

**DARLINGTON BOROUGH COUNCIL  
PLACE SURVEY:  
SEPTEMBER - DECEMBER 2008**

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**APPENDICES:**

1. Questionnaire, marked-up with Weighted Survey Results
2. Unweighted Frequency Counts
3. Tables of Weighted Results – Total sample, and by ‘Street Scene Area’ and other demographic variables.
4. Tables of Weighted Results – Total sample, and by ‘Ward’.

## SUMMARY OF MAIN FINDINGS

1. The Local Government White Paper – ‘*Strong and Prosperous Communities*’ emphasised a new focus on improving outcomes for local people and places, rather than on processes, institutions and inputs. The Place Survey supplies the data by which a number of national indicators are measured. The indicators are intended to measure how well Government priorities are being delivered by local government and local government partnerships.
2. The principal objective of the survey was therefore to collect data in order to gather this information and to calculate the following National Indicators

National Indicator	Ques. No:	Indicator	Score (Weighted Data)
NI 1	Q18	% of people who believe people from different backgrounds get on well together in their local area	79.7%
NI 2	Q5	% of people who feel that they belong to their neighbourhood	58.4%
NI 3	Q16	Civic participation in the local area	9.2%
NI 4	Q13	% of people who feel they can influence decisions in their locality	29.9%
NI 5	Q3	Overall/general satisfaction with local area	79.2%
NI 6	Q15	Participation in regular volunteering	19.8%
NI 17	Q24	Perceptions of anti-social behaviour	16.9%
NI 21	Q26	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	25.5%
NI 22	Q17	Perceptions of parents taking responsibility for the behaviour of their children in the area	25.2%
NI 23	Q19	Perceptions of people not treating each other with respect and consideration as a problem	31.4%
NI 27	Q25	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	24.8%
NI 37	Q12.7	Awareness of civil protection arrangements in the local area	13.0%
NI 41	Q24.6	Perceptions of drunk or rowdy behaviour as a problem	28.9%
NI 42	Q24.5	Perceptions of drug use or drug dealing as a problem	24.2%
NI 119	Q29	Self reported measure of people’s overall health and well being	74.0%
NI 138	Q3/4	Satisfaction of people 65 and over with both home and neighbourhood	83.6%
NI 139	Q21	The extent to which older people receive the support they need to live independently	32.0%
NI 140	Q20	Fair treatment by local services	72.0%

## LOCAL AREA

### Most important aspects/ Most in need of improvement

3. Outstanding amongst the aspects that are most important in making somewhere a good place to live were 'level of crime' (referred to by 62.2% all respondents), and 'clean streets' (referred to by 56.8%). This is very similar to the 2006 BVPI survey when 65.3% of respondents referred to 'level of crime' and 55.8% to 'clean streets'.
4. The only other issues mentioned by more than one quarter of all respondents as being 'most important in making somewhere a good place to live' were 'public transport' (31.9%), 'health services' (30.9%), 'affordable decent housing' (29.7%), 'parks and open spaces' (29.8%), and 'education provision' (28.7%). Least often mentioned in this respect were 'level of pollution' (10.5%), 'sports and leisure facilities' (9.0%), 'cultural facilities' (7.8%) and 'race relations' (2.4%).
5. Aspects of the local area, (defined as 'within 15 to 20 minutes walking distance from your home'), which were most mentioned as most in need of improvement were identified as 'activities for teenagers' (47.6%), 'road and pavement repairs' (42.8%), 'level of traffic congestion' (35.3%) and 'clean streets' (35.3%). Least mentioned were 'access to nature' (5.6%), 'education provision' (4.1%), and 'race relations' (3.4%). 'Level of crime' which was the most important aspect was rated 5<sup>th</sup> in terms of being 'most in need of improvement'.
6. Most notable changes from the 2006 BVPI General Survey 'most in need of improvement' responses, are reductions in those referring to 'level of crime' (- 8.7%), 'level of traffic congestion' (- 7.2%) and 'cultural facilities' (- 5.2%), and an increase in those referring to 'public transport' (+ 6.3%).
7. The issues that are both of 'high importance' and 'most in need of improvement' are 'level of crime' and 'clean streets', followed by 'public transport'. 'Activities for teenagers', 'road and pavement repairs', and 'level of traffic congestion', whilst achieving the highest 'most in need of improvement' scores, were rated a little less important.

### **Satisfaction with local area and your home as a place to live (NI 5 and NI 138)**

8. Over three quarters (79.2% - NI 5) of all respondents were satisfied with their local area as a place to live, with 24.9% being 'very satisfied' and 54.3% 'fairly satisfied': only 8.6% of respondents were dissatisfied, whilst 12.2% were 'neither satisfied nor dissatisfied'.
9. Satisfaction with the local area as a place to live has not changed significantly since the 2006 BVPI Survey when 76.2% of respondents were satisfied with their local area as a place to live.
10. The great majority of respondents, (90.1%), were satisfied with their home as a place to live, with just over half being 'very satisfied', (51.5%), and 38.6% being 'fairly satisfied': only 4.0% were 'dissatisfied'.
11. The National indicator (NI 138) is intended to capture a measure of satisfaction of how older people live their lives at a local level reflecting the effectiveness of policies on housing supply, adaptation and support and those relating to the local area, (environment, crime, transport, facilities, etc.) and relates to those respondents 65 years and over. The indicator is analysed using the questions relating to both satisfaction with the neighbourhood and satisfaction with their home.
12. 83.6% of '65+ year olds' were satisfied with both their neighbourhood and their home: Darlington Borough Council National Indicator (NI 138) score is thus 83.6%.

### **Sense of Belonging to Immediate Neighbourhood**

13. The Government has set out its aim of creating strong and cohesive communities ('thriving places in which a fear of difference is replaced by a shared set of values and a shared sense of purpose and belonging'). A sense of belonging to the local neighbourhood has been included as a key indicator of a cohesive society. (National Indicator NI 2: % of people who feel that they belong to their neighbourhood).
14. Overall 58.4% of respondents, (excluding 'don't know' responses), said that they feel that they belong to their neighbourhood either 'very strongly', (15.6%), or 'fairly strongly', (42.8%).

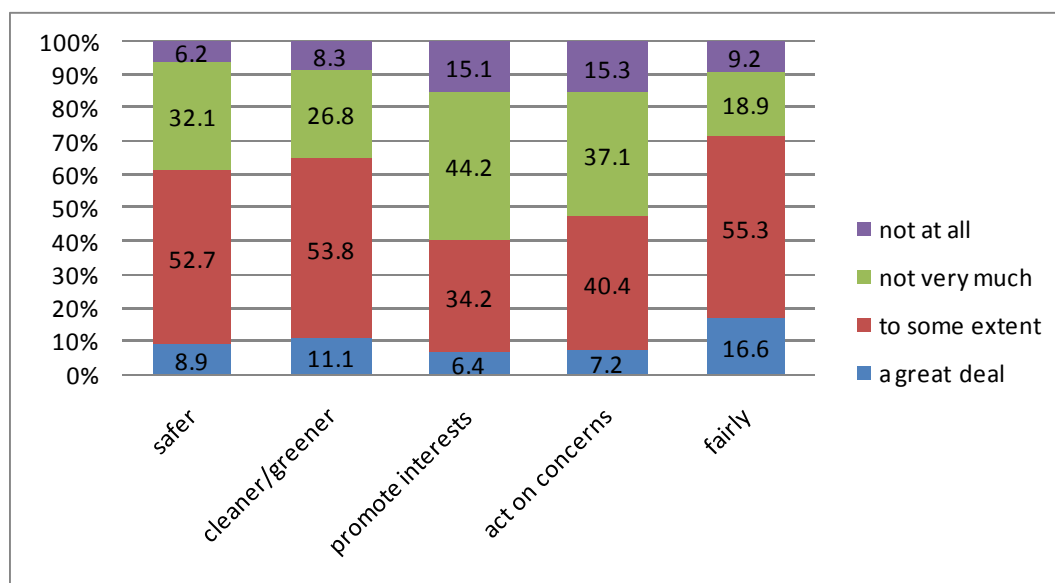
## YOUR LOCAL PUBLIC SERVICES

### Perceptions of public services

15. Respondents were asked the extent to which they agreed or disagreed with a number of statements about their local public services.
  
16. Agreement levels amongst those respondents who expressed an opinion were highest in respect of public services 'treating all types of people fairly' (72.0%: 16.6% 'a great deal' + 55.3% 'to some extent'), followed by public services 'working to make the area cleaner and greener' (65.0% : 11.1% 'a great deal' + 53.8% 'to some extent'), and 'working to make the area safer', (61.6%: 8.9% 'a great deal' + 52.7% 'to some extent'). (NB. 'Don't know' responses excluded from analysis).
  
17. Agreement was lowest in respect of public services 'promoting the interests of local residents' (40.7%), and 'acting on the concerns of residents' (47.6%).

#### Statements apply to public services in your local area?

#### Q6: % response – those who expressed an opinion

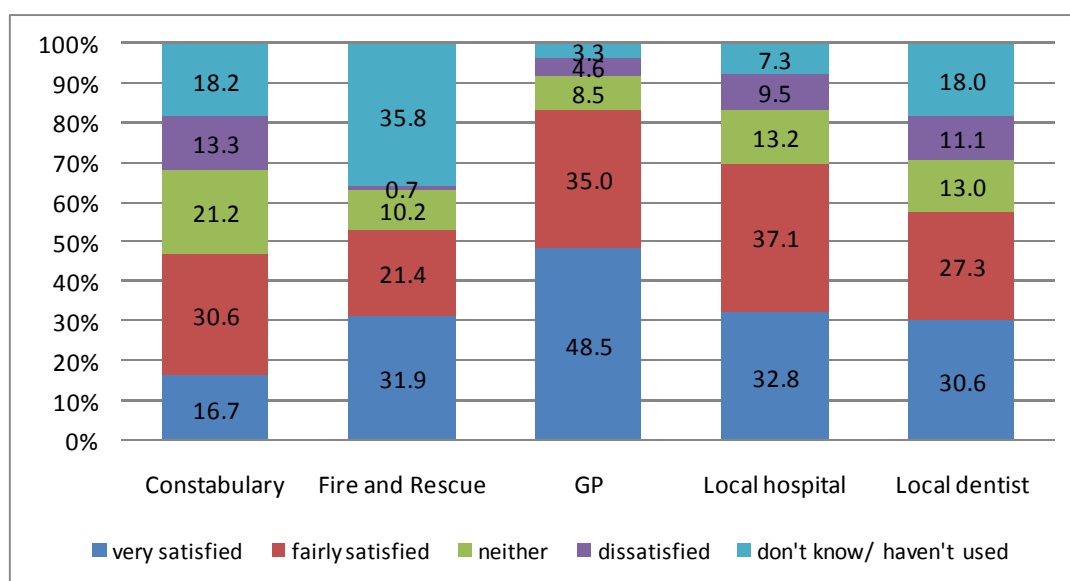


### Satisfaction with service provision

18. Respondents were also asked how satisfied or dissatisfied they were with five public service providers in their local area. These were the Durham Constabulary, County Durham and Darlington Fire and Rescue Service, their GP, their Local Hospital and their Local Dentist. They were asked to give their views using a five point satisfaction scale, or to give a 'don't know' or a 'haven't used the service' response.

#### Satisfaction with Local Public Services

(Q7: % response – all respondents)



19. Of the five service providers listed, satisfaction amongst all respondents was highest in relation to 'GP/ Family Doctor' (83.5%), followed by 'Local Hospital' (69.9%), 'Local Dentist' (57.9%), and 'County Durham and Darlington Fire and Rescue Service' (53.3%).
20. Less than half of all respondents expressed satisfaction with 'Durham Constabulary' (47.3%), and 13.3% expressed 'dissatisfaction'. 'Local Dentist' was the only other public service listed about which more than one-in-ten of all respondents expressed dissatisfaction (11.1%).
21. However, when satisfaction levels are calculated based only on those who expressed an opinion (i.e. excluding those who gave 'don't know' or 'haven't used the service' responses), satisfaction levels exceed 70% for all services apart from 'Durham Constabulary' (57.7%): 'GP/ Family Doctor' (86.4%), 'County Durham and Darlington Fire and Rescue Service' (83.0%), 'Local Hospital' (75.4%), and 'Local Dentist' (70.7%).



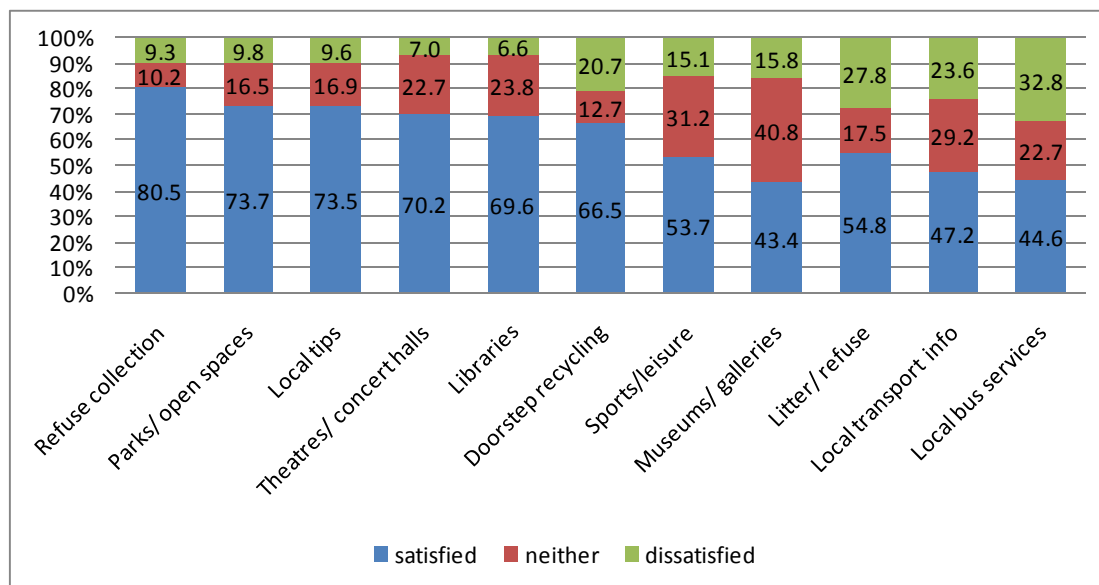
### Satisfaction with services provided/ supported by Darlington Borough Council

22. Respondents were asked to say how satisfied or dissatisfied they were with eleven public services provided or supported by Darlington Borough Council.

#### Satisfaction with Public Services

Q8: % response – excluding ‘don’t know’ responses)

(Sorted by ‘net satisfaction’ level, i.e. ‘satisfied’ – ‘dissatisfied’ response %)



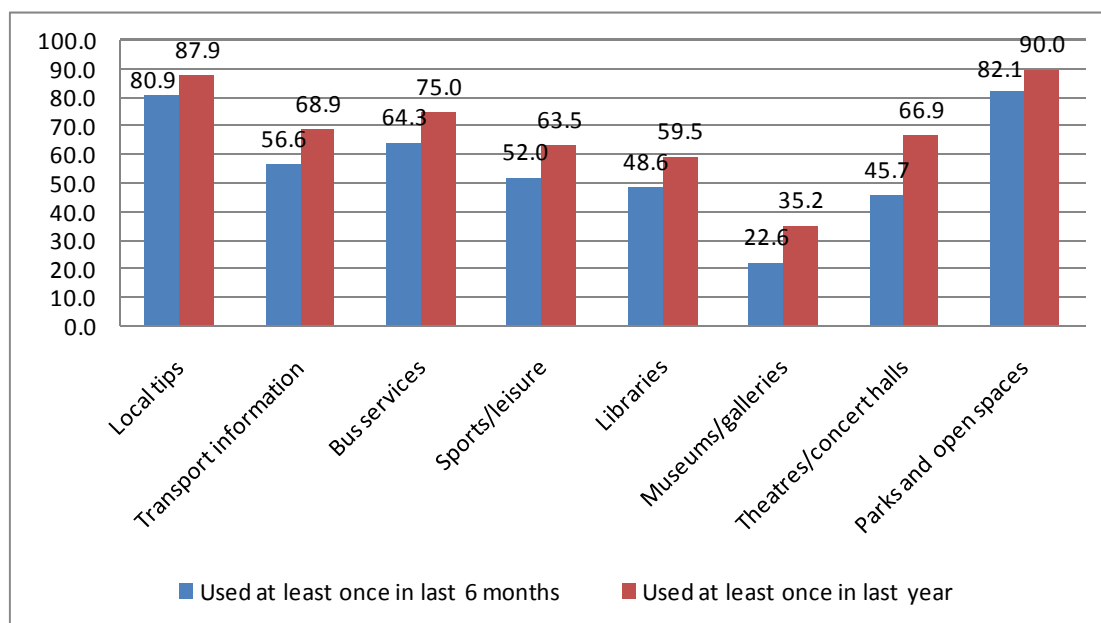
23. Satisfaction amongst those who expressed an opinion was highest in relation to ‘refuse collection’ (80.5%), 33.7% of respondents being ‘very satisfied’ and 46.9% being ‘fairly satisfied’ with this service. Other services about which a majority of respondents said they were ‘very’ or ‘fairly satisfied’ were ‘parks and open spaces’ (73.7%), ‘local tips/ household waste recycling’ (73.5%), ‘theatres and concert halls’ (70.2%), ‘libraries’ (69.6%), ‘doorstep recycling’ (66.5%), ‘keeping public land clear of litter and refuse’ (54.8%), and ‘sports/ leisure facilities’ (53.7%). (NB. ‘don’t know’ responses excluded from the analysis).
24. Less than half of those who expressed a view said they were very or fairly satisfied with ‘local transport information’ (47.2%), ‘local bus services’ (44.6%), ‘and ‘museums/ galleries’ (43.4%).
25. Dissatisfaction was highest in respect of ‘local bus services’ (32.8%), and ‘keeping public land clear of litter and refuse’ (27.8%). ‘Local transport information’ (23.6%) and ‘doorstep recycling’ (20.7%) were the only other services about which more than one-in-five respondents expressed dissatisfaction.

### Frequency of use of services

26. Respondents were asked about frequency of usage of eight services provided or supported by Darlington Borough Council. Excluding 'it does not apply/ don't know' responses from the analysis, it is found that the most frequently used of the services listed was that of 'parks and open spaces' and 'local tips/household waste recycling centres', which had been used within the last year by 90.0% and 87.9%, respectively, of respondents.
27. The 'local bus service' was the next most used service (used in the last year by 75.0% of respondents), followed by 'public transport information' (68.9%), 'theatres and concert halls' (66.9%), 'sports and leisure facilities' (63.5%) and 'libraries' (59.5%). The least used service is that of 'museums and galleries', with only 35.2% of respondents having used these within the last year.
28. The chart below shows for each service the percentage of respondents who have used that service at least once in the last 6 months and at least once in the last year.

#### Q.9: Frequency of Use of Services

% response – excluding 'it does not apply/ don't know' responses

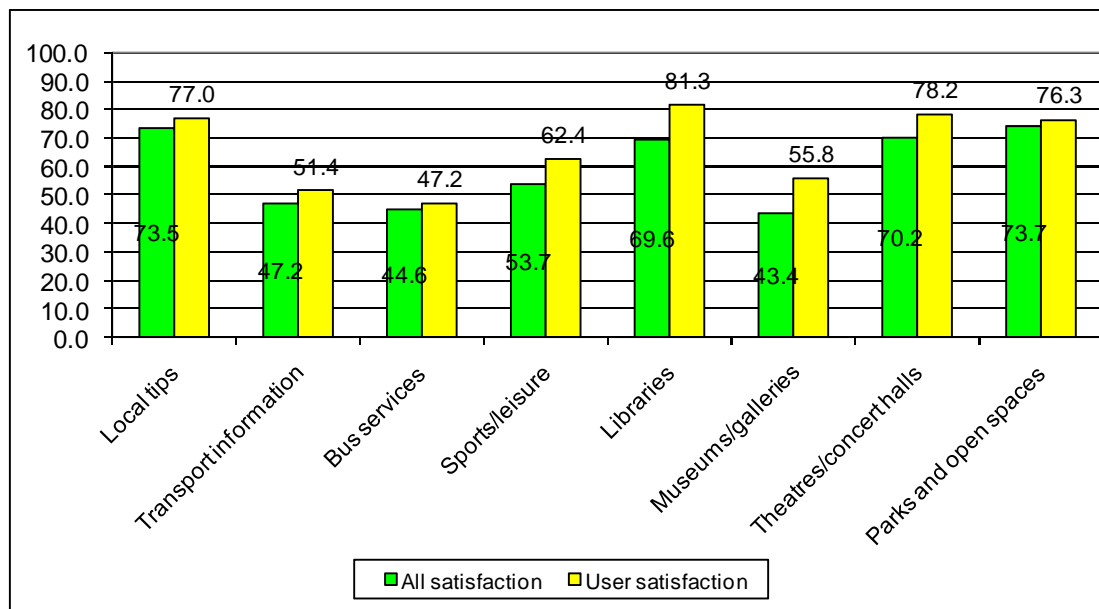


### Satisfaction with services by users of services

29. Satisfaction with all services is higher amongst those who have used the service, at minimum, within the last year than the sample overall.

#### Public Services

Q8: % 'satisfied' response - all who expressed an opinion; and 'users' of services



30. The service with the highest level of satisfaction amongst users is that of 'libraries' (81.3%), followed by 'theatres and concert halls' (78.2%), 'local tips' (77.0%), and 'parks and open spaces' (76.3%). Over half of 'users' were also satisfied with 'sports and leisure facilities' (62.4%), 'museums/ galleries' (55.8%), and 'public transport information' (51.4%).
31. Satisfaction was lowest amongst 'users' of the 'local bus service' (only 47.2%), with just over a third (34.4%) of those who had used this service in the last year expressing dissatisfaction. Dissatisfaction rose to 43.5% amongst those who use the local bus service 'almost every day'.

### **Value for money**

32. Respondents were asked the extent to which they agreed or disagreed that Darlington Borough Council provides value for money.
33. Just over a third of all respondents, (33.7%), agreed that Darlington Borough Council provides value for money, with 3.3% agreeing 'strongly' and 30.4% saying that they 'tend to agree'. Just over a quarter (25.7%) disagreed with the statement, whilst 40.6% gave either 'neither agree nor disagree' (33.1%) or 'don't know' (7.5%) responses. Excluding 'don't know' responses from the percentage base, 36.4% of respondents agreed that Darlington Borough Council provides value for money.

### **Overall satisfaction with the way the authority runs things**

34. Respondents were asked how satisfied or dissatisfied they were with the way in which Darlington Borough Council runs things, (taking everything into account): only 45.3% of respondents were satisfied with this, whilst 23.2% were 'dissatisfied', and 31.5% gave 'neither satisfied nor dissatisfied' (27.1%) or 'don't know' (4.4%) responses.
35. In the 2006 BVPI Survey, 52.2% of all respondents expressed 'satisfaction' with 'the way the authority runs things', whilst 30.1% gave 'neither satisfied nor dissatisfied' responses and 17.6% expressed 'dissatisfaction'. As there was not a 'don't know' response option for the 2006 BVPI Survey question the two results are not directly comparable. However, if the 'don't know' responses are excluded from the 2008 Place Survey percentage calculations, a satisfaction level of 47.4% is achieved.

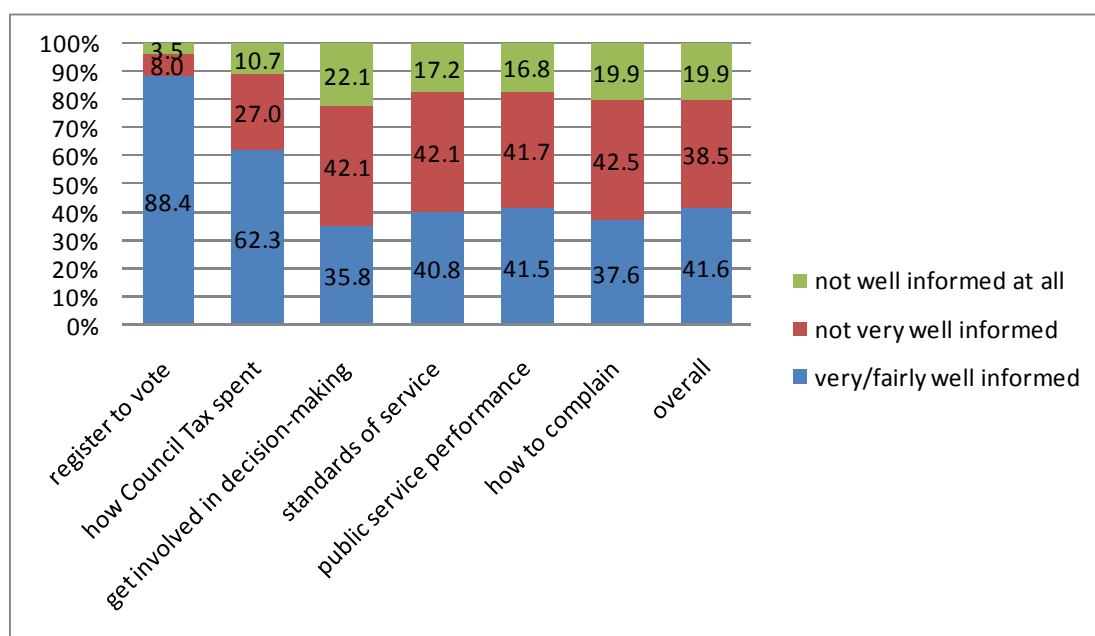
## INFORMATION ABOUT KEY ISSUES

### How well informed

36. Respondents were asked how well informed they felt they were about eight issues on a scale of 'very well', 'fairly well', 'not very well' and 'not well informed at all'. Respondents could also give a 'don't know' response.
37. For benchmarking purposes the results published by CLG exclude 'don't know' responses from the percentage calculations (with the exception of Q12.7, which relates to NI 37 'awareness of civil protection arrangements'). Results are illustrated in the following chart.

#### How well informed - Local Public Services?

Q.12: % response – excluding 'don't know' responses



38. Whilst the large majority (88.4%) of those who expressed an opinion felt very or fairly well informed about 'how and where to register to vote', and nearly two-thirds (62.3%) felt well informed about how their Council Tax is spent, only around two-in-five or fewer respondents felt well informed about the other listed aspects. Respondents were least likely to say that they felt well informed about how to get involved in local decision-making (35.8% 'very/fairly well informed'/ 22.1% 'not well informed at all').
39. Just over two-in-five (41.6%) of respondents who expressed an opinion said that 'overall' they felt well informed about local public services, whilst 38.5% felt 'not very well informed' and 19.9% 'not well informed at all'.

40. National Indicator NI 37 tests awareness of civil protection arrangements in the local area. The indicator is designed to measure the impact of local agencies' arrangements for communicating/ educating citizens regarding civil protection matters by measuring how informed they feel, by local agencies, about what they should do in the event of a large-scale emergency in their local area.
41. Response to the question showed that 2.4% of respondents felt 'very well informed' and 10.6% 'fairly well informed': NI 37 – 13.0%. The large majority of respondents did not feel well informed – 70.6%, 'not very well informed' – 34.2%, 'not well informed at all' – 36.4%. (16.4% gave 'don't know' responses).

## **LOCAL DECISION-MAKING**

### **Influencing Decisions**

42. The Government aims to build communities where individuals are empowered to make a difference, both to their own lives and to the area in which they live. A key indicator of community empowerment is the extent to which people feel able to influence decisions affecting their local area.
43. Respondents were reminded that their local area should be considered as the area within 15 to 20 minutes walking distance from their home and were asked whether they agreed or disagreed that they could influence decisions affecting their local area. The National Indicator relies on respondents agreeing ('definitely agree' + 'tend to agree') to this.
44. Three-in-ten (29.9%) of respondents agreed that they could influence decisions, (2.9% 'definitely agree' and 27.1% 'tend to agree'); whereas 70.1% disagreed, (45.5% 'tend to disagree', 24.6% 'definitely disagree'). (NB. 'don't know' responses excluded from the percentage calculations).

### **Being Involved in Decision-Making**

45. Just under a quarter (23.7%) of all respondents said that they would like to be more involved in the decisions that affect their local area, whereas 12.8% said that they would not, 5.1% that they did not know and the majority, 58.4%, said that this depends on the issue. Excluding 'don't know' responses from the percentage base, 25.0% of respondents said they would like to be more involved in such decisions.
46. This response is similar to the 2006 response for the BVPI survey when 23.3% said they would like to be more involved in local decisions, and 57% that it would depend on the issue.

## HELPING OUT

### Unpaid Help

47. The Place Survey manual states that high levels of volunteering are one sign of a strong, active community, and that volunteers are vital in supporting the range of activities undertaken by third sector organisations and within the public services. It further states that local government has an important role to play in creating a culture in which individuals are able to contribute to their communities by volunteering.
48. Regular volunteering is defined as taking part in formal volunteering at least once a month. In order to raise the level of volunteering activity the target focuses on increasing the proportion of regular formal volunteers. The National Indicator is based on the number of respondents who give unpaid help through groups, organisations and clubs which support social, environmental, cultural or sporting objectives at least once a month, (excluding those who give a 'don't know' response to the question).
49. When the 'don't know' responses are excluded from the analysis, just under one-in-five (19.8%) have, during the last 12 months, volunteered 'at least once a week' (12.5%) or 'less than once a week, but at least once a month' (7.3%). The National Indicator (NI 6) for Darlington administrative area is thus 19.8%.

## GETTING INVOLVED

### Activities Involved In

50. National Indicator NI 3 relates to civic participation, one of the principal means by which individuals exercise their empowerment for the benefit of the locality. The question relating to the indicator seeks the percentage of residents who have taken part in groups that make decisions affecting their local area. This includes being a local councillor; a member of a group making decisions about local health or education services; a group set up to regenerate the local area or one to tackle local crime problems; being a member of a tenants group decision-making committee; a group making decisions on local services for young people or another group making decisions on services in the local community.
51. Overall, 9.2% of respondents said that they had, in the last 12 months, been a member of one or more of these groups.
52. 3.2% of respondents said that they had been a member of a group making decisions on local health or education services. 2.6% had been a member of a group making decisions on local services for young people, and 2.0% had been a member of a tenants' group decision-making committee. 4.6% of respondents said that they had been a member of some 'other' group making decisions on services in the local community



## RESPECT AND CONSIDERATION

### Parents taking responsibility for behaviour of children

53. National Indicator NI 22 is defined as the percentage of people that agree or disagree that in their local area parents take enough responsibility for the behaviour of their children (excluding 'don't know' responses). For the Darlington Council/ Partnership area this percentage is 25.2%.
54. Just over a quarter (25.2%) of those who gave an opinion agreed that in their local area parents take enough responsibility for the behaviour of their children. However, well over half of respondents, (58.1%), disagreed.

### Area where people get on well together

55. National Indicator NI 1 is based on the percentage of people who believe people from different backgrounds get on well together in their local area. The question is asked on an agree/disagree scale with the indicator excluding the responses of 'don't know', 'too few people in the local area' and 'all the same background'.
56. In total, 79.7% of respondents agreed that people from different backgrounds get on well together in their local area (6.9% 'definitely agree' and 72.8% 'tend to agree'), whilst 20.3% disagreed, (13.6% 'tend to disagree' and 6.7% 'definitely disagree'). There were, however, significant differences between areas, with agreement with the statement falling from 90.6% in the South West to only 67.5% in the Central area.

### Treating each other with respect and consideration

57. National Indicator NI 23 is defined as the percentage of people who perceive people not treating one another with respect and consideration to be a problem in their local area, with response codes of 'a very big problem', 'a fairly big problem', 'not a very big problem', and 'not a problem at all' ('don't know' responses are excluded).
58. In total, excluding 'don't know' responses, just under a third of respondents, (31.4%), considered people not treating each other with respect and consideration to be a 'big' problem: 7.6% a 'very big problem' and 23.8% a 'fairly big problem'.



### **Public services – treating with respect and consideration**

59. National Indicator NI 140 is determined by the response to the question 'in the last year would you say that you have been treated with respect and consideration by your local public services?' The indicator relies on the total number of respondents who report that they are 'fairly treated' 'all' or 'most of the time', (excluding 'don't know' responses).
60. Nearly three quarters (72.0%) of respondents said that they had been treated with respect and consideration by their local public services 'all' (19.5%) or 'most' of the time' (52.6%).
61. The percentage of those who said they had been treated with respect and consideration by their local public services rose considerably with age, from 63.8% of '18 to 34 year olds' to 79.6% of '65+ year olds'. Those living in the South East (62.2%) were least likely to think they were treated with respect and consideration by local public services, and those living in the South West (78.1%) most likely.
62. 'White - British' respondents (71.2%) were less likely to think they were treated with respect and consideration by local public services than were 'other than white British' respondents (88.3%).

### **Older people's access to services to remain in their home**

63. National Indicator NI 139 is defined by the proportion of the population expressing an opinion that older people locally receive the support they need to live independently at home as long as possible.
64. Just under one third, (32.0%), of all respondents to this question felt that older people are able to get the services and support they need to continue to live at home for as long as possible. The National Indicator NI 139 for the Darlington Borough Council area is thus 32.0%.
65. Whilst the proportion who feel that older people locally receive the services and support they need rises to 44.2% amongst those aged 65 years and over, the percentage who did not hold this opinion (i.e. said 'no') remains broadly the same across all age groups: it is the 'don't know' responses that change.

## COMMUNITY SAFETY

66. Respondents were asked how safe or unsafe they feel when outside in their local area after dark and during the day.
67. Only 44.0% of all respondents feel safe when outside in their local area after dark, whilst 36.3% feel unsafe (13.3% 'very unsafe' + 23.0% 'fairly unsafe'). (17.3% 'neither safe nor unsafe'; 2.4% 'don't know').
68. Those living in the South West (58.6%) were most likely to feel safe when outside in their local area after dark, and those living in the Central (34.2%) and South East (36.6%) areas least likely.
69. 86.1% of all respondents feel safe when outside in their local area during the day, whilst 5.0% feel unsafe. (7.9% 'neither safe nor unsafe'; 1.0% 'don't know').
70. Again, those living in the South West (91.1%) were most likely to feel safe when outside in their local area during the day, and those living in the Central (80.7%) and South East (80.2%) areas were least likely to feel safe.
71. Note that excluding 'don't know' responses from the analysis 45.0% of respondents feel safe when outside in their local area after dark, whilst 87.0% feel safe when outside in their local area during the day.

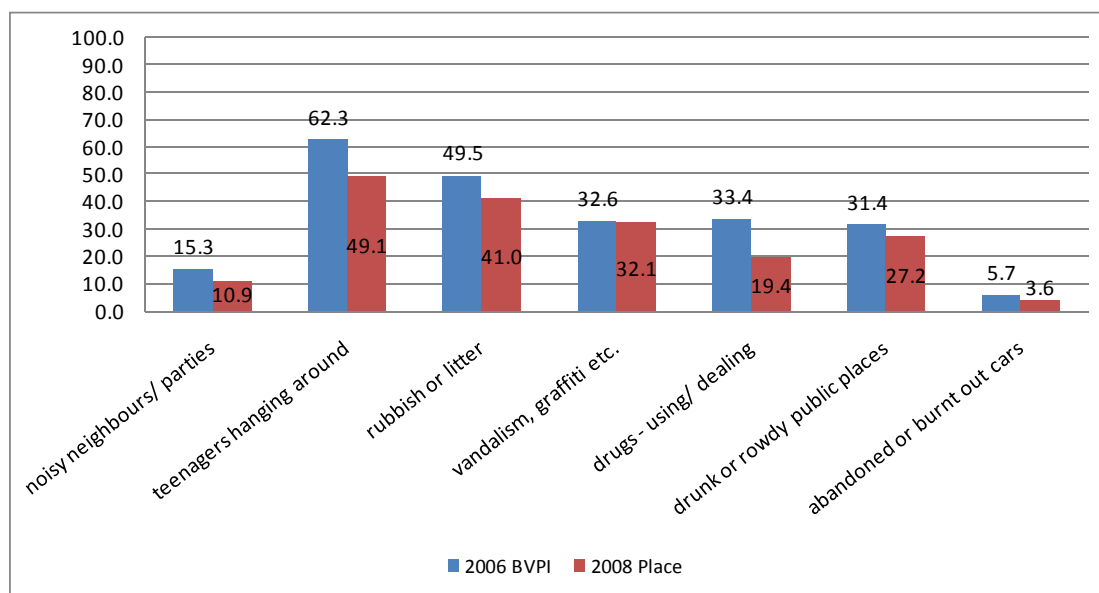
### Anti-Social Behaviour Problems in local area

72. Three National Indicators include issues relating to anti-social behaviour – NI 17, NI 41 and NI 42.
73. National Indicator NI 17 develops from Question 24 of the Place Survey, and is defined as the percentage of respondents with a high level of perceived anti-social behaviour: it combines the responses to questions which ask how much of a problem seven types of anti-social behaviour are in the respondent's local area. Respondents who are defined as perceiving a high level of anti-social behaviour are those who achieve scores of 11+ when scores are assigned to the responses as follows: 'very big problem' = 3, 'fairly big problem' = 2, and 'not a very big problem' = 1.
74. Overall, 16.9% of respondents in the Darlington Borough Council area perceived there to be a high level of anti-social behaviour (as defined by the DCLG for National Indicator NI 17). The perception of high levels of anti-social behaviour is particularly prevalent in the Central (26.9%) and South East (21.3%) areas, but falls to only 8.6% amongst those living in the South West.

75. Of the seven types of anti-social behaviour listed, 'teenagers' hanging around the streets, is perceived as the greatest problem, referred to as a big problem by half (50.0%) of those respondents who expressed an opinion (excluding those who gave 'no opinion' responses). 'Rubbish or litter lying around' (41.5%), was perceived as the second biggest problem, followed by 'vandalism, graffiti and other deliberate damage to property or vehicles' (33.0%), and 'people being drunk or rowdy in public places' (28.9%).
76. National Indicator NI 41 is based on the percentage of people who feel that people being drunk or rowdy in public places is a big problem, (excluding 'no opinion' responses). 28.9% of respondents considered that this is either a 'very big' (10.4%) or a 'fairly big problem' (18.4%).
77. National Indicator NI 42 relates to the perception of people using or dealing drugs being a 'very big' or 'fairly big' problem (again excluding those who gave 'no opinion' responses). Whilst overall, just under a quarter (24.2%) considered this a big problem; those who live in the Central area (40.5%) are much more likely than those who live in other areas to consider this a problem (40.5%, compared to less than 27% in all other areas, and falling to 12.3% in the South West).
78. Question 24 was previously used in the 2006 BVPI General Survey, and comparing the current 2008 Place Survey results with this reveals that for all types of anti-social behaviors listed, bar one, there have been statistically significant falls in the percentage of all respondents who view them as 'big problems': 'teenagers hanging around the streets' (- 13.2%), 'people using or dealing drugs' (- 14.0%), 'rubbish or litter lying around' (- 8.5%), 'noisy neighbours and loud parties' (- 4.4%), 'people being drunk or rowdy in public places' (- 4.2%), and 'abandoned or burnt out cars' (- 2.1%). The exception here was 'vandalism, graffiti and other deliberate damage to property or vehicles' – the percentage viewing this as a big problem being very similar for both surveys (32.6% in 2006 cf. 32.1% in 2008). *NB. In order to make valid comparisons between the 2006 and 2008 findings, results here include 'no opinion' responses in the percentage calculations.*

### Anti-Social Behaviour Problems: Comparisons with 2006 BVPI Satisfaction Survey

(Q24 - all respondents (incl. 'no opinion' responses): 'very big' + 'fairly big' % response)



(Note – above figures are based on all responses (including 'no opinion' responses), whilst the National Indicators NI 41 and NI 42 exclude 'no opinion' responses from calculations)

#### Success in seeking views/dealing with anti-social behaviour/crime

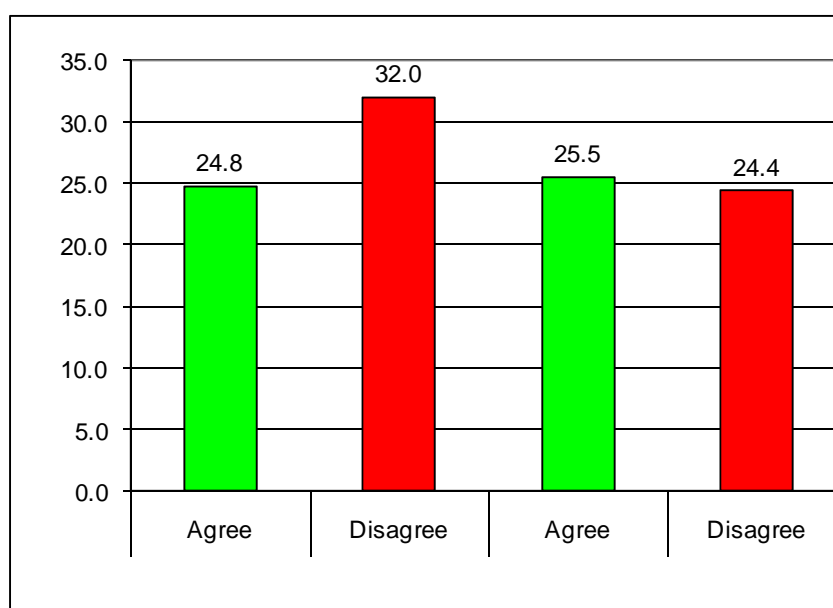
79. National Indicator NI 27 is about partnership working with local agencies and measures confidence in local agencies to seek views on anti-social behaviour and crime. Respondents are told that it is the responsibility of the police and local council working in partnership to deal with anti-social behaviour and crime in the local area. They are asked the extent to which they agree or disagree that the police and local council seek people's views about the crime and anti-social behaviour issues that matter in the area.
80. The National Indicator (NI 27) result in respect of the police and other local public services seeking people's views about crime and anti-social behaviour issues in the local area is 24.8% (6.3% 'strongly agree' + 18.5% 'tend to agree'). 32.0% of respondents 'disagreed' that the police/local public services seek people's views about these issues in the local area, and 43.3% of respondents gave 'neither agree or disagree' (27.2%) or 'don't know' (16.1%) responses.
81. In addition to seeking information about whether their views are sought, National Indicator NI 21 asks how much respondents would agree or disagree that the police and other local public services are successfully dealing with anti-social behaviour and crime issues in their local area.

82. Just over a quarter of all respondents, (25.5%), agreed that police and other local services are successfully dealing with crime and anti-social behaviour issues in their local area: 4.9% 'strongly agree' and 20.5% 'tend to agree'. Just under a quarter (24.4%) disagreed that the police/local public services are successfully dealing with these issues in their area, whilst half (50.1%) gave 'neither agree nor disagree' (29.1%) or 'don't know' (21.0%) responses.

Q.25/26: Seeking People's Views and Successfully

Dealing with Crime and Anti-Social Behaviour

% all respondents



**Overall health and well-being**

83. National Indicator NI 119 'self-reported measure of people's overall health and well-being' is based on the percentage of respondents who give 'very good' or 'good' responses to the question 'How is your health in general? Would you say it is very good, good, fair, bad or very bad?' This metric is required to assess progress on improvements in health and well-being, and the indicator is based on the rationale that the local population is best placed to assess whether their health and well-being are improving.
84. 74.0% (NI 119) of all respondents felt that their health in general is 'very good' (34.6%) or 'good' (39.4%), and 20.1% reported this to be 'fair'. As might be expected the percentage of those who reported 'very good or good health' fell sharply with age, from 92.6% amongst 18 to 34 year olds, to only 53.4% amongst '65+ year olds'.

## REGIONAL AND NATIONAL COMPARISONS/ BENCHMARKS

### INTRODUCTION

85. The 2008 Place Survey was carried out nationally, and collects information on 18 national indicators (NIs) for local government, which is used to measure performance for County Councils, Metropolitan Councils, London Boroughs, District Councils and Unitary Authorities. This section contains the headline findings for these national indicators for Darlington Borough Council, and shows 'national', 'North East' (Government Office region), and 'single tier authority average' figures for benchmarking purposes. Where Darlington Borough Council's scores are particularly high ('upper quartile') or low ('lower quartile') when compared with all single tier authorities (Metropolitan Councils, London Boroughs and Unitary Authorities), this is also reported.

### ABOUT YOUR LOCAL AREA

86. Overall, 79.2% of those living in Darlington were either 'very' or 'fairly satisfied' with their local area as a place to live (National Indicator 5). This compares with 79.7% for 'England', 77.3% for 'North East' and a 'Single Tier Authority' average of 76.9%, placing Darlington in the inter quartile range of all single tier authorities.

Percentage either very or fairly satisfied with local area as a place to live (National Indicator NI 5)			
<b>Darlington</b>	<b>79.2%</b>	North East	77.3%
Single Tier Average	76.9%	England	79.7%

87. 83.6% of '65+ year olds' were satisfied with both their local area and their home 'as a place to live': Darlington Borough Council National Indicator 138 score is thus 83.6%. This compares with 83.9% for 'England', 82.6% for the 'North East', and an average of 81.0% for 'single-tier authorities', and places Darlington in the inter quartile range for all single tier authorities.

Percentage 65+ year olds satisfied with both their local area and their home (National Indicator NI 138)			
<b>Darlington</b>	<b>83.6%</b>	North East	82.6%
Single Tier Average	81.0%	England	83.9%

88. 58.4% of those living in Darlington felt very or fairly strongly that they belonged to their immediate neighbourhood: this compares with 58.7% for 'England', 62.2% for 'North East', and a 'Single Tier Authority' average of 56.0%, placing Darlington in the inter quartile range for all single tier authorities.

Percentage very or fairly strongly feel they belong to the immediate neighbourhood (National Indicator NI 2)			
<b>Darlington</b>	<b>58.4%</b>	North East	62.2%
Single Tier Average	56.0%	England	58.7%

## YOUR LOCAL PUBLIC SERVICES

89. The Place Survey asked a very broad question about satisfaction with local council (*"And now taking everything into account, how satisfied or dissatisfied are you the way [name of council(s)] runs things?"*). Overall, 47.4% of those living in Darlington were either very satisfied or fairly satisfied: this compares with 45.4% for 'England', 46.5% for 'North East', and a 'Single Tier Authority' average of 44.4%. (*Darlington Borough Council scored in the inter quartile range*).

Q11. Percentage very satisfied and fairly satisfied, taking everything into account, with the way your council runs things? Excluding 'don't know' responses. (Not a National Indicator)			
<b>Darlington</b>	<b>47.4%</b>	North East	46.5%
Single Tier Average	44.4%	England	45.4%

The answers to this question may reflect experiences of specific local services and/or concerns regarding value for money, both of which were asked by the survey.

90. Overall, over a third of the Darlington sample (36.4%) strongly agreed, or tended to agree, that their council provided value for money: this compares with 33.2% for 'England', 35.2% for 'North East' and a 'Single Tier Authority' average of 31.7%. (*Darlington Borough Council scored in the upper quartile range.*)

Q10. Percentage strongly or tend to agree that the local council provides value for money? Excluding 'don't know' responses. (Not a National indicator)			
<b>Darlington</b>	<b>36.4%</b>	North East	35.2%
Single Tier Average	31.7%	England	33.2%



91. Levels of satisfaction with services provided by the Council varied between services, being highest for 'refuse collection' (80.5%), and falling to less than 50% for 'museums and galleries' (43.4%), 'local bus services' (44.6%), and 'local transport information' (47.2%).
92. In comparison with other authorities, Darlington Borough Council did best in relation to 'sports and leisure facilities', 'parks and open spaces' and 'theatres/ concert halls' (each of these services falling into the upper quartile of all single tier authorities). On the negative side, Darlington Borough Council was in the lower quartile in relation to 'local bus services'.

Q8 - Percentage very or fairly satisfied with the following services. Excluding 'don't know' responses.					
	<b>Darlington</b>	<b>North East</b>	<b>England</b>	<b>Single Tier Average</b>	<b>Quartile – Single tier authorities</b>
Keeping public land clear of litter and refuse	<b>54.8%</b>	58.4%	56.9%	55.6%	IQR
Refuse collection	<b>80.5%</b>	81.7%	77.6%	77.5%	IQR
Doorstep recycling	<b>66.5%</b>	72.4%	69.8%	69.5%	IQR
Local tips/household waste recycling centres	<b>73.5%</b>	71.9%	71.2%	68.9%	IQR
Local transport information	<b>47.2%</b>	48.6%	48.0%	50.7%	IQR
Local bus services	<b>44.6%</b>	54.4%	55.2%	58.8%	Lower
Sport/leisure facilities	<b>53.7%</b>	47.0%	46.2%	45.9%	Upper
Libraries	<b>69.6%</b>	67.4%	69.0%	68.6%	IQR
Museums/galleries	<b>43.4%</b>	41.6%	41.5%	41.3%	IQR
Theatres/concert halls	<b>70.2%</b>	40.8%	43.2%	42.9%	Upper
Park and open spaces	<b>73.7%</b>	63.3%	68.5%	67.8%	Upper



## INFORMATION

93. 13.0% of the Darlington sample said they were very well or fairly well-informed about what to do in the event of a large-scale emergency, e.g. flooding or human pandemic flu. This compares with 15.3% of those who live in 'England', 16.0% of those who live in 'North East', and a Single Tier Authority average of 14.8%, placing Darlington Borough Council in the inter quartile range of all single tier authorities.

Percentage very well or fairly well informed about what to do in the event of a large-scale emergency e.g. flooding, human pandemic flu ( National Indicator NI 37)			
<b>Darlington</b>	<b>13.0%</b>	North East	16.0%
Single Tier Average	14.8%	England	15.3%

## LOCAL DECISION-MAKING

94. Three-in-ten (29.9%) of the Darlington sample felt that they could influence decisions affecting their local area: this is similar to the figure of 28.9% for 'England' and 28.0% for 'North East'; and places Darlington Borough Council in the inter quartile range of all single tier authorities for National Indicator NI 4. A quarter (25.0%) of the Darlington sample felt that they would like to be more involved in local decision-making (this is a lower quartile result, although it is not a National Indicator question).

Government Office Region, England	Percentage definitely or tend to agree that they can influence decisions in their local area (National Indicator NI 4)	Q14. Percentage generally speaking, would like to be involved ( <i>Not a National Indicator</i> ) Excluding 'don't know' responses.
<b>Darlington</b>	<b>29.9%</b>	<b>25.0%</b>
Quartile (All single tier authorities)	Inter Quartile Range	Lower Quartile
Single Tier Average	29.6%	28.1%
North East	28.0%	24.5%
England	28.9%	26.6%

## HELPING OUT

95. The Place Survey asked about unpaid help that people gave, such as helping at a youth or day centre, helping to run an event or campaigning. This was outside of anything that was a requirement of a job, and also excluded donating money. Overall, 19.8% of the Darlington sample said that they had helped out at least once a month in the previous 12 months. This is a little lower than the 'national' (23.2%) figure, but slightly higher than the 'regional' (18.6%) figure, and places Darlington in the inter quartile range for all single tier authorities for National Indicator NI 6.

Percentage who have given unpaid help to any groups, clubs or organisations, at least once per month in the previous 12 months ( National Indicator NI 6)			
<b>Darlington</b>	<b>19.8%</b>	North East	18.6%
Single Tier Average	21.4%	England	23.2%

## GETTING INVOLVED

96. The survey asked about participation in decisions that affect the local community, for example by serving as a local councillor or being part of some decision-making body relating to local services. Overall, 9.2% of those living in Darlington were engaged in some sort of civic participation. This places Darlington Borough Council in the lower quartile for all single tier authorities for NI 3.

Percentage of people who have belonged to group(s) that make decisions affecting the local area in the last 12 months (National Indicator NI 3)			
<b>Darlington</b>	<b>9.2%</b>	North East	11.6%
Single Tier Average	14.1%	England	14.0%

## RESPECT AND CONSIDERATION

97. The Place Survey provided information that shed light on community cohesion. Over three-quarters (79.7%) of the Darlington sample felt that in their local area people from different backgrounds get on well together, placing Darlington Borough Council in the upper quartile for all single tier authorities for National Indicator NI 1.

Nearly a third (31.4%) felt that there was a problem with people not treating one another with respect and consideration. Darlington Borough Council's score in this respect fell into the inter quartile range. (Note: NI 23 is a 'negative indicator', i.e. low score indicates high performance).

Just over a quarter (25.2%) felt that parents in their local area took responsibility for the behaviour of their children; this score falls within the inter quartile range of all single tier authorities.

Government Office Region, England	% definitely or tend to agree that people from different backgrounds get on well together in local area (National Indicator NI 1)	% thinking people not treating one another with respect and consideration is a very big or fairly big problem (NI 23)	% definitely or tend to agree that parents in local area take responsibility for the behaviour of their children (National Indicator NI 22)
<b>Darlington</b>	<b>79.7%</b>	<b>31.4%</b>	<b>25.2%</b>
Quartile (All authorities)	Upper Quartile	Inter Quartile Range	Inter Quartile Range
Single Tier Average	74.5%	34.6%	28.1%
North East	73.8%	35.5%	26.8%
England	76.4%	31.2%	29.6%

98. Two further questions explored respect and consideration within the context of service provision – one exploring whether older people received the support they need to live independently at home, and one regarding fair treatment by local services.

Just under a third of the Darlington sample (32.0%) felt that older people received the support that they needed to live independently at home - this score falls within the inter quartile range for all single tier authorities.

Nearly three quarters (72.0%) of the Darlington sample felt that they were 'treated with respect and consideration by local public services' – this is similar to the 'national' (72.4%) and 'regional' (73.4%) results, and Darlington Borough Council therefore falls into the inter quartile range amongst all authorities for National Indicator NI 140.

Government Office Region, England	% think that older people receive the support they need to live independently at home (National Indicator NI 139)	% agree or tend to agree that they were treated with respect and consideration by local services (National Indicator NI 140)
<b>Darlington</b>	<b>32.0%</b>	<b>72.0%</b>
Quartile (all authorities)	Inter Quartile Range	Inter Quartile Range
Single Tier Average	29.0%	70.1%
North East	35.5%	73.4%
England	30.0%	72.4%

## COMMUNITY SAFETY

99. The Place Survey collected detailed information on peoples' perceptions of crime and anti-social behaviour in their local area and the extent to which they felt that the police and other local services were dealing with these problems.

16.9% of those living in Darlington felt that anti-social behaviour was a problem in their local area, and around a quarter felt that two specific forms of anti-social behaviour – drunk or rowdy behaviour (28.9%), and drug use or drug dealing (24.2%) – were problems in their local areas. NB. These are 'negative indicators', i.e. low score indicates high performance. The results for National Indicators NI 17 and NI 42 have been labelled as 'upper quartile' to reflect their positive nature.

Government Office Region, England	% agreed that anti-social behaviour was a very big or fairly big problem  (National Indicator NI 17)	% think perceptions of drunk or rowdy behaviour as a very big or fairly big problem (National Indicator NI 41)	% seeing drug use or drug dealing as very big or fairly big problem  (National Indicator NI 42)
<b>Darlington</b>	<b>16.9%</b>	<b>28.9%</b>	<b>24.2%</b>
Single Tier Average	23.2%	32.2%	33.9%
(All authorities)	Upper Quartile	Inter Quartile Range	Upper Quartile
North East	21.2%	32.0%	32.1%
England	20.0%	29.0%	30.5%

*Note: National Indicator NI 17 is a composite indicator based on perceptions of different anti-social behaviours (noisy neighbours or loud parties; teenagers hanging around the streets; rubbish or litter lying around; vandalism, graffiti and other deliberate damage to property or vehicles; people using or dealing drugs; people being drunk or rowdy in public places; abandoned or burnt out cars).*

100. The survey asked whether police and other local services sought people's views about community safety issues in the local area and about how successful they were in dealing with these problems. For Darlington, the proportions giving positive responses for both questions were similar, around a quarter. Darlington Borough Council's scores for both National Indicators NI 27 and NI 21 lie within the inter quartile range amongst all single tier authorities.

Government Office Region, England	% strongly agreeing or tending to agree that police and other local services seek people's views about crime and anti-social behaviour in their area (National Indicator NI 27)	% feeling that police and other local services dealing with crime and anti-social behaviour (National Indicator NI 21)
<b>Darlington</b>	<b>24.8%</b>	<b>25.5%</b>
Quartile (All authorities)	Inter Quartile Range	Inter Quartile Range
Single Tier Average	25.5%	26.4%
North East	28.4%	29.2%
England	24.8%	26.3%

## ABOUT YOURSELF

101. The final section of the survey asked a number of questions regarding the characteristics of the respondents (e.g. age, sex, and ethnicity) and the household (e.g. number of adults and children). This information was used to help ensure that survey respondents were representative of the local population. This section also asked about general health. 74.0% of the Darlington sample described their health as, in general, being good or very good – this places Darlington in the inter quartile range of all single tier authorities.

Percentage describing health in general as very good or good by Government Office region and England ( National Indicator NI 119)			
<b>Darlington</b>	<b>74.0%</b>	North East	70.4%
Single Tier Average	75.7%	England	75.8%

**DARLINGTON PARTNERSHIP**  
**COMMUNITIES AND LOCAL GOVERNMENT**  
**PLACE SURVEY:**  
**SEPTEMBER-DECEMBER 2008/09**  
**SURVEY REPORT**

**A. BACKGROUND & SURVEY OBJECTIVES**

A.1 The Local Government White Paper – ‘*Strong and Prosperous Communities*’ emphasised a new focus on improving outcomes for local people and places, rather than on processes, institutions and inputs. The Place Survey supplies the data by which a number of national indicators are measured. The indicators are intended to measure how well Government priorities are being delivered by local government and local government partnerships.

A.2 The principal objective of the survey was therefore to collect data in order to gather this information and to calculate the following National Indicators:

- |       |  |
|-------|--|
| NI 1  | % of people who believe people from different backgrounds get on well together in their local area (Question 18)           |
| NI 2  | % of people who feel that they belong to their neighbourhood (Question 5)  |
| NI 3  | Civic participation in the local area (Question 16)  |
| NI 4  | % of people who feel they can influence decisions in their locality? (Question 13)   |
| NI 5  | Overall/general satisfaction with local area (Question 3)  |
| NI 6  | Participation in regular volunteering (Question 15)  |
| NI 17 | Perceptions of anti-social behaviour (Question 24)   |
| NI 21 | Dealing with local concerns about anti-social behaviour and crime issues by the local council and police (Question 26)     |
| NI 22 | Perceptions of parents taking responsibility for the behaviour of their children in the area (Question 17)                 |
| NI 23 | Perceptions that people in the area treat one another with respect and consideration (Question 19)                         |
| NI 27 | Understanding of local concerns about anti-social behaviour and crime issues by the local council and police (Question 25) |
| NI 37 | Awareness of civil protection arrangements in the local area (Question 12.7)   |
| NI 41 | Perceptions of drunk or rowdy behaviour as a problem (Question 24.6)   |
| NI 42 | Perceptions of drug use or drug dealing as a problem (Question 24.5)   |

- NI 119 Self- reported measure of people's overall health and well-being (Question 29)
- NI 138 Satisfaction of people aged 65 and over with both home and neighbourhood (Questions 3 and 4 for people 65 and over)
- NI 139 The extent to which older people receive the support they need to live independently (Question 21)
- NI 140 Fair treatment by local services (Question 20)

## **B. RESEARCH METHODOLOGY**

B.1 In order to ensure that the national indicators collected through the Place Survey are comparable across authorities, the Department for Communities and Local Government (DCLG), provided detailed survey guidance to ensure all survey tools and methodologies used were consistent. The methodology used in this survey adhered strictly to the guidelines provided by the DCLG at the web-site dedicated to the Place Survey and in the Place Survey Manual 2008/09.

### Sample selection

- B.2 The target population was all adult residents (18 years and over) of Darlington Borough Council area.
- B.3 The sample frame was the Post Office Small Users Address File (PAF Release Issue No. 2008).
- B.4 A random sample of 6,000 local addresses drawn from the PAF was uploaded via the Place Survey Website.
- B.5 DCLG required that a minimum of 1,100 completed questionnaires were returned: to achieve this requirement 3,250 addresses were systematically randomly selected from the 6,000 addresses provided.

### The Questionnaire

- B.6 The questionnaire was designed for self-completion, and both the Questionnaire and the Covering Letter were based on the Templates provided via the Place Survey website.
- B.7 Darlington Partnership added only one question to the Questionnaire Template, relating to interest in joining the Citizens' Panel (end of questionnaire).
- B.8 A copy of the questionnaire is included as Appendix 1 to this report (marked-up with weighted results, and showing comparative figures from the 2006 BVPI General Survey where appropriate).



### Mailings

- B.9 A total of 3,250 questionnaires were posted out on 2nd October 2008. Included with each questionnaire was:
- 1) A separate covering letter which also provided details of a free-phone NWA helpline should respondents have any queries about the research/questionnaire.
  - 2) A separate sheet which informed residents in nine of the most common ethnic minority languages, that assistance with translation and/ or a translated questionnaire would be provided if required (languages included were – Polish, Bengali, Gujarati, Hindi, Punjabi, Cantonese, Farsi, Arabic and Urdu).
  - 3) A freepost addressed reply envelope.
- B.10 Reminder letters, with a second copy of the questionnaire, were sent to all addresses which had not then responded on (1) 16<sup>th</sup> October 2008 and (2) 18<sup>th</sup> November 2008.

## **C. ANALYSIS & CALCULATION OF NATIONAL INDICATORS**

### Response

- C.1 From the 3,250 addresses which received mailings, 40 questionnaires were returned by the post office stating the address was no longer valid, giving a valid sample of 3,210.
- C.2 A total of 1,399 completed questionnaires were returned by 19<sup>th</sup> December 2008 (meeting the DCLG set requirement of 1,100 completed): the achieved response rate was therefore 43%.

### Data Entry

- C.3 Data was entered onto the Excel template provided on the Place Survey Website.

NWA standard quality control procedures were applied to the entered data:

- A minimum of 10% of each operator's data was checked;
- If an error was discovered, all of the operator's data for that particular question was checked;
- If two or more further errors were discovered, all of the operator's data (i.e. for all questions) was checked.

- C.4 Steps were then taken to validate the data for consistency and completeness:
- The 'data validation routine' included on the Excel template provided by DCLG was applied, and any 'invalid' data highlighted was checked against questionnaires and corrected if necessary.
  - Checks were made to ensure that respondents had followed correct routing, and responses from those who had not were coded 'invalid'.

Upload to DCLG and return of audited/ weighted data and NI scores

- C.5 After the data had been validated it was uploaded (via the website), and a copy of the unweighted frequency counts, as calculated by the Excel template, was provided to the Council. A copy of these frequency counts is included as Appendix 2 to this report.
- C.6 The survey data was validated by DCLG, and 'weightings' were applied. The survey data was then returned to the Council in February 2009 (with an additional column containing individual weights for each respondent), along with provisional National Indicator results (scores and confidence intervals). Following a quality review of the national survey these provisional results were subsequently revised, and the Council was provided with revised results (NI scores and confidence intervals) in June 2009. Results for all the remaining 'non-National Indicator' questions were published in September 2009. The differences between the provisional results and the revised results arose from (1) capping of the scaled (final) weights to reduce the impact of individual responses to the overall estimates; and (2) the application of an inflation factor to the 'Confidence Intervals' which enabled them to more accurately capture the impact of the survey design and non-response. This inflation factor is based on the weighting and for Darlington Borough Council this was 1.2383. **This report has been amended to reflect these revised results.**
- C.7 The table overleaf gives a summary of the un-weighted and weighted National Indicator Scores and Confidence Intervals (at the '95% Confidence Level', adjusted by the 'inflation factor') for Darlington Borough Council.

PLACE SURVEY 2008-2009 DARLINGTON BOROUGH COUNCIL						
National Indicator	Ques. No:	Indicator	Un-weighted score	Un-weighted base	Score (Weighted Data)	Confidence Interval (+/- %)
NI 1	Q18	% of people who believe people from different backgrounds get on well together in their local area	81.2%	800	79.7%	3.5
NI 2	Q5	% of people who feel that they belong to their neighbourhood	53.1%	1,301	58.4%	3.3
NI 3	Q16	Civic participation in the local area	9.9%	1,318	9.2%	2.0
NI 4	Q13	% of people who feel they can influence decisions in their locality	32.3%	1,090	29.9%	3.3
NI 5	Q3	Overall/general satisfaction with local area	80.6%	1,388	79.2%	2.6
NI 6	Q15	Participation in regular volunteering	19.4%	1,179	19.8%	2.8
NI 17	Q24	Perceptions of anti-social behaviour	15.4%	1,300	16.9%	2.5
NI 21	Q26	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	27.3%	1,313	25.5%	2.8
NI 22	Q17	Perceptions of parents taking responsibility for the behaviour of their children in the area	27.9%	1,283	25.2%	3.0
NI 23	Q19	Perceptions of people not treating each other with respect and consideration as a problem	28.4%	1,236	31.4%	3.2
NI 27	Q25	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	25.5%	1,343	24.8%	2.8
NI 37	Q12.7	Awareness of civil protection arrangements in the local area	14.9%	1,355	13.0%	2.2
NI 41	Q24.6	Perceptions of drunk or rowdy behaviour as a problem	25.8%	1,240	28.9%	3.1
NI 42	Q24.5	Perceptions of drug use or drug dealing as a problem	23.9%	1,038	24.2%	3.2
NI 119	Q29	Self-reported measure of people's overall health and well being	68.3%	1,367	74.0%	2.8
NI 138	Q3/4	Satisfaction of people 65 and over with both home and neighbourhood	82.4%	346	83.6%	5.3
NI 139	Q21	The extent to which older people receive the support they need to live independently	34%	1,379	32.0%	3.1
NI 140	Q20	Fair treatment by local services	74.2%	1,224	72.0%	3.1

Analysis of Audited Data

- C.8 The 'weighted' data was analysed by NWA using SPSS (Version 15).
- C.9 Weightings (calculated by DCLG) were applied and tables were then produced (Appendix 3) showing 'weighted' percentages (and unweighted counts) for each question, for the overall sample and for the following variables:

Street Scene Area: North West; Central; South West; South East and North East. (See table below)

Age: Under 35 years; 35-54 years; 55-64 years, and 65+ years.

Gender: Male and female.

Ethnicity: White British and other than white British.

General Health (Q29): Very good; good; fair, and bad or very bad.

Limiting long-standing illness, disability or infirmity: Yes and no.

Children aged 17 or under in household: None, and one or more.

Employment: Employed (full-time, part-time or self-employed); not employed, and wholly retired from work.

Tenure: Owned or buying home, and rented.

Street Scene Area	Wards making up area
	Heighington & Conniscliffe (rural) Faverdale (urban) Cockerton West (urban) Cockerton East (urban)
	Haughton North (urban)

- C.10 An additional set of tables was also produced which showed 'weighted' percentages (and unweighted counts) for each question by 'ward', and these are attached as Appendix 4 to this report.
- C.11 As with all self-completion questionnaires, some individuals did not complete all questions. This may be because they did not have an opinion on the question asked, but we cannot make this assumption in full confidence. In line with DCLG requirements therefore all calculations exclude 'missing data'.
- C.12 Figures are 'rounded' to the nearest 0.1% by the computer (SPSS). Due to this 'rounding' process, therefore, in some instances tables of percentages may not add up to 100% (i.e. they may add up to 99.9% or 100.1%). Also, in some instances, due to the rounding process, the reported 'total satisfaction' may not exactly equal 'very satisfied' + 'fairly satisfied', e.g. very satisfied = 2.14% (reported as 2.1%) + fairly satisfied 2.14% (reported as 2.1%) = total satisfied 2.28% (reported as 2.3%). Similarly this perceived discrepancy could also apply to reported total dissatisfaction or total usage percentages.
- C.13 All survey results are subject to a 'margin of error' (Confidence Interval): this is based on both the sample number and the proportion of respondents giving a particular response. The table below can be used as a guide to give an indication of the Confidence Intervals (at the '95% Confidence Level') relating to the overall sample and/ or sample sub-groups. These figures are based on the standard Confidence Intervals used for randomly selected samples, adjusted by an inflation factor of 1.2383 to recompense for the 'weighting'.

Observed %	Sample Size					
	100	250	500	750	1000	1100
	± %	± %	± %	± %	± %	± %
<b>50</b>	12.1	7.7	5.4	4.5	3.8	3.7
<b>40 or 60</b>	11.9	7.6	5.2	4.3	3.7	3.6
<b>30 or 70</b>	11.1	7.1	5.0	4.1	3.3	3.3
<b>20 or 80</b>	9.7	6.2	4.3	3.6	3.1	3.0
<b>10 or 90</b>	7.3	4.6	3.2	2.7	2.4	2.2

- C.14 Where possible, comparative results from the 2006 BVPI General Survey are shown. However the questionnaire layout and content for the two surveys were very different, and as these may affect responses, any comparisons shown should be viewed with caution.

## REPORT OF FINDINGS

## SECTION 1: LOCAL AREA

### 1.1 Most important aspects/ Most in need of improvement

*Q.1: 'Thinking generally which of the things below would you say are most important in making somewhere a good place to live?'*

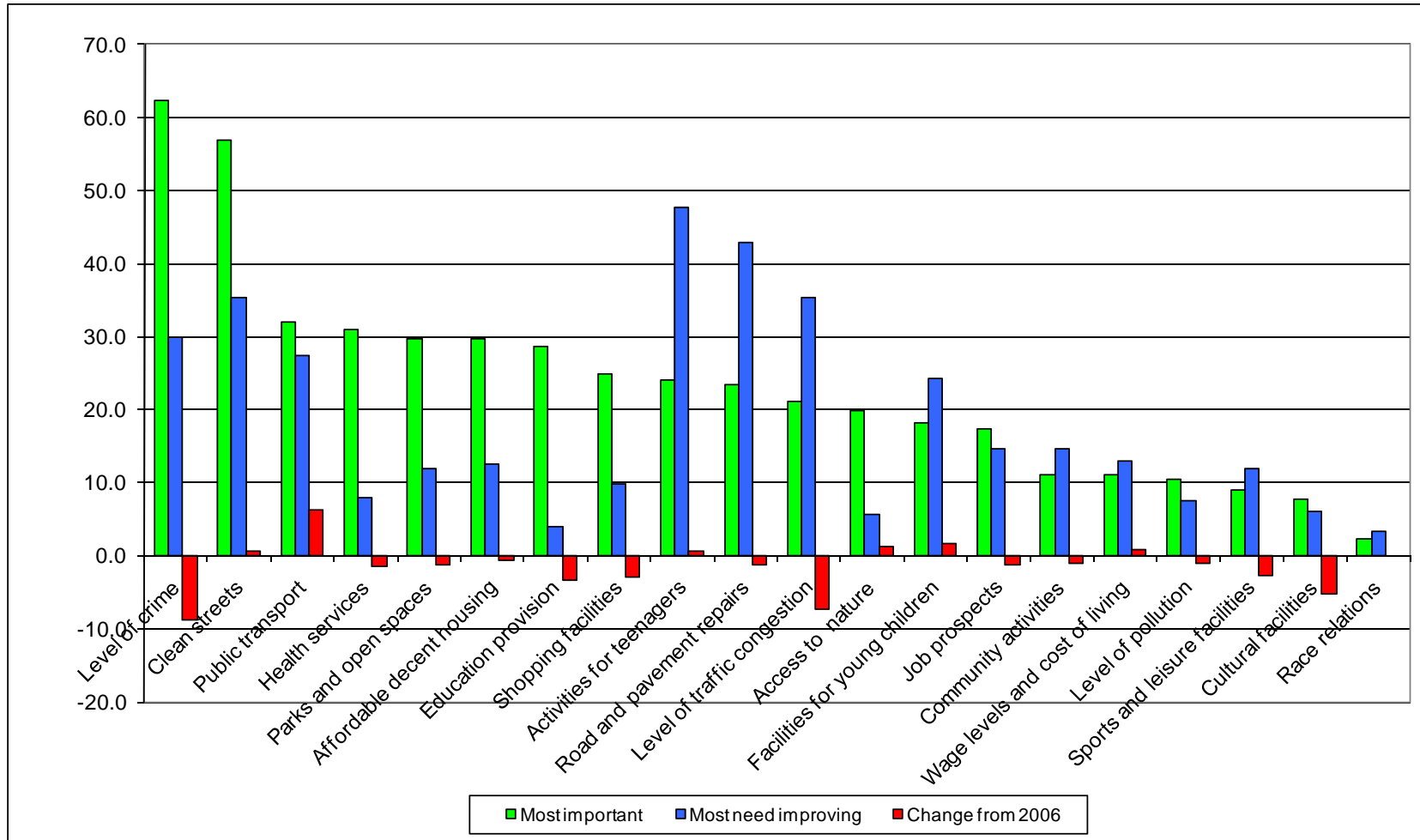
*Q2: 'And which of the things below, if any, do you think most need improving?'*

*Appendix 3 - Tables pages 1 to 6*

- 1.1.1 All respondents were asked to identify up to five aspects that make a place a good place to live. In addition they were asked which aspects they felt were most in need of improvement.
- 1.1.2 Outstanding amongst the aspects that make somewhere a good place to live were 'level of crime' (referred to by 62.2% all respondents), and 'clean streets' (referred to by 56.8%). This is very similar to the 2006 BVPI General Survey when 65.3% of respondents referred to 'level of crime' and 55.8% to 'clean streets'.
- 1.1.3 The only other issues mentioned by more than one quarter of all respondents as being 'most important in making somewhere a good place to live' were 'public transport' (31.9%), 'health services', (30.9%); 'affordable decent housing', (29.7%), 'parks and open spaces' (29.8%) and 'education provision' (28.7%). Least often mentioned in this respect were 'level of pollution' (10.5%), 'sports and leisure facilities' (9.0%), 'cultural facilities' (7.8%) and 'race relations' (2.4%).
- 1.1.4 Aspects of the local area, (defined as 'within 15 to 20 minutes walking distance from your home'), which were most mentioned as most in need of improvement were identified as 'activities for teenagers', (47.6%), 'road and pavement repairs', (42.8%), 'level of traffic congestion' (35.3%) and 'clean streets' (35.3%). Least mentioned were 'access to nature' (5.6%), 'education provision' (4.1%), and 'race relations' (3.4%). 'Level of crime' which was the most important aspect was rated 5<sup>th</sup> in terms of being 'most in need of improvement.
- 1.1.5 The chart overleaf shows the 'most important' and 'most in need of improvement' scores for each of the aspects, together with the change that is apparent between the 2006 BVPI results and this survey in respect of 'most in need of improvement'. Most notable changes from the 2006 'most in need of improvement' responses are reductions in those referring to 'level of crime' (- 8.7%), 'level of traffic congestion' (- 7.2%) and 'cultural facilities' (- 5.2%), and an increase in those referring to 'public transport' (+ 6.3%).

'Most Important' and 'Most in Need of Improvement'

Questions 1 and 2: % response (showing change in 'most in need of improvement' response from 2006 BVPI)





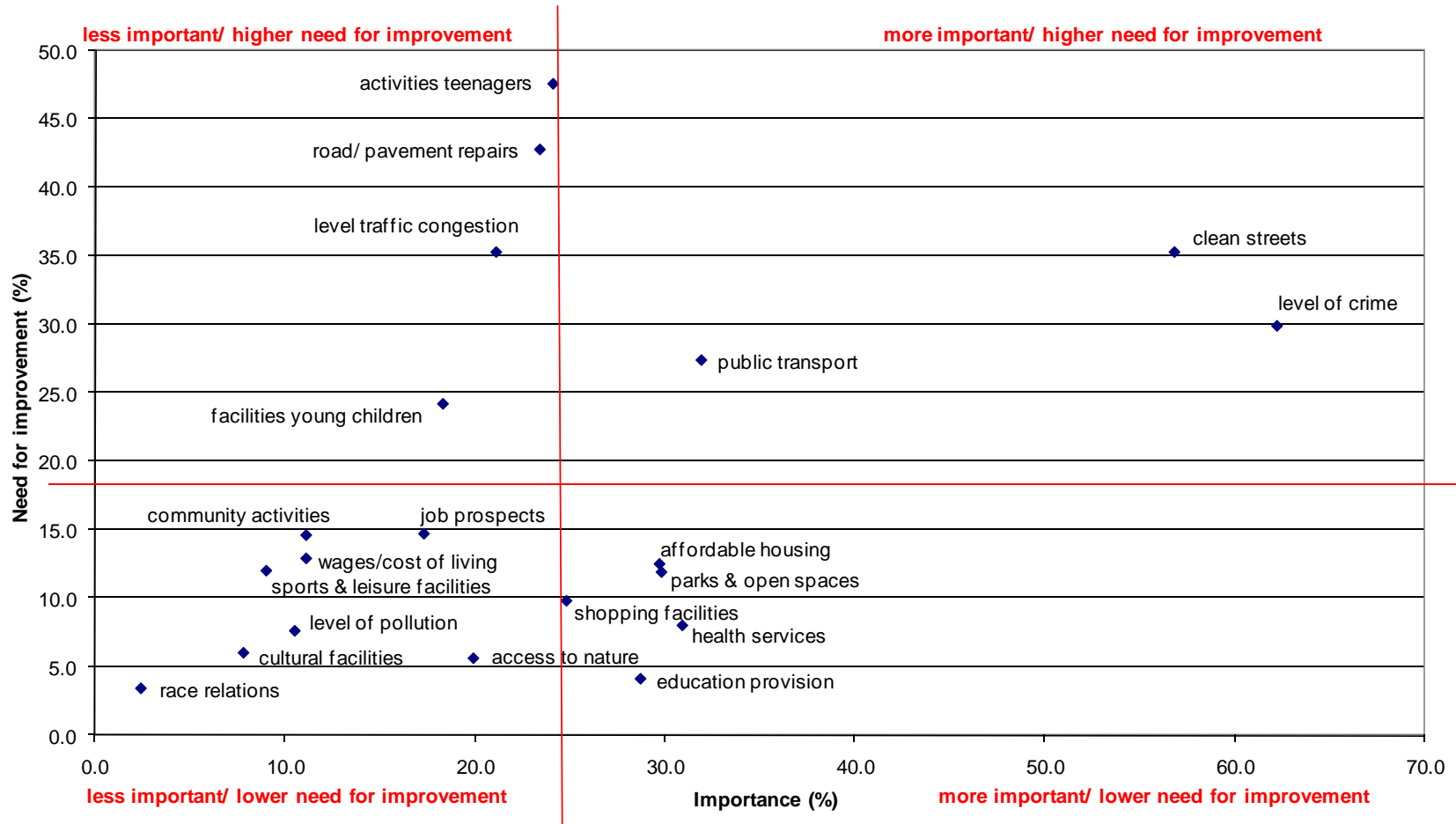


	Most Important			Most in need of Improvement		
	2008 Place Survey	2006 BVPI Survey	Change	2008 Place Survey	2006 BVPI Survey	Change
Access to nature	19.9	17.0	2.9	5.6	4.3	1.3
Activities for teenagers	24.1	23.3	0.8	47.6	46.9	0.7
Affordable decent housing	29.7	37.5	-7.8	12.5	13.0	-0.5
Clean streets	56.8	55.8	1.0	35.3	34.6	0.7
Community activities	11.1	5.4	5.7	14.6	15.7	-1.1
Cultural facilities	7.8	8.3	-0.5	6.0	11.2	-5.2
Education provision	28.7	35.1	-6.4	4.1	7.3	-3.2
Facilities for young children	18.3	14.9	3.4	24.2	22.5	1.7
Health services	30.9	39.3	-8.4	8.0	9.4	-1.4
Job prospects	17.3	21.6	-4.3	14.7	15.9	-1.2
Level of crime	62.2	65.3	-3.1	29.9	38.6	-8.7
Level of pollution	10.5	10.2	0.3	7.6	8.5	-0.9
Level of traffic congestion	21.1	22.8	-1.7	35.3	42.5	-7.2
Parks and open spaces	29.8	25.8	4.0	11.9	13.1	-1.2
Public transport	31.9	26.0	5.9	27.4	21.1	6.3
Race relations	2.4	2.4	0.0	3.4	3.4	0.0
Road and pavement repairs	23.4	19.5	3.9	42.8	44.0	-1.2
Shopping facilities	24.8	23.8	1.0	9.8	12.6	-2.8
Sports and leisure facilities	9.0	8.6	0.4	12.0	14.7	-2.7
Wage levels and cost of living	11.1	15.6	-4.5	12.9	12.0	0.9



QUADRANT ANALYSIS – Q1 & 2: % RESPONSE, ALL RESPONDENTS

**Quality of life questions - Most important vs. Needs improving : Quadrant chart**



- 1.1.6 A scatter chart quadrant analysis showing percentage scores for each of the aspects has been developed and is shown on the previous page. The top right-hand of the quadrant shows those aspects which are both of high importance and most in need of improvement. Those in the top left are those that are in need of improvement but are of less importance.
- 1.1.7 The issues that are both of 'high importance' and 'most in need of improvement' are 'level of crime' and 'clean streets', followed by 'public transport', 'Activities for teenagers', 'road and pavement repairs', and 'level of traffic congestion', whilst achieving the highest 'most in need of improvement' scores, were rated a little less important.
- 1.1.8 Aspects rated of high importance but low in terms of need of improvement were 'health services', 'education provision', 'affordable housing' and 'parks and open spaces'.
- 1.1.9 However, there are differences between the areas of the Borough of Darlington, both in respect of importance of individual aspects and the extent to which these are rated as most in need of improvement, and therefore the results should be considered both as overall and for the individual areas.
- 1.1.10 Examples here in terms of 'importance' include 'public transport' (with 43.9% of those respondents who live in the 'North East' identifying this as 'most important', reducing to 26.0% of those who live in the 'South West'), and 'education provision' (referred to by 38.3% of those living in the South West, reducing to 21.5% amongst those from the South East).
- 1.1.11 Most notable area differences in terms of 'needing improving' related to 'parks and open spaces', which nearly a quarter of those living in the North East (22.1%) referred to, compared to only 5.9% of those living in the North West. Those living in the North East were also nearly twice as likely to think that 'road and pavement repairs' were most in need of improvement than were those living in the North West (54.9%, compared to 31.7%).
- 1.1.12 'Most important' and 'most in need of improvement' responses for individual areas are shown in the following two tables.

		Street Scene Area					Total
		North West	Central	South West	South East	North East	
		Col %	Col %	Col %	Col %	Col %	Col %
Q1) Most important in making somewhere a good place to live	access to nature	23.6%	15.9%	18.3%	19.7%	22.2%	19.9%
	activities for teenagers	28.5%	21.7%	20.3%	25.5%	25.3%	24.1%
	affordable decent housing	33.3%	28.5%	22.8%	29.9%	38.1%	29.7%
	clean streets	54.1%	62.8%	51.1%	63.0%	54.1%	56.8%
	community activities	8.1%	10.2%	11.7%	14.0%	11.6%	11.1%
	cultural facilities	7.8%	6.3%	11.8%	7.1%	3.5%	7.8%
	education provision	26.9%	28.6%	38.3%	21.5%	24.9%	28.7%
	facilities for young children	19.6%	21.8%	12.7%	17.9%	22.2%	18.3%
	health services	36.4%	26.3%	30.5%	35.6%	22.5%	30.9%
	job prospects	19.9%	20.6%	13.8%	15.0%	18.1%	17.3%
	level of crime	54.9%	64.4%	66.3%	60.1%	66.7%	62.2%
	level of pollution	9.3%	10.2%	13.1%	9.4%	9.5%	10.5%
	level of traffic congestion	22.5%	23.2%	21.2%	20.1%	17.5%	21.1%
	parks & open spaces	26.8%	31.0%	34.0%	29.7%	25.3%	29.8%
	public transport	30.9%	30.7%	26.0%	33.3%	43.9%	31.9%
	race relations	2.2%	1.6%	2.4%	1.1%	5.7%	2.4%
	road & pavement repairs	20.1%	22.4%	24.9%	29.6%	18.3%	23.4%
	shopping facilities	26.2%	20.3%	30.4%	21.5%	23.6%	24.8%
	sports & leisure facilities	7.3%	10.7%	8.6%	11.0%	7.2%	9.0%
	wage levels/ cost of living	12.3%	13.2%	11.8%	7.2%	11.0%	11.1%
other	1.9%	1.3%	5.7%	.5%	1.4%	2.4%	
none of these	.5%		.3%		.8%	.3%	
don't know	.9%		.1%	.7%	1.1%	.5%	
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		Street Scene Area					Total
		North West	Central	South West	South East	North East	
		Col %	Col %	Col %	Col %	Col %	Col %
Q2) Most needs improving in this local area	access to nature	5.3%	6.2%	3.3%	8.0%	5.3%	5.6%
	activities for teenagers	50.1%	52.0%	43.2%	45.0%	49.7%	47.6%
	affordable decent housing	13.7%	8.8%	12.0%	16.4%	10.8%	12.5%
	clean streets	33.2%	43.2%	29.5%	42.2%	28.0%	35.3%
	community activities	11.7%	18.0%	13.0%	16.0%	15.1%	14.6%
	cultural facilities	3.5%	3.5%	8.9%	4.7%	9.8%	6.0%
	education provision	4.6%	3.2%	2.4%	5.2%	5.6%	4.1%
	facilities for young children	19.6%	23.3%	19.5%	28.3%	35.4%	24.2%
	health services	8.3%	8.3%	6.1%	10.1%	7.6%	8.0%
	job prospects	20.2%	15.3%	9.2%	13.5%	17.0%	14.7%
	level of crime	31.1%	31.1%	26.3%	32.5%	28.7%	29.9%
	level of pollution	7.7%	11.4%	6.2%	7.7%	4.4%	7.6%
	level of traffic congestion	39.2%	42.1%	28.1%	32.4%	37.1%	35.3%
	parks & open spaces	5.9%	12.4%	13.0%	9.9%	22.1%	11.9%
	public transport	23.4%	22.2%	32.6%	26.1%	33.6%	27.4%
	race relations	3.8%	4.7%	1.7%	4.1%	3.0%	3.4%
	road & pavement repairs	31.7%	39.9%	46.2%	45.2%	54.9%	42.8%
	shopping facilities	7.9%	7.4%	9.2%	14.5%	10.2%	9.8%
	sports & leisure facilities	17.9%	12.6%	7.7%	10.4%	12.1%	12.0%
	wage levels/ cost of living	12.6%	10.0%	14.1%	15.0%	12.0%	12.9%
other	6.2%	4.9%	11.7%	3.6%	3.2%	6.4%	
none of these	2.1%		1.4%	.2%	.4%	.9%	
don't know	2.3%	3.2%	1.7%	.3%		1.6%	
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

## 1.2 Satisfaction with local area and your home as a place to live

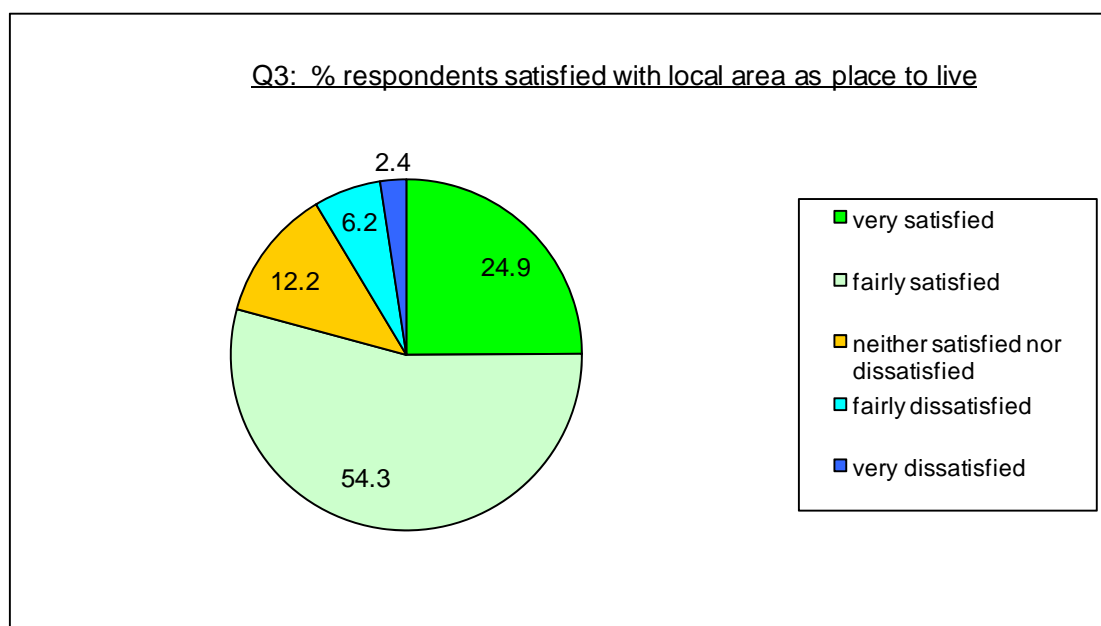
### (NI 5 and NI 138)

Q.3: 'Overall, how satisfied or dissatisfied are you with your local area as a place to live?'

Q4: 'And how satisfied or dissatisfied are you with your home as a place to live?'

Tables pages 7 and 8

1.2.1 Over three quarters (79.2% - NI 5), of all respondents were satisfied with their local area as a place to live, with 24.9% being 'very satisfied' and 54.3% 'fairly satisfied': only 8.6% of respondents were dissatisfied, whilst 12.2% were 'neither satisfied nor dissatisfied'.



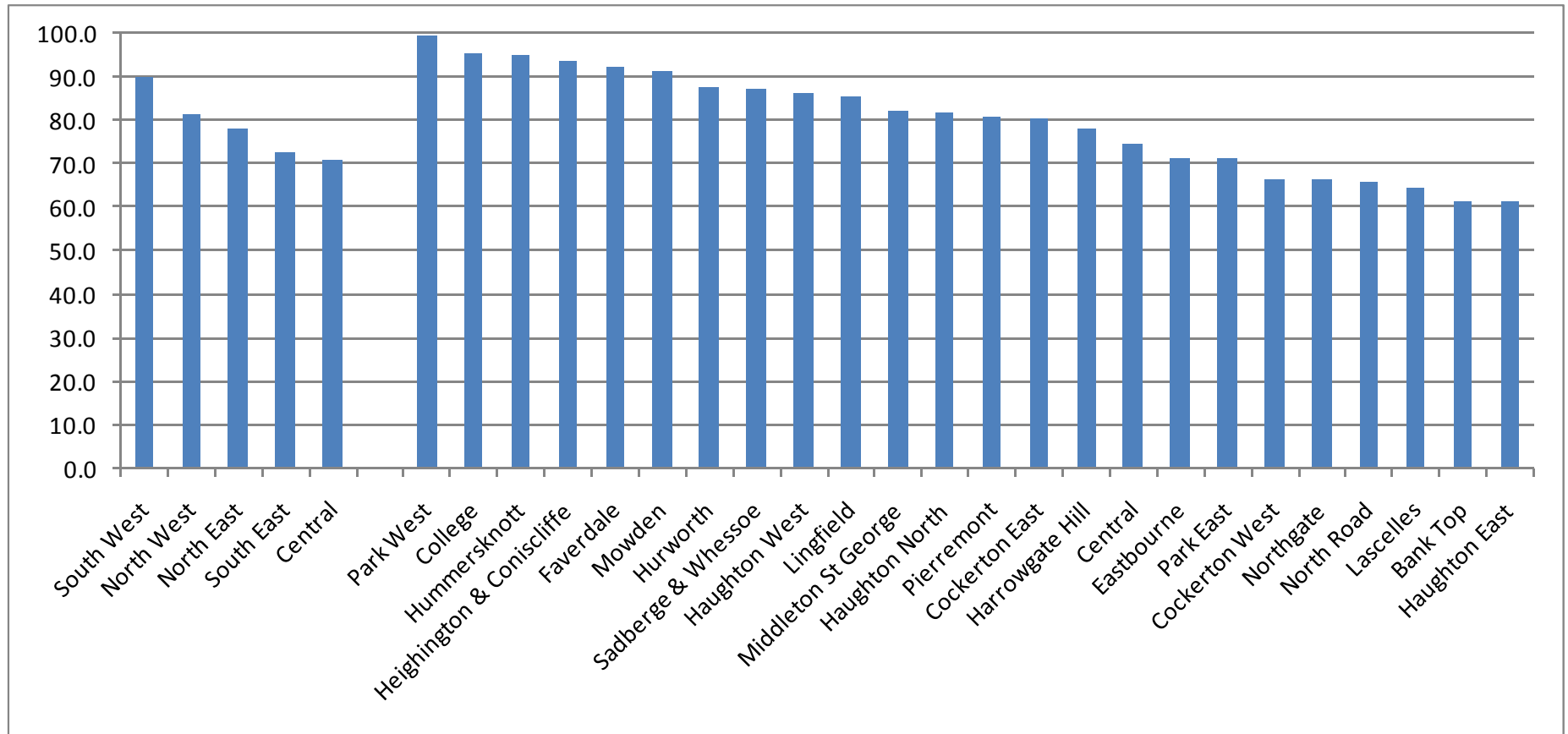
1.2.2 Satisfaction with the local area as a place to live has not changed significantly since the 2006 BVPI survey when 76.2% of respondents were satisfied with their local area as a place to live, and 9.7% were dissatisfied.

1.2.3 However satisfaction varies substantially between Street Scene areas, ranging from just over 70% in the 'Central' (71.1%) and 'South East' (72.9%) areas, to almost 90% in the South West (89.8%). Variation between wards was even greater, with satisfaction falling below 70% in 'Haughton East', 'Bank Top', 'Lascelles', 'North Road', Northgate', and 'Cockerton West', and rising above 90% in 'Mowden', 'Faverdale', Heighington and Conniscliffe', 'Hummersknott', 'College' and 'West Park'.

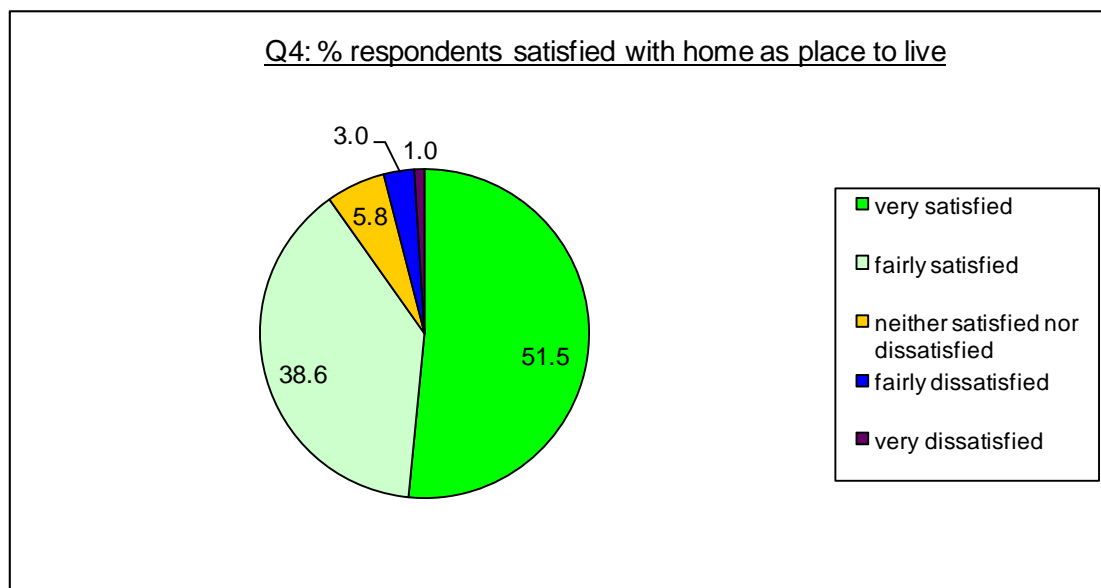
1.2.4 On an age basis, satisfaction with the local area as a place to live was lower amongst 'under 35 year olds' (66.7%), being above 80% for other age groups, and rising to 84.4% amongst '65+ year olds'.



Satisfaction with local area as a place to live  
(Q3: % response 'very satisfied' or 'fairly satisfied' – by area and ward)



- 1.2.5 The great majority of respondents, (90.1%), were satisfied with their home as a place to live, with just over half being 'very satisfied', (51.5%), and 38.6% being 'fairly satisfied'. Only 4.0% were dissatisfied, (3.0% 'fairly' and 1.0% 'very dissatisfied'), and amongst the sample sub-groups, this only rose above 10% amongst 'ethnic minority' respondents (other than white British) (11.8%).



- 1.2.6 Satisfaction with homes was high (85%+) in all areas of the Borough. However, those who owned or were buying their homes (93.1%) were a little more likely to be satisfied with their homes than those who were renting (81.2%), and a lot more likely to be 'very satisfied' (56.9%, compared with 34.8%).
- 1.2.7 On an age basis, satisfaction with home rose from 83.5% amongst 'under 35 year olds' to 95.6% amongst '65+ year olds'.
- 1.2.8 The National Indicator NI 138 is intended to capture a measure of satisfaction of how older people live their lives at a local level reflecting the effectiveness of policies on housing supply, adaptation and support and those relating to the local area, (environment, crime, transport, facilities, etc.) and relates to those respondents 65 years and over. The indicator is analysed using the questions relating to both satisfaction with the neighbourhood and satisfaction with their home.
- 1.2.9 83.6% of '65+ year olds' were satisfied with both their neighbourhood and their home: Darlington Borough Council National Indicator (NI 138) score is thus 83.6%.

		Age group				Total
		18 - 34 years	35 - 54 years	55 - 64 years	65+ years	Col %
		Col %	Col %	Col %	Col %	
Satisfaction with both home and neighbourhood (NI 138, 65+ years)	Yes	62.6%	79.3%	80.0%	83.6%	76.3%
	No	37.4%	20.7%	20.0%	16.4%	23.7%
Total		100.0%	100.0%	100.0%	100.0%	100.0%

### 1.3 Sense of Belonging to Immediate Neighbourhood

Q5: 'How strongly do you feel you belong to your immediate neighbourhood?'

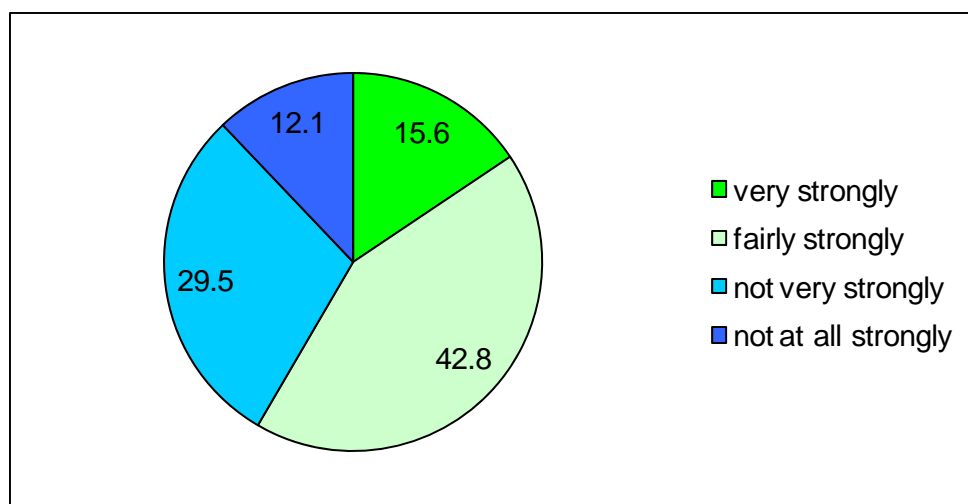
Appendix 3 Table page 9

1.3.1 The Government has set out its aim of creating strong and cohesive communities ('thriving places in which a fear of difference is replaced by a shared set of values and a shared sense of purpose and belonging'). A sense of belonging to the local neighbourhood has been included as a key indicator of a cohesive society. (National Indicator NI 2: % of people who feel that they belong to their neighbourhood).

1.3.2 Overall 58.4% of respondents, (excluding 'don't know' responses), said that they feel that they belong to their neighbourhood either 'very strongly', (15.6%), or 'fairly strongly', (42.8%).

#### Q5: Sense of Belonging to Immediate Neighbourhood

(% response – all respondents, excluding 'don't know' responses)

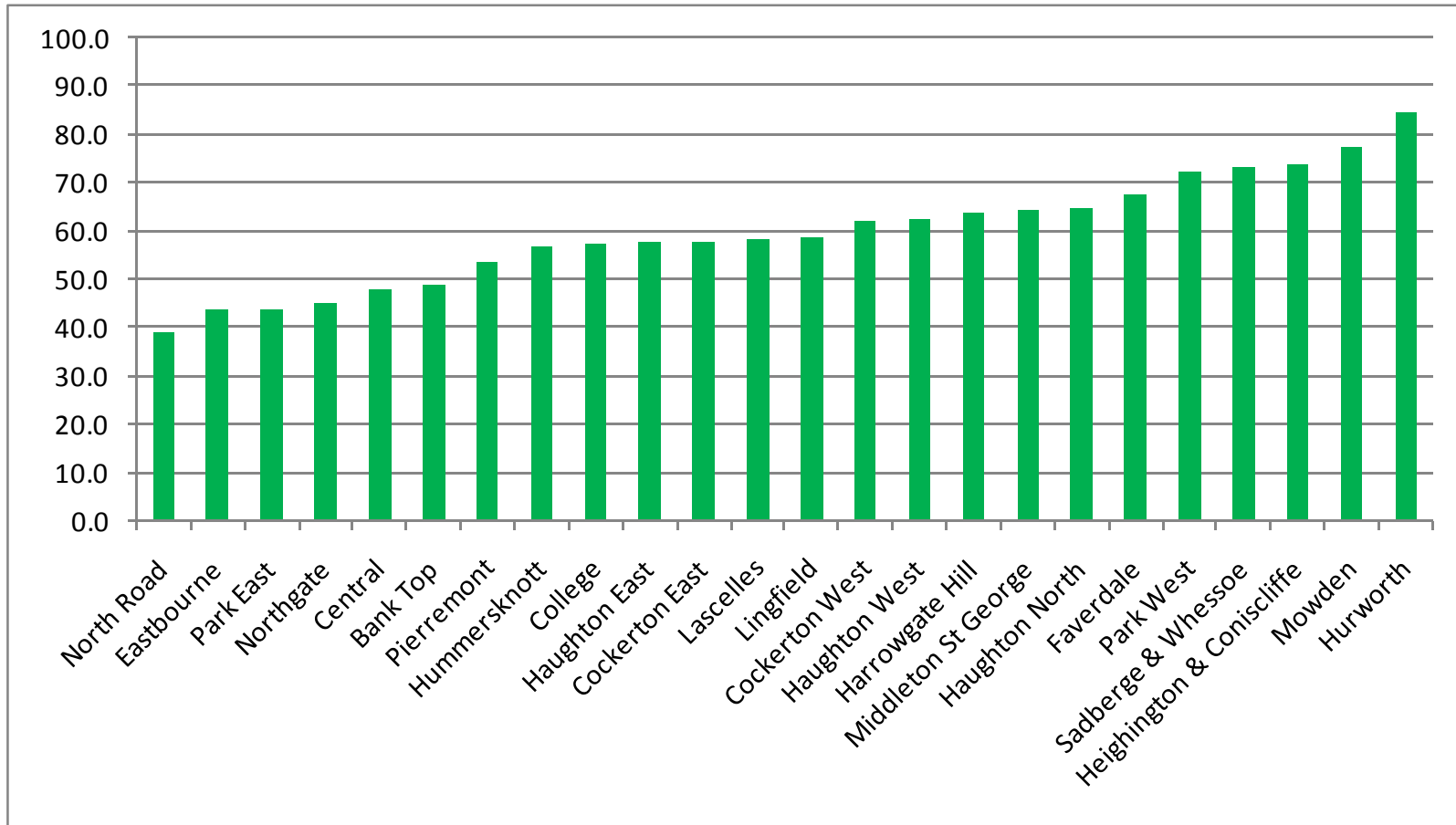




- 1.3.3 On an area basis differences were relatively small, with having a strong sense of belonging to the immediate neighbourhood only falling below 50% in the Central (48.9%) area, and rising to 64.7% amongst those living in the South West.
- 1.3.4 On a ward basis differences were greater, with feeling a strong sense of belonging to the immediate neighbourhood falling below 40% amongst those living in 'North Road', and rising above 80% amongst those living in Hurworth (though the small sample numbers for individual wards means these figures are not statistically robust).
- 1.3.5 'Age' also seems to be a factor in relation to having 'a strong sense of belonging' with this rising from 43.6% amongst those aged 18 to 34 years to 75.2% amongst those aged 65 years and over. However, the difference between 'White British' (58.1%) and 'Other than White British' (57.2%) in this respect was not statistically significant.



Q.5: How strongly do you feel you belong to your immediate neighbourhood?  
% 'very or fairly strongly' response: by ward (excl. 'don't know' responses)



## 2. YOUR LOCAL PUBLIC SERVICES

### 2.1 Perceptions of public services

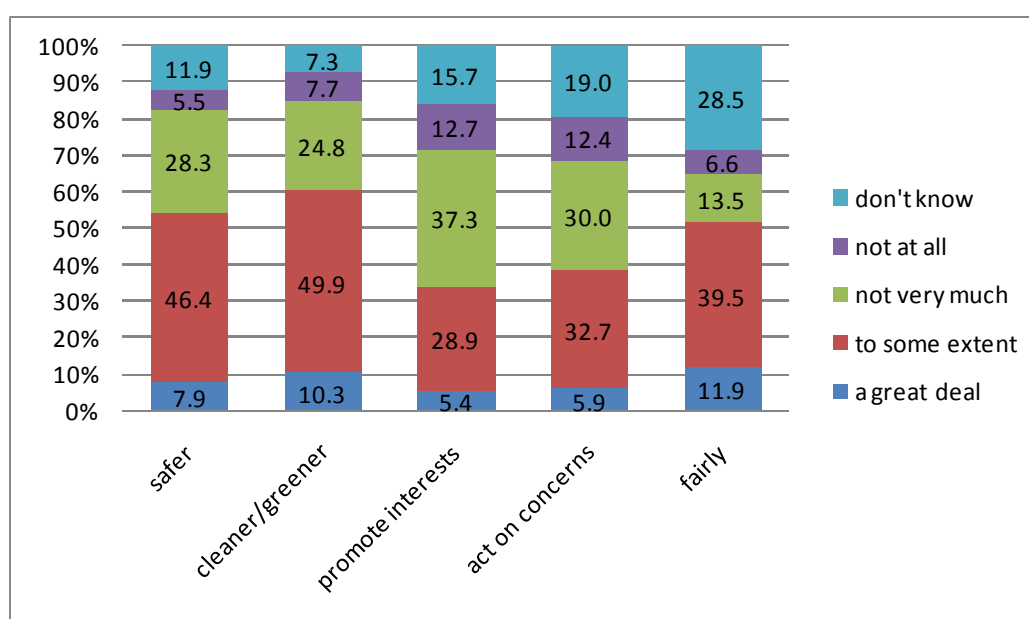
Q6: 'Here are some of the things people have said about their local public services. To what extent do you think that these services apply to public services in your local area?'

Appendix 3 – Tables pages 10 to 14

2.1.1 Respondents were asked the extent to which they agreed or disagreed with a number of statements about their local public services.

#### Statements apply to public services in your local area?

##### Q6: % response - all respondents



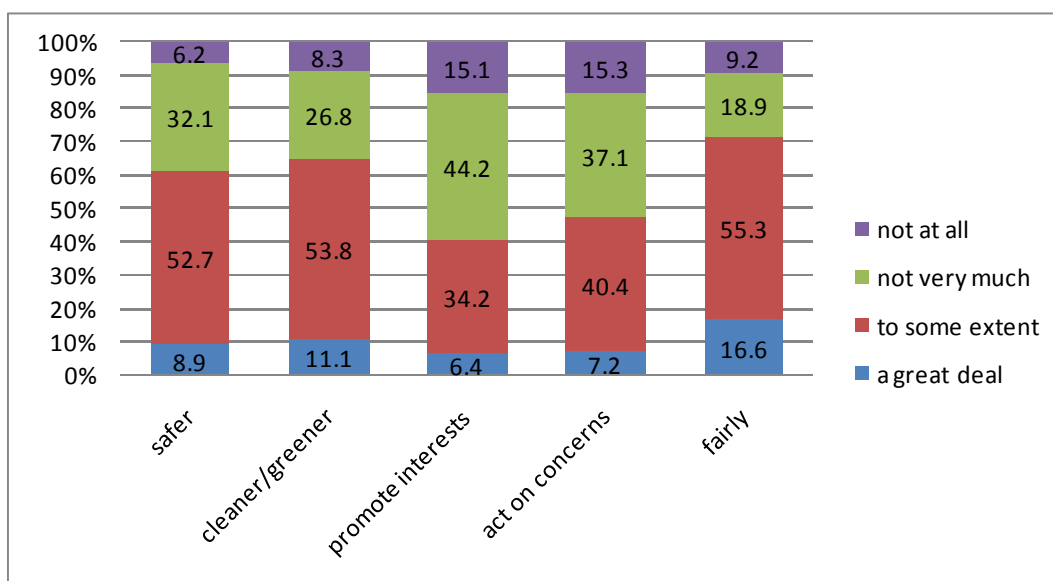
2.1.2 The highest levels of agreement amongst all respondents were in respect of public services 'working to make the area cleaner and greener' (60.2% : 10.3% 'a great deal' + 49.9% 'to some extent'), followed by public services in their area were 'working to make the area safer', (54.3%: 7.9% 'a great deal' + 46.4% 'to some extent') and 'treating all types of people fairly' (51.4%: 11.9% 'a great deal' + 39.5% 'to some extent').

2.1.3 Agreement was lowest in respect of public services 'promoting the interests of local residents' (34.3%), and 'acting on the concerns of residents' (38.6%). Indeed half of all respondents, (50.0%), in respect of 'promoting the interest of residents', said that their local public services do this either 'not very much', (37.3%), or 'not at all', (12.7%).

2.1.4 If 'don't know' responses are excluded from the percentage calculations, then a slightly different picture emerges: agreement levels were highest in respect of public services 'treating all types of people fairly' (72.0%: 16.6% 'a great deal' + 55.3% 'to some extent'), followed by public services 'working to make the area cleaner and greener' (65.0% : 11.1% 'a great deal' + 53.8% 'to some extent'), and 'working to make the area safer', (61.6%: 8.9% 'a great deal' + 52.7% 'to some extent'). Agreement was again lowest in respect of public services 'promoting the interests of local residents' (40.7%), and 'acting on the concerns of residents' (47.6%).

Statements apply to public services in your local area?

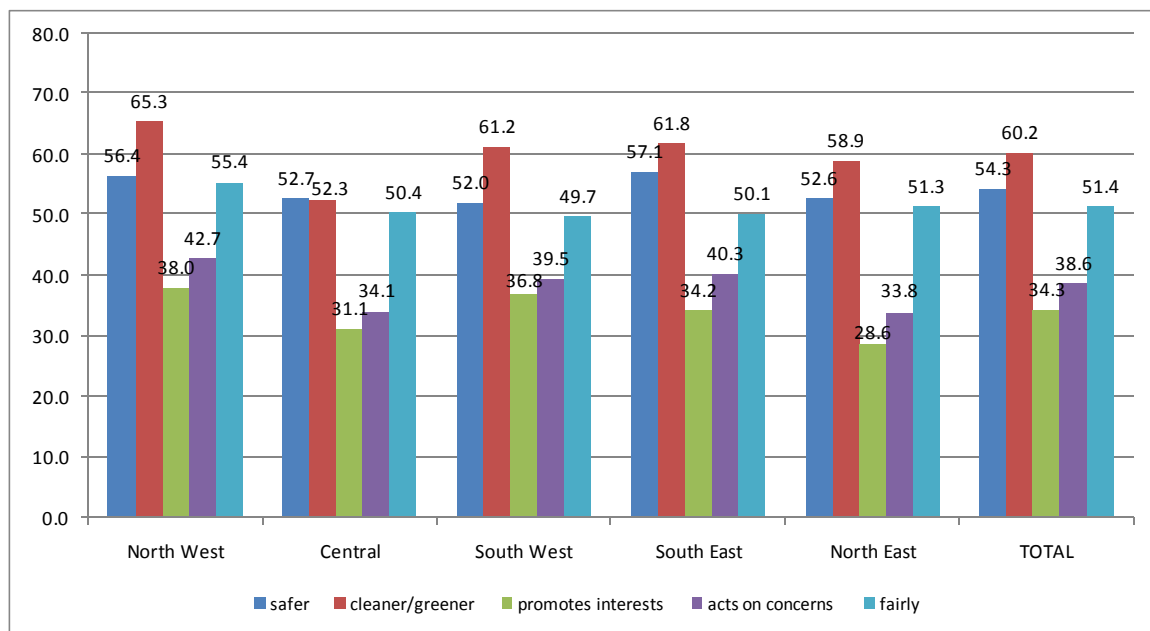
Q6: % response – those who expressed an opinion



2.1.5 Differences between areas were relatively small, as illustrated by the chart below.

Statements apply to public services in your local area?

Q6: % 'a great deal' or 'to some extent' responses: all respondents, by area



## 2.2 Satisfaction with service provision

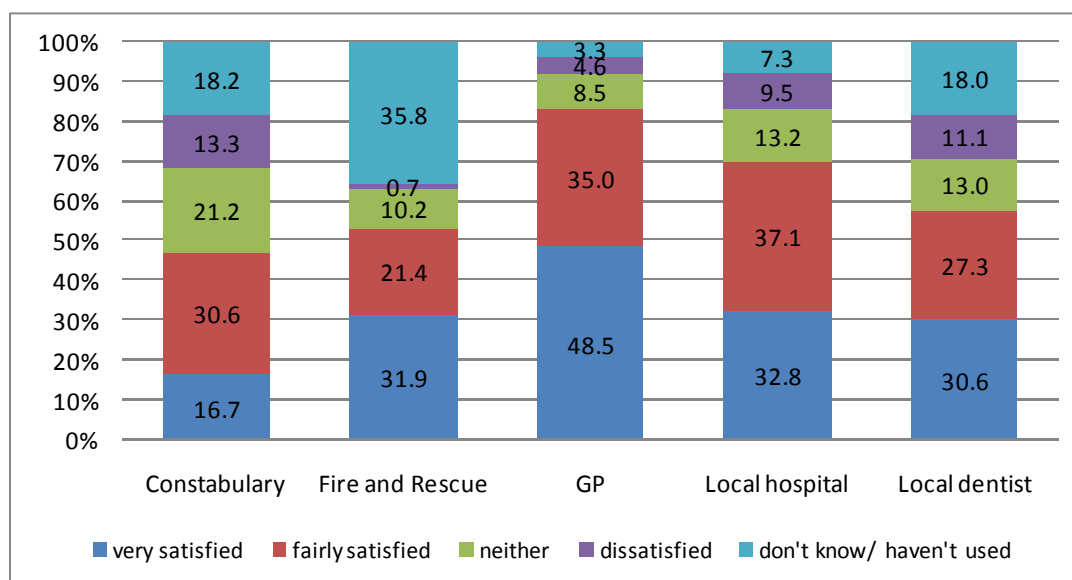
Q7: 'Please indicate how satisfied or dissatisfied you are with each of the following public services in your area?'

Appendix 3 – Tables pages 15 to 19

2.2.1 Respondents were also asked how satisfied or dissatisfied they were with five public service providers in their local area. These were the Durham Constabulary, County Durham and Darlington Fire and Rescue Service, their GP, their local hospital and their local dentist. They were asked to give their views using a five point satisfaction scale, or to give a 'don't know' or a 'haven't used the service' response.

### Satisfaction with Local Public Services

(Q7 % response – all respondents)



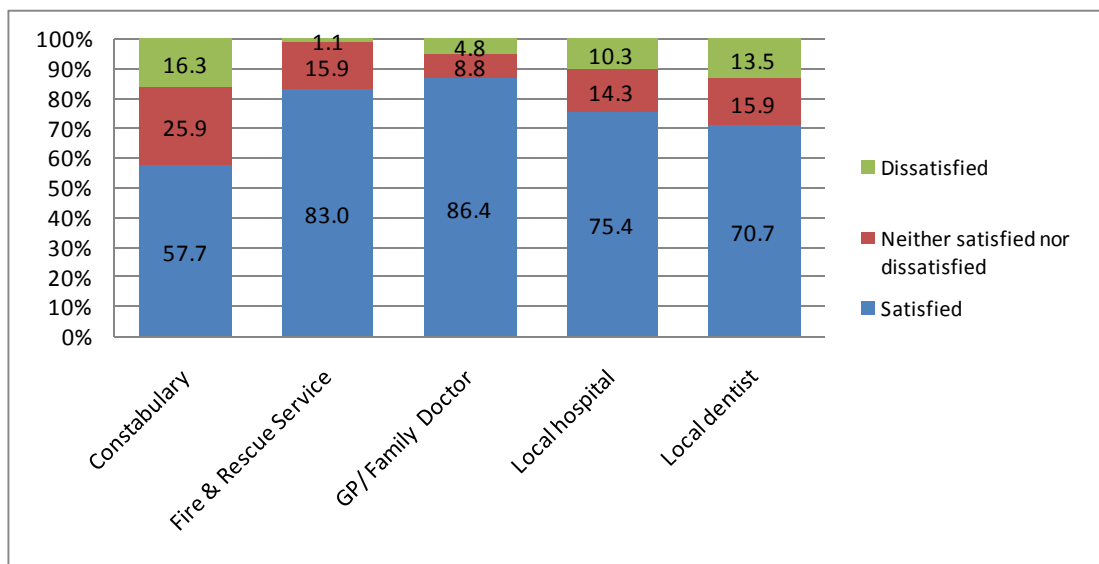
2.2.2 Of the five service providers listed, satisfaction amongst all respondents was highest in relation to 'GP/ Family Doctor' (83.5%), followed by 'Local Hospital' (69.9%), 'Local Dentist' (57.9%), and 'County Durham and Darlington Fire and Rescue Service' (53.3%).

2.2.3 Less than half of all respondents expressed satisfaction with 'Durham Constabulary' (47.3%), and 13.3% expressed 'dissatisfaction'. 'Local Dentist' was the only other public service listed about which more than one-in-ten of all respondents expressed dissatisfaction (11.1%).

2.2.4 However, when satisfaction levels are calculated based only on those who expressed an opinion (i.e. excluding those who gave 'don't know' or 'haven't used the service' responses), satisfaction levels exceed 70% for all services apart from 'Durham Constabulary' (57.7%).

Satisfaction with 'Public Services'

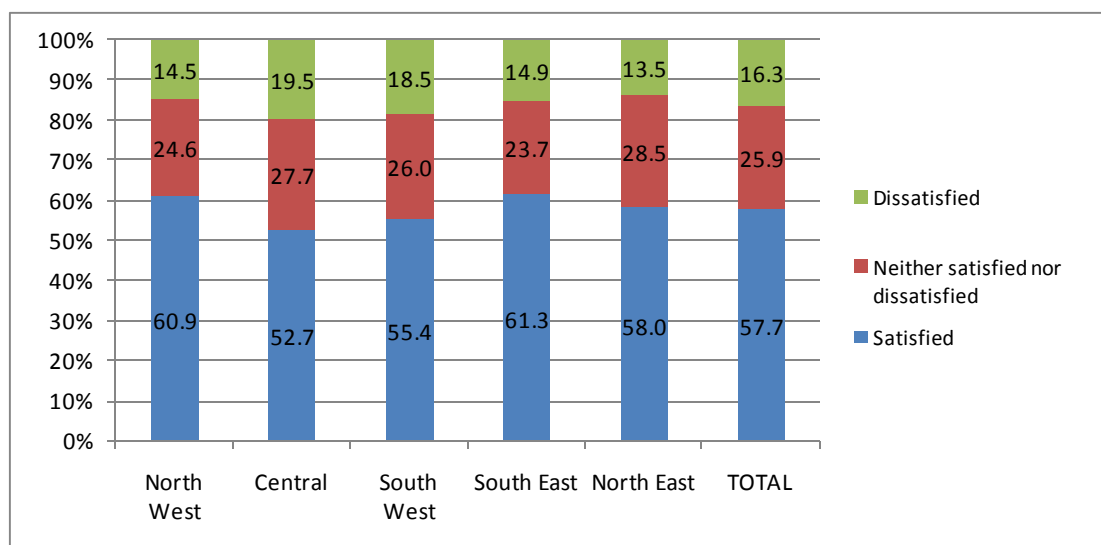
(Q7: % response – all those who expressed an opinion)



2.2.5 Satisfaction with 'Durham Constabulary' was relatively low in all areas of the Borough, ranging from 52.7% amongst those who lived in the 'Central' area, to only just over 60% amongst those living in the 'North West' (60.9%) and the 'South East' (61.3%).

Satisfaction with 'Durham Constabulary' – by area

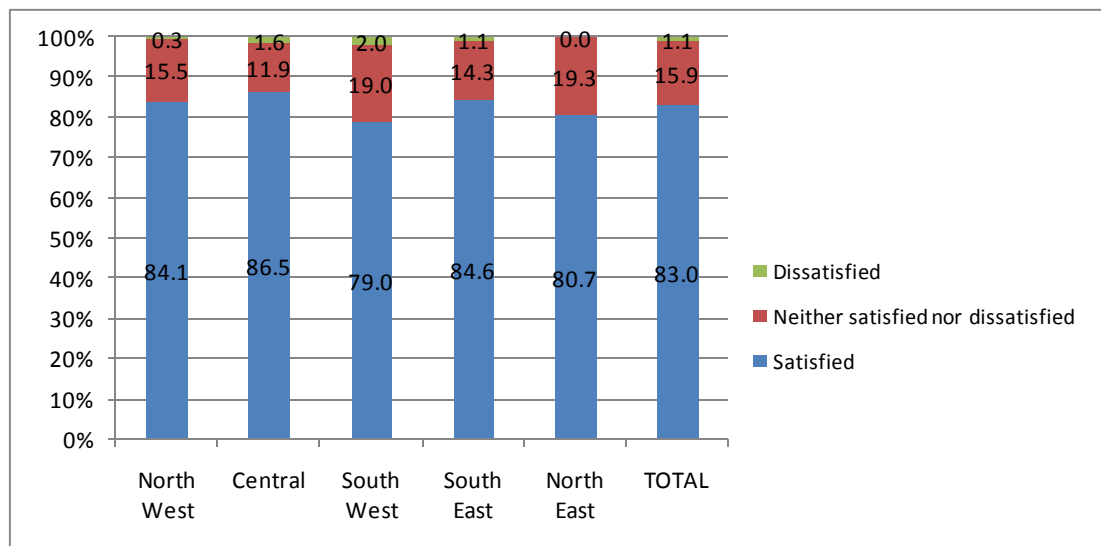
(Q7.1 % response – all those who expressed an opinion)



2.2.6 Variation in satisfaction with the other public services listed, by area, was also relatively small, as indicated in the following charts.

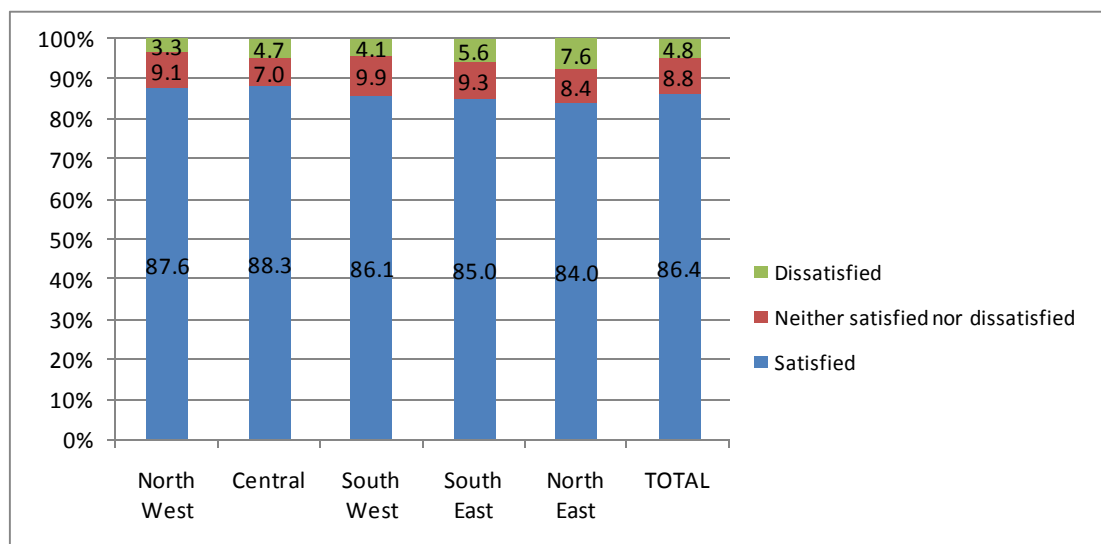
Satisfaction with 'County Durham & Darlington Fire and Rescue Service' – by area

(Q7.2 % response – all those who expressed an opinion)



Satisfaction with 'GP/ Family Doctor' – by area

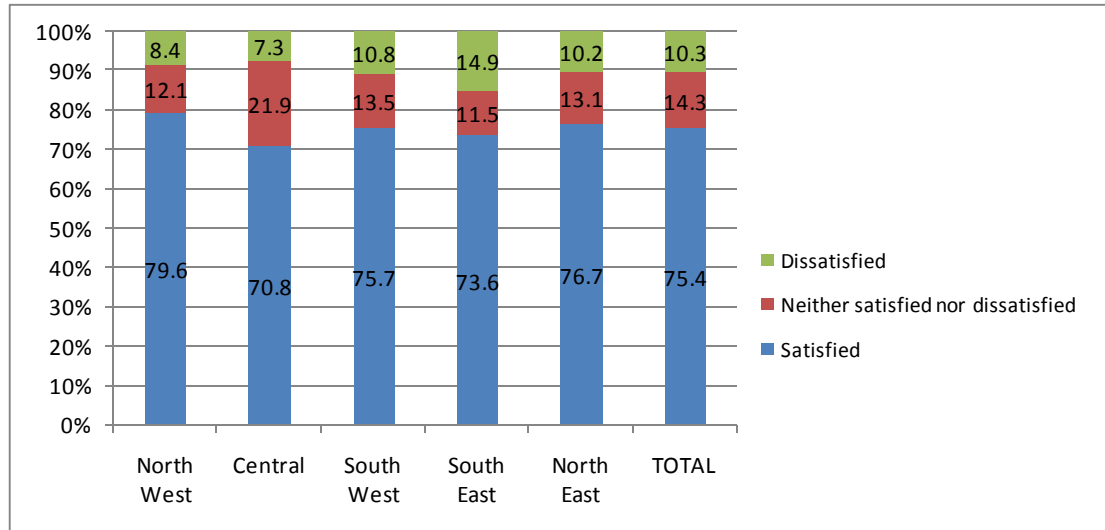
(Q7.3 % response – all those who expressed an opinion)





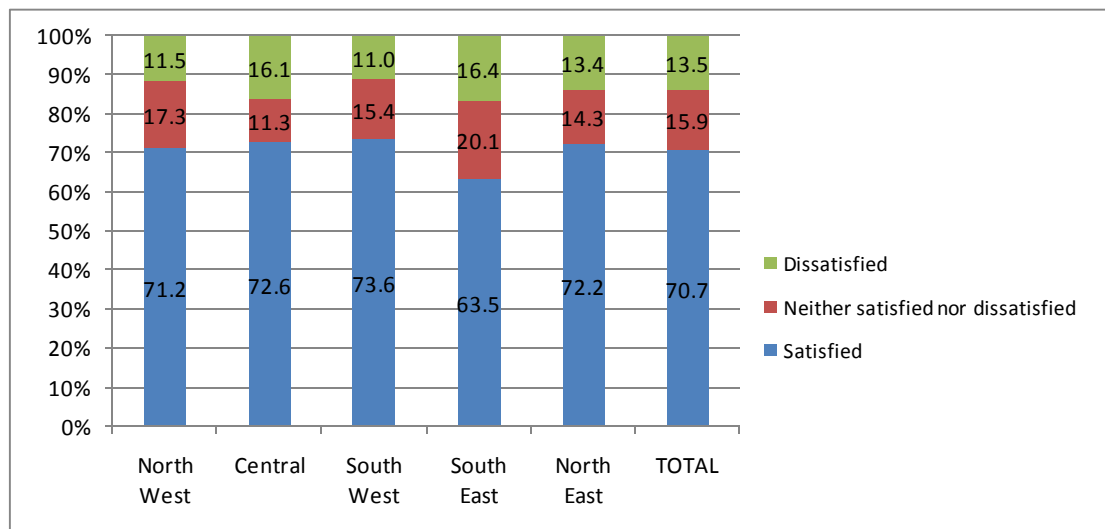
Satisfaction with 'Local Hospital' – by area

(Q7.4 % response – all those who expressed an opinion)



Satisfaction with 'Local Dentist' – by area

(Q7.5 % response – all those who expressed an opinion)



## 2.3 Satisfaction with services provided/ supported by Darlington Borough Council

Q8: 'Darlington Borough Council is also a key provider of public services locally, so we would like your views on some of the services it provides. How satisfied or dissatisfied are you with each of the following services provided or supported by Darlington Borough Council?'

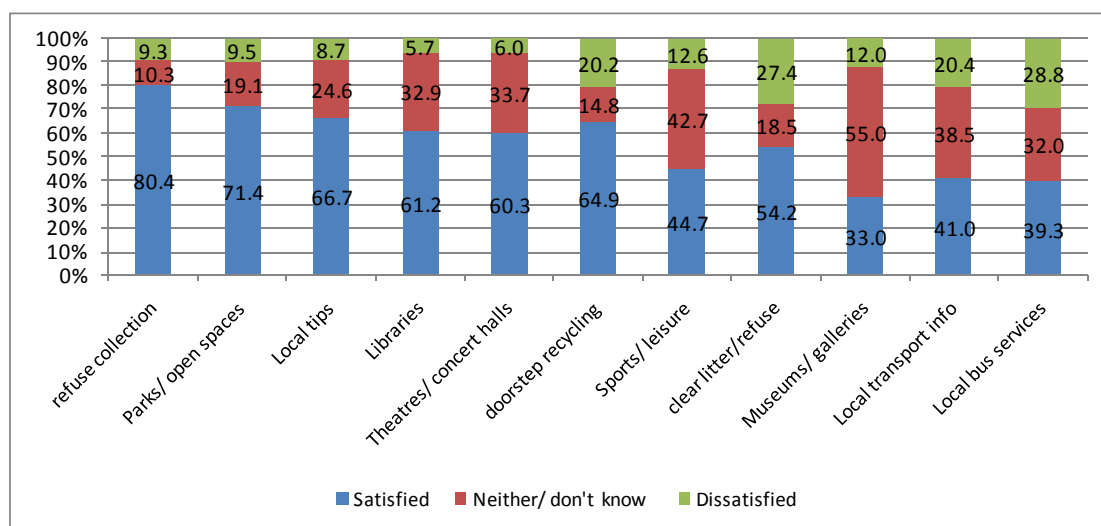
Appendix 3 – Tables pages 20 to 41

2.3.1 Respondents were asked to say how satisfied or dissatisfied they were with eleven public services provided or supported by Darlington Borough Council.

### Satisfaction with Public Services

#### Q8: % response - all respondents

(Sorted by 'net satisfaction' level, i.e. 'satisfied' – 'dissatisfied' response %)



2.3.2 Satisfaction amongst all respondents was highest in relation to 'refuse collection' (80.4%), 33.6% of all respondents being 'very satisfied' and 46.8% being 'fairly satisfied' with this service. Other services about which a majority of all respondents said they were very or fairly satisfied were 'parks and open spaces' (71.4%), 'local tips/ household waste recycling' (66.7%), 'doorstep recycling' (64.9%), 'libraries' (61.2%), 'theatres and concert halls' (60.3%), and 'keeping public land clear of litter and refuse' (54.2%).

2.3.3 Less than half of all respondents said they were very or fairly satisfied with 'sports/leisure facilities' (44.7%), 'local transport information' (41.0%), 'local bus services' (39.3%), and 'museums/ galleries' (33.0%).

2.3.4 Dissatisfaction amongst all respondents was highest in respect of 'local bus services' (28.8%), and 'keeping public land clear of litter and refuse' (27.4%). 'Local transport information' (20.4%) and 'doorstep recycling' (20.2%) were the only other services about which more than one-in-five of all respondents expressed dissatisfaction.

2.3.5 For both 'keeping public land clear of litter and refuse' and the 'local bus services', dissatisfaction was highest in the 'Central' area, with over a third of all respondents in this area saying they were 'very' or 'fairly dissatisfied' with these services.

		Q8.1) Keeping public land clear of litter and refuse					
		very satisfied	fairly satisfied	neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied	don't know
		Row %	Row %	Row %	Row %	Row %	Row %
Street Scene Area	North West	10.9%	48.4%	17.4%	14.2%	8.4%	.6%
	Central	7.1%	35.6%	21.3%	22.9%	11.6%	1.5%
	South West	9.2%	46.9%	14.2%	19.0%	9.1%	1.5%
	South East	10.4%	42.1%	16.4%	20.8%	9.2%	1.2%
	North East	6.5%	53.6%	18.0%	12.9%	7.8%	1.2%
Total	All respondents	9.1%	45.1%	17.3%	18.1%	9.3%	1.2%

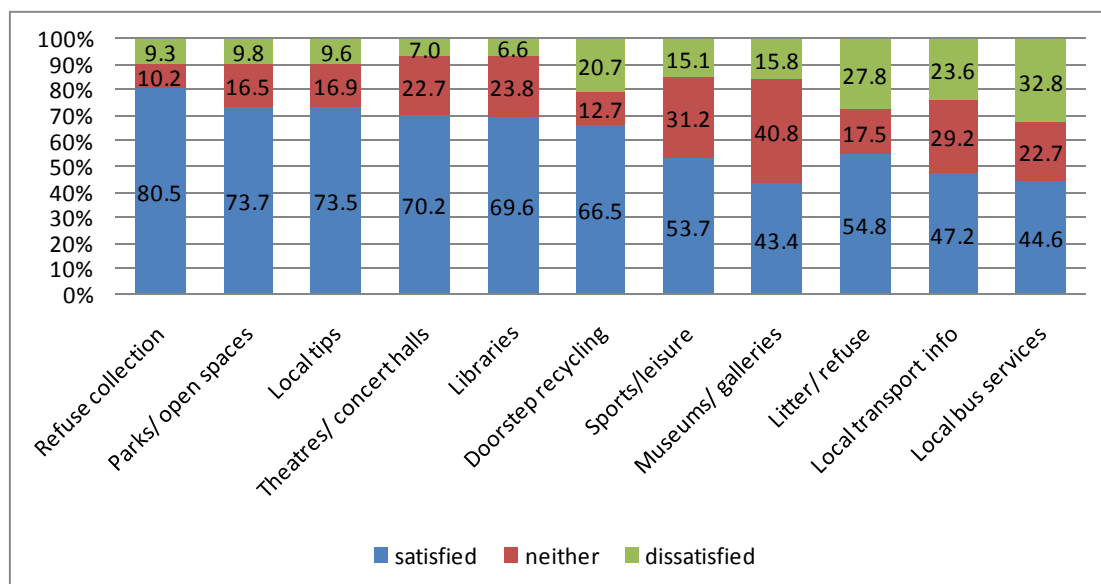
		Q8.6) Local bus service					
		very satisfied	fairly satisfied	neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied	don't know
		Row %	Row %	Row %	Row %	Row %	Row %
Street Scene Area	North West	13.1%	29.6%	24.6%	16.9%	7.2%	8.7%
	Central	12.6%	24.5%	14.9%	19.6%	15.9%	12.5%
	South West	6.0%	23.7%	18.5%	18.9%	13.8%	19.2%
	South East	17.0%	28.6%	22.6%	10.8%	11.4%	9.5%
	North East	13.4%	30.2%	17.7%	15.7%	14.3%	8.8%
Total	All respondents	12.2%	27.1%	19.9%	16.5%	12.3%	12.1%

2.3.6 Questions relating to service satisfaction were also included in the 2006 BVPI General Survey. However, these results are not directly comparable, as the 2008 Place Survey included 'don't know' response options, and the 2006 BVPI Survey did not. However, the charts below show the 2008 Place Survey results with 'don't know' responses excluded from the percentage calculations, together with the comparative figures from 2006.

### Satisfaction with Public Services

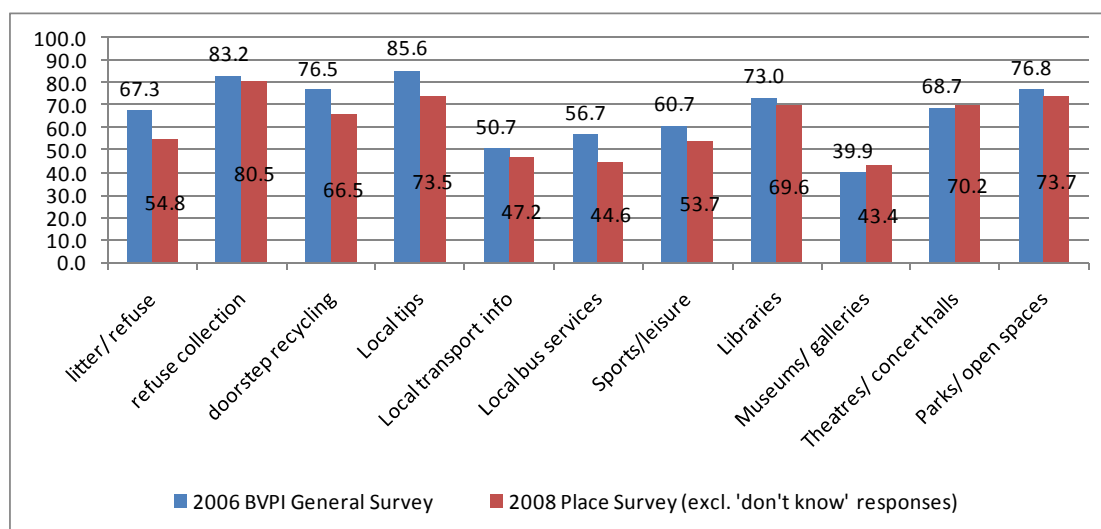
#### Q8: % response – excluding 'don't know' responses)

(Sorted by 'net satisfaction' level, i.e. 'satisfied' – 'dissatisfied' response %)



### Comparison with 2006 BVPI General Survey

(Satisfaction levels – Those who expressed opinion, i.e. excluding those who gave 'don't know' responses for 2008 Place Survey: 'don't know' response not an option for 2006 BVPI General Survey)



## 2.4 Frequency of use of services

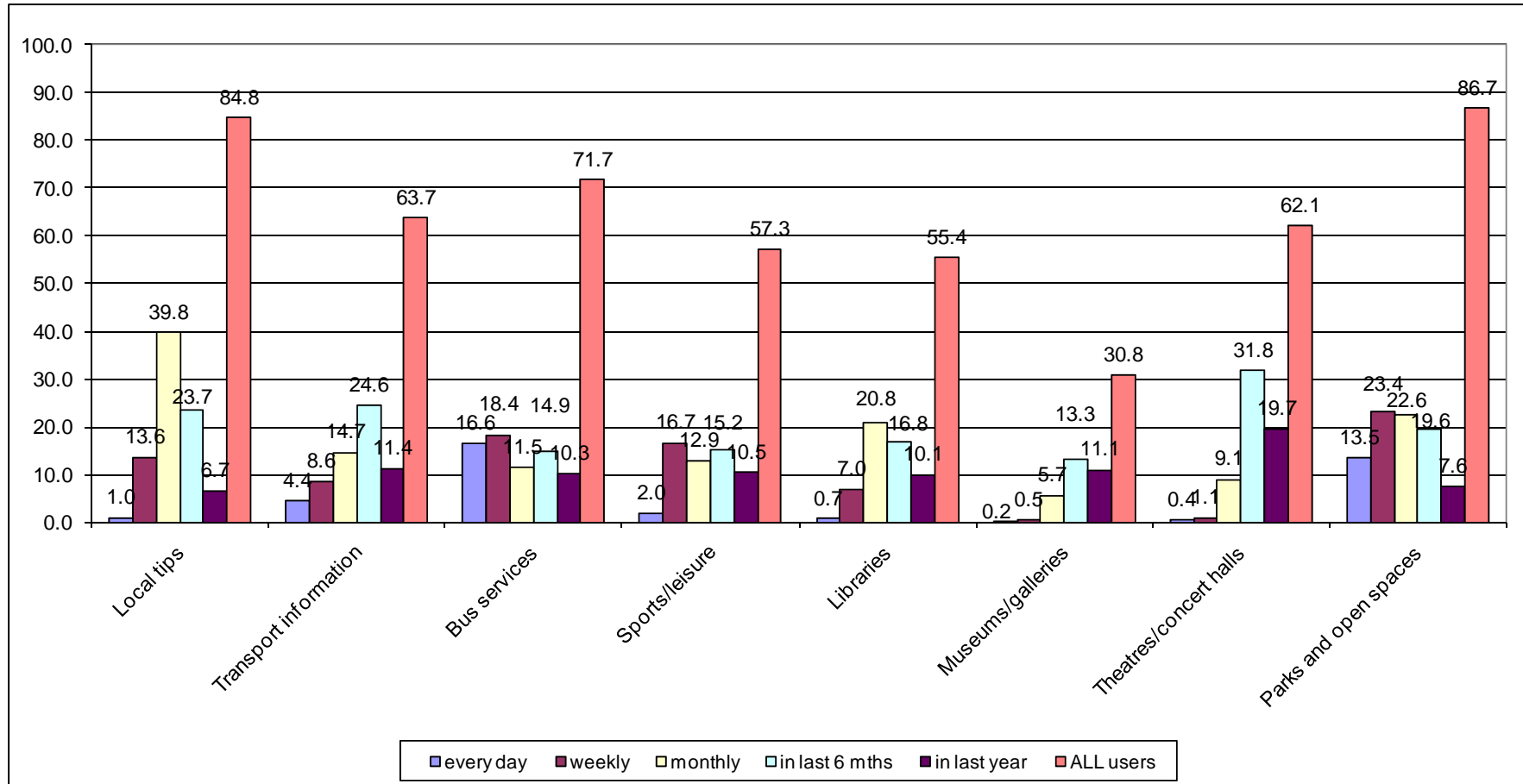
Q9: *'Please indicate how frequently you have used the following public services provided or supported by Darlington Borough Council?'*

*Appendix 3 - Tables pages 42 to 49*

- 2.4.1 Respondents were asked about frequency of usage of eight services provided or supported by Darlington Borough Council. The most used of the services listed was that of 'parks and open spaces' and 'local tips/ household waste recycling centres', which had been used within the last year by 86.7% and 84.8%, respectively, of all respondents.
- 2.4.2 'The local bus service' was the next most used service (used in the last year by 71.7% of all respondents), followed by 'public transport information' (63.7%), 'theatres and concert halls' (62.1%), 'sports and leisure facilities' (57.3%) and 'libraries' (55.4%).
- 2.4.3 The least used service is that of 'museums and galleries', with only 30.8% of all respondents having used these within the last year. Usage of this service was low in all areas of the Borough, ranging only between 27.2% in the North East to 36.4% in the South West.
- 2.4.4 Usage of the 'local bus service' is at similar level as recorded in the 2006 BVPI Survey (68.7%), as is usage of cultural and leisure facilities - 'parks & open spaces' (87%), theatres/concert halls' (63.2%), 'sport/ leisure facilities' (58.9%), 'libraries' (56.5%), and 'museums/ galleries' (32.2%).
- 2.4.5 Direct comparisons are not available for usage of 'local tips' and 'local transport information' as the question formats were quite different. However, 43.7% of respondents in the 2006 BVPI survey stated they had received or seen public transport information in the last 12 months. As regards 'local tips/ household waste recycling centres', the BVPI survey questionnaire asked for responses only from those who had used a local tip in the last 12 months – and just under three-quarters (74%) of the total sample offered an opinion about 'the local tip overall'.

**Q.9: Frequency of Use of Services**

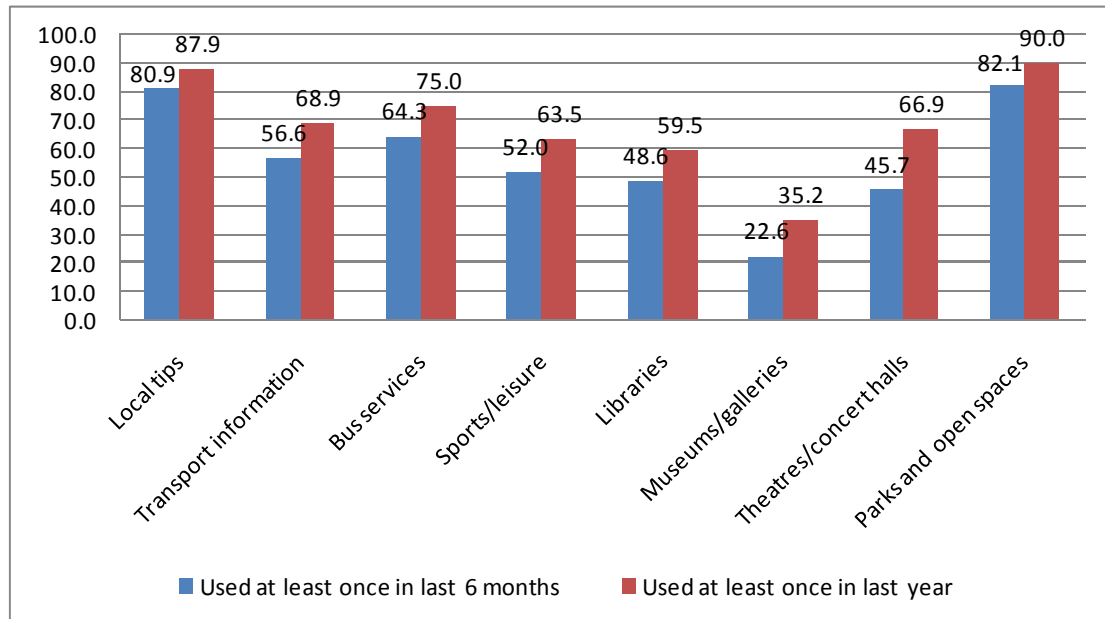
% all respondents



2.4.6 The chart below shows the results of analysis excluding 'it does not apply/ don't know' responses from the percentage calculations. For each service, the percentage of respondents who have used that service at least once in the last six months and at least once in the last year is shown. (These figures match the results published by CLG on 23<sup>rd</sup> September 2009).

**Q.9: Frequency of Use of Services**

% response – excluding 'it does not apply/ don't know' responses

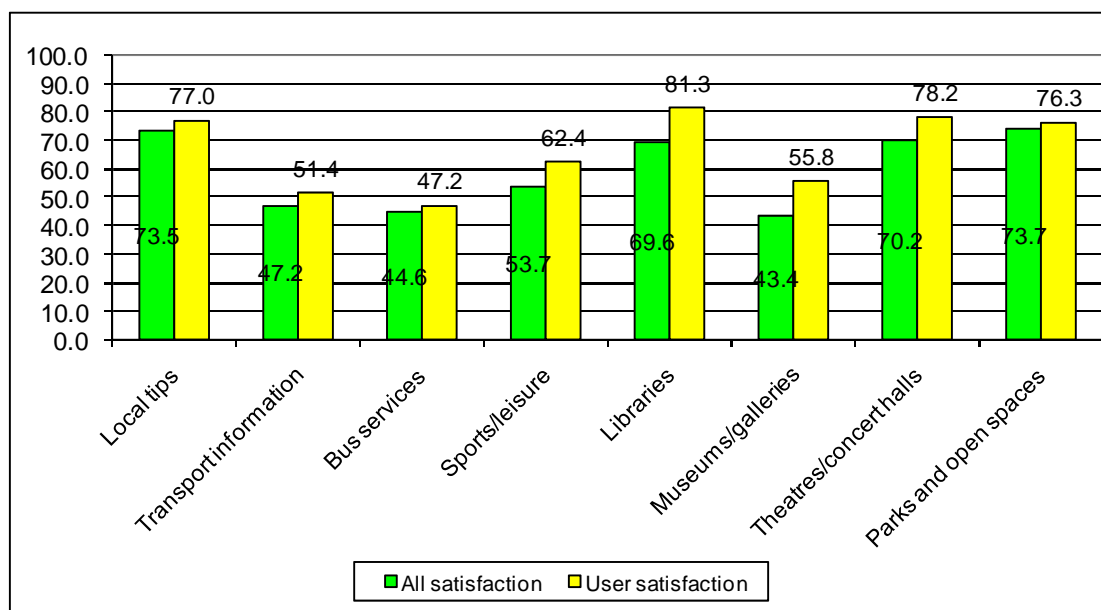


Satisfaction amongst those who have used services in last year

- 2.4.7 As can be seen from the following graph, satisfaction with services is higher amongst users, (those who use the service, at minimum, within the last year – excluding ‘longer ago’, ‘never used’ and ‘it does not apply/don’t know’ responses), than the sample overall, for all services.
- 2.4.8 The service with the highest level of satisfaction amongst users is that of ‘libraries’ (81.3%), followed by ‘theatres and concert halls’ (78.2%), ‘local tips’ (77.0%), and ‘parks and open spaces’ (76.3%). Over half of ‘users’ were also satisfied with ‘sports and leisure facilities’ (62.4%), ‘museums/ galleries’ (55.8%), and ‘public transport information’ (51.4%).
- 2.4.9 Satisfaction was lowest amongst ‘users’ of the ‘local bus service’ (only 47.2%), with just over a third (34.4%) of those who had used this service in the last year expressing dissatisfaction. Dissatisfaction rose to 43.5% amongst those who use the local bus service ‘almost every day’.

Public Services

Q8: % response - all who expressed an opinion; and % response - users of services





2.4.10 Cross analyses of 'service satisfaction' by 'frequency of usage' are shown in the following tables.

		Q8.4) Local tips/ household waste recycling centres				
		very satisfied	fairly satisfied	neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied
		Row %	Row %	Row %	Row %	Row %
Q9.1) Local tips/ household waste recycling centres	almost every day	28.5%	45.6%		9.7%	16.1%
	at least once a week	40.3%	43.4%	10.1%	2.1%	4.1%
	about once a month	30.7%	49.8%	10.8%	5.4%	3.2%
	within the last six months	22.1%	49.6%	18.5%	7.3%	2.5%
	within the last year	16.1%	43.8%	24.3%	14.9%	.8%
Total		28.7%	48.3%	13.7%	6.2%	3.1%

		Q8.5) Local transport information				
		very satisfied	fairly satisfied	neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied
		Row %	Row %	Row %	Row %	Row %
Q9.2) Local transport information	almost every day	18.9%	27.9%	6.7%	17.8%	28.7%
	at least once a week	23.0%	42.1%	9.6%	18.5%	6.9%
	about once a month	12.2%	35.9%	22.0%	23.8%	6.1%
	within the last six months	10.9%	42.5%	27.6%	13.6%	5.4%
	within the last year	6.9%	35.4%	32.0%	11.5%	14.2%
Total		12.7%	38.7%	23.1%	16.6%	8.8%

		Q8.6) Local bus service				
		very satisfied	fairly satisfied	neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied
		Row %	Row %	Row %	Row %	Row %
Q9.3) Local bus services	almost every day	20.8%	25.9%	9.7%	21.1%	22.4%
	at least once a week	20.6%	29.9%	12.5%	18.2%	18.8%
	about once a month	14.5%	31.9%	22.5%	23.8%	7.3%
	within the last six months	7.8%	43.4%	21.5%	19.1%	8.2%
	within the last year	8.0%	27.1%	36.1%	15.1%	13.6%
Total		15.3%	31.9%	18.4%	19.6%	14.8%

		Q8.7) Sport/ leisure facilities				
		very satisfied	fairly satisfied	neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied
		Row %	Row %	Row %	Row %	Row %
Q9.4) Sport/ leisure facilities	almost every day	29.7%	41.2%	12.4%	16.7%	
	at least once a week	25.7%	50.2%	13.7%	6.0%	4.4%
	about once a month	17.1%	42.0%	26.0%	10.6%	4.3%
	within the last six months	13.5%	40.8%	33.8%	5.5%	6.3%
	within the last year	6.8%	47.7%	27.7%	15.0%	2.8%
Total		17.3%	45.1%	24.3%	9.0%	4.4%

		Q8.8) Libraries				
		very satisfied	fairly satisfied	neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied
		Row %	Row %	Row %	Row %	Row %
Q9.5) Libraries	almost every day	61.4%	11.6%	27.0%		
	at least once a week	52.8%	41.6%	4.0%	.8%	.7%
	about once a month	43.3%	41.5%	11.9%	2.3%	1.0%
	within the last six months	25.1%	52.3%	18.0%	1.5%	3.1%
	within the last year	15.7%	55.7%	19.5%	5.8%	3.3%
Total		34.3%	47.0%	14.3%	2.5%	2.0%

		Q8.9) Museums/ galleries				
		very satisfied	fairly satisfied	neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied
		Row %	Row %	Row %	Row %	Row %
Q9.6) Museums/ galleries	almost every day	29.0%	58.2%	12.8%		
	at least once a week	52.4%	43.6%	4.0%		
	about once a month	14.4%	59.3%	16.3%	7.2%	2.8%
	within the last six months	13.8%	39.3%	33.9%	7.6%	5.4%
	within the last year	10.7%	36.7%	36.6%	7.4%	8.6%
Total		13.6%	42.2%	31.0%	7.3%	6.0%

		Q8.10) Theatres/ concert halls				
		very satisfied	fairly satisfied	neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied
		Row %	Row %	Row %	Row %	Row %
Q9.7) Theatres/ concert halls	almost every day	70.8%	29.2%			
	at least once a week	67.4%	21.4%	9.3%	1.8%	
	about once a month	36.6%	48.5%	13.1%		1.7%
	within the last six months	33.6%	47.3%	14.2%	3.0%	1.9%
	within the last year	17.7%	51.2%	23.4%	5.5%	2.2%
Total		30.1%	48.1%	16.6%	3.3%	1.9%

		Q8.11) Parks and open spaces				
		very satisfied	fairly satisfied	neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied
		Row %	Row %	Row %	Row %	Row %
Q9.8) Parks and open spaces	almost every day	32.0%	46.0%	7.7%	10.0%	4.4%
	at least once a week	25.4%	55.3%	9.6%	7.0%	2.6%
	about once a month	23.1%	54.7%	12.9%	6.3%	3.0%
	within the last six months	17.8%	54.6%	18.2%	5.1%	4.3%
	within the last year	15.2%	49.8%	27.7%	5.3%	2.1%
Total		23.2%	53.1%	13.7%	6.7%	3.3%

## 2.5 Value for money

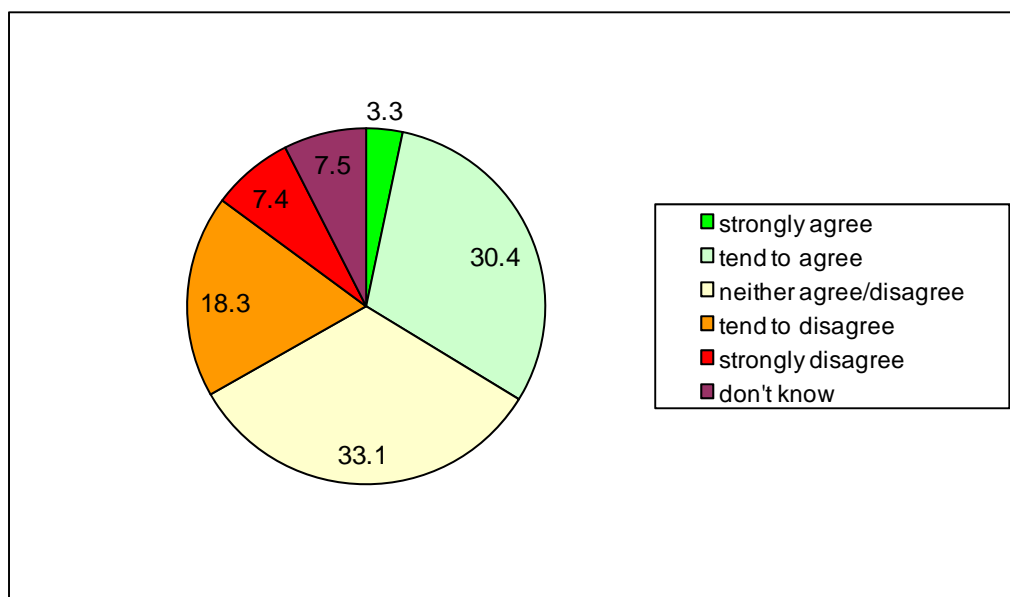
Q10: 'To what extent do you agree or disagree that Darlington Borough Council provides value for money?'

Appendix 3 - Table pages 50 & 51

2.5.1 Respondents were asked the extent to which they agreed or disagreed that Darlington Borough Council provides value for money.

### Q10: Darlington Borough Council Provides Value for Money?

% all respondents



2.5.2 Just over a third of all respondents, (33.7%), agreed that Darlington Borough Council provides value for money, with 3.3% agreeing 'strongly' and 30.4% saying that they 'tend to agree'. Just over a quarter (25.7%) disagreed with the statement (18.3% 'tend to disagree' and 7.4% 'strongly disagree'), whilst 40.6% gave either 'neither agree nor disagree' (33.1%) or 'don't know' (7.5%) responses. Excluding 'don't know' responses from the percentage base, 36.4% of respondents agreed that Darlington Borough Council provides value for money.

2.5.3 The perception that Darlington Borough Council provides value for money is highest amongst ethnic minority respondents ('other than White British') (58.9% 'agreed'). Other sample sub-groups where around two-in-five or more of respondents 'agreed' the Council provides value for money were those living in the 'North West' (41.9%), and those living in 'rented' properties (39.6%).

## 2.6 Overall satisfaction with the way the authority runs things

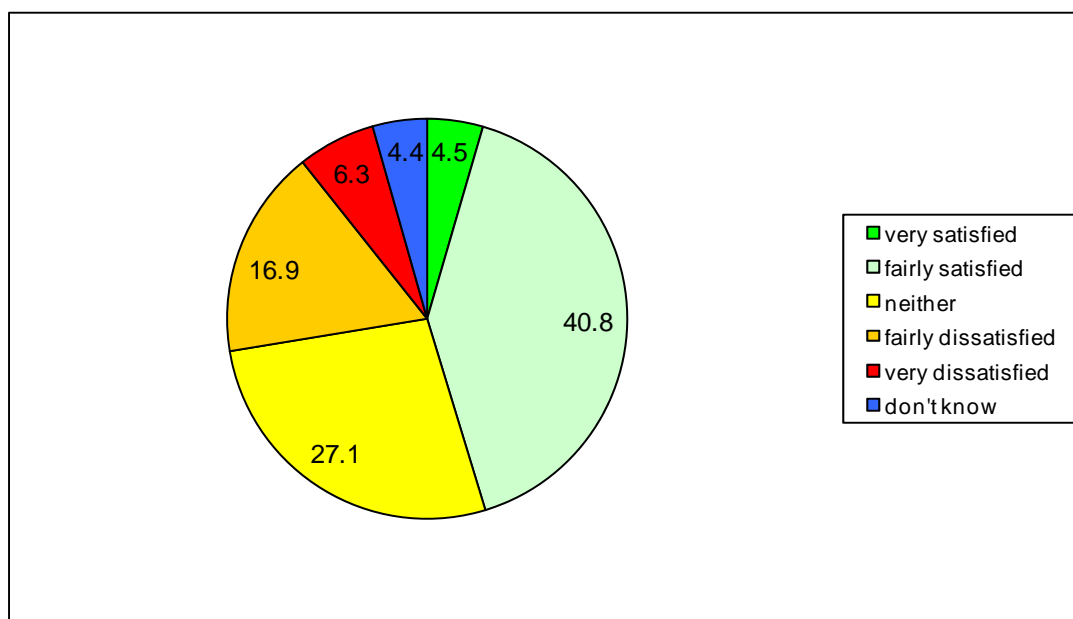
Q11: 'And taking everything into account how satisfied or dissatisfied are you with the way Darlington Borough Council runs things?'

Appendix 3 - Table pages 52 & 53

- 2.6.1 Respondents were asked how satisfied or dissatisfied they were with the way in which Darlington Borough Council runs things, (taking everything into account): only 45.3% of all respondents were satisfied with this, whilst 23.2% were 'dissatisfied', and 31.5% gave 'neither satisfied nor dissatisfied' (27.1%) or 'don't know' (4.4%) responses.
- 2.6.2 Satisfaction was highest amongst those living in the North West (56.1%), 'other than white British' (54.1%), and those living in rented homes (51.6%). Satisfaction was lowest amongst those living in the Central area (37.1%).

### Q.11: Satisfaction with the way Darlington Borough Council runs things

%: all respondents



- 2.6.3 In the 2006 BVPI Survey, 52.2% of all respondents expressed 'satisfaction' with 'the way the authority runs things', whilst 30.1% gave 'neither satisfied nor dissatisfied' responses and 17.6% expressed 'dissatisfaction'. As there was not a 'don't know' response for the 2006 BVPI Survey, the two results are therefore not directly comparable. However, if the 'don't know' responses are excluded from the 2008 Place Survey percentage calculations, a satisfaction level of 47.4% is achieved.

### 3. INFORMATION ABOUT KEY ISSUES

#### 3.1 How well informed

Q12: 'How well informed do you feel about each of the following?'

Appendix 3 - Tables pages 54 to 61

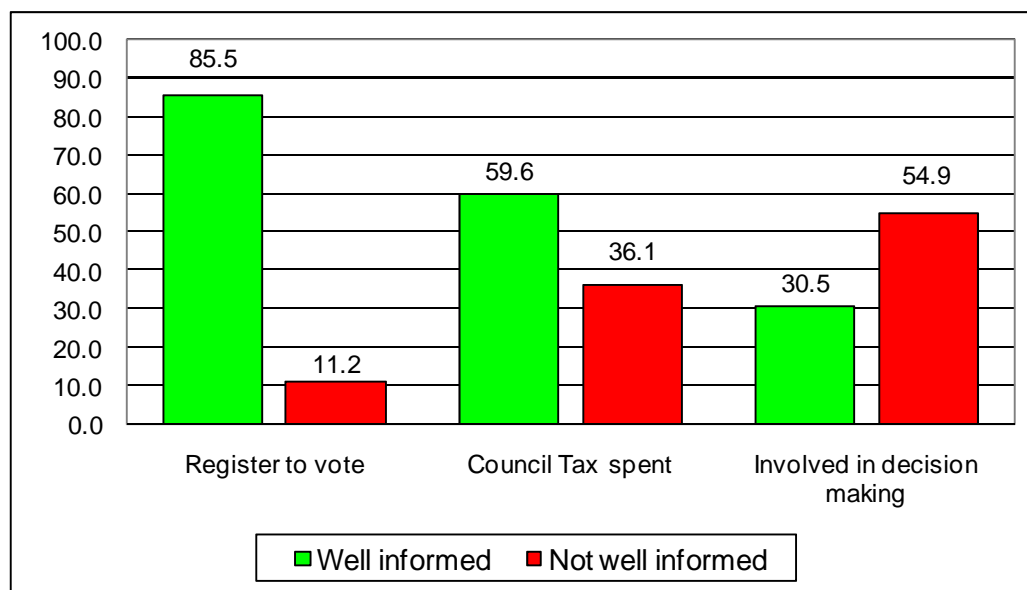
3.1.1 Respondents were asked how well informed they felt they were about eight issues on a scale of 'very well', 'fairly well', 'not very well' and 'not well informed at all'. Respondents could also give a 'don't know' response.

3.1.2 The large majority of respondents (85.5%), said that they were either 'very well informed' (41.7%), or 'fairly well informed', (43.8%); about how and where to register to vote. This response is similar to the 2006 response for the BVPI survey when 84.6% felt well informed, ('very well' and 'fairly well' combined).

3.1.3 Over half (59.6%) of all respondents said that they were either 'very well informed' (11.3%) or 'fairly well informed' (48.3%) about how their Council Tax is spent.

#### How well informed? (1)

#### Q.12: % all respondents

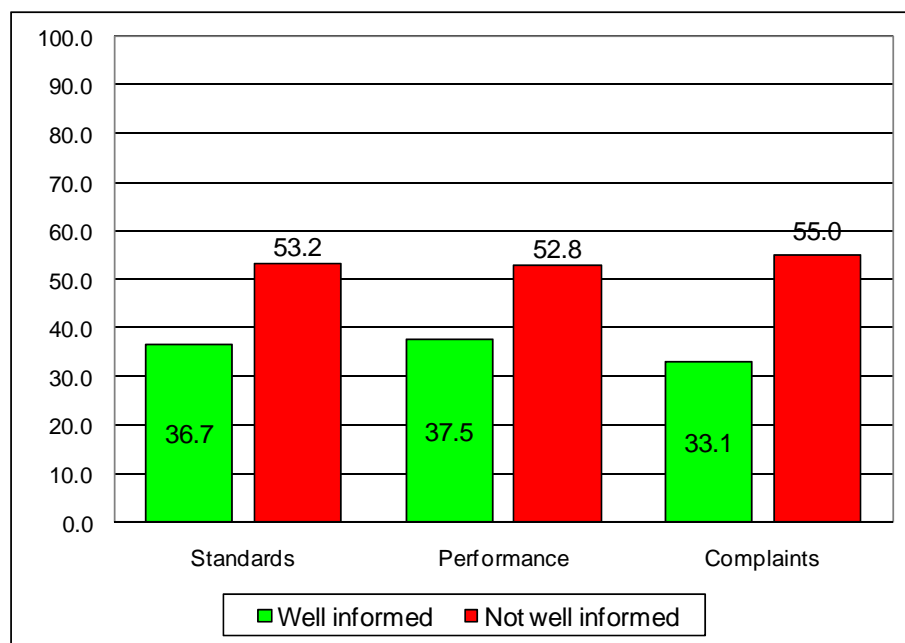


3.1.4 Only 30.5% said that they were either 'very well', (3.3%), or 'fairly well informed', (27.2%), about how they could get involved in local decision making. Rather more respondents, (54.9%), said that they were not well informed, ('not very well informed' – 36.0%, 'not well informed at all' – 18.9%). These responses show a slightly lower proportion of people feeling well informed than the 2006 BVPI Survey when 36.9% felt 'well informed' and 48.8% felt 'not well informed'.

3.1.5 Respondents were asked how well informed they felt about public services in respect of standards of services, how well they are performing and how to complain. For each of these issues more than half of all respondents felt not well informed. 53.2% felt not well informed about the standard of service they can expect, 52.8% on how local public services are performing, and 55.0% on how to complain about public services.

How well informed? (2)

Q.12: % all respondents

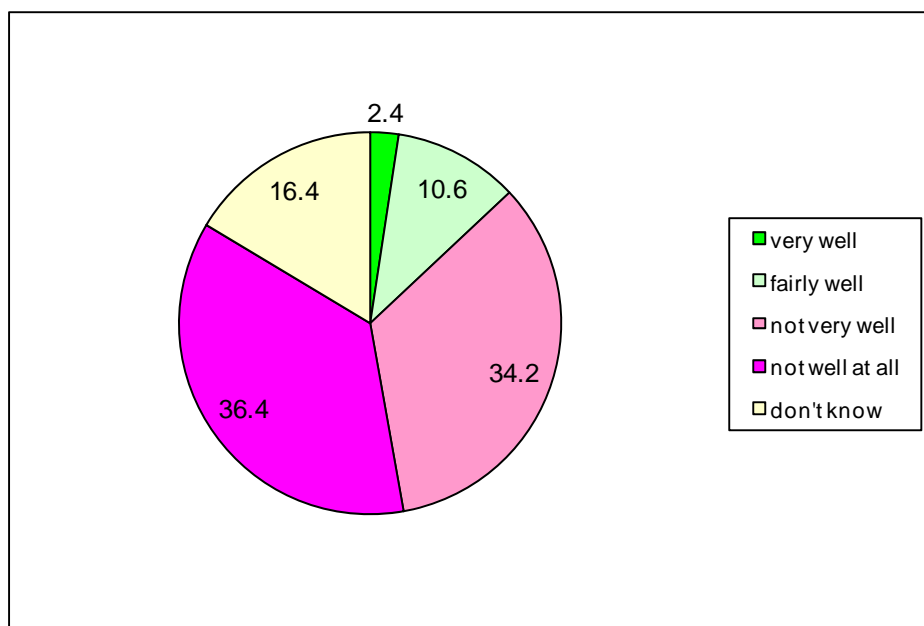


3.1.6 National Indicator NI 37 tests awareness of civil protection arrangements in the local area. The indicator is designed to measure the impact of local agencies' arrangements for communicating/ educating citizens regarding civil protection matters by measuring how informed they feel, by local agencies, about what they should do in the event of a large-scale emergency in their local area.

3.1.7 Response to the question showed that 2.4% of respondents felt 'very well informed' and 10.6% 'fairly well informed': National Indicator NI 37 – 13.0%. The large majority of respondents did not feel well informed – 70.6%, 'not very well informed' – 34.2%, 'not well informed at all' – 36.4%. (16.4% gave 'don't know' responses).

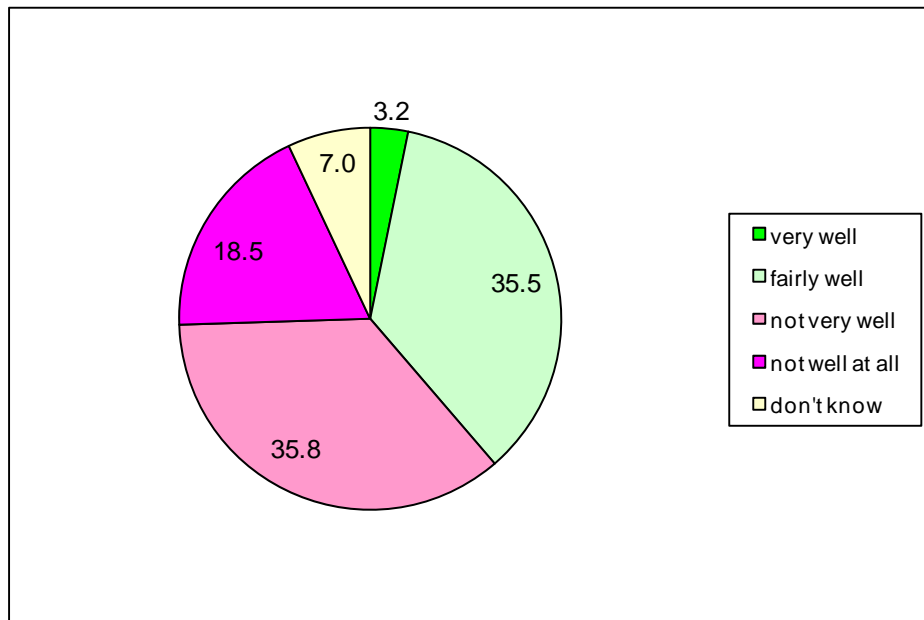
NI 37: How well informed - Large Scale Emergency? (3)

Q12.7: % all respondents



How well informed - Local Public Services? (4)

Q.12: % all respondents



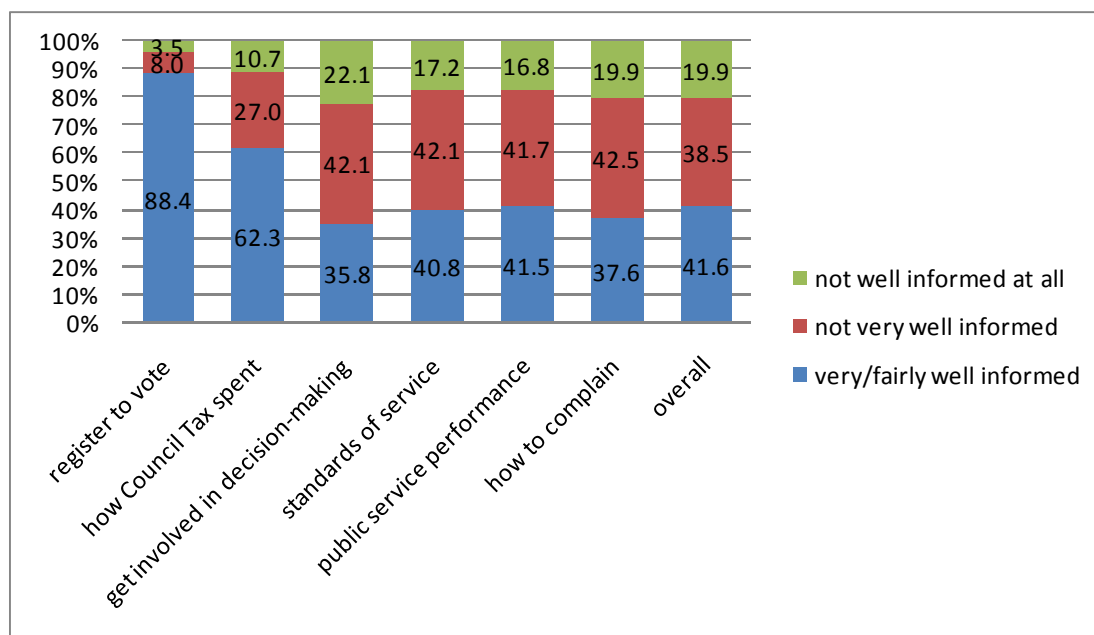
3.1.8 Less than 40% of all respondents, (38.7%), said that overall they felt well informed about local public services, (3.2% 'very well', 35.5% 'fairly well informed'). Over half (54.3%) of respondents felt that they were not well informed, (35.8% 'not very well informed', 18.5% 'not well informed at all').

3.1.9 The results for Question 12 with ‘don’t know’ responses excluded from the analysis are illustrated in the following chart. Whilst the large majority (88.4%) of those who expressed an opinion felt very or fairly well informed about ‘how and where to register to vote’, and nearly two-thirds (62.3%) felt well informed about how their Council Tax is spent, only around two-in-five or fewer respondents felt well informed about the other listed aspects. Respondents were least likely to say that they felt well informed about how to get involved in local decision-making (35.8% ‘very/ fairly well informed’/ 22.1% ‘not well informed at all’).

3.1.10 Just over two-in-five (41.6%) of respondents who expressed an opinion said that ‘overall’ they felt well informed about local public services, whilst 38.5% felt ‘not very well informed’ and 19.9% ‘not well informed at all’.

How well informed - Local Public Services?

Q.12: % response – excluding ‘don’t know’ responses



NB. The chart for Q12.7 (NI 37) appears on the previous page (‘don’t know’ responses included in the percentage base)



## 4. LOCAL DECISION-MAKING

### 4.1 Influencing Decisions

Q13: 'Do you agree or disagree that you can influence decisions affecting your local area?'

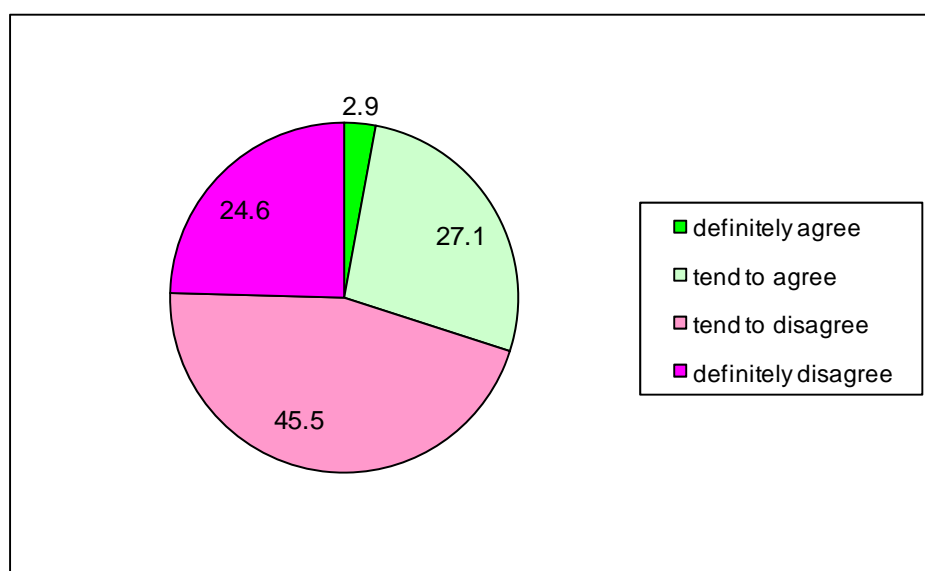
Appendix 3 - Table page 62

- 4.1.1 The Government aims to build communities where individuals are empowered to make a difference, both to their own lives and to the area in which they live. A key indicator of community empowerment is the extent to which people feel able to influence decisions affecting their local area.
- 4.1.2 Respondents were reminded that as with previous questions their local area should be considered as the area within 15 to 20 minutes walking distance from their home and were asked whether they agreed or disagreed that they could influence decisions affecting their local area. The National Indicator relies on respondents agreeing ('definitely agree' + 'tend to agree') to this.
- 4.1.3 Three-in-ten (29.9%) of respondents agreed that they could influence decisions, (2.9% 'definitely agree' and 27.1% 'tend to agree'); whereas 70.1% disagreed, (45.5% 'tend to disagree', 24.6% 'definitely disagree'). (NB. 'don't know' responses excluded from the percentage calculations).

#### Influencing Decision Making

#### Q13: National Indicator NI 4:

% response - all respondents, excl. 'don't know' responses



## 4.2 Being Involved in Decision-Making

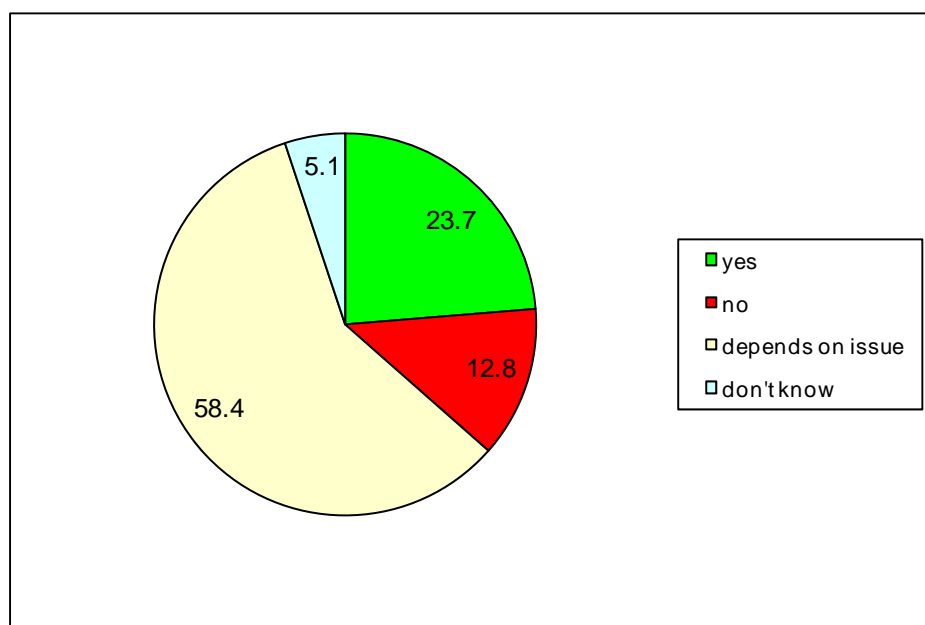
Q14: 'Generally speaking would you like to be more involved in the decisions that affect your local area?'

Appendix 3 - Table page 63

- 4.2.1 Just under a quarter (23.7%) of all respondents said that they would like to be more involved in the decisions that affect their local area, whereas 12.8% said that they would not, 5.1% that they did not know, and the majority, 58.4%, said that this depends on the issue. Excluding 'don't know' responses from the percentage base, 25.0% of respondents said they would like to be more involved in such decisions.

### Q14: Generally speaking like to be involved in decisions that affect local area

% all respondents



- 4.2.2 This response is similar to the 2006 response for the BVPI survey when 23.3% said they would like to be more involved in local decisions and 57% that it would depend on the issue.
- 4.2.3 On an age basis, interest in being involved in decision-making ranges from 27.2% of those aged 35 to 54 years, down to only 16.1% of those aged 65 years and over. On an area basis, interest ranges from 28.1% amongst those living in the South West, to 19.7% amongst those living in the Central area. Men, (27.5%), were a little more likely than women, (21.0%), to want to be involved in decision-making. Those who owned or were buying their homes (25.6%) were more likely to want to be involved in decision-making than those who 'rented' (19.0%).

## 5. HELPING OUT

### 5.1 Unpaid Help

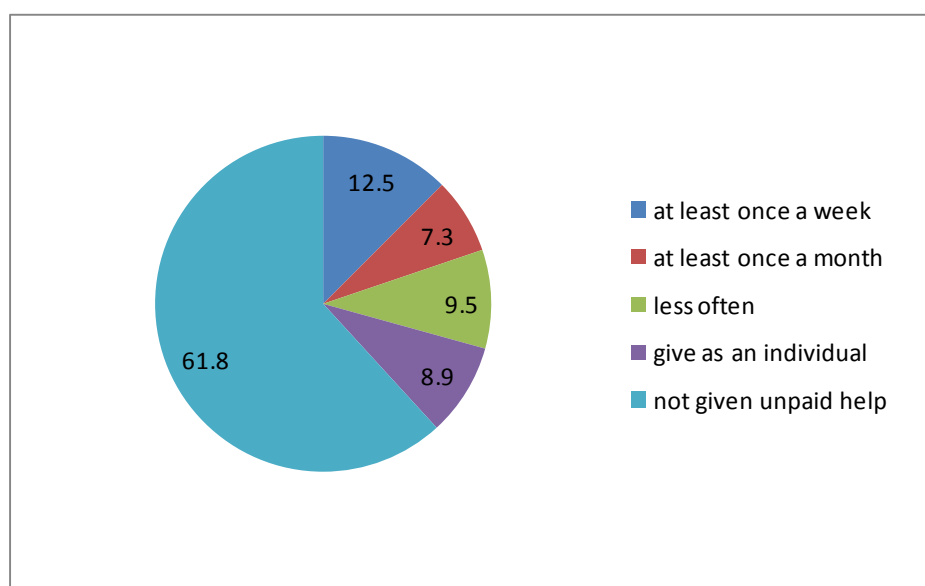
Q. 15: 'Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisations(s)?'

Appendix 3 - Table page 65

- 5.1.1 The Place Survey manual states that high levels of volunteering are one sign of a strong, active community, and that volunteers are vital in supporting the range of activities undertaken by third sector organisations and within the public services. It further states that local government has an important role to play in creating a culture in which individuals are able to contribute to their communities by volunteering.
- 5.1.2 Regular volunteering is defined as taking part in formal volunteering at least once a month. In order to raise the level of volunteering activity the target focuses on increasing the proportion of regular formal volunteers. The National Indicator is based on the number of respondents who give unpaid help through groups, organisations and clubs which support social, environmental, cultural or sporting objectives at least once a month, (excluding those who give a 'don't know' response to the question).
- 5.1.3 When the 'don't know' responses are excluded from the analysis, just under one-in-five (19.8%) have, during the last 12 months, volunteered 'at least once a week' (12.5%) or 'less than once a week, but at least once a month' (7.3%). The National Indicator (NI 6) for Darlington administrative area is thus 19.8%.

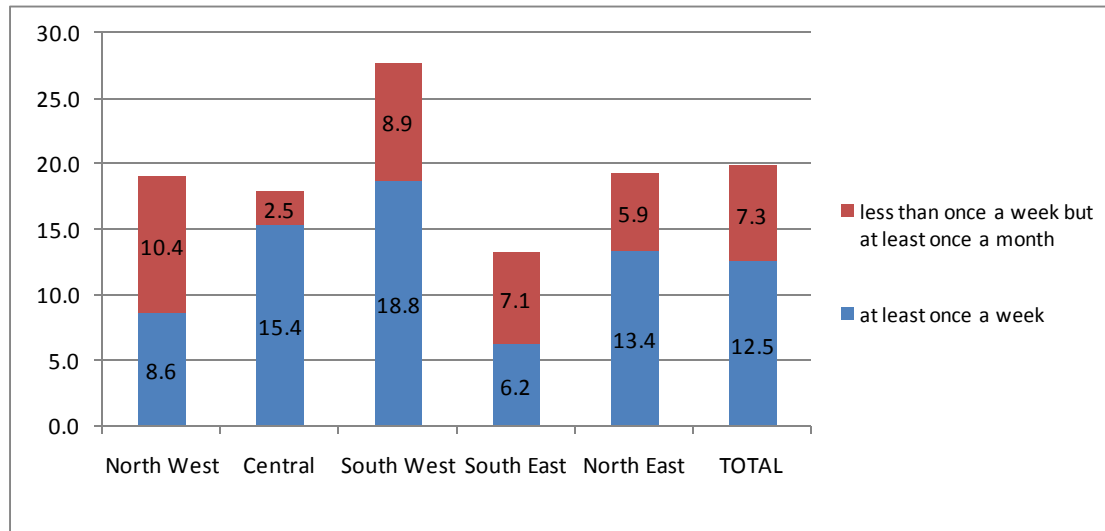
#### Q15: Given Unpaid Help in last 12 months

% response - all respondents, excl. 'don't know' responses



5.1.4 As can be seen from the figure below (which is based on an analysis where 'don't know' responses are excluded), formal volunteering is highest amongst those living in the South West (27.7% at least once a month), and lowest in the South East (only 13.3% at least once a month).

Q15: Given Unpaid Help in last 12 months  
% - by area (analysis excluding 'don't know' responses)



## 6. GETTING INVOLVED

### 6.1 Activities Involved In

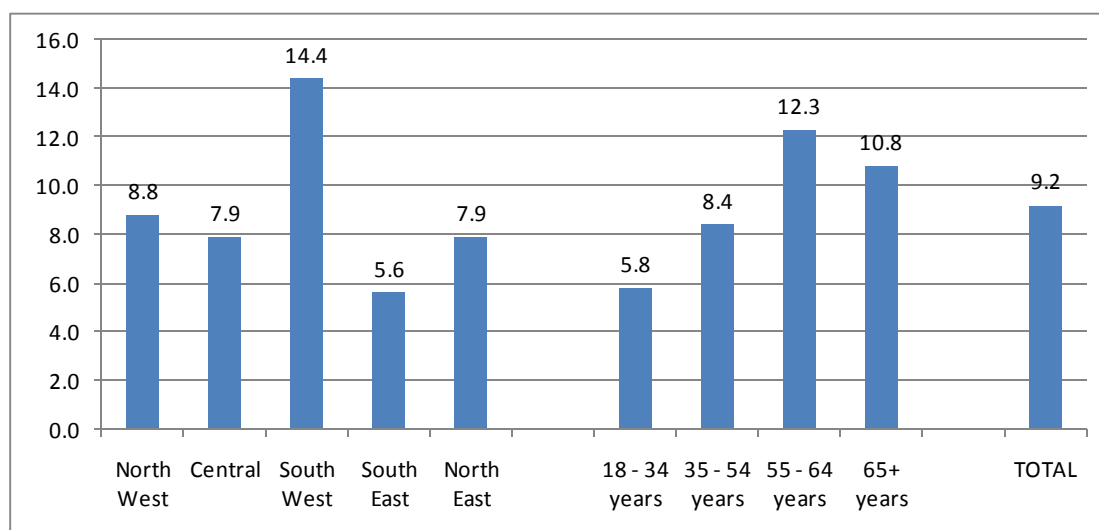
Q16: 'In the last 12 months have you.....?'

Appendix 3 - Tables pages 67 to 73

6.1.1 National Indicator NI 3 relates to civic participation, one of the principal means by which individuals exercise their empowerment for the benefit of the locality. The question relating to the indicator seeks the percentage of residents who have taken part in groups that make decisions affecting their local area. This includes being a local councillor; a member of a group making decisions about local health or education services; a group set up to regenerate the local area or one to tackle local crime problems; being a member of a tenants group decision-making committee; a group making decisions on local services for young people or another group making decisions on services in the local community.

#### Getting Involved – National Indicator NI 3

##### Q16 - % all respondents, by Area, by Age and Overall

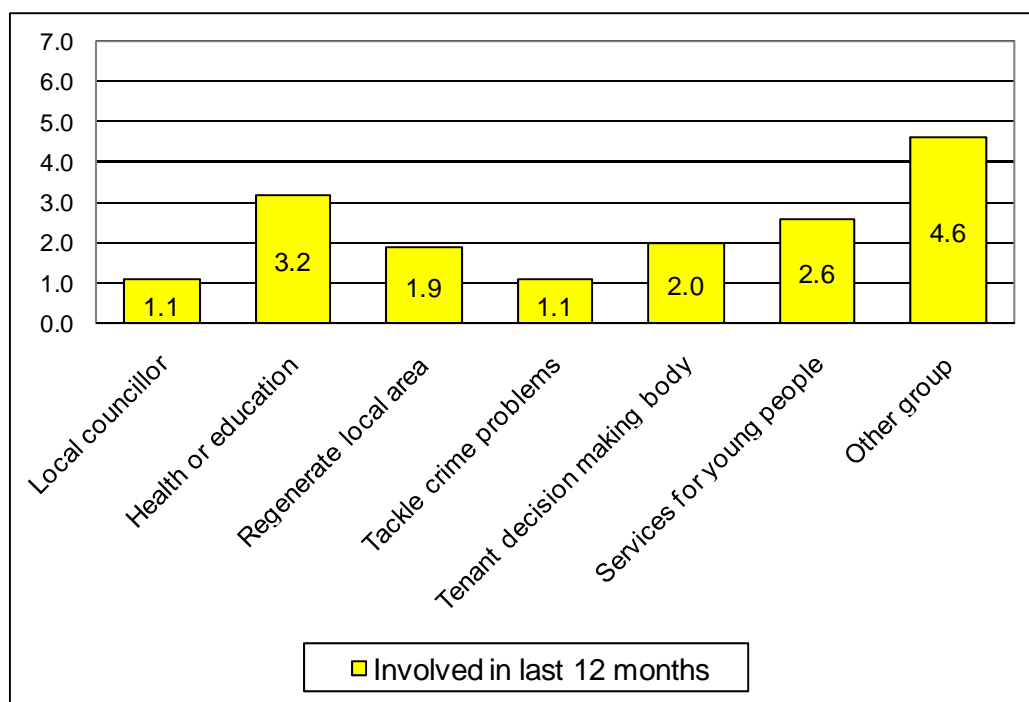


6.1.2 Overall, 9.2% of respondents said that they had, in the last 12 months, been a member of one or more of these groups with this rising to 14.4% amongst respondents living in the South West, and to 12.3% amongst '55-64 year olds'. Differences between 'white – British' (8.7%) and 'other than white – British' (12.8%) in this respect were not statistically significant.

- 6.1.3 4.6% of respondents said that they had been a member of another (unspecified) group making decisions on services in the local community, and 3.2% a member of a group making decisions on local health or education services. 2.6% had been a member of a group making decisions on local services for young people, and 2.0% had been a member of a tenants' group decision-making committee.

Getting Involved – National Indicator NI 3

% all respondents



## 7. RESPECT AND CONSIDERATION

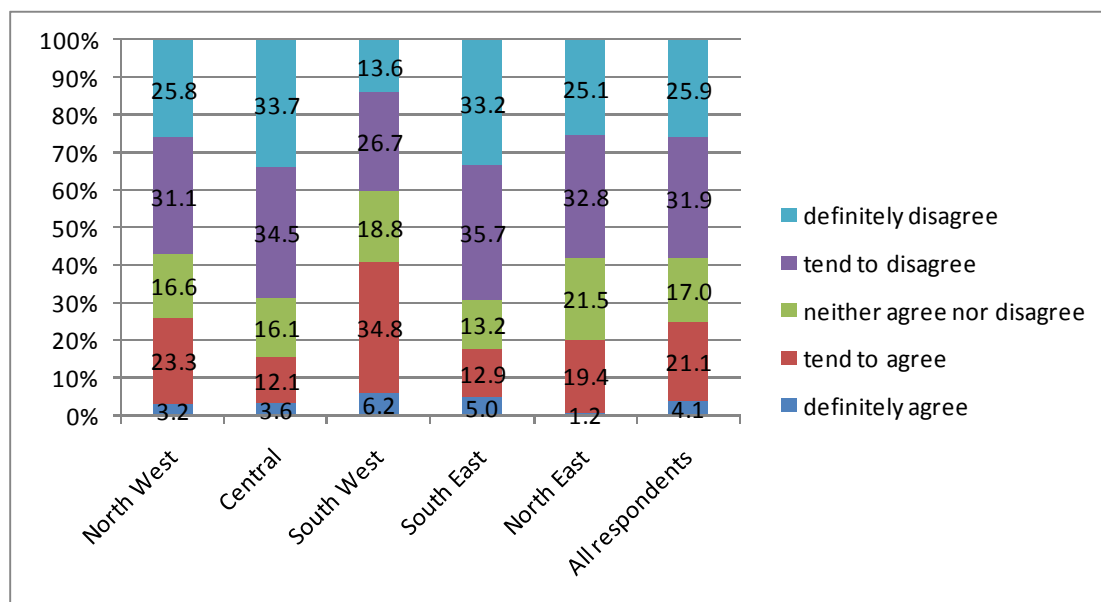
### 7.1 Parents taking responsibility for behaviour of children

*Q17: 'To what extent do you agree or disagree that in your local area parents take enough responsibility for the behaviour of their children?'*

*Appendix 3 - Table page 74*

7.1.1 National Indicator NI 22 is defined as the percentage of people that agree or disagree that in their local area parents take enough responsibility for the behaviour of their children (excluding 'don't know' responses). For the Darlington Council/ Partnership area this percentage is 25.2%.

Q17: National Indicator NI 22: Parents Take Enough Responsibility  
% by Area and Overall (don't know responses excluded)



7.1.2 Just over a quarter (25.2%) of those who gave an opinion agreed that in their local area parents take enough responsibility for the behaviour of their children. However, well over half of respondents, (58.1%), disagreed.

7.1.3 There was substantial variation by area, with those living in the South West (41.0% agree) being more than twice as likely to think local parents take enough responsibility for the behaviour of their children, than those living in the Central (15.7%), South East (17.9%) and North East (20.6%) areas.

## 7.2 Area where people get on well together

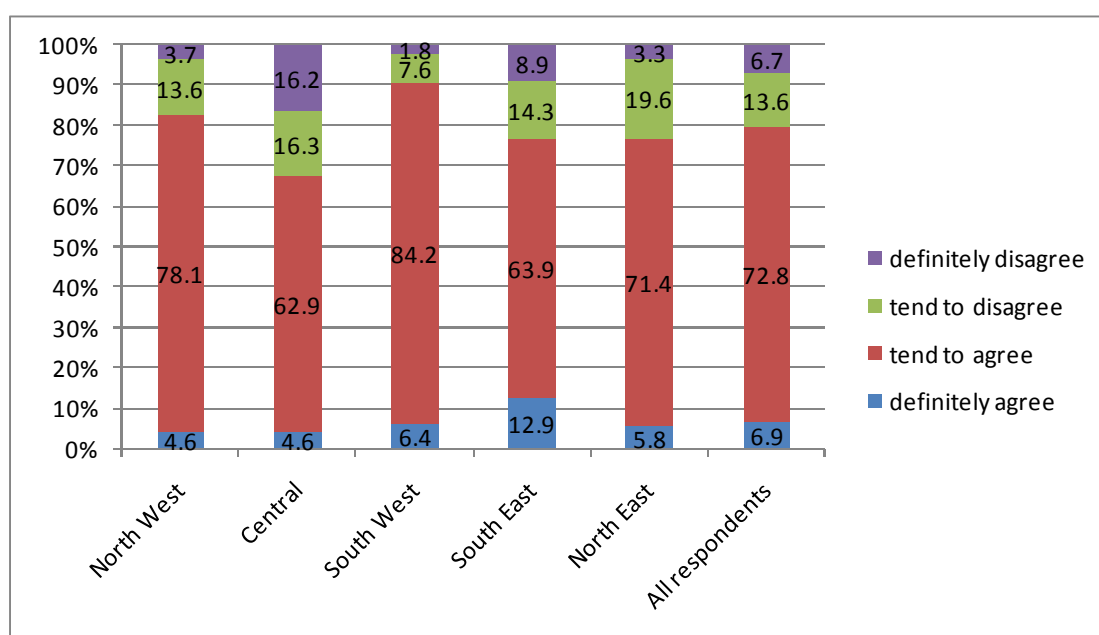
Q18: 'To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?'

Appendix 3 - Table pages 75 & 76

7.2.1 National Indicator NI 1 is based on the percentage of people who believe people from different backgrounds get on well together in their local area. The question is asked on an agree/disagree scale with the indicator excluding the responses of 'don't know', 'too few people in the local area' and 'all the same background'.

### Q18: People from different backgrounds get on well together

NI 1: % excluding 'don't know' / 'too few' / 'all same background' responses



7.2.2 In total, 79.7% of respondents agreed that people from different backgrounds get on well together in their local area (6.9% 'definitely agree' and 72.8% 'tend to agree'), whilst 20.3% disagreed, (13.6% 'tend to disagree' and 6.7% 'definitely disagree').

7.2.3 There were, however, significant differences between areas, with agreement with the statement falling from 90.6% in the South West to only 67.5% in the Central area. Also, those who rented their homes (73.4% agree) were less likely to agree that people from different backgrounds get on well together in their local area, than were those who owned or were buying their homes (81.3%). Differences in agreement levels between 'white British' (80.0%) and 'other than white British' (71.8%) were not statistically significant.



### 7.3 Treating each other with respect and consideration

Q19: 'In your local area how much of a problem do you think there is with people not treating each other with respect and consideration?'

Appendix 3 - Table pages 77 & 78

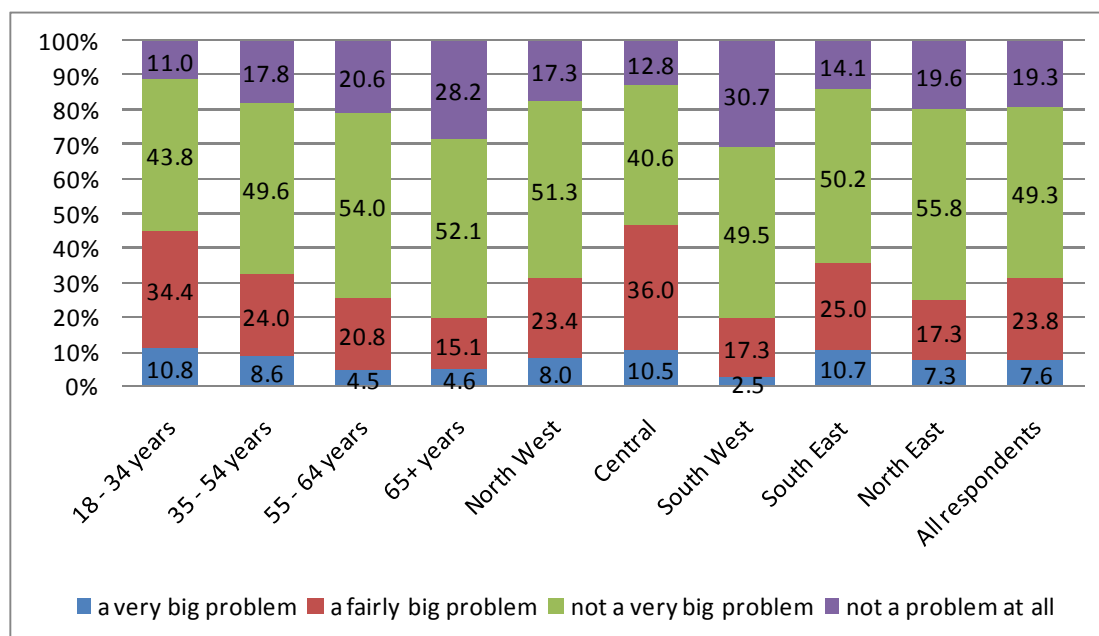
7.3.1 National Indicator NI 23 is defined as the percentage of people who perceive people not treating one another with respect and consideration to be a problem in their local area, with response codes of 'a very big problem', 'a fairly big problem', 'not a very big problem', and 'not a problem at all' (don't know responses are excluded).

7.3.2 In total, excluding 'don't know' responses, just under a third of respondents, (31.4%), considered people not treating each other with respect and consideration to be a problem: 7.6% 'a very big problem' and 23.8% a 'fairly big problem'.

7.3.3 The opinion that people not treating one another with respect and consideration is a 'big' problem in their area fell sharply with age, from 45.2% amongst '18 to 34 year olds' to 19.7% amongst '65+ year olds'. Also those living in the Central area were most likely to hold this opinion (46.5%), whilst those living in the South West were least likely (19.8%). Differences between 'white British' and 'other than white British' respondents were not significant.

#### Q19: People not treating one another with respect and consideration

##### National Indicator NI 23: excluding 'don't know' responses



## 7.4 Public services – treating with respect and consideration

Q20: 'In the last year would you say that you have been treated with respect and consideration by your local public services?'

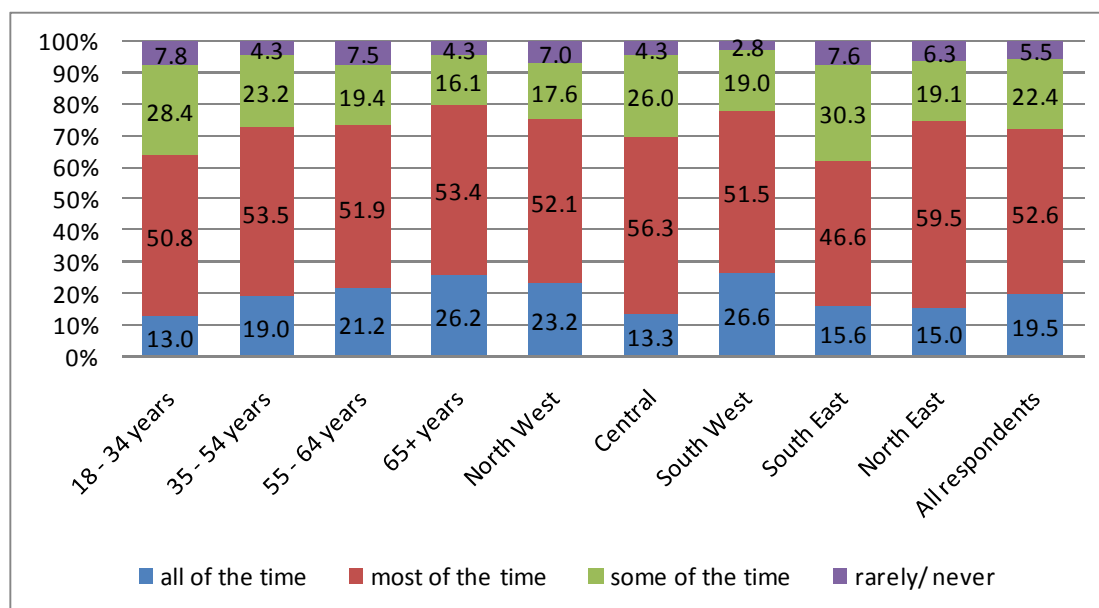
Appendix 3 - Tables page 79

7.4.1 National Indicator NI 140 is determined by the response to the question 'in the last year would you say that you have been treated with respect and consideration by your local public services?' The indicator relies on the total number of respondents who report that they are 'fairly treated' 'all' or 'most of the time', (excluding 'don't know' responses).

7.4.2 Nearly three quarters (72.0%) of respondents said that they had been treated with respect and consideration by their local public services 'all' (19.5%) or 'most' of the time' (52.6%).

### Q20: Treated with respect and consideration by your local public services?

#### National Indicator NI 140: excluding 'don't know' responses



7.4.3 As can be seen from the chart above, the percentage of those who said they had been treated with respect and consideration by their local public services rose considerably with age, from 63.8% of '18 to 34 year olds' to 79.6% of '65+ year olds'. Those living in the South East (62.2%) were least likely to think they were treated with respect and consideration by local public services, and those living in the South West (78.1%) most likely.

7.4.4 'White - British' respondents (71.2%) were less likely to think they were treated with respect and consideration by local public services than were 'other than white British' respondents (88.3%).

## 7.5 Older people's access to services to remain in their home

Q21: 'In your opinion are older people in your local area able to get the services they need to continue to live at home for as long as they want to?'

Appendix 3 - Table page 80

- 7.5.1 National Indicator NI 139 is defined by the proportion of the population expressing an opinion that older people locally receive the support they need to live independently at home as long as possible.
- 7.5.2 Just under one third, (32.0%), of all respondents to this question felt that older people are able to get the services and support they need to continue to live at home for as long as possible. The National Indicator NI 139 for the Darlington Borough Council area is thus 32.0%.
- 7.5.3 Whilst the proportion who feel that older people locally receive the services and support they need rises to 44.2% amongst those aged 65 years and over, the percentage who did not hold this opinion (i.e. said 'no') remains broadly the same across all age groups: it is the 'don't know' responses that change.
- 7.5.4 On a geographical basis, those living in the South East (16.4% 'no') are twice as likely as those living in the North West (8.3% 'no') to think that local older people do not receive the support they need to live independently at home for as long as possible.

		Age group				Total
		18 - 34 years	35 - 54 years	55 - 64 years	65+ years	All respondents
		Col %	Col %	Col %	Col %	Col %
Q21) In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to?	yes	29.7%	24.0%	34.0%	44.2%	32.0%
	no	10.6%	12.2%	12.1%	10.1%	11.4%
	don't know	59.8%	63.8%	53.9%	45.7%	56.6%

		Street Scene Area					Total
		North West	Central	South West	South East	North East	All respondents
		Col %	Col %	Col %	Col %	Col %	Col %
Q21) In your opinion, are older people in your local area able to get the services and support they need to continue to live at home for as long as they want to?	yes	34.1%	27.9%	31.1%	33.3%	34.0%	32.0%
	no	8.3%	10.2%	11.0%	16.4%	11.2%	11.4%
	don't know	57.6%	61.9%	57.9%	50.3%	54.8%	56.6%

## 8. COMMUNITY SAFETY

### 8.1 Perceptions of safety during the day and after dark

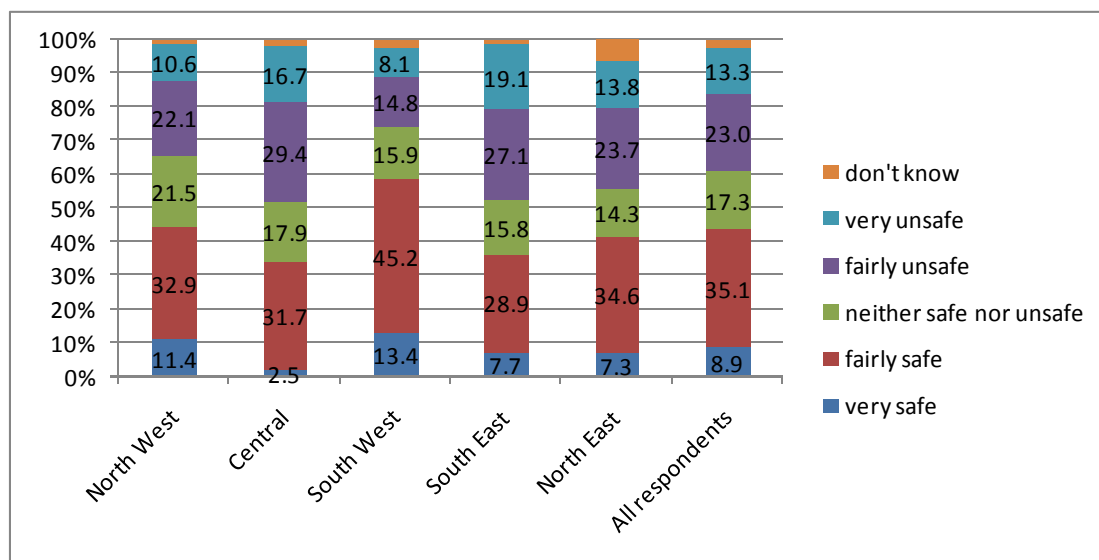
Q22: 'How safe or unsafe do you feel when outside in your local area after dark?'

Q23: 'How safe or unsafe do you feel when outside in your local area during the day?'

Appendix 3 - Tables pages 81 and 82

8.1.1 Respondents were asked how safe or unsafe they feel when outside in their local area after dark and during the day.

Perceptions of Safety after Dark  
(Q22 - % response – all respondents, by Area and Overall)

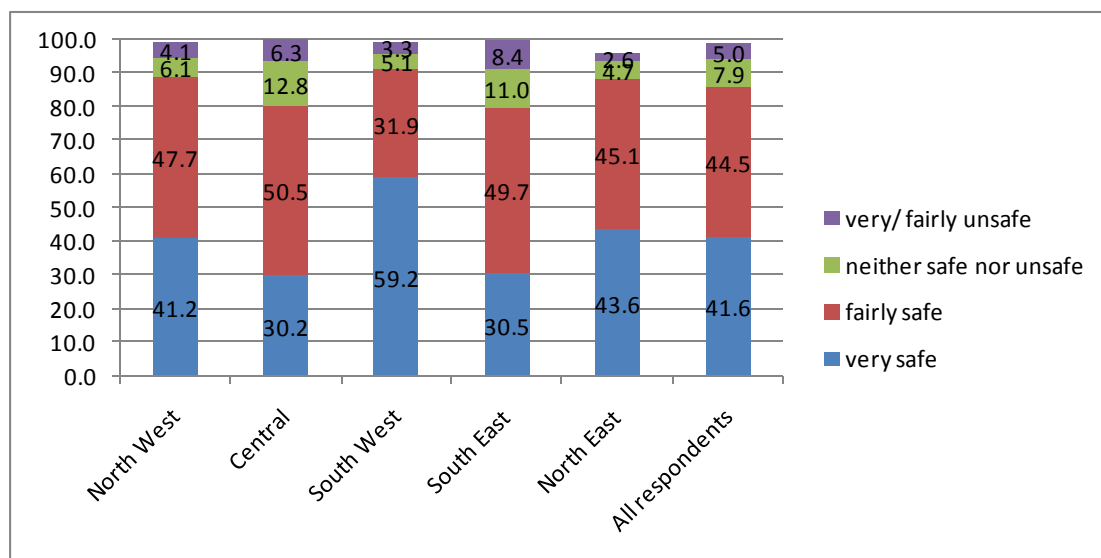


8.1.2 Only 44.0% of all respondents feel safe when outside in their local area after dark (8.9% 'very safe' + 35.1% 'fairly safe'), whilst 36.3% feel unsafe (13.3% 'very unsafe' + 23.0% 'fairly unsafe'). (17.3% 'neither safe nor unsafe'; 2.4% 'don't know').

8.1.3 Those living in the South West (58.6%) were most likely to feel safe when outside in their local area after dark, and those living in the Central (34.2%) and South East (36.6%) areas least likely.

### Perceptions of Safety during the Day

(Q23 - % response – all respondents, by Area and Overall)

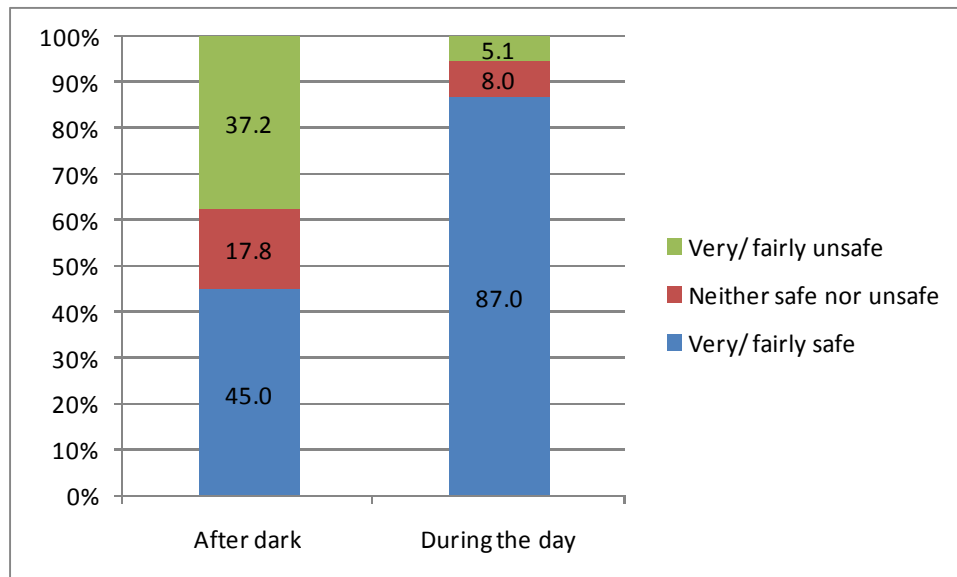


8.1.4 86.1% of all respondents feel safe when outside in their local area during the day (41.6% 'very safe' + 44.5% 'fairly safe'), whilst 5.0% feel unsafe (4.3% 'very unsafe' + 0.6% 'fairly unsafe'). (7.9% 'neither safe nor unsafe'; 1.0% 'don't know').

8.1.5 Again, those living in the South West (91.1%) were most likely to feel safe when outside in their local area during the day, and those living in the Central (80.7%) and South East (80.2%) areas were least likely to feel safe.

8.1.6 Note that excluding 'don't know' responses from the analysis yields similar results as summarised in the chart below. (These figures are the same as those published by CLG on 23<sup>rd</sup> September 2009).

Perceptions of safety after dark and during the day  
(% response – those who expressed an opinion)



## 8.2 Anti-Social Behaviour Problems in local area

Q24: 'Thinking about this local area how much of a problem do you think each of the following are?'

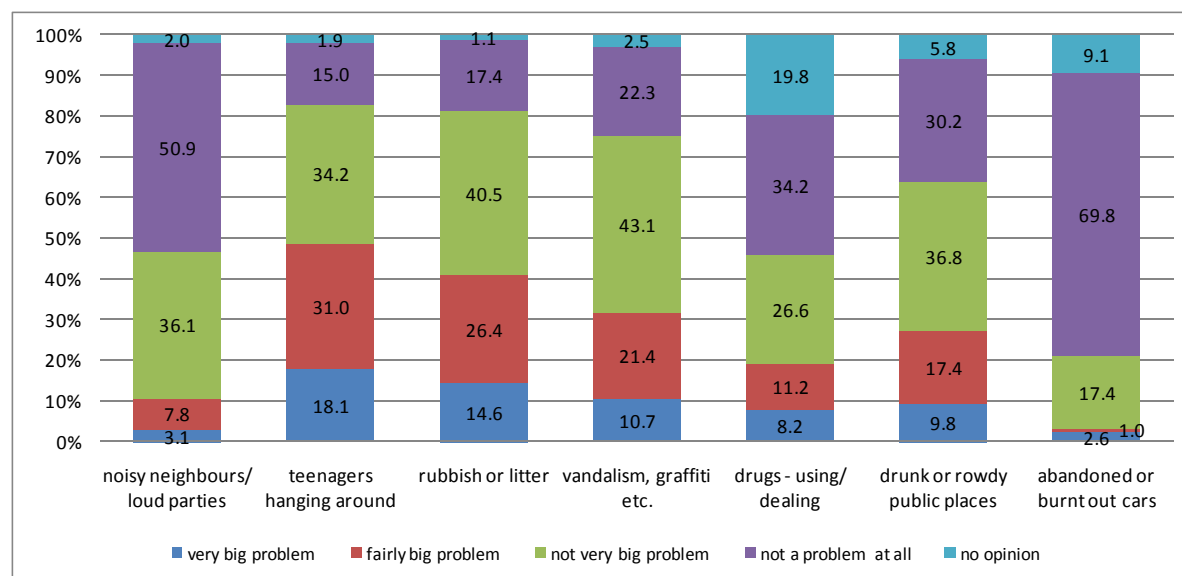
Appendix 3 - Tables pages 83 to 97

8.2.1 Three National Indicators include issues relating to anti-social behaviour – National Indicators NI 17, NI 41 and NI 42.

8.2.2 National Indicator NI 17 develops from Question 24 of the Place Survey, and is defined as the percentage of respondents with a high level of perceived anti-social behaviour: it combines the responses to questions which ask how much of a problem seven types of anti-social behaviour are in the respondent's local area. Respondents who are defined as perceiving a high level of anti-social behaviour are those who achieve scores of 11+ when scores are assigned to the responses as follows: 'very big problem' = 3, 'fairly big problem' = 2, and 'not a very big problem' = 1.

### Perceived anti-social behaviour problems

(Q24 - % response : all respondents)



8.2.3 Of the seven types of anti-social behaviour listed, 'teenagers' hanging around the streets, is perceived as the greatest problem, referred to as a 'big problem' by almost half (49.1%) of all respondents (including those who gave 'no opinion' response). 'Rubbish or litter lying around' (41.0%), was perceived as the second biggest problem, followed by 'vandalism, graffiti and other deliberate damage to property or vehicles' (32.1%), and 'people being drunk or rowdy in public places' (27.2%).

8.2.4 Overall, 16.9% of respondents in the Darlington Borough area perceive there to be high levels of anti-social behaviour (as defined by the DCLG for National Indicator NI 17). The perception of high levels of anti-social behaviour is particularly prevalent in the Central (26.9%) and South East (21.3%) areas, but falls to only 8.6% amongst those living in the South West.

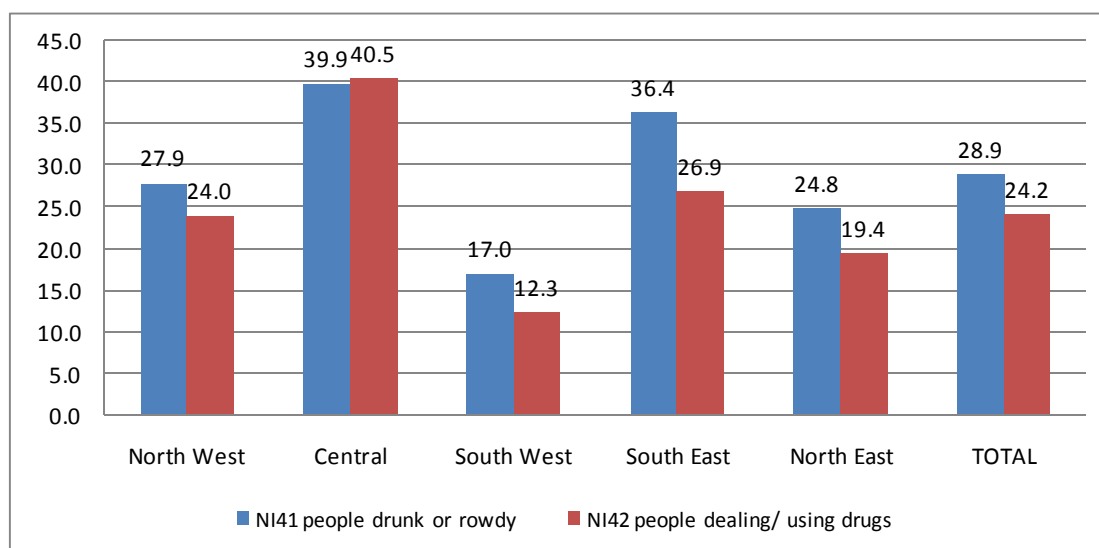
		Street Scene Area					Total
		North West	Central	South West	South East	North East	All respondents
		Col %	Col %	Col %	Col %	Col %	Col %
Q24 : Perception of high levels of ASB (11+ score)	Yes	15.6%	26.9%	8.6%	21.3%	14.0%	16.9%
	No	84.4%	73.1%	91.4%	78.7%	86.0%	83.1%

8.2.5 The perception of high levels of anti-social behaviour is greatest amongst younger respondents (18 to 34 years = 24.9%), and falls sharply to only 8.4% amongst '65+ year olds'. Also, those living in 'rented homes' perceived slightly higher levels of anti-social behaviour than did those who 'owned or were buying' their homes (22.2% compared to 15.2%). Differences between males and females, and between 'white British' and 'other than white British' respondents were not statistically significant.

8.2.6 National Indicator NI 41 is based on the percentage of people who feel that people being drunk or rowdy in public places is a big problem, (excluding 'no opinion' responses). 28.9% of respondents considered that this is either a 'very big' (10.4%) or a 'fairly big problem' (18.4%). However, there was considerable variation here by area, with those who live in the Central (39.9%) and South East (36.4%) areas being most likely to view this as a big problem, and those who live in the South West (17.0%) being least likely.

Perceptions of 'drunk and rowdy behaviour' (NI41) and 'drug use or drug dealing' as problems (NI42)

Q24: % 'very' or 'fairly big problem' response (excl. 'no opinion' responses)

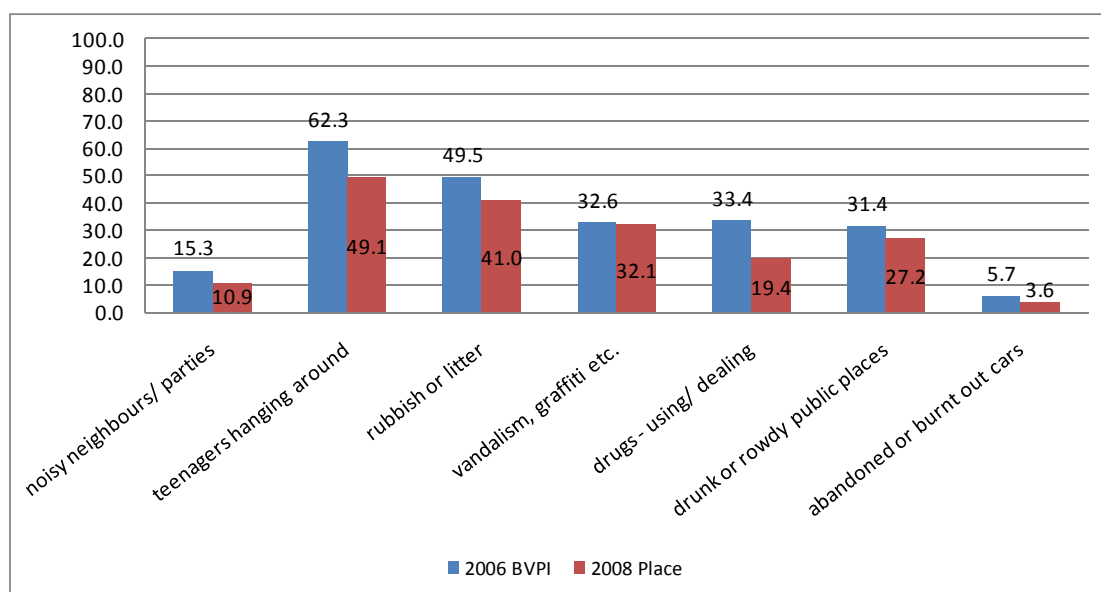




8.2.7 National Indicator NI 42 relates to the perception of people using or dealing drugs being a 'very big' or 'fairly big' problem (again excluding those who gave 'no opinion' responses). Whilst overall, just under a quarter (24.2%) considered this a big problem; those who live in the Central area (40.5%) are much more likely than those who live in other areas to consider this a problem (40.5%, compared to less than 27% in all other areas, and falling to 12.3% in the South West).

8.2.8 Question 24 was previously used in the 2006 BVPI General Survey, and comparing the current 2008 Place Survey results with this reveals that for all types of anti-social behaviors listed, bar one, there have been statistically significant falls in the percentage of all respondents who view them as 'big problems': 'teenagers hanging around the streets' (- 13.2%), 'people using or dealing drugs' (- 14.0%), 'rubbish or litter lying around' (- 8.5%), 'noisy neighbours and loud parties' (- 4.4%), 'people being drunk or rowdy in public places' (- 4.2%), and 'abandoned or burnt out cars' (- 2.1%). The exception here was 'vandalism, graffiti and other deliberate damage to property or vehicles – the percentage viewing this as a big problem being very similar for both surveys (32.6% in 2006 cf. 32.1% in 2008).

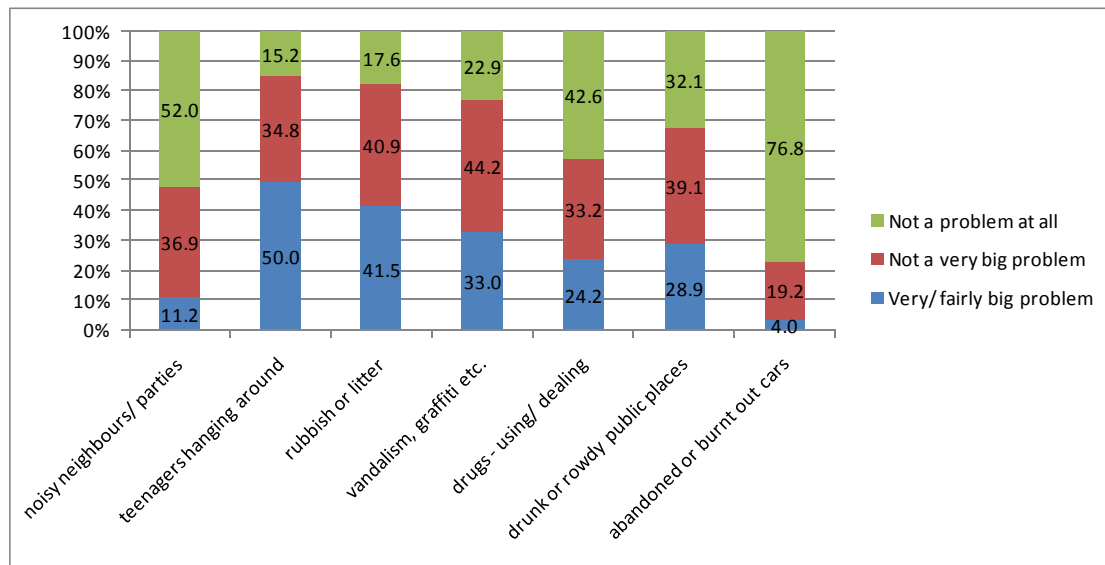
**Anti-Social Behaviour Problems: Comparisons with 2006 BVPI Satisfaction Survey**  
(Q24 - all respondents (incl. 'no opinion' responses): 'very big' + 'fairly big' % response)



*(Note – above figures are based on all responses (including 'no opinion' responses), whilst the National Indicators NI 41 and NI 42 exclude 'no opinion' responses from calculations)*

8.2.9 For completeness, the results for each part of Question 24 analysed excluding 'no opinion' responses are summarised in the chart below (figures match those released by CLG on 23<sup>rd</sup> September 2009).

**Perceived anti-social behaviour problems**  
(Q24 - % response: excluding 'no opinion' responses)



### 8.3 Success in seeking views/dealing with anti-social behaviour/crime

*Q25: 'How much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?'*

*Q26: 'And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?'*

*Appendix 3 - Tables pages 98 and 99*

8.3.1 National Indicator NI 27 is about partnership working with local agencies and measures confidence in local agencies to seek views on anti-social behaviour and crime. Respondents are told that it is the responsibility of the police and local council working in partnership to deal with anti-social behaviour and crime in the local area. They are asked the extent to which they agree or disagree that the police and local council seek people's views about the crime and anti-social behaviour issues that matter in the area.

8.3.2 The National Indicator (NI 27) result in respect the of the police and other local public services seeking people's views about crime and anti-social behaviour issues in the local area is 24.8% (6.3% 'strongly agree' + 18.5% 'tend to agree'). 32.0% of respondents 'disagreed' that the police/local public services seek people's views about these issues in the local area, and 43.3% of respondents gave 'neither agree or disagree' (27.2%) or 'don't know' (16.1%) responses.

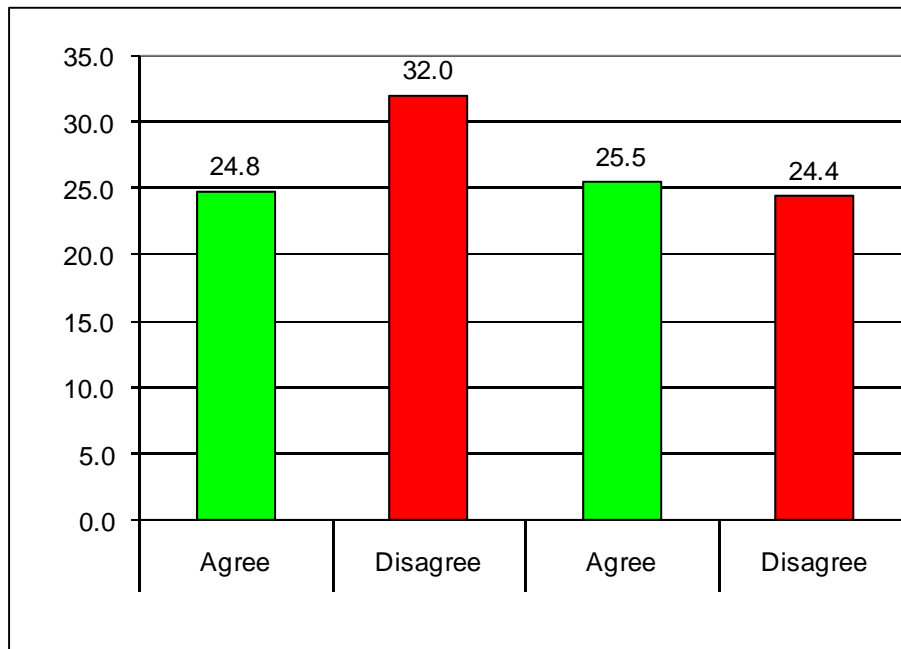
8.3.3 In addition to seeking information about whether their views are sought, National Indicator NI 21 asks how much respondents would agree or disagree that the police and other local public services are successfully dealing with anti-social behaviour and crime issues in their local area.

8.3.4 Just over a quarter of all respondents, (25.5%), agreed that police and other local services are successfully dealing with crime and anti-social behaviour issues in their local area: 4.9% 'strongly agree' and 20.5% 'tend to agree'. Just under a quarter (24.4%) disagreed that the police/local public services are successfully dealing with these issues in their area, whilst half (50.1%) gave 'neither agree nor disagree' (29.1%) or 'don't know' (21.0%) responses.

Q.25/26: Seeking People's Views and Successfully

Dealing with Crime and Anti-Social Behaviour

% all respondents



## 9. Overall health and well-being

- 9.1 National Indicator NI 119 'self-reported measure of people's overall health and well-being' is based on the percentage of respondents who give 'very good' or 'good' responses to the question 'How is your health in general? Would you say it is very good, good, fair, bad or very bad?' This metric is required to assess progress on improvements in health and well-being, and the indicator is based on the rationale that the local population is best placed to assess whether their health and well-being are improving.
- 9.2 74.0% (National Indicator NI 119) of all respondents felt that their health in general is 'very good' (34.6%) or 'good' (39.4%), and 20.1% reported this to be 'fair'. As might be expected the percentage of those who reported 'very good or good health' fell sharply with age, from 92.6% amongst 18 to 34 year olds, to only 53.4% amongst '65+ year olds'.
- 9.3 5.9% of all respondents reported their general health to be 'bad' (5%) or 'very bad' (0.9%), though this rose to 11.4% amongst those living in the Central area. 'Bad' or 'very bad' responses also exceeded 10% amongst 'those living in rented homes' (11.6%), 'those not employed' (19.6%), and 'those with long-standing illness or disabilities' (19.0%).

## 10. PROFILE OF THE SAMPLE

10.1 The profile of both the 'unweighted' (achieved) sample and the 'weighted' sample are shown below:

	Unweighted Total	Weighted Total
	%	%
18-24 years	2.4	9.3
25-34 years	9.6	14.6
35-54 years	33.7	37.6
55-64 years	22.3	16.5
65 years and over	31.9	22.0
Male	39.3	44.6
Female	60.7	55.4
White – British	95.6	94.4
White – Irish	1.8	1.4
White – Other	1.2	2.2
Mixed – White and Black Caribbean	0.1	0.4
Mixed – White and Black African		
Mixed – White and Asian	0.1	0.0
Any other mixed background		
Black or Black British - Caribbean	0.2	0.2
Black or Black British - African	0.1	0.1
Any other Black background		
Asian or Asian British - Indian	0.3	0.7
Asian or Asian British - Pakistani	0.1	0.2
Asian or Asian British - Bangladeshi	0.1	0.1
Any other Asian background		
Chinese	0.2	0.2
Other ethnic group	0.1	0.1
No. of adults 18+:		
1	43.7	28.4
2	47.0	57.6
3	6.8	9.9
4	1.9	3.6
(more than four)	0.6	0.4