.6%	4.8%
Bus.....	23.2%	22.1%
Taxi.....	0.7%	1.0%
Other (WRITE IN).....	0.4%	1.1%

<b>LOCAL MOTION</b>
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**Q.25 Turning now to something different. Do you recognise this logo? (SHOWCARD - LOGO)**

	Yes..... 74.9%	No.....25.1%
(2007)	Yes..... 68.9%	No.....31.1%

**a) If ‘yes’ - Where have seen the logo ? (767 respondents)  
(DO NOT PROMPT) (PROBE FULLY – Anywhere else ?) (CODE ALL)**

Town Crier (Council magazine) ....	8.3%	Bus map .....	10.0%
‘Northern Echo’ .....	4.3%	Leaflets.....	9.8%
‘Herald & Post’ .....	2.5%	Posters.....	8.9%
‘Advertiser’ .....	2.2%	Other (WRITE IN).....	48.5%
Travel Advisor (incl. Home Visitor). ..	4.8%	.....	
Bags .....	25.8%	.....	
Cycle map .....	0.7%	Don’t know / can’t remember .....	12.3%

**Q.26 Have you seen or heard any advertising for ‘Local Motion’**

Yes .....	46.2%	Maybe / not sure .....	3.7%	No.....	50.1%
(2007) Yes .....	45.8%	Maybe / not sure .....	5.9%	No.....	48.3%

**a) If ‘yes’ or ‘maybe’ – Where did you see or hear this advertising? (511 respondents)**

**(DO NOT PROMPT) (PROBE FULLY – Anywhere else ?) (CODE ALL)**

**(IF ‘LOCAL RADIO’ – CHECK WHETHER ‘ALPHA FM’ – IF NOT - CODE UNDER OTHER)**

Town Crier (Council magazine) .....	18.2%	Bus map .....	8.2%
‘Northern Echo’ .....	8.4%	Leaflets .....	13.7%
‘Herald & Post’ .....	5.3%	Posters.....	11.4%
‘Advertiser’ .....	4.7%	Alpha FM .....	2.9%
Bags .....	22.7%	Other (WRITE IN).....	43.4%
Cycle map .....	0.8%	Don’t know / can’t remember.....	8.2%

**Q.27 (ALL RESPONDENTS) What do you think the ‘Local Motion’ initiative is about ? (DO NOT PROMPT) (PROBE FOR UP TO TWO RESPONSES – Anything else?)**

	<u>First Response</u> (One code only)	<u>All responses</u> (Can be multicode)
	<u>2007</u>	<u>2007</u>
Giving people travel information .....	0.4% .....	2.7% .....
Reducing car trips .....	4.4% .....	6.1% .....
Encouraging cycling .....	4.1% .....	4.9% .....
Encouraging walking .....	21.7% .....	16.8% .....
Encouraging public transport .....	18.5% .....	12.1% .....
Anti-car .....	2.1% .....	1.5% .....
Reducing traffic congestion .....	1.2% .....	1.2% .....
Sustainable travel .....	0.1% .....	0.1% .....
Other (WRITE IN).....	8.8% .....	14.8% .....
Don’t know / not sure .....	38.9% .....	39.9% .....

**Q.28 Have you, or has anyone else in your household, received a visit from a ‘Travel Advisor’?**

Yes - self .....	14.5%	Yes - other .....	3.1%	No.....	83.5%
(2007) Yes - self .....	23.9%	Yes - other .....	3.1%	No.....	73.4%

**a) IF ‘Yes - self’ : ‘How satisfied or dissatisfied were you with the service you received ?’**

**(SHOWCARD) (148 respondents)**

	<u>2008</u>	<u>2007</u>
Very satisfied .....	73.6% .....	73.3%
Fairly satisfied.....	17.6% .....	16.0%
Neither satisfied nor dissatisfied.....	4.1% .....	5.8%
Fairly dissatisfied.....	1.4% .....	0.8%
Very dissatisfied .....	0.7% .....	0.8%
(Don’t know / can’t remember) .....	2.7% .....	3.3%

**b) IF ‘Very or fairly dissatisfied ’ – Why were you dissatisfied ?**

**Q.29 Are you a Local Motion member?**

Yes - self .....	12.1%	No .....	87.9%
(2007) Yes - self .....	15.6%	No .....	84.4%

**MAKING A COMPLAINT**

**Q.30 Have you contacted Darlington Borough Council with a complaint or complaints in the last 12 months?**

Yes - self ..... 28.3% (CONTINUE TO Q31)                      No ..... 71.7% (SKIP TO Q.33)

(2006 BVPI General Survey: Yes - self ..... 21.8%                      No ..... 78.2%)

**Q.31 (IF YES - SELF) What did the complaint or complaints relate to? (DO NOT PROMPT) (PROBE FULLY) Anything else ?**

(290 respondents) (Figures from 2006 BVPI General Survey shown in red in brackets)

Roads or pavement maintenance.....	8.3%	(13.2%)
Parking .....	5.5%	(4.5%)
Road safety/ other traffic issues .....	3.1%	
Litter/ fly tipping/ street cleaning.....	13.4%	(10.6%)
Dog fouling .....	3.8%	(4.7%)
Recycling .....	4.5%	(Recycling/ waste collection 10.5%)
Waste collection.....	7.9%	
Anti-social behaviour/ teenagers.....	8.3%	(9.0%)
Problems with neighbours.....	3.4%	(9.4%)
Housing/ repairs .....	15.2%	(11.4%)
Grass cutting/ trees etc. ....	10.3%	(Trees 4.6%)
Council Tax .....	3.8%	
Buses/ public transport.....	2.4%	
Floods/ drainage.....	3.8%	
Dogs – other issues .....	1.4%	
Street lighting .....	2.8%	
Environmental health .....	3.4%	
Planning/ developments .....	4.1%	
Noise pollution.....	1.0%	
Vandalism/ graffiti .....	1.4%	
Other (WRITE IN).....	11.7%	
Can't recall/ don't know .....	1.0%	

**Q.32 (SHOWCARD) How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled? (290 respondents) (Figures from 2006 BVPI General Survey shown in red in brackets)**

Very satisfied .....	22.4%	(16.3%)	Fairly dissatisfied.....	10.0%	(21.0%)
Fairly satisfied.....	16.6%	(15.4%)	Very dissatisfied .....	45.2%	(35.1%)
Neither satisfied nor dissatisfied. ....	4.8%	(12.3%)	(Don't know / can't remember) .....	1.0%	

**TOWN CRIER**

**Q.33 (SHOWCARD) Thinking now about the Town Crier magazine. How often do you receive a copy of the Town Crier magazine?**

Every month.....	80.4%	Hardly ever .....	0.7%
Fairly regularly .....	9.1%	Never .....	3.2%
Occasionally.....	2.2%	(Not sure / can't recall).....	4.4%

**Q.34 (SHOWCARD) (ASK ALL) How often do you read the Town Crier magazine?**

Regularly.....	60.3%	Hardly ever .....	5.1%
Fairly regularly .....	10.1%	Never .....	11.3%
Occasionally.....	12.8%	(Not sure / can't recall).....	0.5%

**IF 'NEVER' – SKIP TO Q.40**

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**Q.35 (SHOWCARD) Do you ever read the Town Crier on-line? (908 respondents)**

Yes - regularly ..... 0.4%      Yes - occasionally..... 2.6%      No .....96.9%

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**Q.36 (SHOWCARD) To what extent do you agree or disagree with the following statements about the Town Crier magazine?****a) The Town Crier should carry advertising to pay for its production costs.**

Strongly agree.....	27.9%	Disagree.....	4.6%
Agree.....	54.6%	Strongly disagree.....	0.8%
Neither agree nor disagree.....	6.1%	(Don't know/ no opinion).....	6.1%

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

Strongly agree.....	20.5%	Disagree.....	5.3%
Agree.....	59.0%	Strongly disagree.....	0.8%
Neither agree nor disagree.....	9.6%	(Don't know/ no opinion).....	4.8%

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**Q.37 (SHOWCARD) What, if anything, would you like to see more of in the Town Crier? (PROBE FULLY – Anything else ?) (CODE ALL) (908 respondents)**

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

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**Q.38 Is there anything you don't like about the Town Crier?**

Yes (WRITE IN FULL DETAILS BELOW).....	10.6%
No.....	86.1%
Not sure / can't remember.....	1.8%
Don't read Town Crier.....	1.5%

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**Q.39 Is the Town Crier your main source of council news and information?**

Yes..... 64.8% – GO TO Q.41      No.....32.8%      Not sure.....2.4%

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**Q.40 (IF 'YES' AT Q.39 SKIP TO Q.41)**

**(ALL OTHERS) (SHOWCARD) What is your main source of news and information about the Council? (436 respondents)**

Paid for newspaper.....	39.0%	Other (WRITE IN).....	27.1%
Free newspaper.....	18.6%	.....	.....
Local radio.....	1.4%	.....	.....
Darlington Council website.....	4.1%	(Not sure).....	9.9%

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**TAXI SERVICES**



**Q.41 (SHOWCARD) Thinking now about Taxi Services. About how many times have you used taxis in the last 12 months?**

Never (ASK Q41a. Below) .....	36.7%	6 – 10 times.....	13.2%
Once.....	6.6%	11 or more times .....	21.1%
2 – 5 times.....	22.4%		

**a) (IF NEVER USED TAXIS) Why haven't you used a taxi at all in the last 12 months ? (DO NOT PROMPT) (CODE ALL MENTIONED) (376 respondents)**

Haven't needed to .....	68.4%	Wouldn't feel safe .....	0.0%
Cost/ too expensive.....	10.1%	Don't know/ not sure .....	0.0%
Use car .....	33.2%	Any other reason (WRITE IN) .....	8.8%
Use bus/ public transport .....	4.5%		

IF NEVER USED TAXIS – NOW GO TO Q.45

ALL WHO HAVE USED TAXI IN LAST 12 MONTHS (648 respondents)

**Q.42 Did you pre-book a taxi at all in the last 12 months?**

Yes .....	72.5%	No .....	27.2%	Can't recall .....	0.3%
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**a) (IF YES AT Q.42) Did the taxi arrive on time ? (470 respondents)**

Yes .....	78.9%	No .....	20.4%	Can't recall .....	0.6%
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**Q.43 Thinking now of the last time you used a taxi – (SHOWCARD) How would you describe the vehicle? Please mention as many as apply. (648 respondents)**

Clean .....	90.4%	Any other description? (WRITE IN).....	1.7%
Unclean .....	2.8%		
Comfortable .....	78.7%		
Uncomfortable .....	1.4%		
Spacious.....	52.2%	(Not sure/ can't recall).....	1.5%
Cramped.....	3.5%		

**Q.44 And thinking now about the driver of the last taxi you used. Was he/ she .... (648 respondents)**

	<u>Yes</u>	<u>No</u>	<u>Not sure</u>
a) Polite.....	92.9%	4.5%	2.6%
b) Helpful.....	89.4%	5.7%	4.9%
c) Did he/she use the most direct route? .....	92.1%	5.4%	2.5%
d) Did you feel safe?.....	96.8%	2.6%	0.6%
e) Did you ask for a receipt?.....	5.2%	94.3%	0.5%
f) (IF ASKED FOR RECEIPT) Were you given one? .....	94.1%	5.9%	0.0%

**Q.45 (ASK ALL) Is there anything you would like to add regarding your use of taxis?**

**PUBLIC TRANSPORT INFORMATION**

**(READ OUT) Thinking now about Public Transport Information. Darlington Borough Council has responsibility for the following types of information about local transport services: timetable information displayed at bus stops and made available to residents through area timetable leaflets, and information supplied by the regional 'Travel-Line'. The authority also has a role in ensuring the information produced by private transport companies for local services is of the standard required.**

**Q.46 (SHOWCARD) How satisfied or dissatisfied are you with each of the following elements of the information on public transport provided by the Council?**

	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>It does not apply/ Don't know</u>
1) The amount of information	11.4%	30.5%	8.8%	11.8%	10.3%	27.2%
2) The clarity of information	10.9%	29.2%	9.8%	11.8%	8.6%	29.7%
3) The accuracy of the information	9.4%	28.8%	11.0%	10.4%	8.9%	31.5%
4) The provision of public transport information overall	9.8%	29.9%	10.4%	12.3%	9.6%	28.0%

**Q.47 Have you received or seen any of the information provided on local transport services, in the last 12 months?**

Yes ..... 43.4%      No ..... 47.2%      Don't know ..... 9.5%

**THE LOCAL BUS SERVICE**

**(READ OUT) Thinking now about the local bus service. Darlington Borough Council is working in partnership with the private bus operators to improve commercially operated bus services in Darlington. The authority also has a role in ensuring that bus services are meeting the needs of all sectors of the community, and where appropriate funds the operation of early morning, daytime, evening and rural bus services.**

**Q.48 (SHOWCARD) How satisfied or dissatisfied are you with each of the following elements of the local bus service.**

	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>It does not apply/ Don't know</u>
The frequency of buses	14.7%	27.1%	4.9%	9.5%	12.8%	31.0%
The number of bus stops	19.8%	41.2%	3.9%	4.8%	3.6%	26.7%
The state of the bus stops	16.2%	38.9%	6.4%	6.5%	3.2%	28.7%
Whether buses arrive on time	9.6%	23.8%	8.5%	12.0%	9.3%	36.8%
How easy buses are to get on and off	21.2%	39.2%	3.8%	2.8%	2.1%	31.0%
The local bus service overall	10.5%	31.7%	8.5%	8.1%	11.1%	30.0%

**Q.49 How frequently, if at all, do you use the local bus service? (SHOWCARD)**

<u>Almost every day</u>	<u>At least once a week</u>	<u>About once a month</u>	<u>Within the last 6 months</u>	<u>Within the last year</u>	<u>Longer ago</u>	<u>Never used</u>	<u>Don't know</u>
12.2%	23.5%	10.9%	8.9%	6.9%	17.1%	20.0%	0.4%

## CLASSIFICATION

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

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

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

#### C4.1 (IF CHILDREN/YOUNG PEOPLE)

##### a. How many of your children are attending Primary Schools ? (202 respondents)

19.7% of total sample have children attending Primary Schools

##### b. And how many are attending Secondary Schools ? (179 respondents)

17.5% of total sample have children attending Secondary Schools

##### c. How do your children normally travel TO school ? Will you tell me the main method for each child please ?

**(CODE MAIN METHOD ONLY OF TRAVELLING TO SCHOOL – ONE FOR EACH CHILD**

2008

		No. of children	Col Response %
Primary School - Travel to School	Walk	235	75.1%
	Cycle	10	3.2%
	School bus	1	.3%
	Other bus	5	1.6%
	Car	59	18.8%
	Motorcycle	2	.6%
	Taxi	1	.3%
<b>Total</b>		<b>202</b>	<b>100.0%</b>

2007

		No. of children	Col Response %
Primary School - Travel to School	Walk	196	68.1%
	Car	76	26.4%
	Cycle	11	3.8%
	Other bus	3	1.0%
	Taxi	2	.7%
<b>Total</b>		<b>288</b>	<b>100.0%</b>

2008

		Cases	Col Response %
Secondary School - Travel to School	Walk	136	58.6%
	Cycle	8	3.4%
	School bus	40	17.2%
	Other bus	27	11.6%
	Car	20	8.6%
	Taxi	1	.4%
Total		179	100.0%

2007

		No. of children	Col Response %
Secondary School - Travel to School	Walk	112	53.3%
	School bus	44	21.0%
	Car	25	11.9%
	Other bus	12	5.7%
	Other	8	3.8%
	Cycle	6	2.9%
	Taxi	2	1.0%
	Train	1	.5%
Total		210	100.0%

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

	<u>2008</u>	<u>2007</u>
Yes – self.....	19.5%	19.6%
Yes – other household member .....	11.4%	12.3%
No.....	71.6%	70.2%

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

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

**C7 And is your home - (READ OUT)**

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

**C8 And what is/was the occupation of the chief wage earner in your household?  
(PROBE AS NECESSARY FOR CODING - **IF RETIRED** ASK FOR PREVIOUS OCCUPATION)**

	<u>2008</u>	<u>2007</u>
AB.....	19.3%	22.7%
C1.....	24.8%	27.4%
C2.....	19.4%	21.4%
DE.....	35.9%	28.5%

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

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

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

Yes..... 26.8%  
 No..... 73.2%

Signature : .....

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

Name of Respondent: ..... Tel. No: .....

Address 1: .....

Address 2: .....

Town ..... Postcode: .....

THANK RESPONDENT – GIVE THANK YOU LEAFLET AND CLOSE

**DECLARATION**

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

Interviewer signature: ..... Date: .....

Time completed: .....

**FOR OFFICE USE ONLY**

Rec'd		
Checked		
Data Entered		
Data qc'd		
Int qc'd		

