

Darlington Borough Council
Community Survey 2013
Survey Report



Analysis and report by
NWA Social Research
(18 June 2013)

CONTENTS

	Page No.
1 KEY FINDINGS	3
2 BACKGROUND, OBJECTIVES & METHODOLOGY	9

SURVEY FINDINGS

3 ABOUT YOUR LOCAL AREA AND YOUR COUNCIL.....	12
4 ABOUT YOUR SERVICES	19
5 COMMUNITY SAFETY	32
6 COMMUNITY RESPECT AND CONSIDERATION.....	37
7 COMMUNITY INVOLVEMENT.....	40
8 ECONOMY	42
9 HEALTH AND WELLBEING.....	45
10 CONTACT WITH DARLINGTON BOROUGH COUNCIL	52
11 ABOUT YOURSELF.....	60
12 TECHNICAL REPORT	66
13. COMPARATIVE DATA	76

- Appendix 1** Copy of postal questionnaire marked-up with top-line findings
- Appendix 2** Tables of frequencies
- Appendix 3** Tables of results
- Appendix 4** Responses to open questions

1. KEY FINDINGS

SATISFACTION WITH LOCAL AREA

- 1.1 Three-quarters of respondents (75.9%) stated that they were satisfied with their local area as a place to live, whilst 12.5% expressed dissatisfaction. This represents a small but significant fall on the satisfaction recorded in the 2008 Place Survey (79.2% satisfied/ 8.6% dissatisfied), but is nevertheless on a par with that recorded in the 2006 BVPI Survey (76.2% satisfied).
- 1.2 Satisfaction by Street Scene Locality ranged from 84.7% in the South West, falling to 66.2% in the Central Street Scene Locality

DARLINGTON BOROUGH COUNCIL

- 1.3 53.8% of respondents stated that they were 'satisfied' with the way Darlington Borough Council runs things, whilst 26.7% were 'dissatisfied'. This represents a significant increase on the 47.4% 'satisfaction' recorded in 2008.
- 1.4 36.6% of respondents 'agreed' with the statement 'Darlington Borough Council provides value for money', whilst 29.9% expressed disagreement : this response is not significantly different from that received in the 2008 Place survey (36.5% agree/ 27.8% disagree).
- 1.5 32.6% of respondents stated that they 'speak positively about the Council', whilst slightly fewer (30.7%) indicated that they 'speak negatively about the Council'.
- 1.6 Over a half (51.9%) of respondents believe Darlington Borough Council 'acts on the concerns of local residents' ('a great deal' or 'a fair amount'), whilst 39.5% believe the Council does this 'not very much', and 8.6% 'not at all'.
- 1.7 Almost two-thirds (65.9%) of respondents believe Darlington Borough Council keeps local residents well informed about the services and benefits it provides , whilst 28.6% feel the Council keeps people 'not very well informed', and 5.5% 'not at all'. In the 2008 Place Survey only 41.6% of respondents felt 'well informed' overall about local public services.
- 1.8 52.7% of respondents stated that they trust Darlington Borough Council 'a great deal or a fair amount', whilst 33.7% gave 'not very much' and 13.6% 'not at all' responses.
- 1.9 Comparisons with results of a recent survey carried out for a consortium of seven North East local authorities, suggest that satisfaction with and perceptions of Darlington Borough Council (reported above) are similar to or slightly better than the 'average' for all seven councils.
- 1.10 Almost half of all respondents (47.2%) agreed that their local councillors try to make decisions which are good for Darlington, whilst less than one-in-five (16.7%) expressed disagreement.
- 1.11 Two-in-five respondents (40.8%) agreed 'that people who work for Darlington Borough Council try to make decisions which are good for Darlington, whilst one-in-five disagreed (21.9%).'.

- 1.12 The majority of respondents do not feel they can influence Council decisions. Only 14.6% of respondents 'agreed' that 'they can influence decisions made by Darlington Borough Council', whilst over half of respondents (55.2%) 'disagreed' with this .

COUNCIL SERVICES

- 1.13 When asked about a range of universal services provided by Darlington Borough Council, satisfaction ('very'/'fairly satisfied') was highest in relation to 'refuse collection' (77.5%) and 'the cleanliness of the Town Centre' (72.2%). These were followed by 'kerbside recycling' (69.4%), 'cemeteries' (65.4%), 'household waste recycling service' (64.5%), 'parks and open spaces' (61.1%), and 'grass cutting' (56.4%).
- 1.14 Satisfaction was lowest (50.2%) and dissatisfaction highest (31.3%) in relation to 'the cleanliness of the Borough overall', with satisfaction by Street Scene Locality ranging from 53.3% of respondents in the South West and falling to 44.6% of respondents in the Central area.
- 1.15 Comparison with the 2008 Place Survey suggest declines in satisfaction for 'parks and open spaces' (- 12.5%), and 'refuse collection' (- 3%). Whilst satisfaction with 'kerbside recycling' recorded a small increase, this was not statistically significant. Other services were not directly comparable with data from 2008.
- 1.16 Respondents were asked about usage of a range of services over the last year. Usage was highest in relation to the 'Indoor Market' (84.6%), 'Outdoor Market' (62.8%), and 'Play areas in parks and open spaces' (61.4%). Other services listed had been used by less than half of all respondents during the last year - 'Dolphin Centre' (48.3%), 'Civic Theatre' (46.8%), 'Library' (41.5%), and 'Darlington Railway Museum' (17.1%). 'No interest in facility' was the principal reason given for non-usage for all above-mentioned services.
- 1.17 Satisfaction amongst users of the above services was generally very high : 'Civic Theatre' (92.2%); 'Library' (91.5%); 'Dolphin Centre' (83.9%); 'Darlington Railway Museum' (86%) 'Indoor Market' (82.1%); 'Play areas in parks and open spaces' (70.9%), and 'Outdoor Market' (63.9%). Dissatisfaction was very low, and only rose above 6% in respect of 'Play areas in parks and open spaces' (16.4%), and 'Outdoor Market' (15.7%).
- 1.18 Comparison with the 2008 Place Survey suggests a sharp fall in 'usage' of the 'Library service' (down from 59.5% in 2008 to 41.5%), and a large increase in satisfaction amongst users of the service (up from 81.3% to 91.5%). Comparisons are not available for other services listed.
- 1.19 59.7% of all respondents expressed 'satisfaction' with the overall services provided by Darlington Borough Council , whilst 17.0% expressed dissatisfaction. Satisfaction by Street Scene Locality ranged from 63.1% in the South West falling to 56.4% in the North East.

COMMUNITY SAFETY

- 1.20 53.7% of respondents indicated that they feel 'safe' in their local area after dark, representing a significant increase on the 45% 'safe' recorded in 2008. However, over one-in-four (28.0%) reported feeling 'unsafe' in their local area after dark, rising to 38% in Central Street Scene Area.
- 1.21 85.9% of respondents reported feeling safe in their local area during the day, while just 4.5% reported feeling 'unsafe'. This is not significantly different to the response received in the 2008 Place Survey.
- 1.22 41.9% of respondents stated that they were very or fairly worried about becoming a 'victim of crime' while living in their local area, and 47.1% were worried about becoming a victim of anti-social behaviour. Respondents living in 'Central' Street Scene area, were most likely to 'worry' in this respect - 'victims of crime' (50.4%), 'victims of anti-social behaviour' (59.1%).
- 1.23 Half of all respondents (50.7%) indicated that they were 'satisfied' that the Police and other bodies are dealing with anti-social behaviour in Darlington, while 22.3% expressed dissatisfaction.
- 1.24 Respondents were then asked how much of a problem a list of criminal and anti-social actions are in their local area. 'Dog fouling' was perceived as the biggest anti-social issue, (mentioned by 59.5% of all respondents as a 'very or fairly big problem', followed by 'rubbish or litter lying around' (40.1%), and 'speeding vehicles and dangerous driving' (40.1%).
- 1.25 Other issues perceived as a 'very or fairly big problem in their local area' by more than one-in-four respondents, were 'burglary including from sheds, greenhouses, farm buildings etc. (32.4%), 'underage drinking and sale of alcohol to youths' (30.0%), 'groups hanging around the streets' (28.8%), 'people using or dealing drugs' (26.4%), 'groups of people (including youths drinking) which cause nuisance, intimidation or racial abuse' (26.3%), 'people being drunk or rowdy in public places' (23.6%) and 'vandalism, graffiti and other deliberate damage to property or vehicles' (23.3%).
- 1.26 Other issues were perceived as problems by less than one-in-five respondents : 'violence, including domestic violence' (15.4%); 'people moving in and out of the area' (15.4%); 'noisy neighbours or loud parties' (11.5%), 'abandoned or burnt out cars' (2.6%).
- 1.27 Comparison with 2008 Place Survey suggests a substantial decline in the perception of 'groups hanging around the streets' as a big problem, down from 50% in 2008 to 28.8% (- 21.2%). (Though note, this issue was listed as 'teenagers hanging around the streets' in the 2008 survey.) Other issues which were perceived as big problems by significantly fewer respondents were 'Vandalism, graffiti and other deliberate damage to property or vehicles' (- 9.7%), and 'People being drunk or rowdy in public places' (- 5.3%).

- 1.28 Perception of ‘noisy neighbours or loud parties’, ‘rubbish or litter lying around’, ‘people using or dealing drugs’, and ‘abandoned or burnt out cars’ had not changed significantly when compared with the 2008 Survey. Comparisons were not available for other issues listed.

COMMUNITY

- 1.29 59.3% of the overall sample reported a ‘strong sense of belonging to their local area’ : this is not significantly different from the 58.4% recorded in 2008.
- 1.30 More than half of all respondents (51.1%) stated that they either ‘definitely’ (10.1%) or ‘tend to agree’ (41.0%) that their local area is a place where people from different backgrounds get on well together, whilst one-in-ten respondents ‘disagreed’ (9.9%).
- 1.31 29.7% of the overall sample indicated that they ‘agree’ that people in their local area pull together in order to improve the local area, whilst slightly fewer expressed disagreement (25.8%).
- 1.32 Respondents were asked the extent to which they agree with three statements relating to community cohesion in their local area. Whilst 68.8% of respondents agreed that they ‘know their neighbours well enough to ask a favour’, and 59.2% of the overall sample agreed ‘their local area to be a place where neighbours look out for each other’, only 31.5% of respondents ‘agree’ that ‘there is a lot of community spirit in this local area’.
- 1.33 Over half (54.8%) of respondents reported that they were members of, or regularly joined in the activities relating to groups, clubs or organisations: activities referred to by most respondents were ‘sports or recreation clubs’ (15.4%), ‘education, arts, drama, reading or music group/evening class’ (12.3%), ‘Tenants’/Residents’ group/Neighbourhood Watch’ (12.3%), ‘social club/working men’s club’ (12.0%) and ‘religious group or church organisation’ (11.2%).
- 1.34 The level of formal volunteering was low. Just over a quarter (27.3%) had given unpaid help to a group, club or organisation over the last 12 months, and only 19.0% had done this regularly (‘at least once a month’). This is not significantly different from the 2008 Place Survey when 19.8% reported formal volunteering at least once a month.

ECONOMY

- 1.35 Few respondents appear to have a positive view on the local economy. Whilst 40.9% agreed that ‘I choose to shop in Darlington above other areas, as Darlington meets all my shopping needs’, only 28.8% agreed that ‘Darlington has businesses that are thriving and doing well’. Views on local job prospects were even more negative , with less than one-in-six agreeing that ‘Darlington offers good career and employment prospects’ ‘for all people’ (14.7%) or for ‘young people’ (12.2%) - with a majority of respondents giving disagree responses for both of these statements.

- 1.36 58.5% of respondents stated that they have used the local bus service during the past 12 months, down from the 75% who reported usage in the 2008 Place Survey. However, satisfaction amongst users had increased, with 61.8% of those who had used the bus service in the last year expressing satisfaction with the service, compared to only 47.2% in the 2008 survey.

HEALTH AND WELLBEING

- 1.37 When asked about a range of statements in relation to mental wellbeing, positive ('all of the time'/'often') responses were highest for the statements 'I've been able to make up my own mind on things' (79.0%), 'I've been thinking clearly' (66.3%), 'I've been feeling close to other people' (57.1%), and 'I've been dealing with problems' (50.7%). Less than half of all respondents reported 'I've been feeling useful' (46.8%), 'feeling relaxed' (38.7%) and 'feeling optimistic about the future' (34.9%).
- 1.38 Most respondents (72.3%) rate their health as good or very good, with only a small minority rating it as bad (6.2%). This has not changed significantly since the 2008 Place Survey when 74.3% rated their health as good or very good.
- 1.39 Respondents were presented with a range of scenarios relating to alcohol consumption in order to assess perceptions as to what is acceptable. Of the scenarios presented, those found most unacceptable were 'a man drinking two pints of beer or lager and then driving home' (85.5%), and 'drinking to get drunk' (77.6%). However, a majority (61.1%) believed that 'a woman in her 20s or 30s drinking a bottle of wine when out with friends' was acceptable. Opinion on other scenarios was more evenly divided.
- 1.40 Almost two-in-five respondents (38.2%) stated that they are exposed to other's tobacco smoke most weeks, and for one-in-ten respondents this exposure was for 'more than five hours a week'.
- 1.41 The majority opinion was in favour of restrictions on smoking when children are present : 'in parks and play areas' (74.1%); 'in homes' (75.3%) and 'in the car' (82.3%).

CONTACT WITH DARLINGTON BOROUGH COUNCIL

- 1.42 72.0% of the overall sample had contacted Darlington Borough Council in the previous 3 years: over two-thirds (69.3%) of respondents who had contacted the Council expressed satisfaction with 'the way their contact was handled overall', whilst 19.5% were dissatisfied.
- 1.43 Principal reasons for making last contact with the Council were to 'report a problem' (20.9%), 'request a Council service' (19.9%), and 'make an application for something' (15.3%).
- 1.44 'Telephone' was the most popular method of contact, (used by 57% of those who had made contact in the last three years), followed by 'personal visit to Customer Service Point' (19.7%), and 'electronic method, such as email or Internet' (16.8%) .

- 1.45 Going forward 'telephone' is the most preferred method for contact in order to 'report a problem', 'to request a Council service', 'to make a complaints', 'on a business related matters' and 'in response to a communication from the Council'. However, 'electronic method such as email or Internet' was the most preferred method for 'making payments' 'making applications', 'to get information or advice about a Council service' and to 'get more general information or advice'.
- 1.46 Four-in-five respondents (80.1%) had access to the Internet. Whilst 71.9% of those with access to the Internet, had used either the Internet or email to access services or information from Darlington Borough Council, awareness of the Council's 'Facebook page' (26.2%), and 'Twitter output' (19.4%) was low.
- 1.47 Of respondents who were aware of either Facebook or Twitter output, 17.0% had viewed tweets made by the Council, while 35.9% had viewed a Facebook page published by the Council. Almost two-thirds of respondents who had viewed the Council's Twitter and Facebook output were satisfied in this regard, and only 3.2% expressed dissatisfaction. The most stated reason for having knowledge of either the Council's Facebook or Twitter output but not having viewed it was a preference for contacting people by other means.

2. BACKGROUND, OBJECTIVES & METHODOLOGY

Background

- 2.1 NWA Research was commissioned by Darlington Borough Council to undertake a 'Community Survey' with a representative sample of residents, from each of the 24 wards of Darlington Borough, who are aged 18 years or over and residing in households. The survey took place during February-April 2013, and this report summarises the findings of this survey.
- 2.2 Darlington Borough Council has undertaken a programme of community consultation since 1998, in addition to the nationally specified Best Value surveys and the Place Survey. Information collected was used to provide benchmarking and tracking data on the views of residents and service users. Also of importance was the opportunity to review findings across other authorities, an opportunity which was lost at the demise of the 'Place Survey' (abolished in 2010) but which was reintroduced through the development of the Local Government Association's (LGA) 'Are you being served: benchmarking resident satisfaction data'.

Objectives

- 2.3 The survey was undertaken in order to continue with the tracking and benchmarking of key statistics, and robust (200+) samples were sought on a ward basis, so that the data collected could be used by the Council to aid with local decision-making and service improvement.
- 2.4 The questionnaire drew on the last Darlington 'Community Survey' (2009) and on the 2008 National 'Place Survey' in order to track residents' changing perceptions and behaviour. It also including benchmarking questions recommended by the LGA's 'Are you being served' guidance, to facilitate future comparisons on a national level.
- 2.5 Specific topics included in the questionnaire related to:
- Satisfaction with local area, and perception of the Council
 - Satisfaction and usage of Council services
 - Community safety issues
 - Other community issues
 - The local economy
 - Health and Wellbeing
 - Contact with the Council and Internet
- 2.6 Opportunity was also taken to invite respondents to become a member of the Council's Citizen Panel.

Methodology

- 2.7 The research was undertaken using a postal self-completion survey, with respondents also being given the opportunity to complete online. The sample frame was the Postal Address File (PAF). The sample was drawn by NWA from the Postal Address File which had been stratified by 'ward' (random interval selection).
- 2.8 A total of 20,640 households were invited to participate in the survey. An initial survey, with one reminder, was sent out to a sample of 13,424 addresses, and a further 'booster' survey was sent to an additional 7,216 addresses in order to achieve 200+ completed questionnaires from each of the 24 wards in the Borough.
- 2.9 A total of 5,508 completed questionnaires were returned (5,444 postal, and 64 online), giving an unadjusted response rate of 26.7%. Response rates varied greatly by ward, ranging from 19.9% (Central) to 42.7% (Hummersknott).
- 2.10 In order to counteract disproportional sample selection and non-response bias, the data was 'weighted' back to the known profile for Darlington Borough residents (based on the 2011 Census). Weights were applied for 'ward', 'age' and 'sex' (all three variables interlocked).

The data was analysed using the statistical package SPSS 15.0. Tables were produced, for all questions, showing unweighted counts and weighted percentages for the total sample, and for the following demographic (9) and 'geographic' variables:

Demographics: sex; age group; ethnic group; tenure; economic activity; length of time in Darlington Borough Council area; limiting long-standing illness; health in general, and; 'whether or not children in household'.

Geography: Wards; Rural and Urban areas; Middle Super Output Areas, Children's Centre Localities (5) and Areas, and; 'Street Scene Localities (5)'.

- 2.11 The following report summarises the key findings of the survey, and reports on differences between the 'demographic' sub-groups. Additional reports have been produced with 'geographic' analysis, and have been provided as separate documents.

This report also includes comparable data from:

- 1) 2008 Darlington Borough Council Place Survey: A postal survey - 1,399 completed questionnaires were returned, giving a 43% response rate.
- 2) 2009 Darlington Community Survey: 1,036 face-to-face survey.
- 3) 2013 Local Government Association 'Polling on resident satisfaction with Councils': A national telephone survey of 1,004 British adults. January 2013 Quarterly Results.
- 4) 2012 Postal Survey conducted for a consortium of seven North East local authorities.

- 2.12 It should be noted, however, that the mode of data collection can have a significant impact on the results, and that inter-mode comparisons are not desirable. Whilst NWA believe that comparisons with the 2008 Place Survey will be most meaningful (as methodology was similar), it should be noted that even when the same methodology is employed, and identical question wording is used, many other factors can affect results, including ‘sequence of questions’, ‘other topics raised in questionnaire’, ‘response rates’, ‘seasonality’ and ‘current events’. Therefore, comparisons, even with the Place Survey, should be viewed with great caution.
- 2.13 Comparisons with the 2008 Place Survey are included, where relevant, in the body of the main report, with a summary of changes in Section 13. Comparisons with the national ‘Polling on residents’ satisfaction with Councils’ and with the findings from the survey conducted for the North East consortium of Councils, are also summarised in Section 13 of this report.
- 2.14 A copy of the questionnaire, marked-up with the overall sample results, and with relevant comparisons from the 2009 Community Survey and from the 2008 Place Survey, is attached as **Appendix 1** to this report.
- 2.15 It should be noted that in a number of instances e.g. “Place Survey Comparisons” the “don’t know” responses are excluded. IN these cases the figures in the report may differ from those reported as “Top Line Findings” in Appendix 1. However, where “don’t know” responses are excluded this will be stated in the title area of the chart or table.
- 2.16 Full details of methodology, weighting and analysis is shown in the Technical Section at the end of this report, along with tables relating to ‘statistical reliability’ and ‘margins of error’.

3. ABOUT YOUR LOCAL AREA AND YOUR COUNCIL

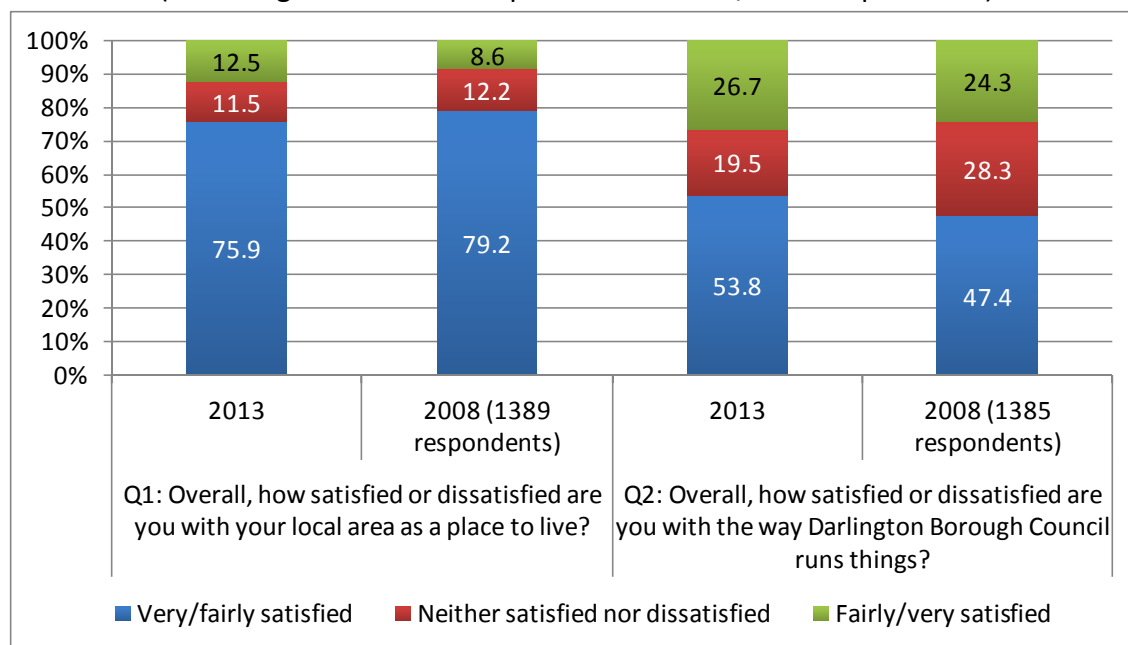
- Question 1:** 'Overall, how satisfied or dissatisfied are you with your local area as a place to live?'
- Question 2:** 'Overall, how satisfied or dissatisfied are you with the way Darlington Borough Council runs things?'
- Question 3:** 'To what extent do you agree or disagree that Darlington Borough Council provides value for money?'
- Question 4:** 'On balance which of the following statements comes closest to how you feel about Darlington Borough Council?'
- Question 5:** 'To what extent do you think Darlington Borough Council acts on the concerns of local residents?'
- Question 6:** 'To what extent do you agree or disagree that you can influence decisions made by Darlington Borough Council?'
- Question 7:** 'Overall, how well informed do you think Darlington Borough Council keeps residents about the services and benefits it provides?'
- Question 8:** 'How much do you trust Darlington Borough Council?'
- Question 9:** 'To what extent do you agree or disagree that...?'

Appendix 3 - Pages 1 to 10

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

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

(Excluding 'don't know' responses - % - 5461/5441 respondents)



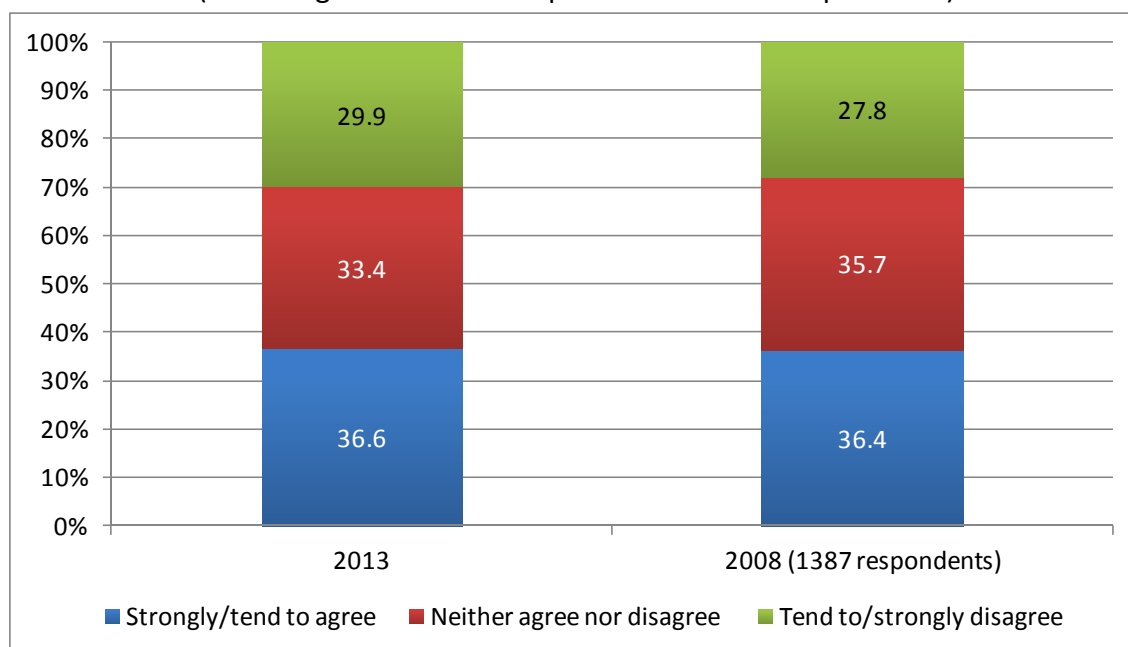
3.1 When 'don't know' responses are excluded from analysis (to allow direct comparison with the 2008 Place Survey) three-quarters of respondents (75.9%) stated that they were either 'very' (24.3%) or 'fairly satisfied' (51.6%) with their local area as a place to live, with satisfaction levels being higher amongst respondents over the age of 50. This represents a

small but statistically significant fall in satisfaction recorded in the 2008 Place Survey (79.2%). Respondents who reported being economically inactive were less likely than those in full or part-time employment to express satisfaction with their local area as a place to live (69.2% cf. 75.2%). 11.5% of the overall sample were 'neither satisfied nor dissatisfied' with their local area as a place to live while 12.5% expressed dissatisfaction (8.9% 'fairly'/3.6% 'very dissatisfied') rising to 15.1% of respondents who are not economically active (10.7% 'fairly'/4.4% 'very dissatisfied').

3.2 53.8% of respondents stated that they were 'satisfied' with the way Darlington Borough Council runs things (8.6% 'very'/45.2% 'fairly satisfied') representing an increase of 6.4% on the figure of 47.4% 'satisfied' recorded in 2008, with 'White British' respondents being less likely to express satisfaction than both respondents from 'White Other' (52.7% cf. 71.2%) and 'Other Minority' backgrounds (52.7% cf. 70.6%). 19.5% stated that they were 'neither satisfied nor dissatisfied' with the way Darlington Borough Council runs things, while 26.7% gave either 'fairly' (18.2%) or 'very dissatisfied' (8.5%) responses - rising to 31.2% of respondents who reported being in 'bad' health and 39.1% of those in 'very bad' health. Respondents who reported being 'wholly retired from work' were more likely than both respondents in employment (58.5% cf. 51.4%) and those who reported being economically inactive (58.5% cf. 53.2%) to express satisfaction with the way Darlington Borough Council runs things.

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

(Excluding 'don't know' responses - % - 5293 respondents)

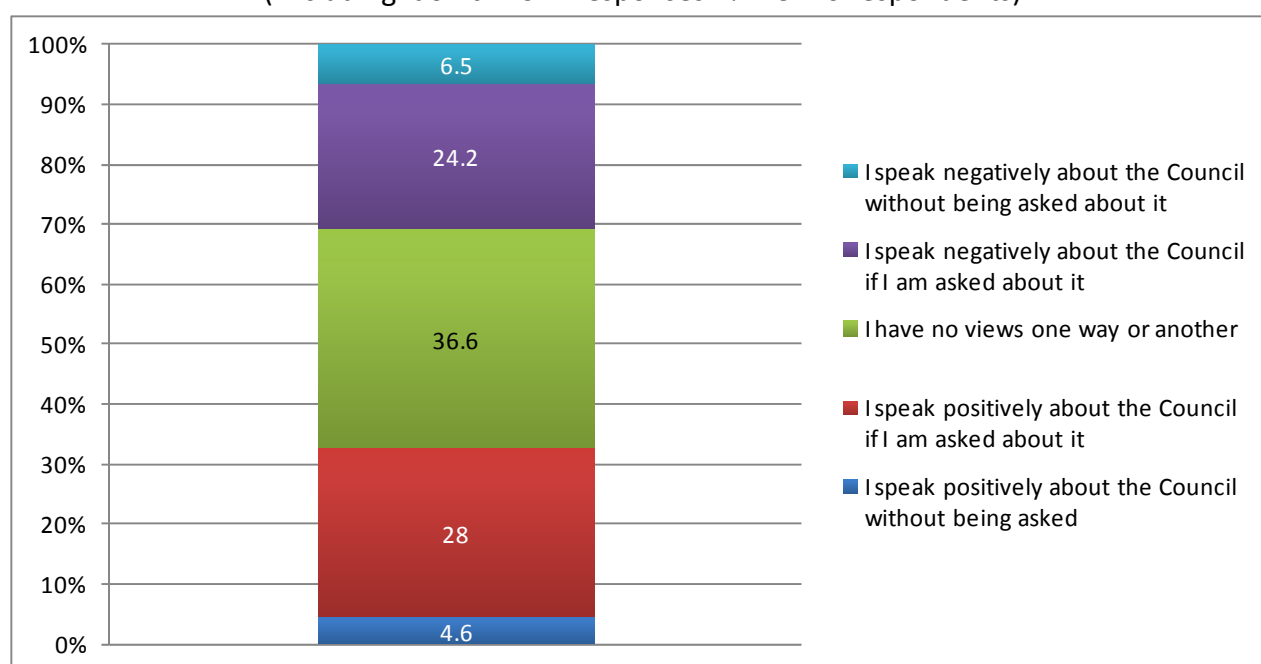


3.3 36.6% of respondents stated that they either 'strongly' (3.6%) or 'tend to agree' (33.0%) that Darlington Borough Council provides value for money, rising to 56.6% of respondents from 'White Other' backgrounds and 45.2% of those from other minority groups. As illustrated above, the satisfaction level of 36.6% represents the same as that recorded in

2008 (36.5%). Respondents over the age of 70 were most likely to express agreement in relation to Darlington Borough Council representing value for money, while females were more likely than males to express agreement in this regard (38.5% cf. 34.9%). A third of the overall sample (33.4%) stated that they ‘neither agree nor disagree’ that Darlington Borough Council provides value for money, with 29.9% expressing disagreement (21.4% ‘tend to disagree’/8.5% ‘strongly disagree’) - increasing to 43.0% of respondents who reported being in ‘bad’ health and 36.8% of those in ‘very bad’ health. Males were more likely than females to express disagreement (33.7% cf. 26.2%) in relation to whether Darlington Borough Council provides value for money.

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

(Excluding ‘don’t know’ responses - % - 5240 respondents)

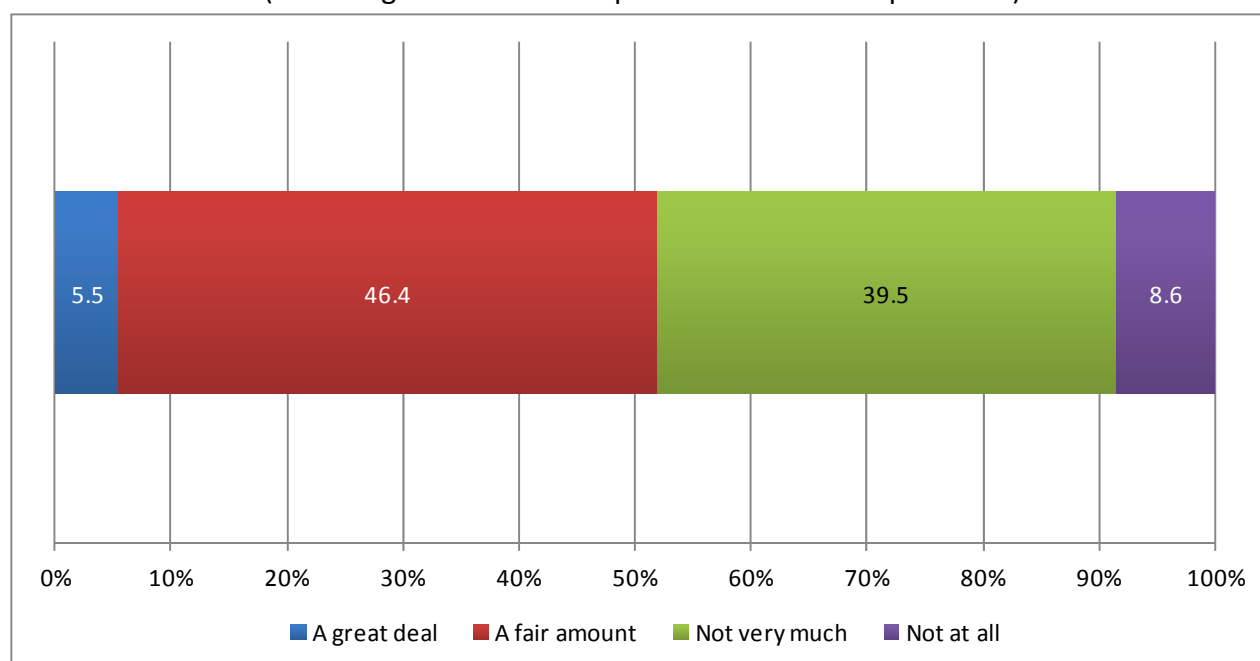


3.4 32.6% of respondents stated that they ‘speak positively about the Council’ either ‘without being asked’ (4.6%) or on occasions they are asked (28.0%), with likelihood of speaking positively about the Council being higher amongst both ‘White Other’ (57.4%) and ‘other minority’ respondents (59.7%) when compared to ‘White British’ respondents (31.1%). 36.6% stated that they ‘have no views one way or another’ in relation to the Council rising to 40.8% of respondents who had lived in the Darlington Borough Council area for less than 3 years and 46.3% of respondents aged 18 to 29. 30.7% of respondents indicated that they ‘speak negatively’ about the Council either when asked (24.2%) or ‘without being asked about it’ (6.5%). Again, respondents who reported being in either ‘bad’ (37.1% ‘negatively’) or ‘very bad’ (36.1%) health were most likely to view the Council in negative terms.

3.5 When asked to what extent respondents believe Darlington Borough Council acts on the concerns of local residents, 51.9% believed this to be either ‘a great deal’ (5.5%) or ‘a fair amount’ (46.4%), with respondents in rented accommodation more likely than those who own their own home to believe that the Council acts on the concerns of local residents (60.2% cf. 49.1). 48.1% stated that they believe the Council to act on the concerns of local residents either ‘not very much’ (39.5%) or ‘not at all’ (8.6%), rising to 56.5% of respondents who reported being in ‘bad’ health and 58.1% of those in ‘very bad’ health. Males were more likely than females to express scepticism in relation to whether Darlington Borough Council acts on the concerns of local residents (50.3% cf. 45.7%).

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

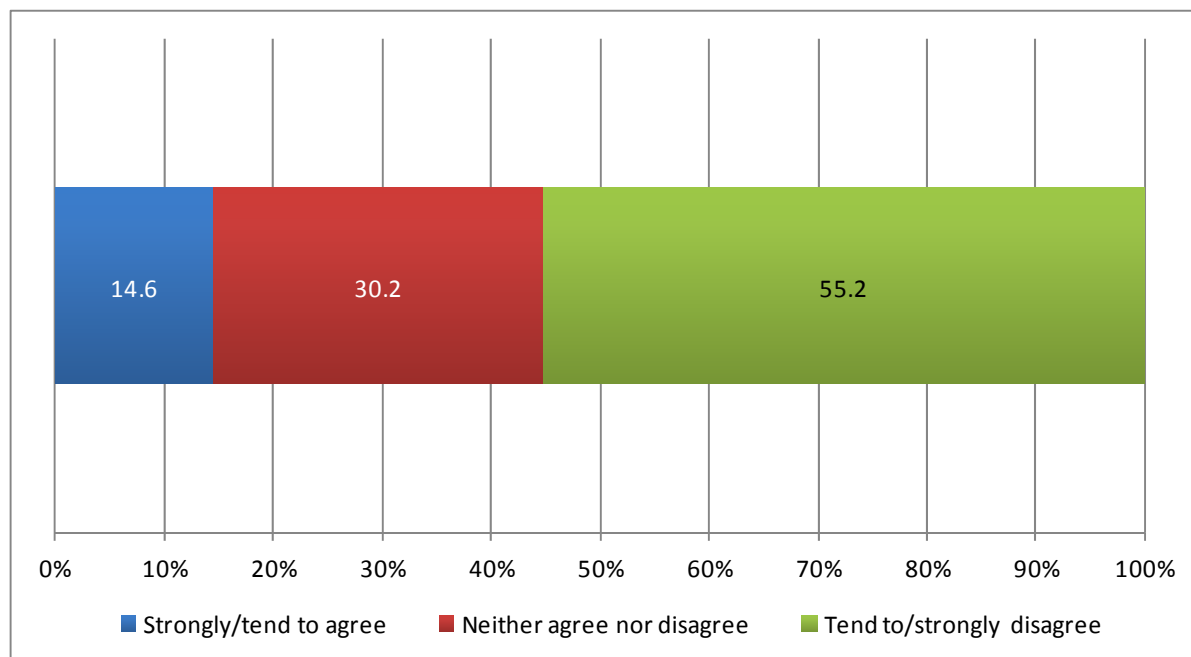
(Excluding ‘don’t know’ responses - % - 4805 respondents)



3.6 Just 14.6% of respondents stated that they either ‘strongly’ (1.5%) or ‘tend to agree’ (13.1%) that they can influence decisions made by Darlington Borough Council, rising to 22.7% of respondents who had lived in the Darlington Borough Council area for less than 3 years, 38.8% of ‘White Other’ respondents and 28.4% of respondent from other ethnic minority groups. 30.2% neither agreed nor disagreed that they could influence decisions made by Darlington Borough Council, rising to 40.4% of respondents who had lived in the Darlington Borough Council area for less than 3 years and 41.8% of respondents over the age of 80. However, the majority of respondents (55.2%) stated that they either ‘tend to’ (36.1%) or ‘strongly disagree’ (19.1%) that they can influence decisions made by Darlington Borough Council, rising to 59.2% of respondents who own or are currently buying their own home, as well as 61.7% of respondents between the ages of 50 and 59.

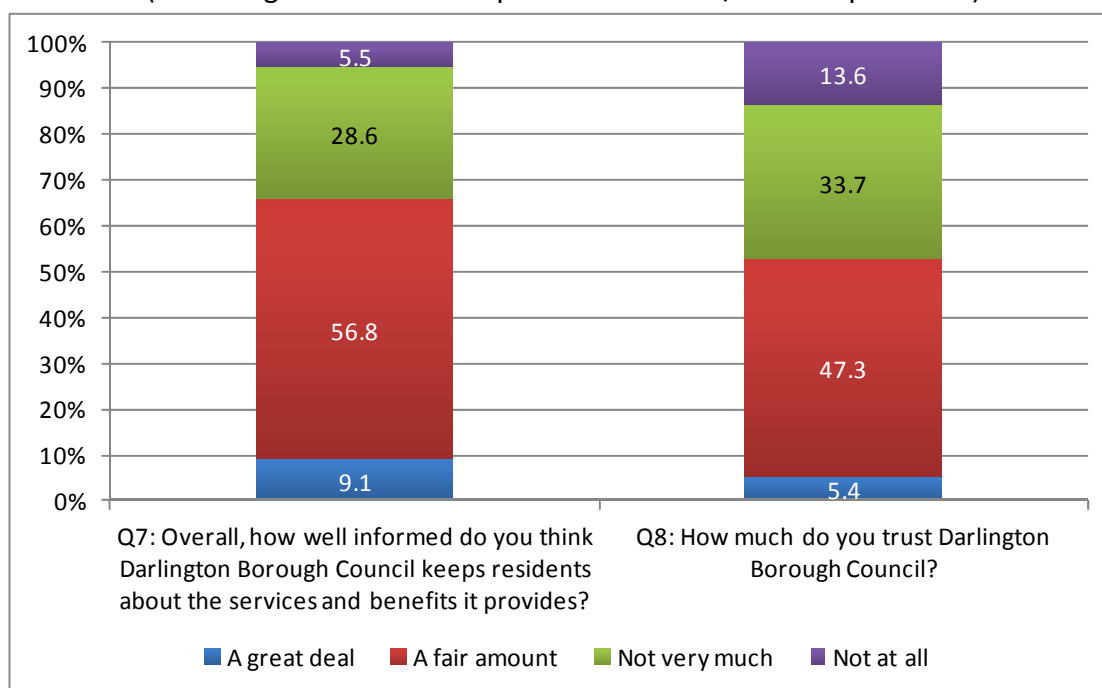
Q6: To what extent do you agree or disagree that you can influence decisions made by Darlington Borough Council?

(Excluding 'don't know' responses - % - 4979 respondents)



Q7: Overall, how well informed do you think Darlington Borough Council keeps residents about the services and benefits it provides? / Q8: How much do you trust Darlington Borough Council?

(Excluding 'don't know' responses - % - 5262/4971 respondents)

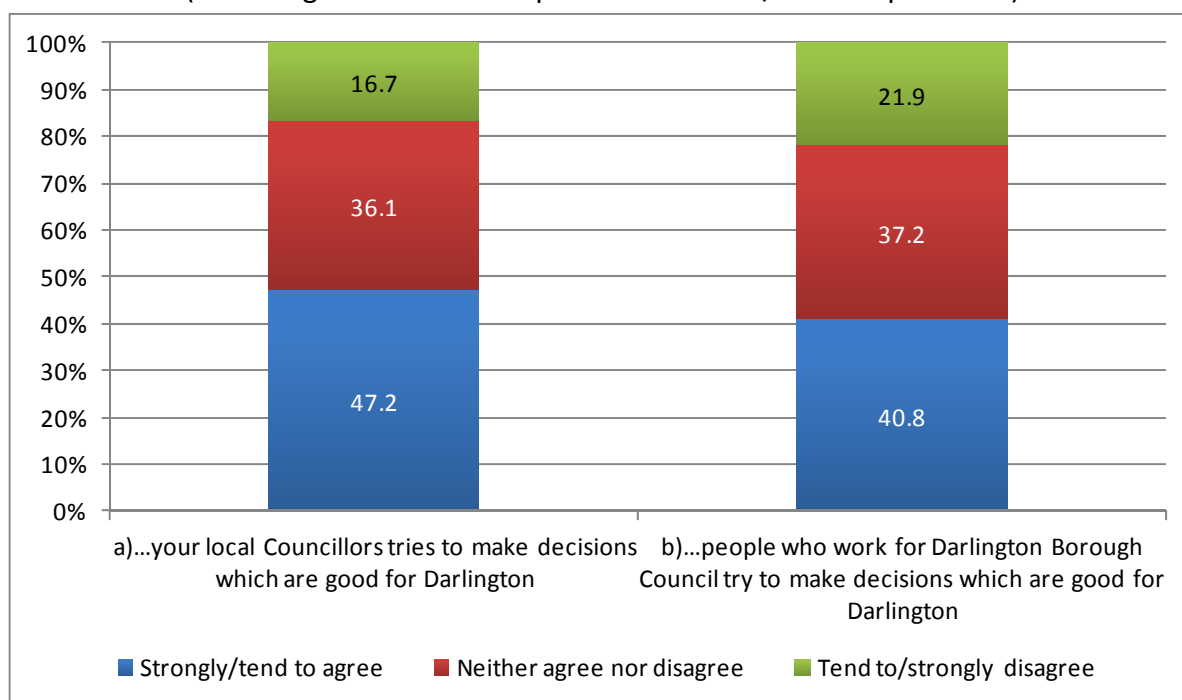


3.7 9.1% of respondents indicated that they feel Darlington Borough Council keeps local residents 'a great deal' informed about the services and benefits it provides rising to 22.1% of respondents from other ethnic minority groups, while over half felt this was 'a fair amount' (56.8%) rising to 61.1% of respondents who were 'wholly retired from work'. 28.6% gave 'not very much' responses falling to 17.5% of respondents over the age of 80,

while 5.5% gave ‘not at all’ responses rising to 10.5% of respondents who reported being in ‘bad’ health and 13.3% of those in ‘very bad’ health and falling to 0.6% of respondents over the age of 80, 1.3% of respondents who had been living in the Darlington Borough Council area for between 3 and 5 years and 1.3% of respondents from ‘White Other’ ethnicities.

- 3.8 Just 5.4% of respondents stated that they trust Darlington Borough Council ‘a great deal’ - rising to 10.0% of respondents in rented accommodation, 10.4% of ‘White Other’ respondents, 10.5% of those who had lived in the Darlington Borough Council area for less than 3 years, 13.2% of respondents over the age of 80 and a fifth (20.0%) of respondents from other ethnic minorities. 47.3% stated that they trust Darlington Borough Council ‘a fair amount’, while 47.3% of respondents gave either ‘not very much’ (33.7%) or ‘not at all’ (13.6%) responses with negative responses again being highest amongst respondents who reported being in either ‘bad’ (54.6% ‘not very much’/‘not at all’) or ‘very bad’ (58.6%) health.

Q9: To what extent do you agree or disagree that...?
 (Excluding ‘don’t know’ responses - % - 4775/4869 respondents)



- 3.9 Just under half of all respondents (47.2%: 9.6% ‘strongly’/37.6% ‘tend to agree’) agreed that their local councillors try to make decisions which are good for Darlington, rising to 68.3% of respondents over the age of 80. 36.1% neither agreed nor disagreed that their local councillors try to make decisions which are good for Darlington, with 16.7% expressing disagreement (11.9% ‘tend to’/4.8% ‘strongly disagree’) rising to 29.7% of respondents who reported being in ‘very bad’ health and falling to 6.2% of respondents who had lived in the Darlington Borough Council area for between 3 and 5 years.

3.10 Two-in-five respondents (40.8%: 6.8% 'strongly'/34.0% 'tend to agree') stated that they agree that people who work for Darlington Borough Council try to make decisions which are good for Darlington, rising to 55.4% of respondents who had lived in the Darlington Borough Council area for less than 3 years and 58.6% of respondents from other minority groups. 37.2% neither agreed nor disagreed that people who work for Darlington Borough Council try to make decisions which are good for Darlington, while 21.9% expressed disagreement (16.0% 'tend to'/5.9% 'strongly disagree') rising to 29.6% of respondents who reported being in 'bad' health and 34.4% of those in 'very bad' health.

4. ABOUT YOUR SERVICES

Question 10: 'Please tell us how satisfied or dissatisfied you are with the following?'

Question 11-17a: 'Have you used the Dolphin Centre/a Darlington library/the Civic Theatre/Darlington Railway Museum/the Indoor Market/the Outdoor Market/a play area in parks and open spaces in Darlington in the last 12 months?'

Question 11-17b: 'If visited in the last year, how satisfied or dissatisfied are you with the Dolphin Centre/libraries/Civic Theatre/Darlington Railway Museum/Indoor Market/Outdoor Market/play areas?'

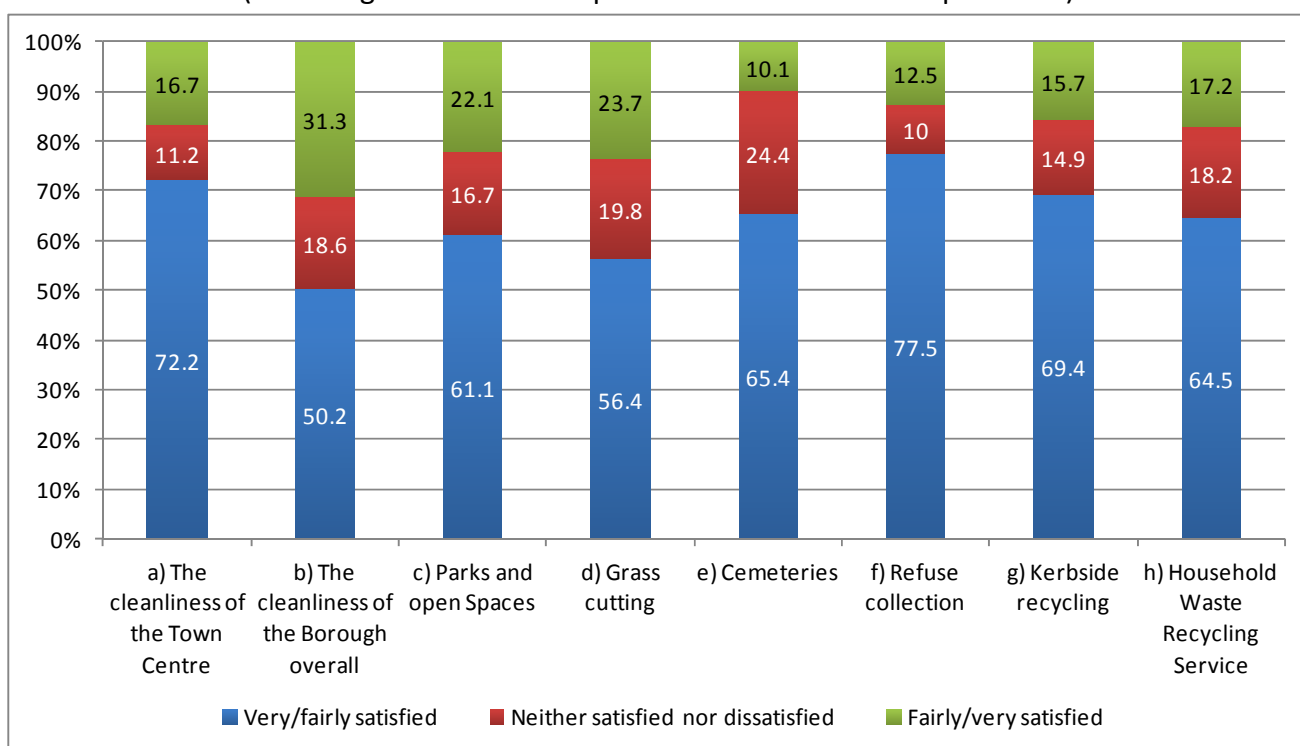
Question 11-17c: 'If not visited in last year, why not?'

Question 18: 'Taking everything into account, how satisfied or dissatisfied are you with the services provided by Darlington Borough Council overall?'

Appendix 3 - Pages 11 to 45

Q10: Please tell us how satisfied or dissatisfied you are with each of the following?

(Excluding 'don't know' responses - % - 4133-5412 respondents)

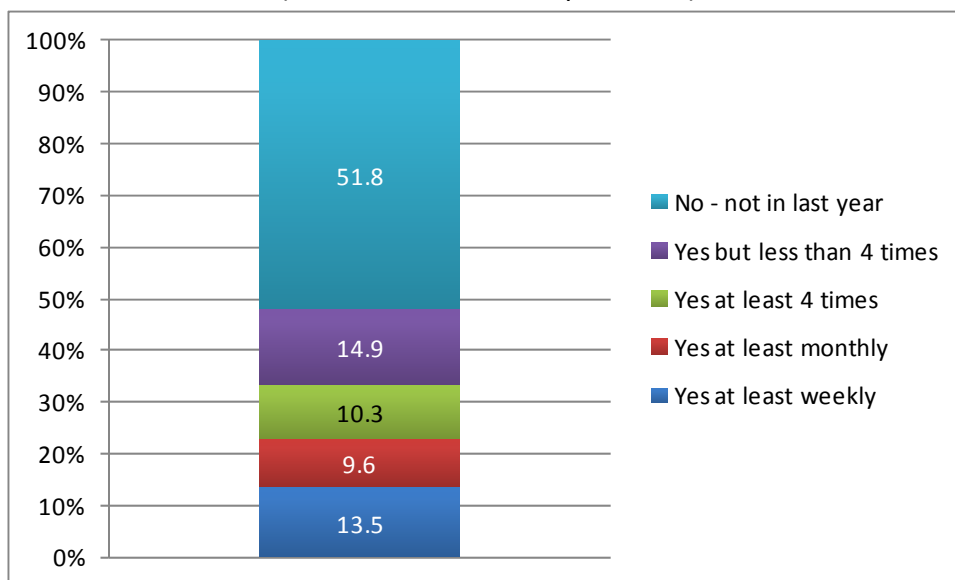


4.1 When asked about a range of services provided by Darlington Borough Council, satisfaction was highest in relation to 'refuse collection' (77.5%: 29.1% 'very'/48.4% 'fairly satisfied') and 'the cleanliness of the Town Centre' (72.2%: 15.1% 'very'/57.1% 'fairly satisfied'). These were followed by 'kerbside recycling' (69.4%: 24.0% 'very'/45.4% 'fairly satisfied'), 'cemeteries' (65.4%: 15.9% 'very'/49.5% 'fairly satisfied'), 'household waste recycling service' (64.5%: 21.6% 'very'/42.9% 'fairly satisfied') and 'parks and open spaces' (61.1%: 11.5% 'very'/49.6% 'fairly satisfied'). 56.4% expressed satisfaction with 'grass cutting' (12.3% 'very'/44.1% 'fairly satisfied'), while satisfaction was lowest (50.2%: 5.2%

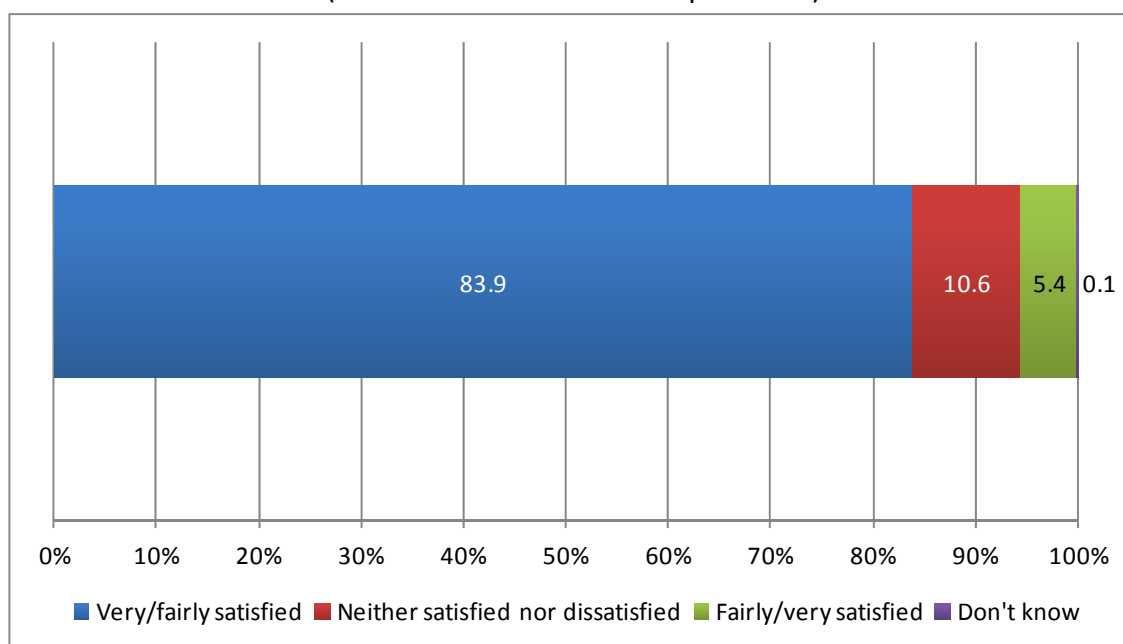
‘very’/45.0% ‘fairly satisfied’) and dissatisfaction highest (31.3%: 22.2% ‘very’/9.1% ‘very dissatisfied’) in relation to ‘the cleanliness of the Borough overall’.

4.2 48.3% of respondents had used the Dolphin Centre in the previous year either ‘at least weekly’ (13.5%), ‘at least monthly’ (9.6%), ‘at least 4 times’ (10.3%) or ‘less than 4 times’ (14.9%). Likelihood of having used the Dolphin Centre in the previous year decreased with age from 66.6% of respondents aged 18 to 29 and falling to 30.2% of respondents aged 70 to 79 and 20.1% of those over the age of 80. 51.8% had not used the Dolphin Centre in the previous year.

Q11a: Have you used the Dolphin Centre in the last 12 months?
(Overall - % - 5432 respondents)

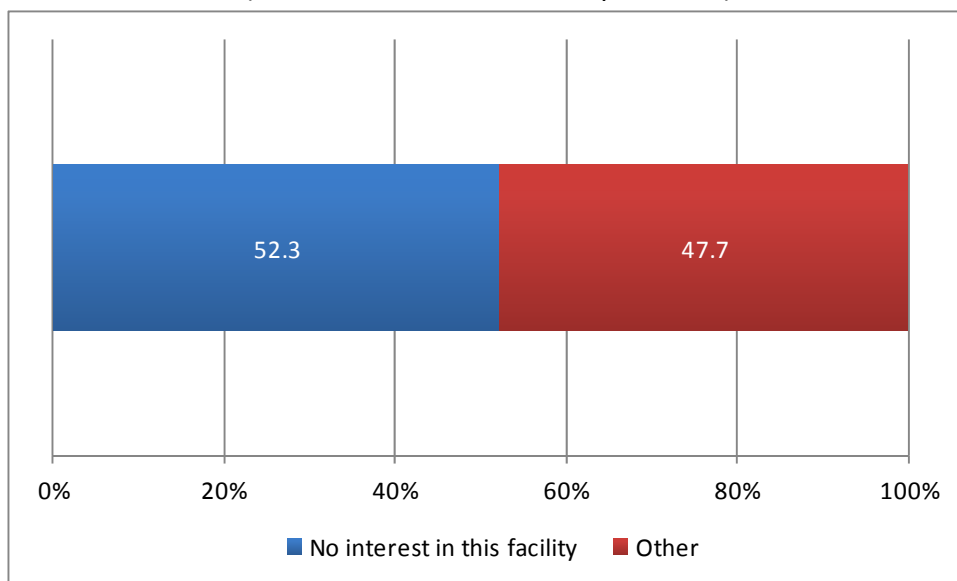


Q11b: How satisfied or dissatisfied are you with the Dolphin Centre?
(‘Yes’ at Q11a - % - 2236 respondents)

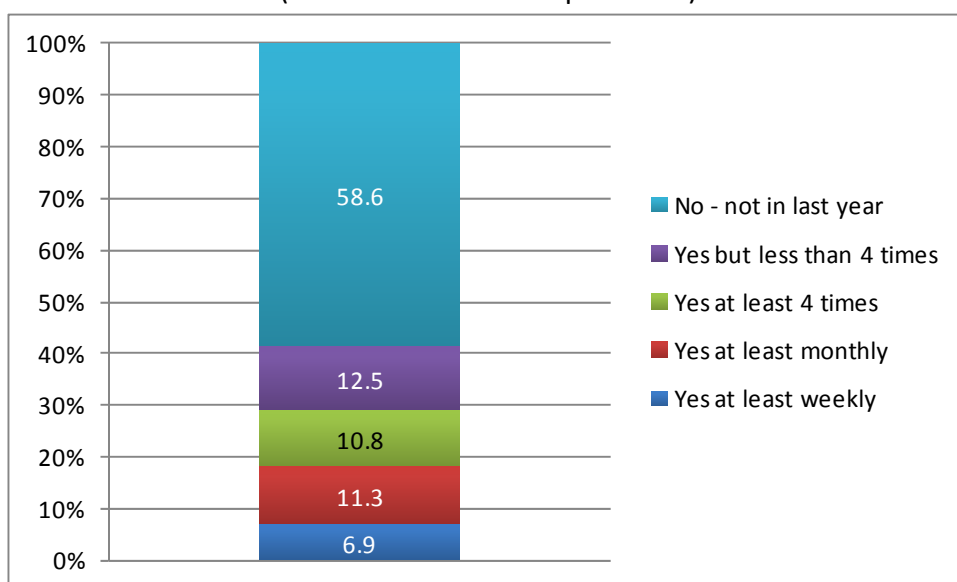


4.3 Of respondents who had visited the Dolphin Centre, 83.9% were either 'very' (30.3%) or 'fairly satisfied' (53.6%) with satisfaction remaining at around 80% or more for all respondent sub-groups. 10.6% were 'neither satisfied nor dissatisfied' with the Dolphin Centre and just 5.4% expressed dissatisfaction (3.9% 'fairly'/1.5% 'very dissatisfied'). 0.1% gave 'don't know' responses. Of respondents who had not used the Dolphin Centre in the previous 12 months, 52.3% stated that this was because they have 'no interest in this facility' while 47.7% gave other reasons.

Q11c: If not used in last year, why not?
(‘No’ at Q11a - % - 2917 respondents)



Q12a: Have you used a Darlington library in the last 12 months?
(Overall - % - 5426 respondents)

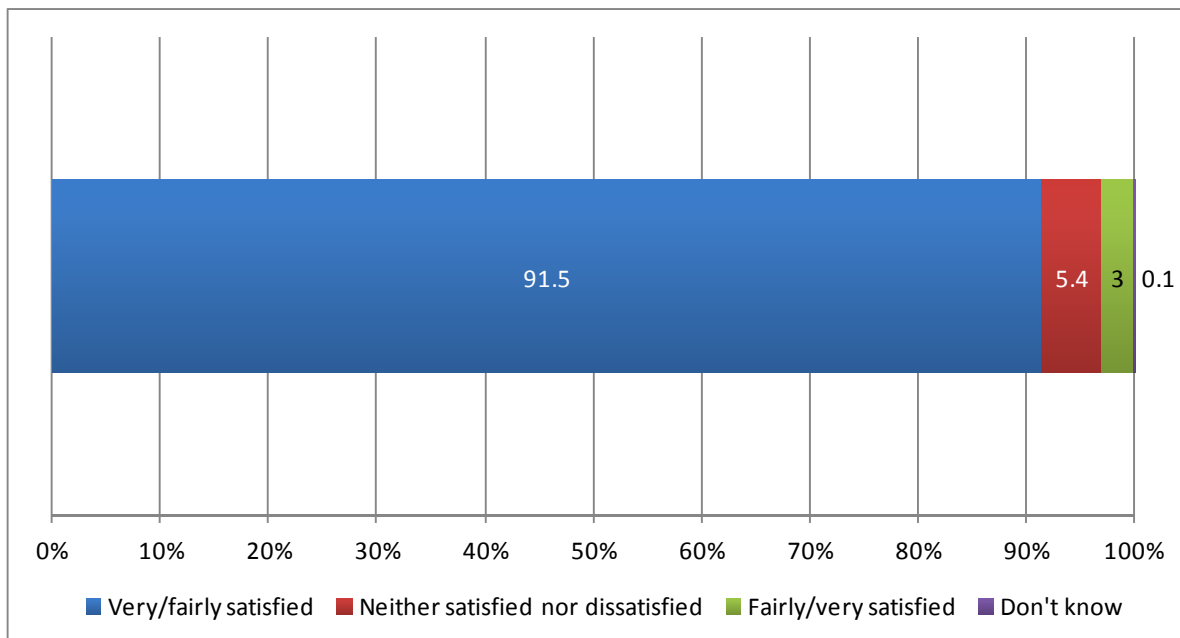


4.4 41.5% of respondents had used a Darlington library in the previous year either 'at least weekly' (6.9%), 'at least monthly' (11.3%), 'at least 4 times' (10.8%) or 'less than 4 times' (12.5%). Likelihood of having used a library in the previous year was highest amongst respondents aged 30 to 39 (50.6%) and respondents who reported living in households

with children present (50.5%). 58.6% had not used a Darlington library in the previous year.

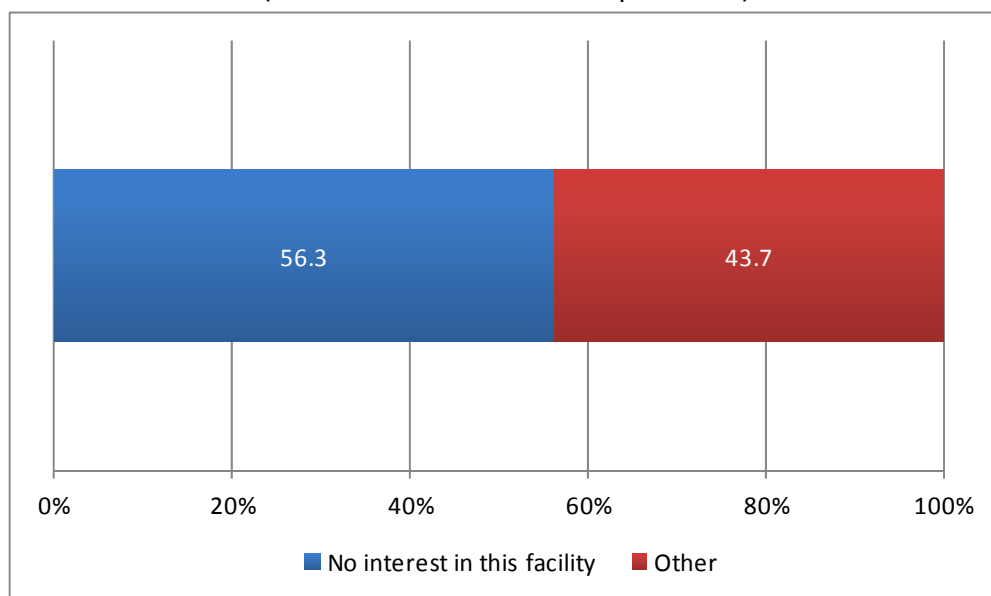
Q12b: How satisfied or dissatisfied are you with the libraries?

(‘Yes’ at Q12a - % - 2190 respondents)



Q12c: If not used in last year, why not?

(‘No’ at Q12a - % - 2990 respondents)



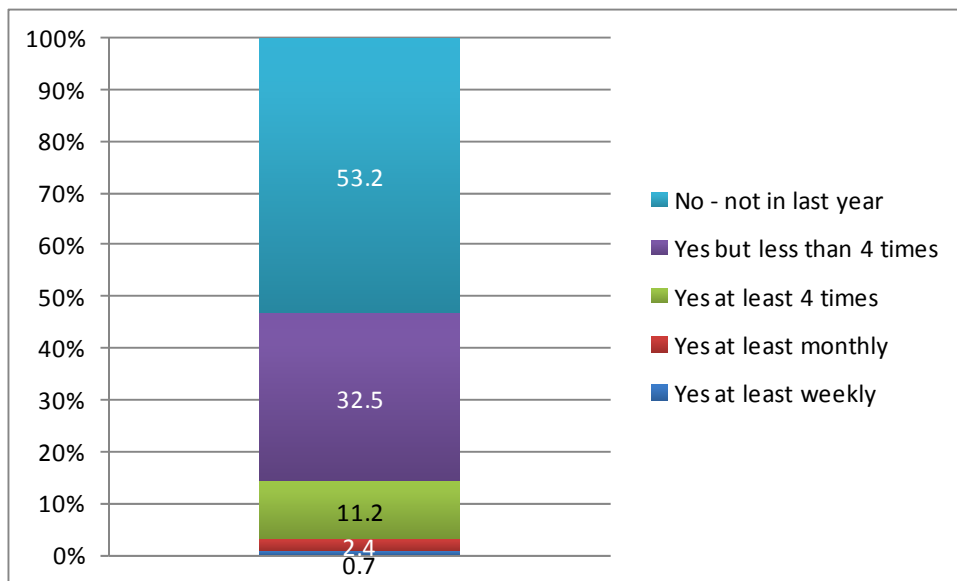
4.5 Of respondents who had visited a Darlington library, 91.5% were either ‘very’ (52.7%) or ‘fairly satisfied’ (38.8%) with satisfaction remaining at around 85% or more for all respondent sub-groups with the exception of other minority group respondents (82.3% ‘satisfied’). 5.4% were ‘neither satisfied nor dissatisfied’ with the libraries and just 3.0% expressed dissatisfaction (2.3% ‘fairly’/0.7% ‘very dissatisfied’). 0.1% gave ‘don’t know’ responses. Of respondents who had not used a Darlington library in the previous 12

months, 56.3% stated that this was because they have 'no interest in this facility' while 43.7% gave other reasons.

4.6 46.8% of respondents had used the Civic Theatre in the previous year either 'at least weekly' (0.7%), 'at least monthly' (2.4%), 'at least 4 times' (11.2%) or 'less than 4 times' (32.5%). Likelihood of having used the Civic Theatre in the previous year was highest amongst female respondents (54.2%) and respondents between the ages of 60 and 69 (54.1%). 53.2% had not used the Civic Theatre in the previous year.

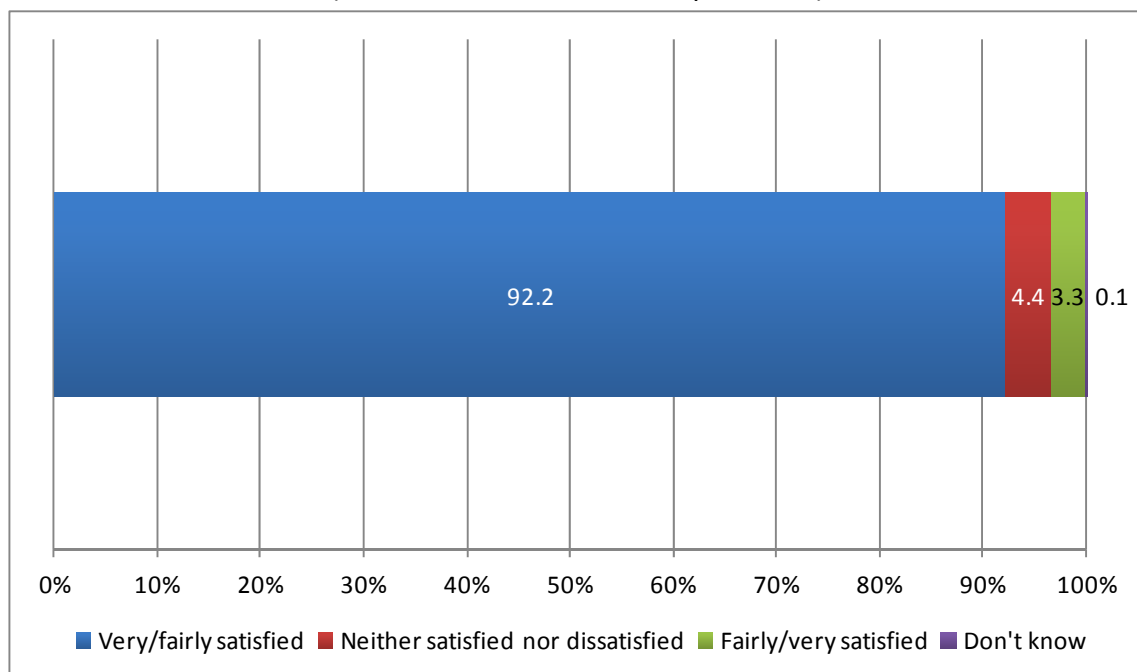
Q13a: Have you used the Civic Theatre in the last 12 months?

(Overall - % - 5417 respondents)



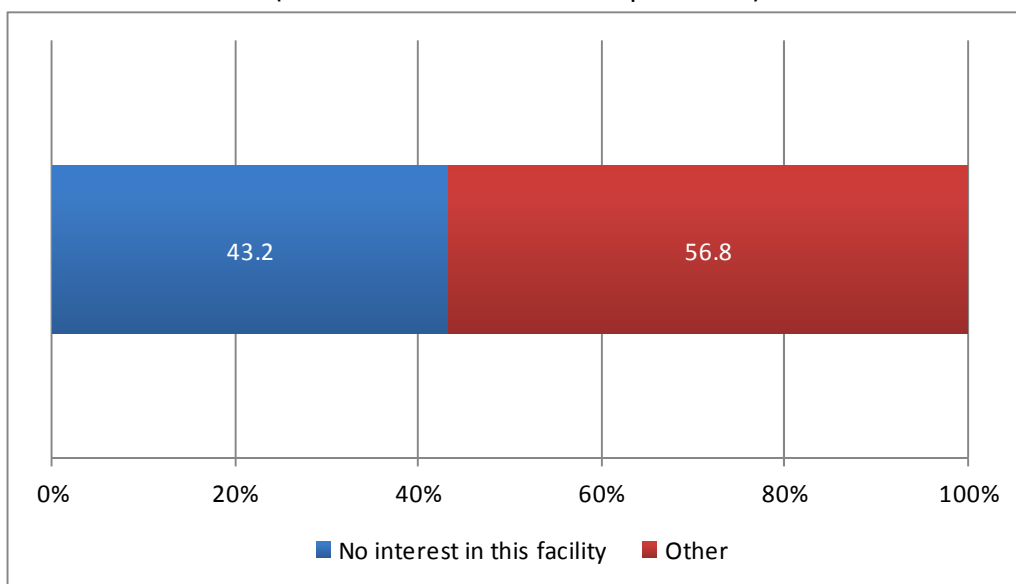
Q13b: How satisfied or dissatisfied are you with the Civic Theatre?

('Yes' at Q13a - % - 2619 respondents)

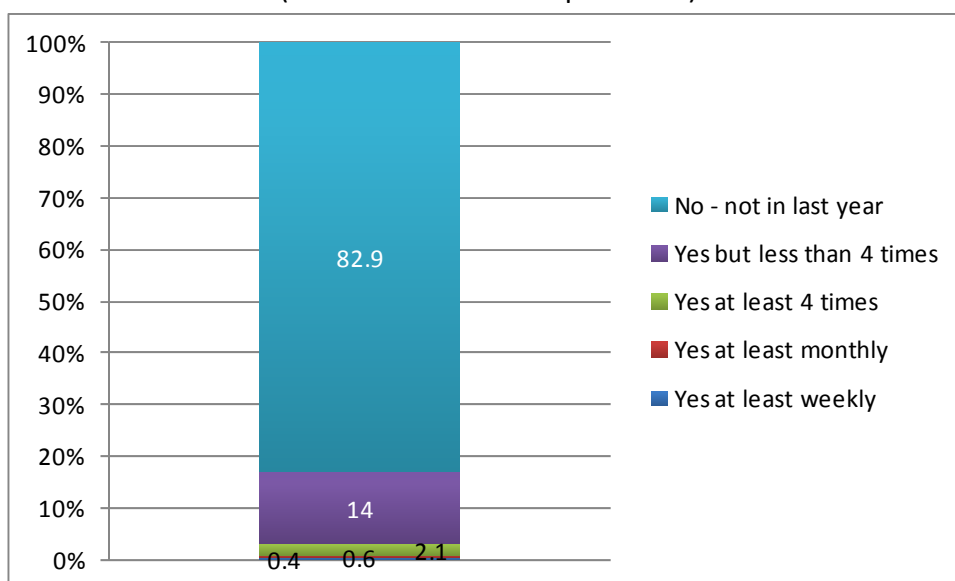


4.7 Of respondents who had visited the Civic Theatre, 92.2% were either 'very' (52.7%) or 'fairly satisfied' (39.5%) with satisfaction remaining at 90% or more for all respondent sub-groups with the exception of respondents who have lived in the Darlington Borough Council area for less than 3 years (88.4% 'satisfied'), those who have lived in the area for 11 to 20 years (89.1%) and respondents who reported being in 'bad' health (87.8%). 4.4% were 'neither satisfied nor dissatisfied' with the Civic Centre and just 3.3% expressed dissatisfaction (2.5% 'fairly' / 0.8% 'very dissatisfied'). 0.1% gave 'don't know' responses. Of respondents who had not used the Civic Theatre in the previous 12 months, 43.2% stated that this was because they have 'no interest in this facility' while 56.8% gave other reasons.

Q13c: If not used in last year, why not?
 ('No' at Q13a - % - 2632 respondents)



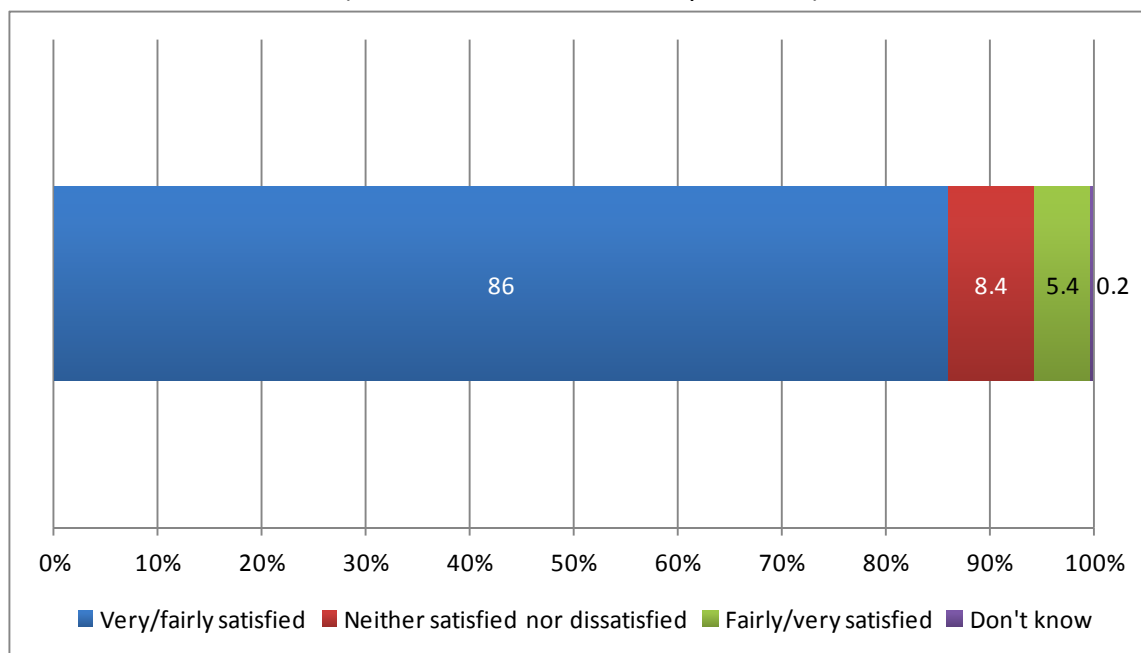
Q14a: Have you used Darlington Railway Museum in the last 12 months?
 (Overall - % - 5415 respondents)



4.8 17.1% of respondents had used Darlington Railway Museum in the previous year either 'at least weekly' (0.4%), 'at least monthly' (0.6%), 'at least 4 times' (2.1%) or 'less than 4 times' (14.0%). Likelihood of having used Darlington Railway Museum in the previous year was highest amongst respondents aged 30 to 39 (24.1%) and respondents who reported living in households with children present (24.8%) while falling to 8.6% of respondents who reported being in 'very bad' health. 82.9% had not used Darlington Railway Museum in the previous year.

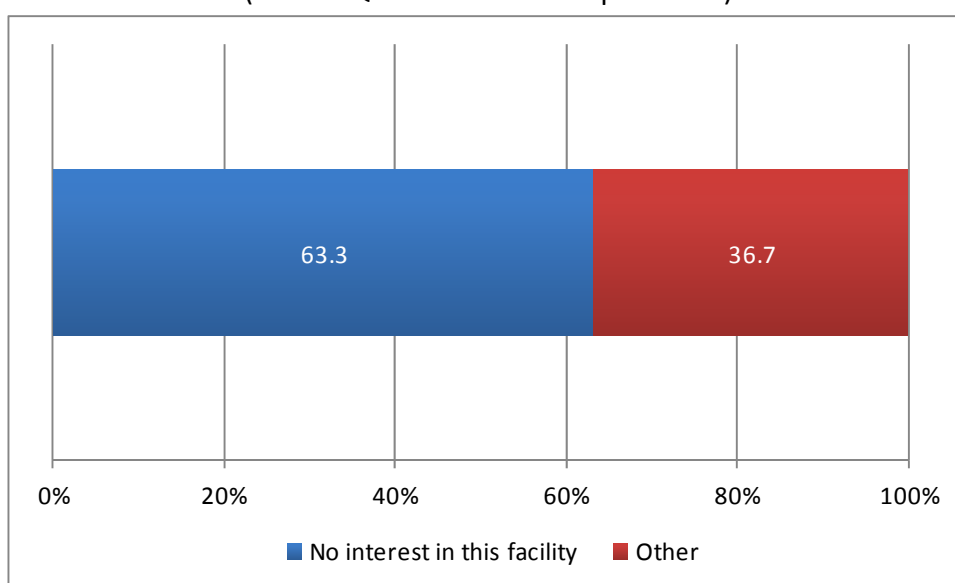
Q14b: How satisfied or dissatisfied are you with Darlington Railway Museum?

('Yes' at Q14a - % - 842 respondents)



Q14c: If not used in last year, why not?

('No' at Q14a - % - 4244 respondents)

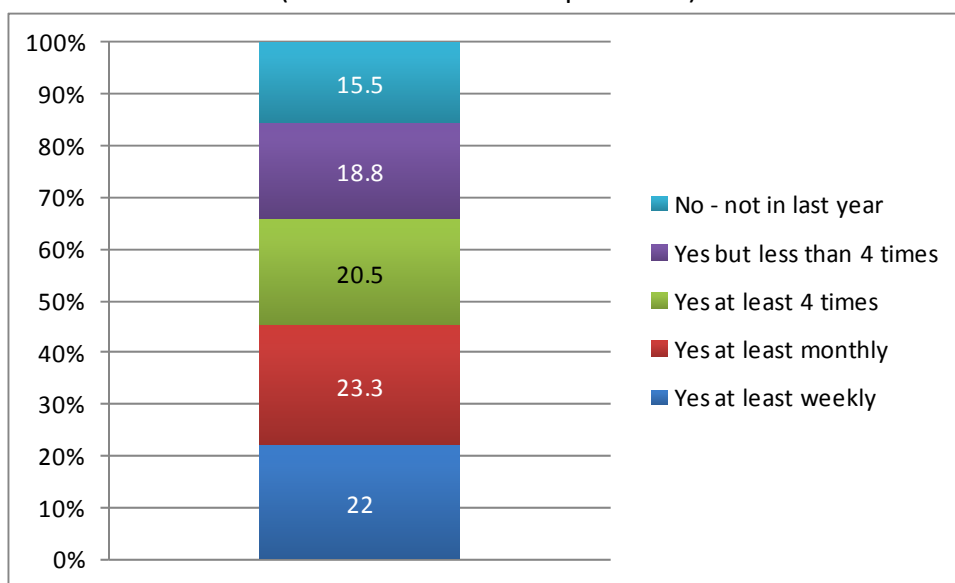


4.9 Of respondents who had visited Darlington Railway Museum, 86.0% were either 'very' (40.6%) or 'fairly satisfied' (45.4%) with satisfaction remaining at over 80% for all

respondent sub-groups with the exception of respondents who reported being economically inactive (79.6%). 8.4% were 'neither satisfied nor dissatisfied' with Darlington Railway Museum and just 5.4% expressed dissatisfaction (3.7% 'fairly'/1.7% 'very dissatisfied'). 0.2% gave 'don't know' responses. Of respondents who had not used Darlington Railway Museum in the previous 12 months, 63.3% stated that this was because they have 'no interest in this facility' while 36.7% gave other reasons.

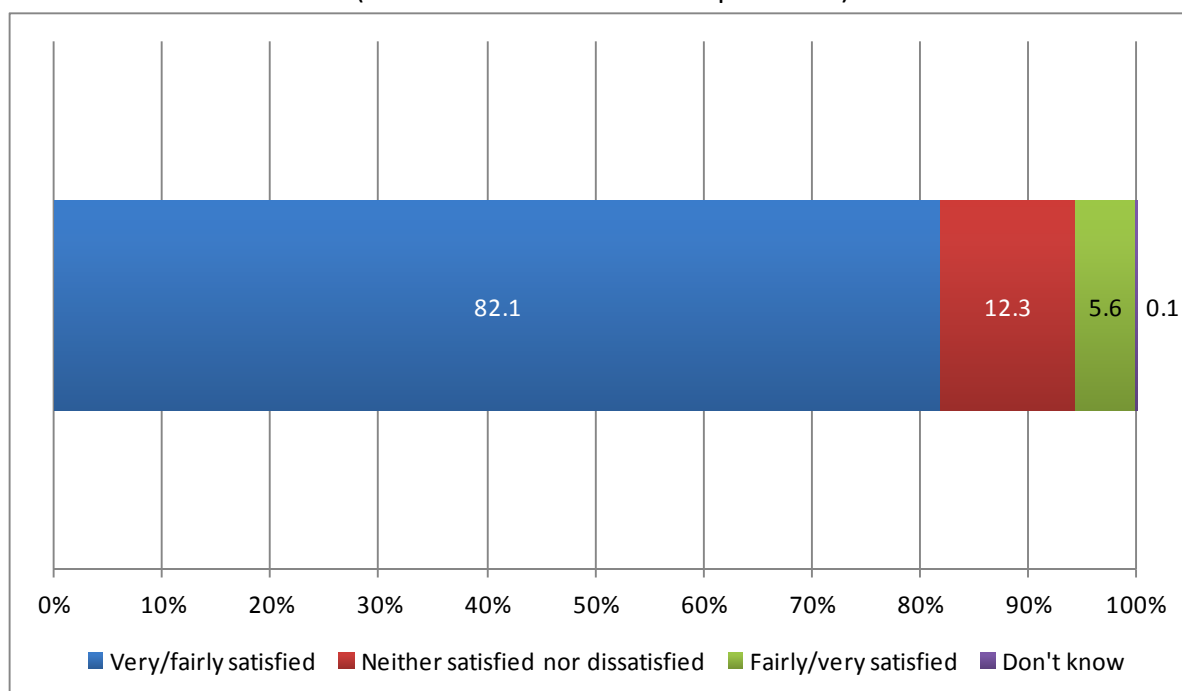
Q15a: Have you used the Indoor Market in the last 12 months?

(Overall - % - 5459 respondents)



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

('Yes' at Q15a - % - 4666 respondents)

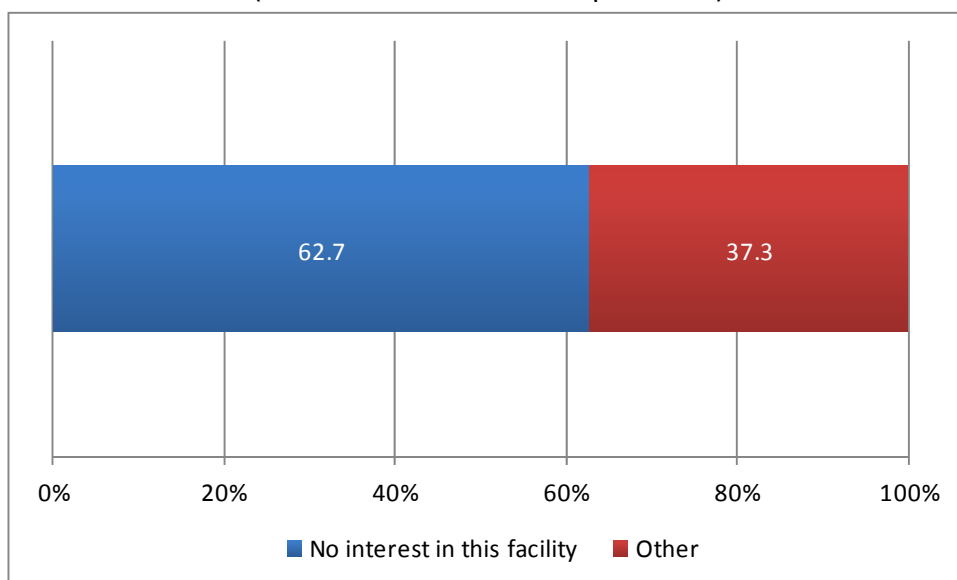


4.10 84.6% of respondents had used the Indoor Market in the previous year either 'at least weekly' (22.0%), 'at least monthly' (23.3%), 'at least 4 times' (20.5%) or 'less than 4 times'

(18.8%). Likelihood of having used the Indoor Market in the previous year was highest amongst respondents between the ages of 60 and 79 (60 - 69: 90.8%/70 - 79: 91.3%), as well as respondents who are wholly retired from work (90.2%). 15.5% had not used the Indoor Market in the previous year.

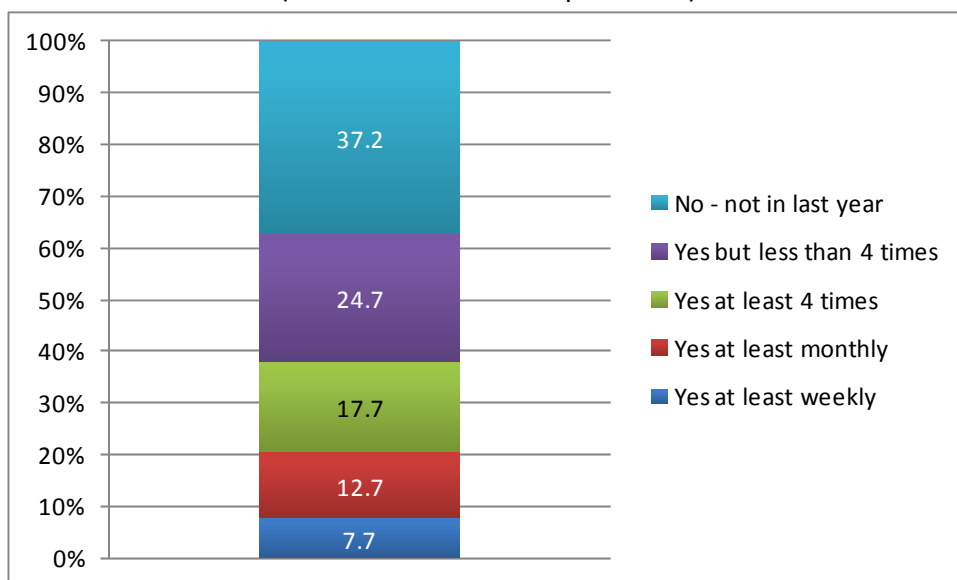
Q15c: If not used in last year, why not?

(‘No’ at Q15a - % - 665 respondents)



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

(Overall - % - 5431 respondents)



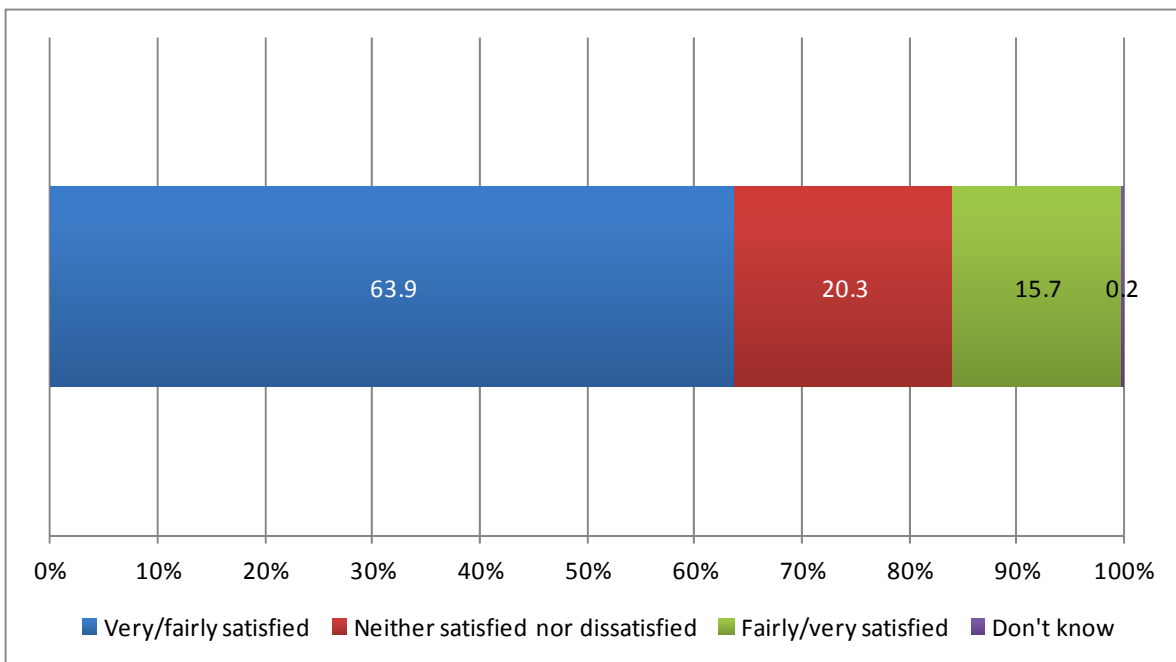
4.11 Of respondents who had visited the Indoor Market, 82.1% were either ‘very’ (29.8%) or ‘fairly satisfied’ (52.3%) with satisfaction being lowest amongst respondents aged 30 to 39 (77.3%) and respondents who reported being in ‘very bad’ health (68.4%). 12.3% were ‘neither satisfied nor dissatisfied’ with the Indoor Market and just 5.6% expressed dissatisfaction (4.6% ‘fairly’/1.0% ‘very dissatisfied’). 0.1% gave ‘don’t know’ responses. Of respondents who had not used the Indoor Market in the previous 12 months, 62.7%

stated that this was because they have 'no interest in this facility' while 37.3% gave other reasons.

4.12 62.8% of respondents had used the Outdoor Market in the previous year either 'at least weekly' (7.7%), 'at least monthly' (12.7%), 'at least 4 times' (17.7%) or 'less than 4 times' (24.7%). Likelihood of having used the Indoor Market in the previous year was highest amongst respondents between the ages of 18 and 29 (69.8%) while falling to 57.0% of respondents aged 70 to 79 and 45.8% of respondents over the age of 80. 37.2% had not used the Outdoor Market in the previous year.

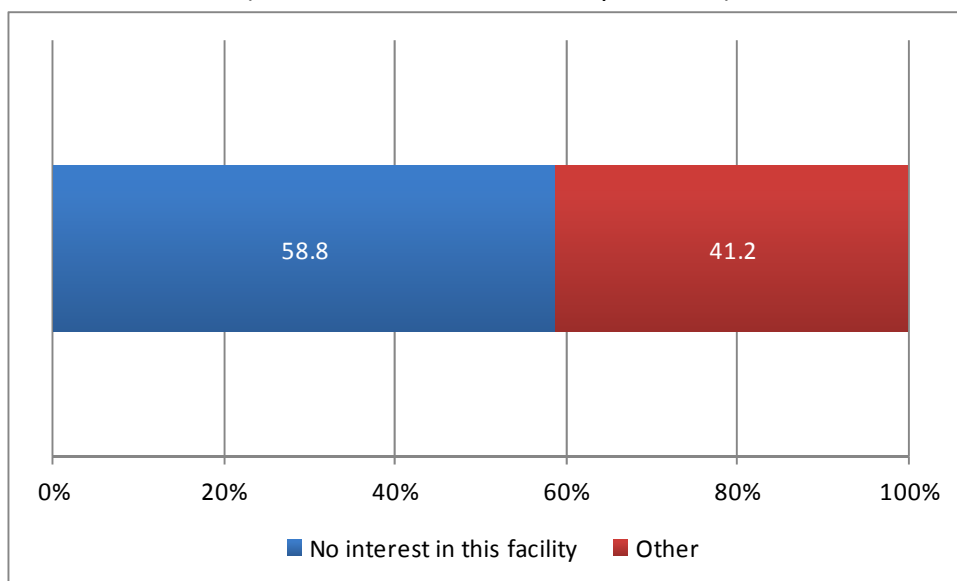
Q16b: How satisfied or dissatisfied are you with the Outdoor Market?

(‘Yes’ at Q16a - % - 3266 respondents)



Q16c: If not used in last year, why not?

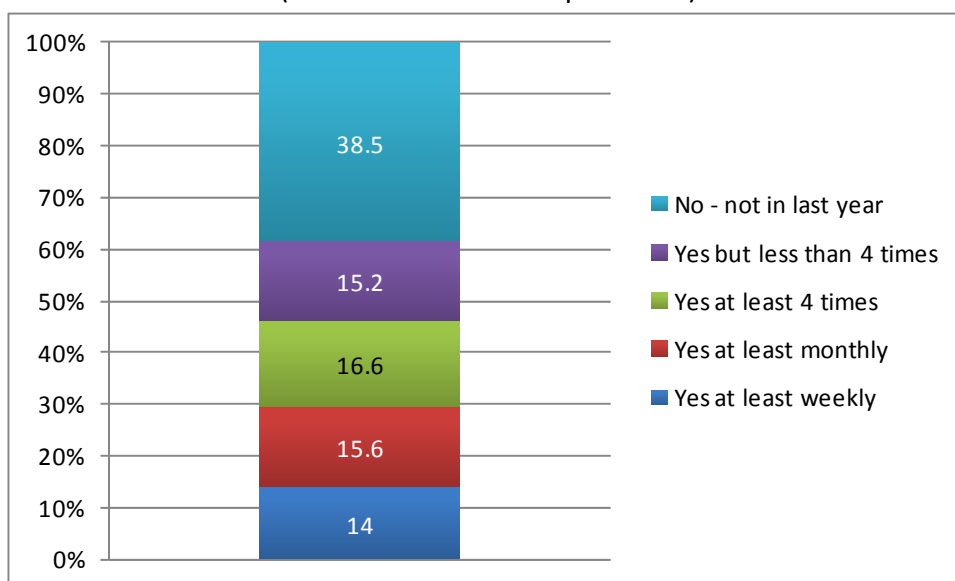
(‘No’ at Q16a - % - 1951 respondents)



4.13 Of respondents who had visited the Outdoor Market, 63.9% were either ‘very’ (16.2%) or ‘fairly satisfied’ (47.7%) with satisfaction being lowest amongst respondents between the ages of 50 and 69 (50 - 59: 59.1%/60 - 69: 58.0%). 20.3% were ‘neither satisfied nor dissatisfied’ with the Outdoor Market while 15.7% expressed dissatisfaction (10.2% ‘fairly’/5.5% ‘very dissatisfied’). 0.2% gave ‘don’t know’ responses. Of respondents who had not used the Outdoor Market in the previous 12 months, 58.8% stated that this was because they have ‘no interest in this facility’ while 41.2% gave other reasons.

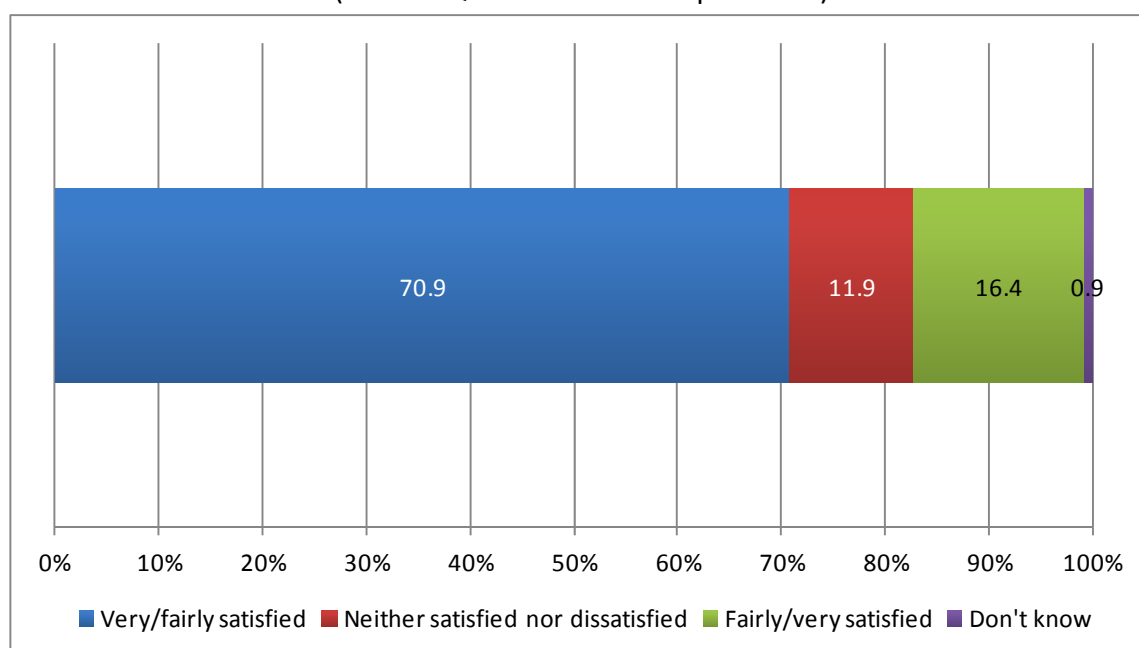
Q17a: Have you visited a play area in parks and open spaces, in Darlington in the last 12 months?

(Overall - % - 5426 respondents)



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

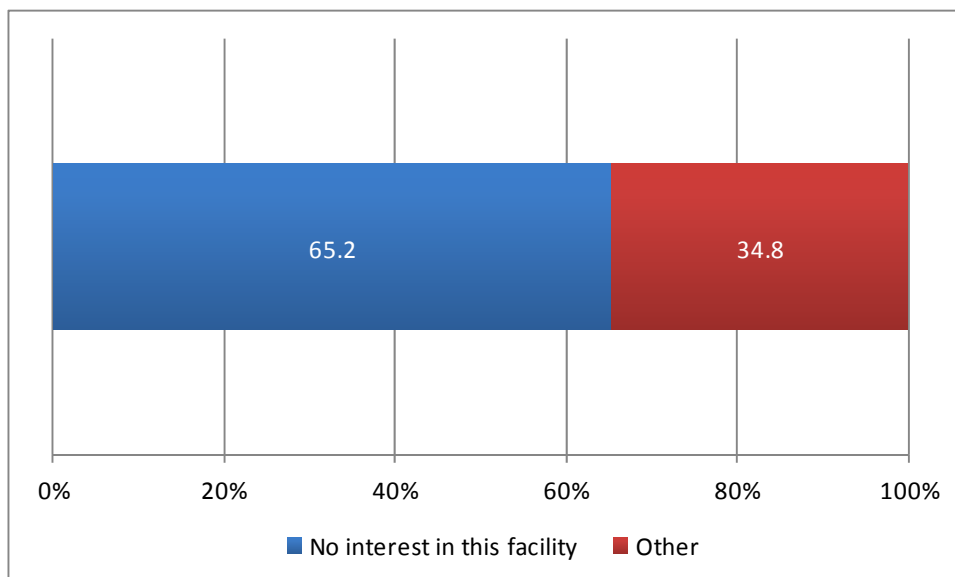
(‘Yes’ at Q17a - % - 2939 respondents)



4.14 61.4% of respondents had visited a play area in parks and open spaces in Darlington during the previous year either ‘at least weekly’ (14.0%), ‘at least monthly’ (15.6%), ‘at

least 4 times' (16.6%) or 'less than 4 times' (15.2%). Likelihood of having visited a play area in the previous year was highest amongst respondents between the ages of 30 and 39 (82.7%), as well as respondents who reported having children in their household (87.7%) while falling to 22.3% of respondents over the age of 80. 38.5% had not visited a play area in parks and open spaces in Darlington in the previous year.

Q17c: If not used in last year, why not?
 ('No' at Q17a - % - 2264 respondents)

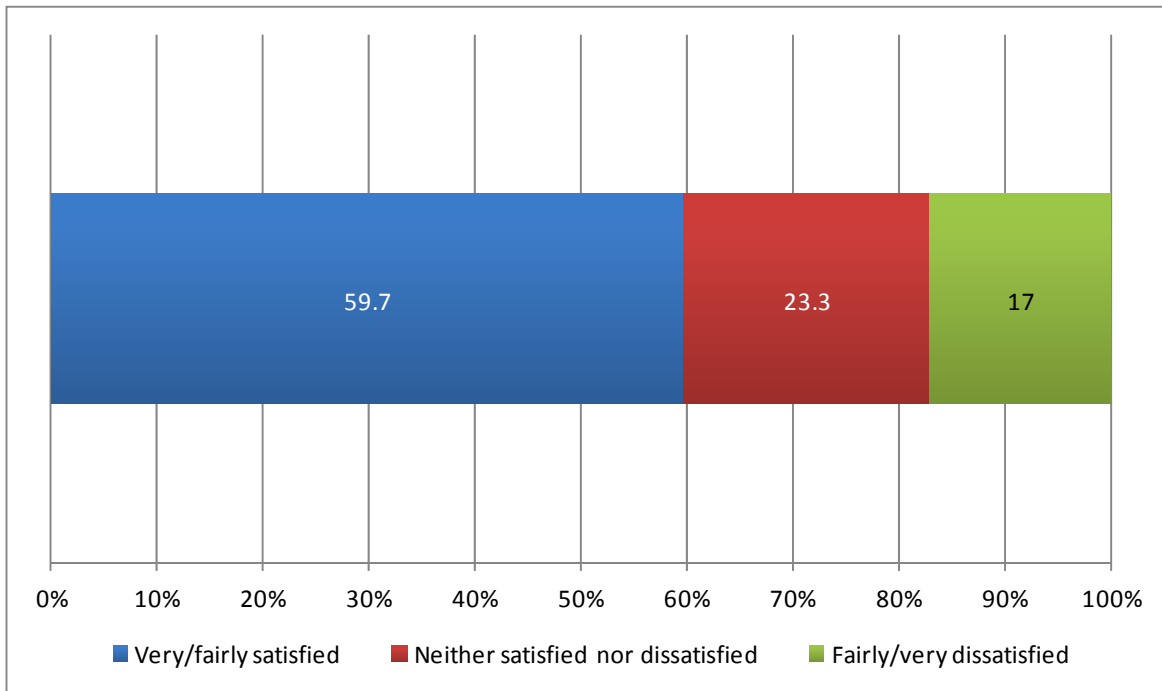


4.15 Of respondents who had visited a play area, 70.9% were either 'very' (17.3%) or 'fairly satisfied' (53.6%) with satisfaction falling to 63.3% of respondents who reported being economically inactive. 11.9% were 'neither satisfied nor dissatisfied' with play areas while 16.4% expressed dissatisfaction (11.0% 'fairly'/5.4% 'very dissatisfied'). 0.9% gave 'don't know' responses. Of respondents who had not visited a play area in the previous 12 months, 65.2% stated that this was because they have 'no interest in this facility' while 34.8% gave other reasons.

4.16 Finally in this section, respondents were asked how satisfied they were with the overall services provided by Darlington Borough Council. Of the overall sample, 59.7% stated that they were either 'very' (6.7%) or 'fairly satisfied' (53.0%) rising to 76.4% of respondents who had lived in the Darlington Borough Council area for between 3 and 5 years (9.0% 'very'/67.4% 'fairly satisfied') while falling to 40.3% of respondents who reported being in 'very bad' health (8.6% 'very'/31.7% 'fairly satisfied'). Females were more likely than males to express satisfaction with the services provided by Darlington Borough Council (63.7% cf. 55.6%), as were 'White Other' (76.7% cf. 59.1%) and other minority groups (74.2% cf. 59.1%) in comparison to 'White British' respondents. 23.3% were 'neither satisfied nor dissatisfied' and 17.0% expressed dissatisfaction (13.3% 'fairly'/ 3.7% 'very dissatisfied') rising to 24.2% of respondents who reported being in 'bad' health and 39.4% of those in 'very bad' health, while dissatisfaction also rose to 19.8% of respondents who reported being economically inactive.

Q18: Taking everything into account how satisfied or dissatisfied are you with the services provided by Darlington Borough Council?

(Excluding 'don't know' responses - % - 5357 respondents)



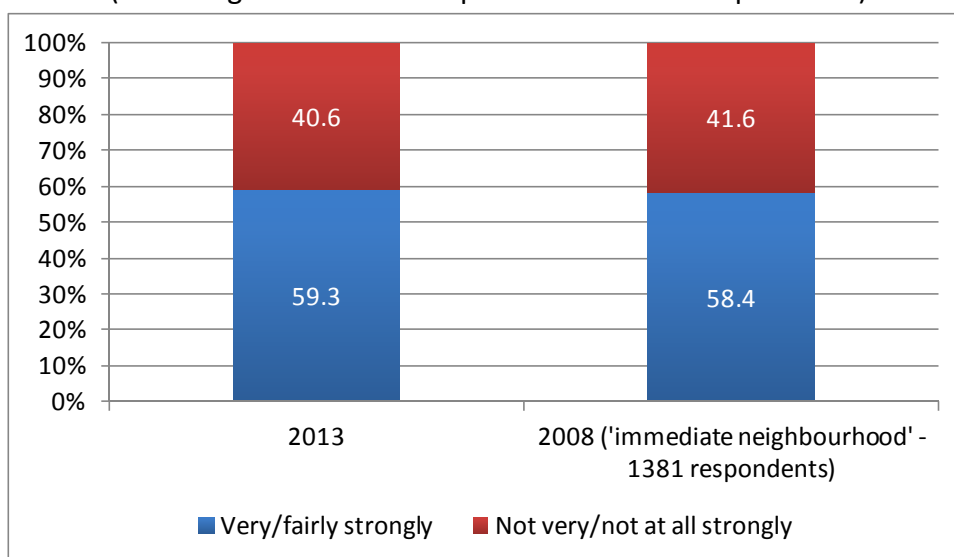
5. COMMUNITY SAFETY

- Question 19:** 'How strongly do you feel you belong to your local area?'
- Question 20:** 'Have safe or unsafe do you feel when outside in your local area?'
- Question 21:** 'Living in this area, are you worried about...?'
- Question 22:** 'How satisfied or dissatisfied are you that the Police and others are dealing with anti-social behaviour in Darlington?'
- Question 23:** 'Thinking about this local area, how much of a problem do you think each of the following are?'

Appendix 3 - Pages 46 to 65

- 5.1 59.3% of the overall sample stated that they feel either 'very' (15.3%) or 'fairly strongly' (44.0%) which represents a similar level of belonging to that of 58.4% recorded in 2008, with likelihood of giving either a 'very' or 'fairly strongly' response increasing with the length of time respondents had lived in the Darlington Borough Council area from 47.7% of respondents who had lived in the Darlington Borough Council area less than 3 years and consistently rising to 63.9% of those who had been in the area for more than 20 years. 40.6% of the overall sample gave either 'not very' (29.3%) or 'not at all strongly' (11.3%) rising to 45.5% of respondents who reported being in full or part-time employment and 52.2% of those who had lived in the Darlington Borough Council area for less than 3 years.

Q19: How strongly do you feel you belong to your local area?
(Excluding 'don't know' responses - % - 5240 respondents)

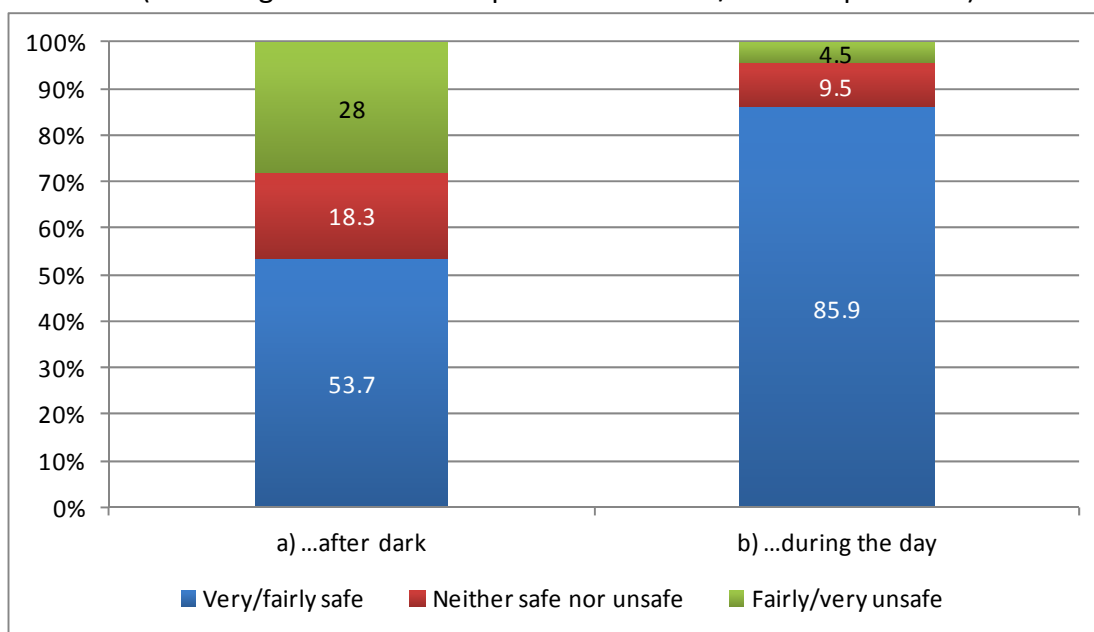


- 5.2 53.7% of the overall sample indicated that they feel either 'very' (9.8%) or 'fairly safe' (43.9%) in their local area after dark, representing an increase of 10.0% from the figure of 43.7% 'safe' (8.9% 'very'/34.8% 'fairly safe') recorded in 2008. Likelihood of feeling 'safe' rose to 57.1% of respondents between the ages of 50 and 59 while falling to 46.5% of those between the ages of 18 and 29. Males were more likely than females to indicate that they feel safe in their local area after dark (57.5% cf. 50.1%), as were respondents

living in owned or mortgaged accommodation in comparison to those in rented properties (56.8% cf. 45.8%), as well as respondents who reported having no long-standing illness when compared to those with such a condition (57.2% cf. 45.8%). 18.3% of the overall sample gave 'neither safe nor unsafe' responses while 28.0% gave either 'fairly' (19.6%) or 'very unsafe' (8.4%) responses, rising to 32.9% of female respondents, 32.6% of respondents between the ages of 18 and 29, 37.1% of respondents from 'White Other' ethnicities and 35.7% of respondents in rented accommodation. Likelihood of reporting feeling unsafe in the local area after dark was also higher amongst respondents who reported being in either 'fair' (33.5%), 'bad' (49.2%) or 'very bad' health (57.9%).

Q20: How safe or unsafe do you feel when outside in your local area?

(Excluding 'don't know' responses - % - 5300/5303 respondents)



5.3 85.9% of the overall sample reported feeling either 'very' (40.9%) or 'fairly safe' (45.0%) in their local area during the day, with 'safe' responses remaining at 80% or more for all sub-groups with the exception of respondents who reported being in poorer health. In terms of respondents' health in relation to feeling safe in the local area during the day, likelihood of feeling safe ranged from 90.2% of respondents in 'very good' health and consistently declining to 55.2% of respondents who reported being in 'very bad' health. 9.5% of the overall sample gave 'neither safe nor unsafe' responses while just 4.5% gave either 'fairly' (3.8%) or 'very unsafe' (0.7%). The figure of 85.9% reporting feelings of safety when outside in their local area during the day is not significantly different from that recorded in the 2008 Place Survey.

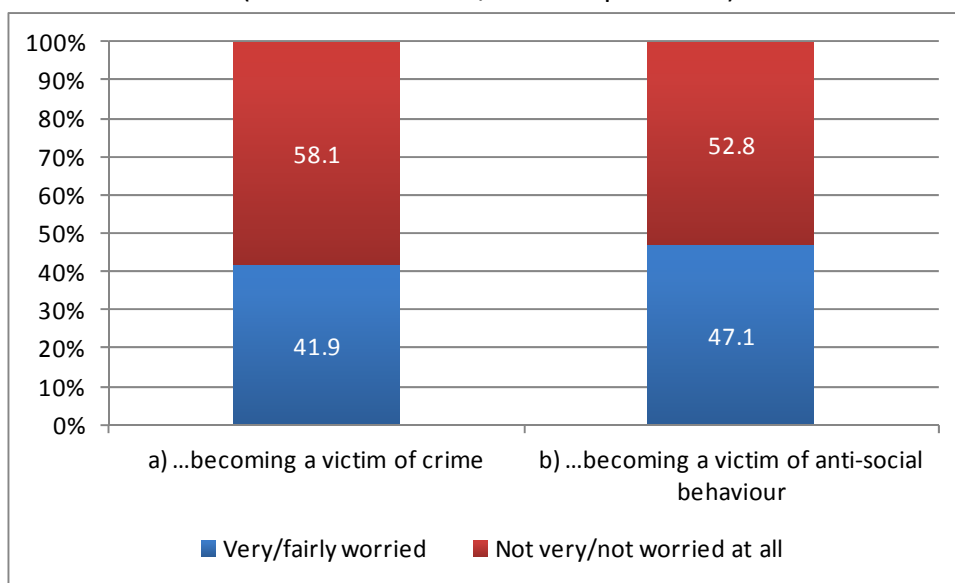
5.4 In terms of becoming a victim of crime while living in respondents' local area, 41.9% stated that they were either 'very' (9.9%) or 'fairly worried' (32.0%), rising to 47.1% of respondents who reported being economically inactive, 46.4% of respondents who had lived in the Darlington Borough Council area for between 6 and 10 years and 48.4% of

respondents who reported having a long-standing illness. Indeed, likelihood of reporting feeling worried about becoming a victim of crime consistently rose with declining levels of reported health - rising from 34.7% of respondents who reported being in 'very good' health rising to 61.7% of respondents who stated that they are in 'bad' health and 61.7% of those in 'very bad' health. 58.1% of the overall sample stated that they are either 'not very worried' (48.8%) or 'not worried at all' (9.3%) about becoming a victim of crime while living in their local area.

5.5 When asked about concerns regarding becoming a victim of anti-social behaviour, 47.1% stated that they are either 'very' (14.0%) or 'fairly worried' (33.1%) living in their local area with likelihood of being so again consistently rising with declining health from 42.0% of respondents who reported being in 'very good' health and increasing to 75.1% of respondents who reported being in 'very bad' health. 52.8% indicated that living in their area they are either 'not very worried' (42.0%) or 'not worried at all' (10.8%) about becoming a victim of anti-social behaviour.

Q21: Living in this area, are you worried about..?

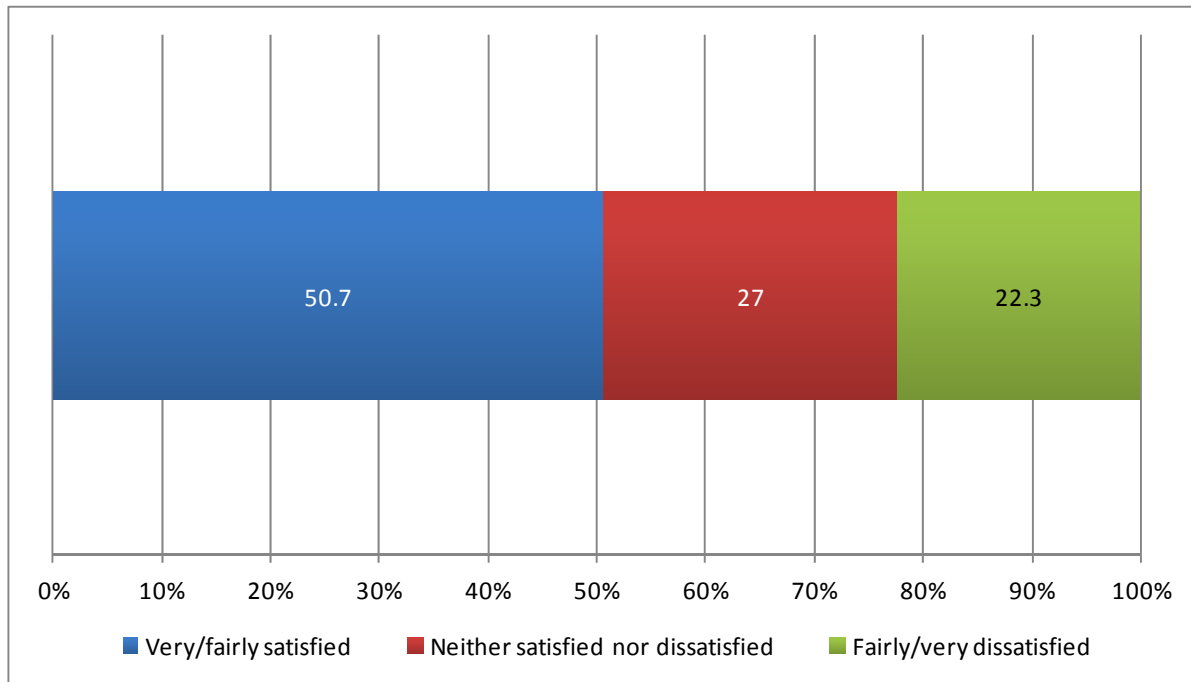
(Overall - % - 5411/5400 respondents)



5.6 Half of the overall sample (50.7%) indicated that they were either 'very' (9.0%) or 'fairly satisfied' (41.7%) that the Police and other bodies are dealing with anti-social behaviour in Darlington, rising to 73.7% of respondents over the age of 80 and 62.3% of respondents from 'White Other' ethnicities. Males were less likely than females to report a belief that the Police and others are dealing with anti-social behaviour in Darlington (47.1% cf. 54.4%), as were respondents in full or part-time employment in comparison to economically inactive respondents (46.2% cf. 50.9%) as well as respondents reported being wholly retired from work (46.2% cf. 60.7%). 27.0% gave 'neither satisfied nor dissatisfied' responses, while 22.3% expressed dissatisfaction (14.2% 'fairly'/8.1% 'very dissatisfied') rising to 30.6% of respondents who reported being in 'bad' health and 30.9% of those in 'very bad' health.

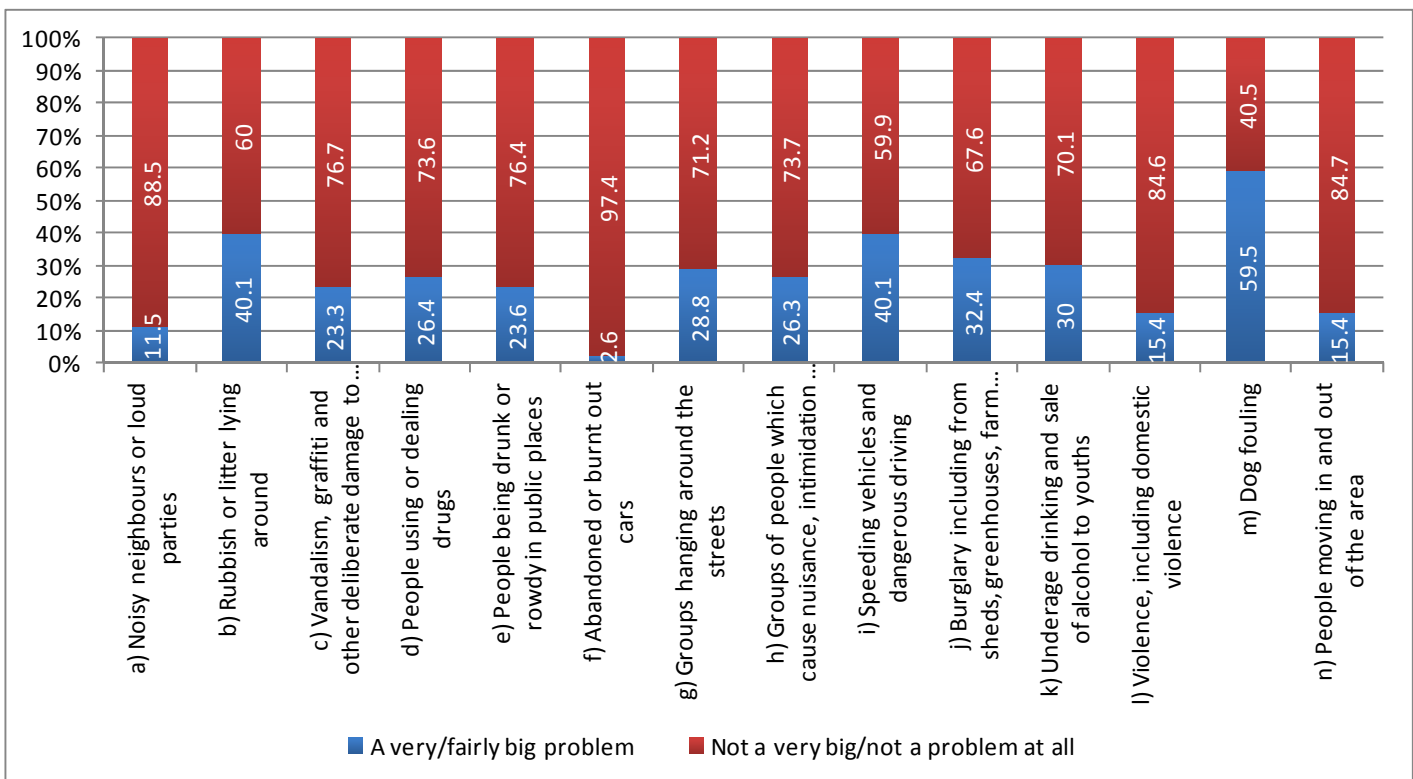
Q22: How satisfied or dissatisfied are you that the Police and others are dealing with anti-social behaviour in Darlington?

(Excluding 'don't know' responses - % - 4952 respondents)



Q23: Thinking about this local area, how much of a problem do you think each of the following are?

(Excluding 'don't know' responses - % - 4006-5402 respondents)



5.7 Respondents were then asked how much of a problem a list of criminal and anti-social actions are in their local area, to which 59.5% of the overall sample stated that they believe 'dog fouling' to be either a 'very' (30.1%) or 'fairly big problem' (29.4%). 40.1%

believed 'rubbish or litter lying around' to be either a 'very' (13.7%) or 'fairly big problem' (26.4%), as was the case with 'speeding vehicles and dangerous driving' (40.1%: 14.5% 'very'/25.6% 'fairly big problem'). These were followed by 'burglary including from sheds, greenhouses, farm buildings etc. (32.4%: 8.3% 'very'/24.1% 'fairly big problem'), 'underage drinking and sale of alcohol to youths' (30.0%: 10.6% 'very'/19.4% 'fairly big problem'), 'groups hanging around the streets' (28.8%: 8.8% 'very'/20.0% 'fairly big problem'), 'people using or dealing drugs' (26.4%: 9.3% 'very'/17.1% 'fairly big problem'), 'groups of people (including youths drinking) which cause nuisance, intimidation or racial abuse' (26.3%: 9.0% 'very'/17.3% 'fairly big problem'), 'people being drunk or rowdy in public places' (23.6%: 7.0% 'very'/16.6% 'fairly big problem') and 'vandalism, graffiti and other deliberate damage to property or vehicles' (23.%: 7.2% 'very'/16.1% 'fairly big problem'). Less than one-in-five respondents believed 'violence, including domestic violence' (15.4%: 4.6% 'very'/10.8% 'fairly big problem') and 'people moving in and out of the area' (15.4%: 6.3% 'very'/9.1% 'fairly big problem'), to be a problem in their local area, while 11.5% believed 'noisy neighbours or loud parties' (3.3% 'very'/8.2% 'fairly') to be such a concern. Just 2.6% of the overall sample stated that they believe 'abandoned or burnt out cars' to be a problem in their local area (1.1% 'very'/1.5% 'fairly big problem').

5.8 Comparison with 2008 Place Survey suggests a substantial decline in the perception of 'groups hanging around the streets' as a big problem, down from 50% in 2008 to 28.8% (- 21.2%). (Though note, this issue was listed as 'teenagers hanging around the streets' in the 2008 survey.) Other issues which were perceived as big problems by significantly fewer respondents were 'Vandalism, graffiti and other deliberate damage to property or vehicles' (- 9.7%), and 'People being drunk or rowdy in public places' (- 5.3%).

5.9 Perception of 'noisy neighbours or loud parties', 'rubbish or litter lying around', 'people using or dealing drugs', and 'abandoned or burnt out cars' had not changed significantly when compared with the 2008 Survey. Comparisons were not available for other issues listed.

6. COMMUNITY RESPECT AND CONSIDERATION

Question 24: 'To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?'

Question 25: 'To what extent would you agree or disagree that people in this local area pull together to improve the local area?'

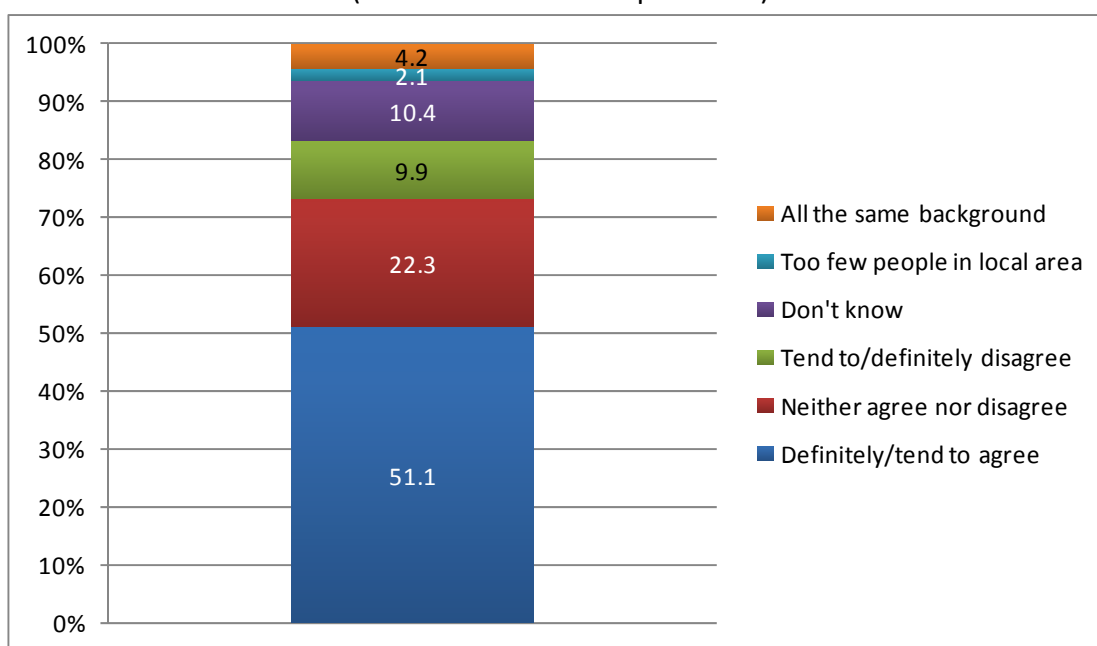
Question 26: 'To what extent do you agree or disagree with the following statements?'

Appendix 3 - Pages 66 to 70

6.1 More than half of all respondents (51.1%) stated that they either 'definitely' (10.1%) or 'tend to agree' (41.0%) that their local area is a place where people from different backgrounds get on well together, with likelihood of doing so being highest amongst older respondents (60 - 69: 52.5%/70 - 79: 56.4%/80 years and over: 58.7%). 22.3% gave 'neither agree nor disagree' responses while one-in-ten respondents disagreed (7.1% 'tend to'/2.8% 'definitely disagree'). By ethnicity it can be noted that 12.6% of respondents from other minority groups expressed disagreement (9.3% 'tend to'/3.3% 'definitely disagree') while only 5.3% of those from 'White Other' (5.3% 'tend to disagree') disagreed. Indeed, 'White British' respondents were less likely than both 'White Other' (50.2% cf. 67.8%) respondents and those from other ethnic minorities (50.2% cf. 59.8%) to agree that their local area is a place where people from different backgrounds get on well together. 10.4% of the overall sample gave 'don't know' responses, 2.1% stated that there were 'too few people in their local area' and 4.2% stated that people in their local area were all of the same background.

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

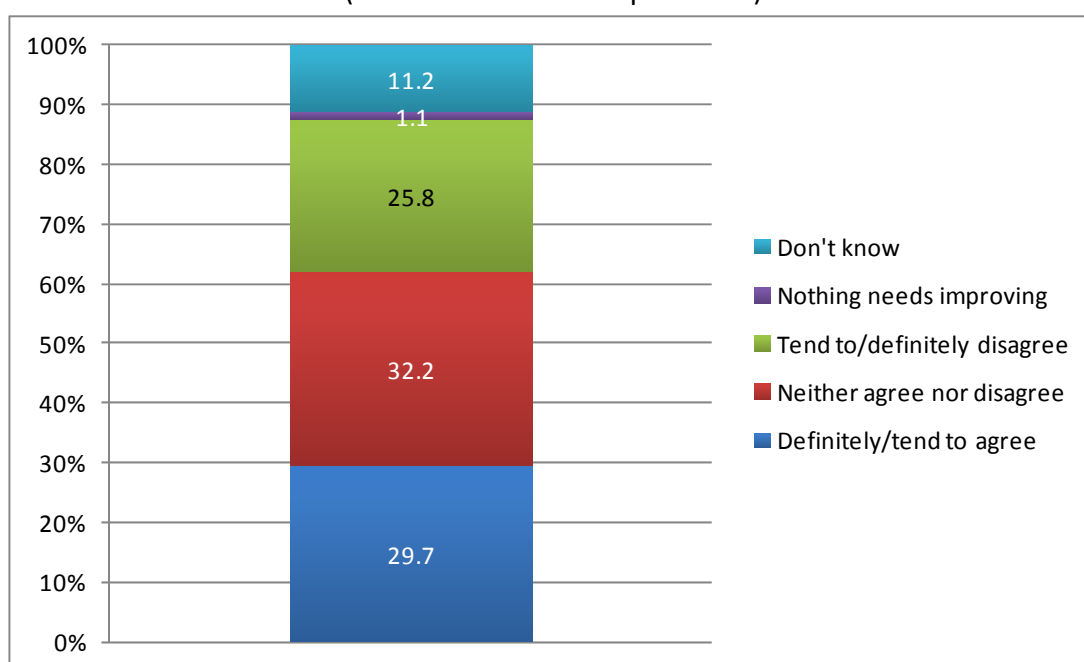
(Overall - % - 5456 respondents)



6.2 29.7% of the overall sample indicated that they either ‘definitely’ (5.7%) or ‘tend to agree’ (24.0%) that people in their local area pull together in order to improve the local area, with likelihood of doing so rising with age from 17.2% of respondents aged 18 to 29 (3.4% ‘definitely’/13.8% ‘tend to agree’) rising to 44.3% of those over the age of 80 (10.0% ‘definitely’/34.3% ‘tend to agree’). 32.2% gave ‘neither agree nor disagree’ responses while around a quarter disagreed (25.8%: 17.2% ‘tend to’/8.6% ‘definitely’) rising to 39.5% of respondents aged 18 to 29, as well as 31.5% of respondents who have lived in the Darlington Borough Council area for between 6 and 10 years and 30.4% of those who had been in the area for between 11 and 20 years. 1.1% stated that they believe ‘nothing needs improving’ and 11.2% gave ‘don’t know’ responses.

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

(Overall - % - 5462 respondents)



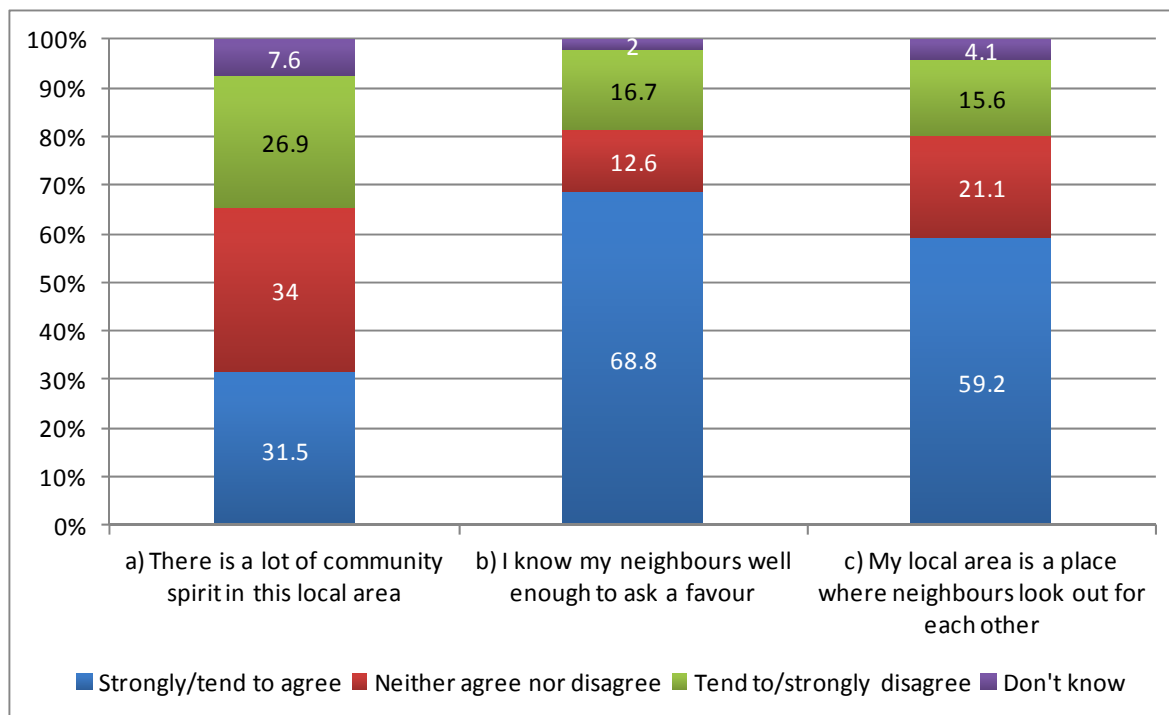
6.3 Respondents were then asked the extent to which they agree with three statements relating to community cohesion in their local area. Just 31.5% of respondents stated that they ‘agree’ (6.3% ‘strongly’/25.2% ‘tend to agree’) that ‘there is a lot of community spirit in this local area’ with agreement being highest amongst respondents over the age of 80 (45.9%: 11.9% ‘strongly’/34.0% ‘tend to agree’). 34.0% stated that they ‘neither agree nor disagree’ that there is a lot of community spirit in their local area, with 26.9% expressing disagreement (19.9% ‘tend to’/7.0% ‘strongly disagree’) rising to 38.0% of respondents aged 18 to 29. 7.6% gave ‘don’t know’ responses.

6.4 68.8% agreed that they know their neighbours well enough to ask a favour (28.4% ‘strongly’/40.4% ‘tend to agree’) rising to 82.3% of respondents aged 70 to 79 and 81.8% of those over the age of 80, with females being more likely than males to express

agreement in this regard (71.1% cf. 66.0%). 12.6% gave ‘neither agree nor disagree’ responses and 16.7% gave either ‘tend to’ (10.3%) or ‘strongly disagree’ (6.4%) responses rising to 31.2% of respondents who had lived in the Darlington Borough Council area for less than 3 years and 36.6% of respondents between the ages of 18 and 29. 2.0% gave ‘don’t know’ responses.

Q26: To what extent do you agree or disagree with the following statements?

(Overall - % - 5441-5468 respondents)



6.5 59.2% of the overall sample believed their local area to be a place where neighbours look out for each other (19.5% ‘strongly’/39.7% ‘tend to agree’) with likelihood of stating so being higher amongst respondents over the age of 60 (60 - 69: 66.3%/70 - 79: 69.7%/80 years and over: 70.9%). 21.1% gave ‘neither agree nor disagree’ responses, with 15.6% of the overall sample expressing disagreement (10.3% ‘tend to’/5.3% ‘strongly disagree’) rising to 20.8% of respondents who had lived in the Darlington Borough Council area for less than 3 years, 20.6% of respondents from ‘White Other’ ethnicities and 21.4% of respondents living in rented accommodation. 4.1% gave ‘don’t know’ responses.

7. COMMUNITY INVOLVEMENT

Question 27: 'Are you currently a member of, or do you regularly join in the activities of any of the following groups, clubs or organisations?'

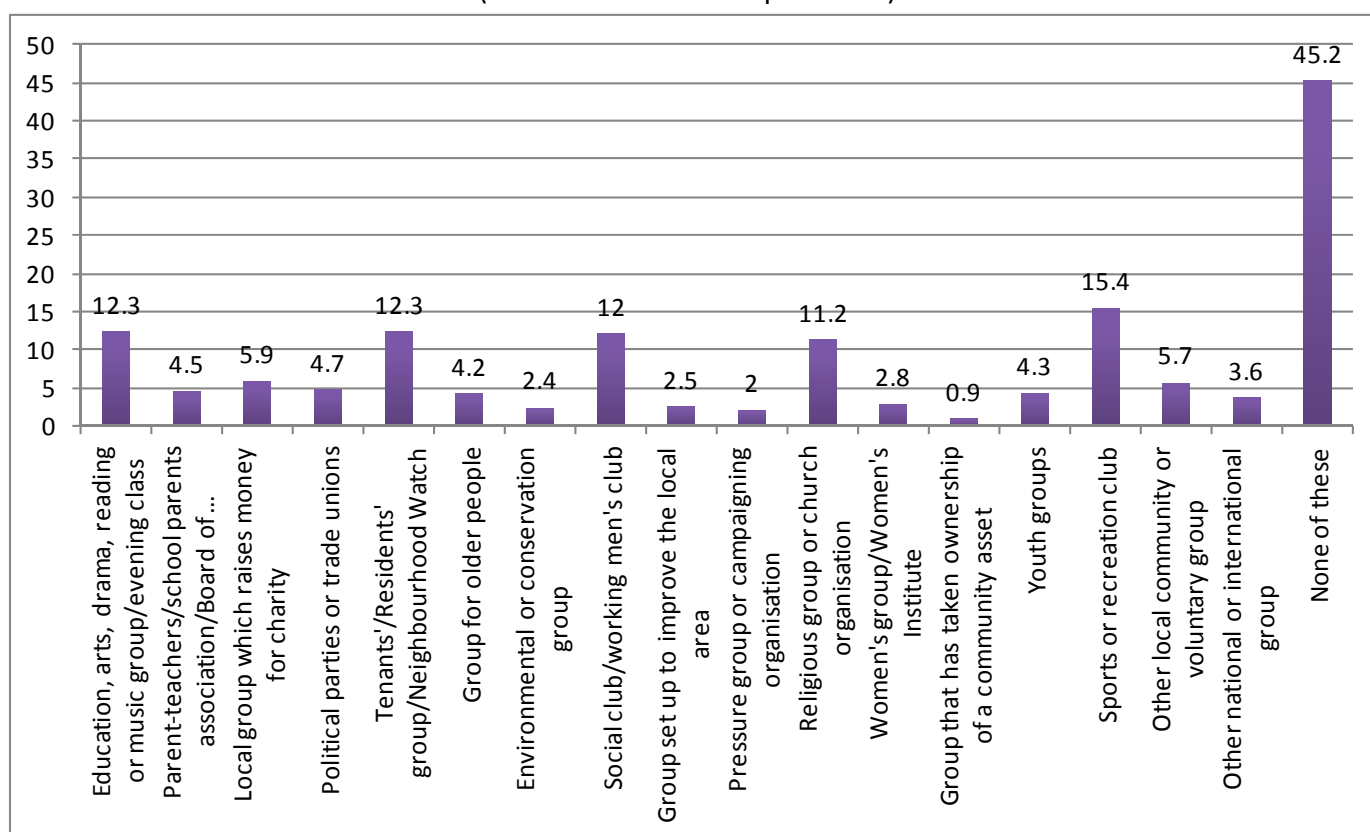
Question 28: 'Overall, about how often over the last 12 months have you given unpaid help to any groups, clubs or organisations?'

Appendix 3 - Pages 71 to 73

7.1 When asked if respondents were involved in activities relating to a list of groups, clubs or organisations, 45.2% of the overall sample stated that they were involved with 'none of these' organisations rising to 56.4% of respondents aged 18 to 29. Likelihood of giving a 'none of these' response steadily rose with declining levels of health from 41.5% of respondents who reported being in 'very good' health and consistently rising to 63.8% of those who consider themselves to be in 'very bad' health.

Q27: Are you currently a member of, or do you regularly join in the activities of any of the following groups, clubs or organisations?

(Overall - % - 5274 respondents)

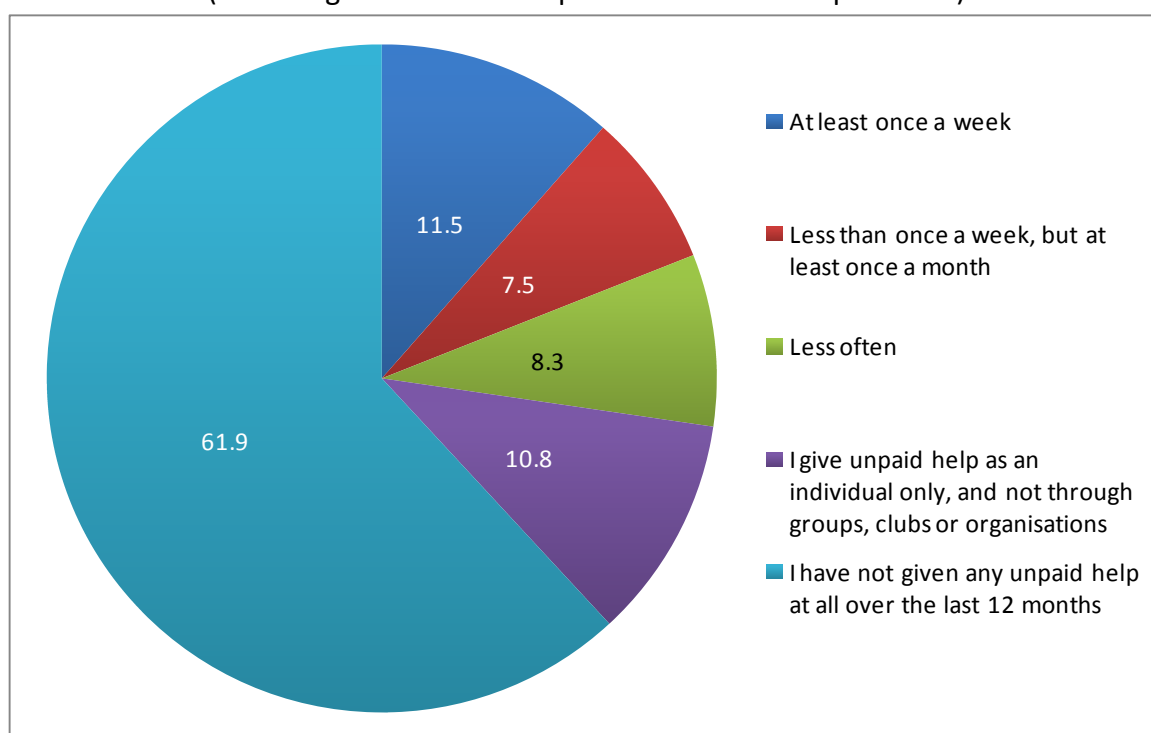


7.2 Over one-in-ten respondents indicated that they were a member of a 'sports or recreation club' (15.4%), 'education, arts, drama, reading or music group/evening class' (12.3%), 'Tenants'/Residents' group/Neighbourhood Watch' (12.3%), 'social club/working men's club' (12.0%) or 'religious group or church organisation' (11.2%) while over one-in-twenty were involved with a 'local group which raises money for charity' (5.9%) and 'other local community or voluntary group' (5.7%). These were followed by 'political

parties or trade unions’ (4.7%), ‘parent-teachers’/school parents associations/Board of Governors, etc.’ (4.5%), ‘youth groups’ (4.3%), ‘group for older people’ (4.2%), ‘other national or international group’ (3.6%) and ‘women’s group/women’s institute’ (2.8%). One-in-forty or less respondents were involved with a ‘group set up to improve the local area’ (2.5%), ‘environmental or conservation group’ (2.4%) and ‘pressure group or campaigning organisation’ (2.0%) while less than 1% of the overall sample had been involved with a ‘group that has taken ownership of a community asset’ (0.9%).

Q28: Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s)?

(Excluding ‘don’t know’ responses - % - 4718 respondents)



7.3 The majority of respondents had not given any unpaid help at all over the last 12 months (61.9%), rising to 71.1% of respondents over the age of 80 while likelihood of giving such a response was again seen to increase with declining levels of health from 59.1% of respondents in ‘very good’ health and consistently rising to 80.6% of respondents who reported being in ‘very bad’ health. 19.0% of the overall sample stated that they give unpaid help either ‘at least once a week’ (11.5%) or ‘less than once a week, but at least once a month’ (7.5%) and 8.3% do so ‘less often’ than once a month. 10.8% indicated that they ‘give unpaid help as an individual only, and not through group(s), club(s) or organisation(s)’ rising to 27.6% of ‘White Other’ respondents.

8. ECONOMY

Question 29: 'To what extent do you agree or disagree with the following statements?'

Question 30a: 'Have you used the local bus service at all during the last 12 months?'

Question 30b: 'How satisfied or dissatisfied are you with the local bus service?'

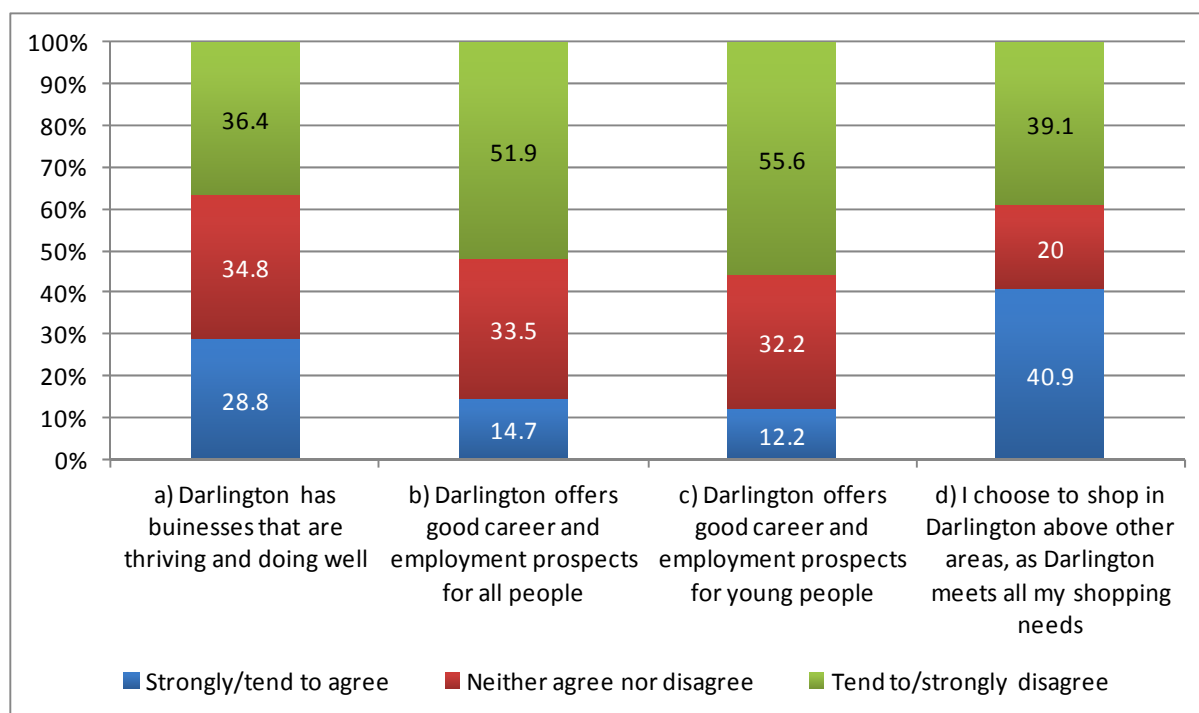
Question 30c: 'If not used in the last 12 months, why not?'

Appendix 3 - Pages 74 to 79

8.1 At Question 29 respondents were asked to state the extent to which they agree with four statements about the local economy. Agreement was highest in relation to the statement 'I choose to shop in Darlington above other areas, as Darlington meets all my shopping needs', to which 40.9% expressed agreement (10.2% 'strongly'/30.7% 'tend to agree') rising to 53.9% of respondents who had lived in the Darlington Borough Council area for between 3 and 5 years while also being above average for respondents who had lived in the area for less than 3 years (52.6%). 28.8% agreed (3.1% 'strongly'/25.7% 'tend to agree') that 'Darlington has businesses that are thriving and doing well' with agreement again being highest amongst respondents who had been in the Darlington Borough Council area for less than 3 years (37.0%) and between 3 and 5 years (40.8%).

Q29: To what extent do you agree or disagree with the following statements?

(Excluding 'don't know' responses - % - 4343-5339 respondents)

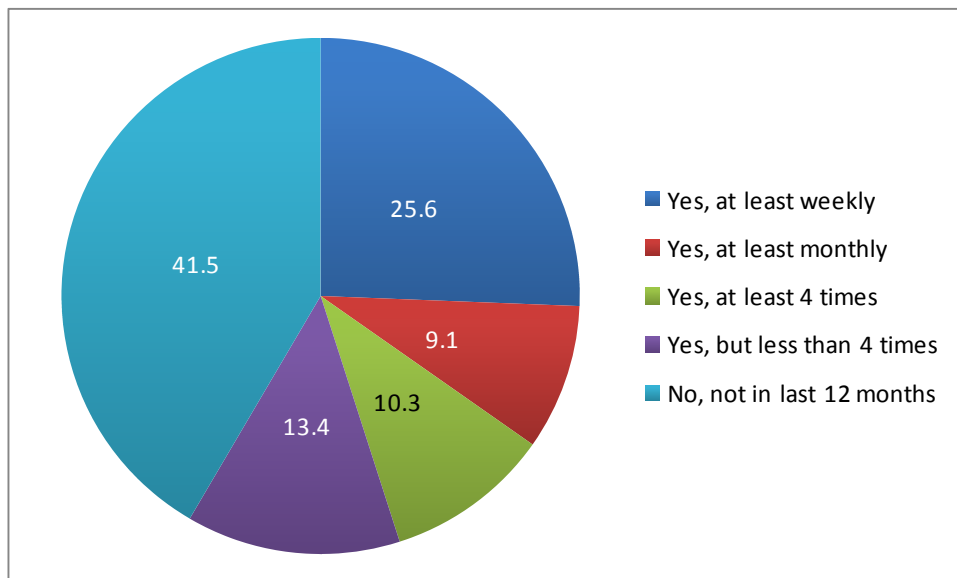


8.2 Just 14.7% of the overall sample agreed that 'Darlington offers good career and employment prospects for all people' (1.6% 'strongly'/13.1% 'tend to agree') and over half disagreed (51.9%: 36.3% 'tend to'/15.6% 'strongly disagree'), while just 12.2% agreed that 'Darlington offers good career and employment prospects for young people' (1.5%

'strongly'/10.7% 'tend to agree'). Indeed, this statement garnered the highest level of disagreement at 55.6% of the overall sample (35.2% 'tend to'/'20.4% 'strongly disagree').

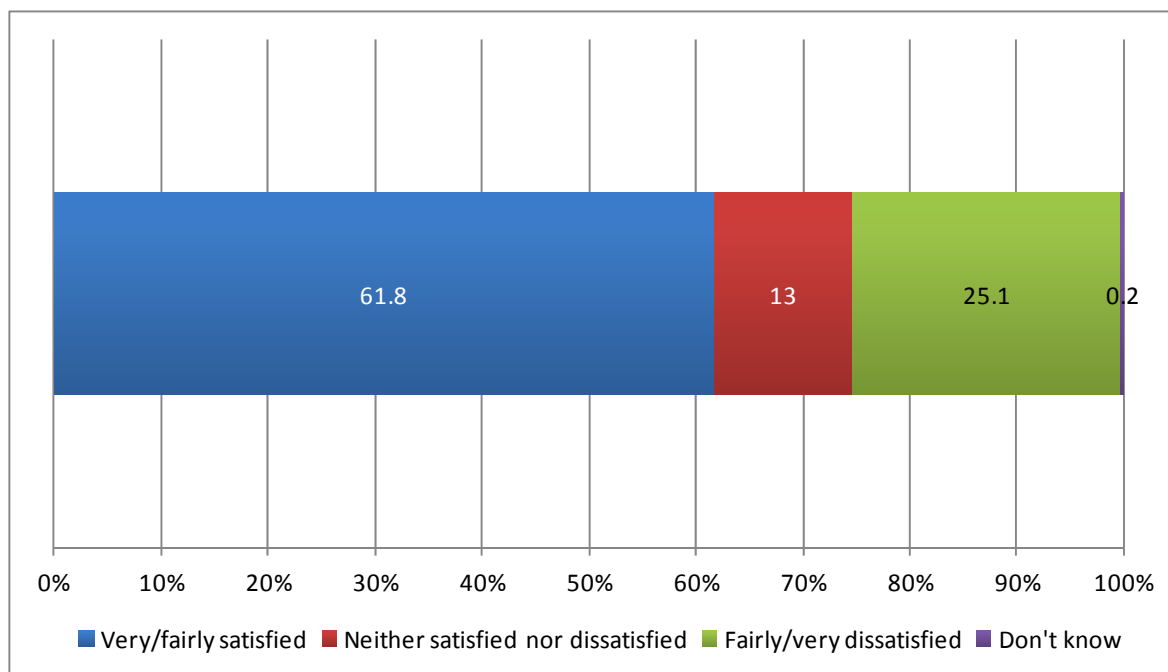
Q30a: Have you used the local bus service at all during the last 12 months?

(Overall - % - 5465 respondents)



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

('Yes' at Q30a - % - 3330 respondents)



8.3 58.4% (cf 75% 2008 Place Survey) of respondents stated that they have used the local bus service during the past 12 months, either 'weekly' (25.6%), 'monthly' (9.1%), 'at least 4 times' in the last year (10.3%) or 'less than 4 times' (13.4%). 41.5% had not used the local bus service in the previous 12 months, with these responses being lowest amongst respondents over the age of 60 (60 - 69: 27.2%/70 - 79: 24.1%/80 years and over: 33.2%) and respondents who indicated that they are wholly retired from work (25.9%).

- 8.4 Of respondents who had used the local bus service in the previous 12 months, 61.8% (cf 47.25% 2008 Place Survey) expressed satisfaction with this service (17.8% 'strongly'/44.0% 'fairly satisfied'), rising to 70.8% of retired respondents. Males were less likely than females to express satisfaction with the local bus service (58.4% cf. 64.5%), while respondents who reported being from households with children present were less likely to express satisfaction in comparison to the overall sample (54.1% cf. 61.8%). 13.0% gave 'neither satisfied nor dissatisfied' responses while a quarter (25.1%) were either 'fairly' (15.2%) or 'very dissatisfied' (9.9%) with the local bus service. 0.2% (7 respondents) gave 'don't know' responses.
- 8.5 Respondents who had not used the local bus service in the previous 12 months were asked to state why this was the case and these responses are listed verbatim at Appendix 4.

9. HEALTH AND WELLBEING

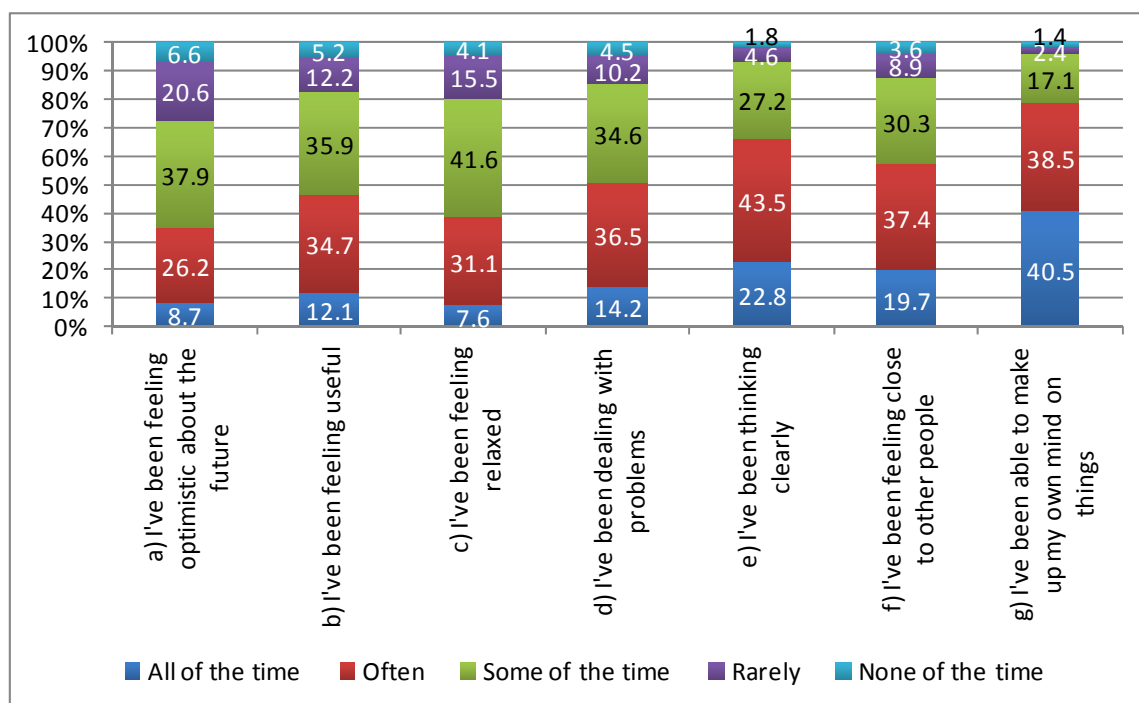
- Question 31:** 'How frequently over the past four weeks have the following statements applied to you?'
- Question 32:** 'How acceptable or unacceptable do you think these scenarios involving alcohol are?'
- Question 33:** 'In most weeks, about how many hours are you exposed to other people's tobacco smoke?'
- Question 34:** 'To what extent do you agree or disagree that there should be restrictions on smoking when there are children aged under 16 present in the following places?'

Appendix 3 - Pages 80 to 96

9.1 When asked about a range of statements in relation to mental wellbeing, positive ('all of the time'/'often') responses were highest for the statements 'I've been able to make up my own mind on things' (79.0%: 40.5% 'all of the time'/38.5% 'often'), 'I've been thinking clearly' (66.3%: 22.8% 'all of the time'/43.5% 'often') and 'I've been feeling close to other people' (57.1%: 19.7% 'all of the time'/37.4% 'often'), while half of all respondents had given positive responses in relation to the statement 'I've been dealing with problems' (50.7%: 14.2% 'all of the time'/36.5% 'often').

Q31: How frequently over the past four weeks have the following statements applied to you?

(Overall - % - 5096-5248 respondents)



9.2 46.8% gave either 'all of the time' (12.1%) or 'often' (34.7%) responses in relation to the statement 'I've been feeling useful', while 38.7% had been 'feeling relaxed' with this frequency (7.6% 'all of the time'/31.1% 'often') and just 34.9% of the overall sample had

been ‘feeling optimistic about the future’ either ‘all of the time’ (8.7%) or ‘often’ (26.2%). Indeed, negative responses in relation to this statement were the highest of all seven listed at 27.2% of the overall sample (20.6% ‘rarely’/6.6% ‘none of the time’).

9.3 The above statements constitute the Warwick Edinburgh Mental Well-being Short Scale, and can be used to calculate an overall well-being score. Scores for each statement range from 1 (none of the time) to 5 (always), and therefore the maximum a respondent can score is 35 points across the seven statements, and the minimum is 7 points. The average score over the Borough overall was 24.7, with the great majority (88.7%) of respondents scoring at least 20 points. However, over one-in-ten respondents (11.3%) scores less than 20, suggesting a low quality of mental well-being. There appears to be a strong relationship between ‘health in general’ and ‘mental health well-being scores’ with the average ‘mental health score’ being lowest for those who report their general health to be ‘very bad’ or ‘bad’. Other sub-groups who appear most likely to have a low quality of mental well-being are ‘those not economically active’, ‘80+ year olds’, ‘those with long-term limiting illness’, ‘those in rented accommodation’ and ‘non-white ethnic minority groups’.

Mental Health Well-being Average Scores by Demographic Groups
(Scores : 7 = very poor : 35 = very good)

		Mental Health Wellbeing Score	
		Mean	Valid N
Q46: Are you male or female?	Male	24.63	N=2431
	Female	24.78	N=2564
Age group	18 - 29 years	25.53	N=590
	30 - 39 years	24.93	N=1229
	40 - 49 years	24.33	N=932
	50 - 59 years	24.41	N=791
	60 - 69 years	24.93	N=688
	70-79 years	24.68	N=412
	80 years and over	23.58	N=238
Q55: Ethnic group	White British	24.72	N=4583
	White other	25.23	N=154
	Other minority group	23.97	N=149
Q49: Tenure	Owned or mortgaged	25.09	N=3597
	Rented	23.76	N=1371
Q52: Economic activity	Employed full or part time/self employed	25.17	N=3026
	Not economically active	22.90	N=790
	Wholly retired from work	24.80	N=1054
Q44: How long in DBC area?	less than 3 years	25.05	N=447
	3 to 5 years	26.01	N=221
	6 to 10 years	25.02	N=571
	11 to 20 years	24.69	N=673
	more than 20 years	24.45	N=2984
Q53: Long-standing illness?	Yes	23.59	N=1442
	No	25.23	N=3404
Q48: Health in general?	Very good	26.41	N=1628
	Good	24.73	N=2060
	Fair	23.07	N=1018
	Bad	21.17	N=229
	Very bad	18.38	N=51
Q50: Children in h'ld?	Yes	24.84	N=1552
All respondents	BOROUGH	24.70	N=5043

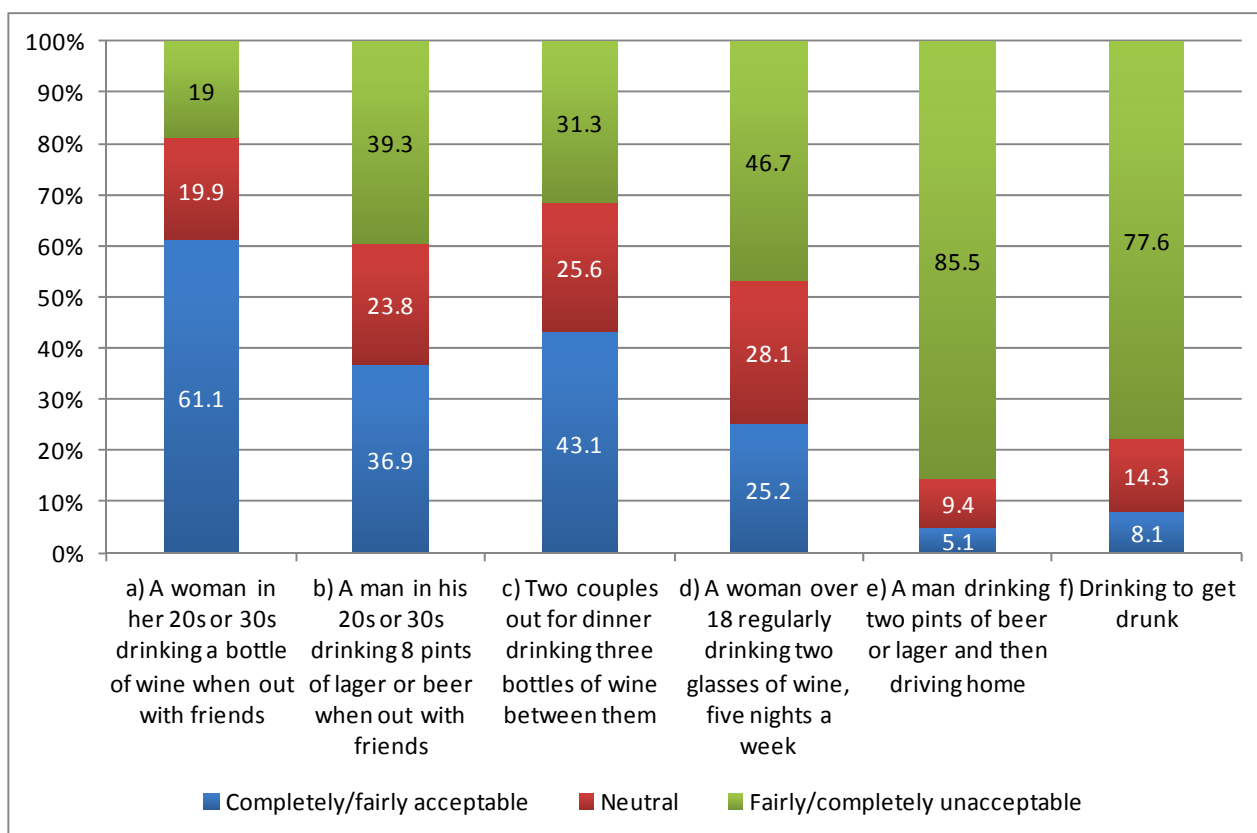
9.4 On a ward basis, mental health well-being average scores were lowest for those living in ‘Cockerton West’ (22.95), and highest for those living in ‘Heighington & Coniscliffe’ (26.2%).

Mental Health Well-being Average Scores by Ward
(Scores : 7 = very poor : 35 = very good)

		Mental Health Wellbeing Score	
		Mean	Valid N
Ward	Bank Top	24.61	N=201
	Central	24.49	N=199
	Cockerton East	24.62	N=256
	Cockerton West	22.95	N=190
	College	25.33	N=203
	Eastbourne	24.29	N=292
	Faverdale	25.48	N=140
	Harrowgate Hill	25.09	N=289
	Haughton East	24.88	N=190
	Haughton North	24.40	N=163
	Haughton West	23.85	N=235
	Heighington and Coniscliffe	26.22	N=183
	Hummersknott	25.74	N=177
	Hurworth	25.75	N=181
	Lascelles	23.34	N=187
	Lingfield	23.69	N=181
	Middleton St George	25.70	N=230
	Mowden	24.98	N=180
	North Road	23.69	N=287
	Northgate	23.93	N=225
Park East	24.86	N=289	
Park West	25.77	N=179	
Pierremont	24.94	N=271	
Sadberge and Whessoe	25.67	N=107	

Q32: How acceptable or unacceptable do you think these scenarios involving alcohol are?

(Overall - % - 5322-5351 respondents)



9.5 At Question 32 respondents were presented with a range of scenarios relating to alcohol consumption and asked how acceptable they felt these actions were. A majority of respondents (61.1%) stated that they believe ‘a woman in her 20s or 30s drinking a bottle of wine when out with friends’ to be either a ‘completely’ (34.5%) or ‘fairly acceptable’ (26.6%) action, rising to 80.8% of respondents aged 18 to 29 and 77.5% of those aged 30 to 39. There was no significant difference in ‘acceptable’ responses between male and female respondents in relation to this scenario (61.6% cf. 61.3%).

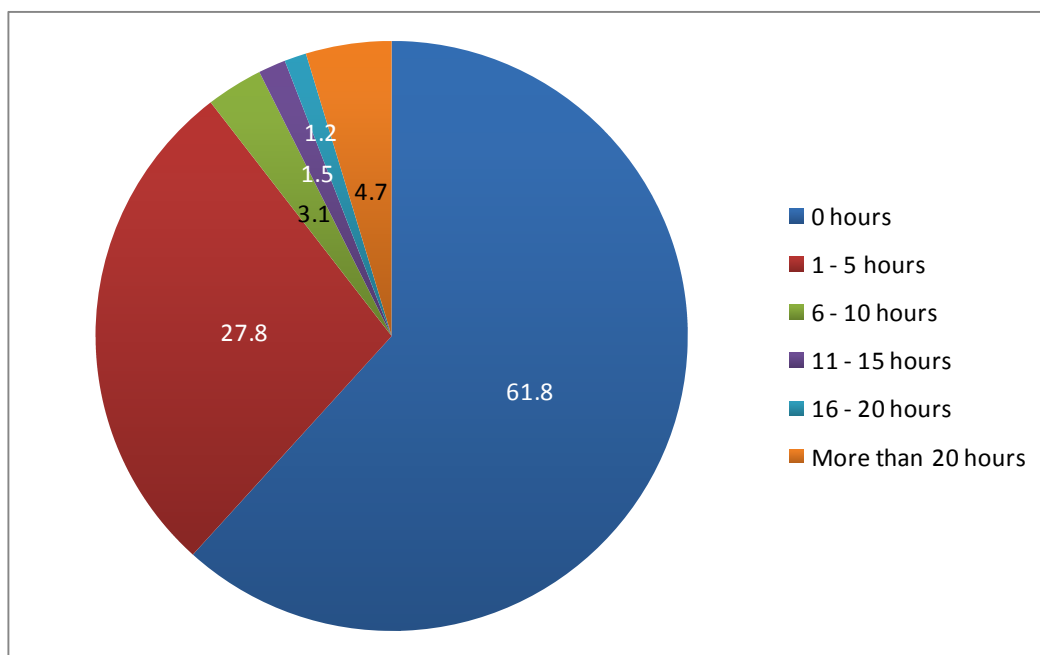
9.6 43.1% of the overall sample believed ‘two couples out for dinner drinking three bottles of wine between them’ to be either ‘completely’ (19.1%) or ‘fairly acceptable’ (24.0%), with likelihood of finding this scenario to be acceptable again being highest amongst younger respondents. 62.5% of respondents aged 18 to 29 and 60.2% of those between the ages of 30 and 39 stated that they found this scenario to be acceptable, falling to just 16.7% of respondents aged 70 to 79 and 16.8% of those over the age of 80. Males were slightly more likely than female respondents to believe this scenario to be acceptable (45.2% cf. 41.6%), as were ‘White British’ respondents when compared to those from other minority groups (38.9% cf. 27.3%).

9.7 36.9% stated that they believe ‘a man in his 20s or 30s drinking 8 pints of lager or beer when out with friends’ to be either ‘completely’ (15.6%) or ‘fairly acceptable’ (21.3%),

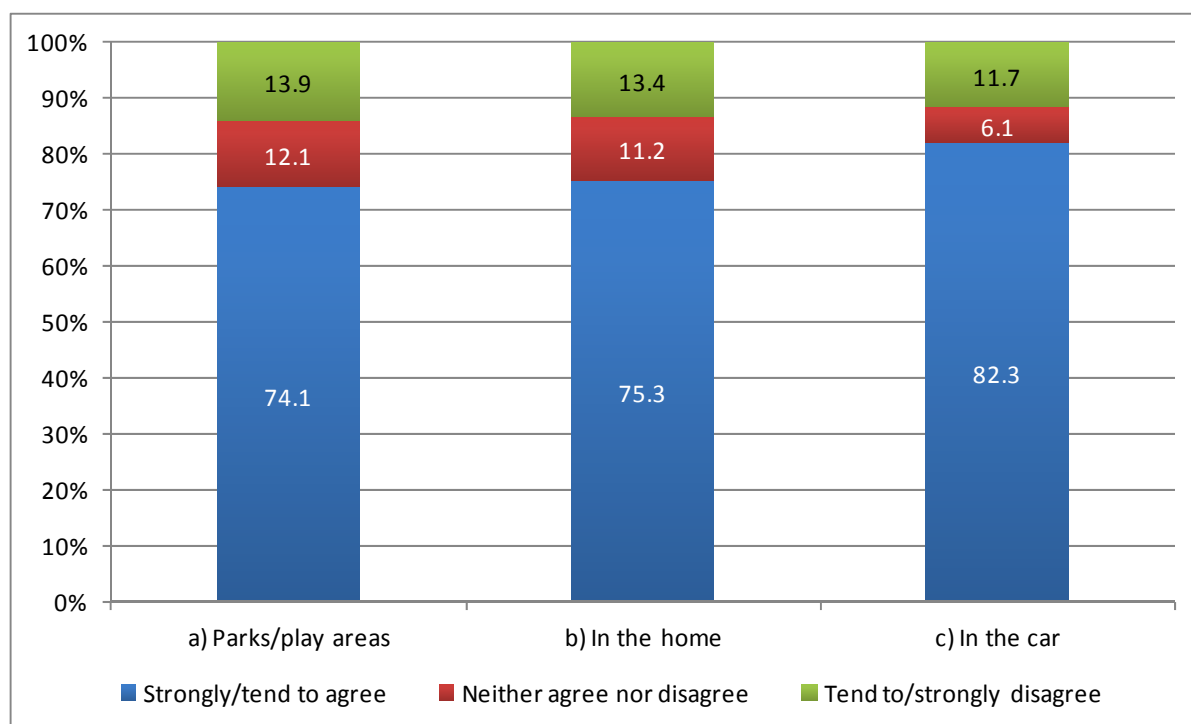
while there was no significant difference in ‘acceptable’ responses between male and female respondents (38.0% cf. 36.6%) in relation to this scenario. Younger respondents were again most likely to give ‘acceptable’ responses, ranging from 63.1% of those aged 18 to 29 and falling to 7.6% of respondents aged 70 to 79 and 8.1% of those over the age of 80.

- 9.8 A quarter of the overall sample (25.2%) believed ‘a woman over 18 regularly drinking two glasses of wine, five nights a week’ to be either ‘completely’ (6.7%) or ‘fairly acceptable’ (18.5%), with likelihood of believing this to be acceptable being highest amongst respondents aged 50 to 59 (31.3% ‘acceptable’). ‘White British’ respondents were more likely than both ‘White Other’ (26.6% cf. 10.7%) and other minority ethnic respondents (26.6% cf. 8.6%) to state that they find this scenario to be acceptable.
- 9.9 Just 8.1% of the overall sample stated that they believe ‘drinking to get drunk’ to be either ‘completely’ (2.7%) or ‘fairly acceptable’ (5.4%), with likelihood of believing this to be acceptable significantly declining with age from 16.6% of respondents aged 18 to 29 and reducing to just 1.9% of respondents aged 70 to 79 and 2.0% of those over the age of 80. Males were more likely than females to state that they find this scenario acceptable (10.2% cf. 6.2%). Over three-quarters of the overall sample (77.6%) stated that they find ‘drinking to get drunk’ to be either ‘fairly’ (19.1%) or ‘completely unacceptable’ (58.5%).
- 9.10 ‘Acceptable’ responses were lowest, and ‘unacceptable’ responses highest, in relation to the scenario of ‘a man drinking two pints of beer or lager and then driving home’. Just 5.1% of the overall sample stated that they believe this scenario to be either ‘completely’ (1.7%) or ‘fairly acceptable’ (3.4%) with males being more likely than females to give such a response (6.4% cf. 3.9%). 85.5% of the overall sample gave either ‘fairly’ (18.8%) or ‘completely unacceptable’ (66.7%) responses in relation to this scenario, with ‘unacceptable’ responses being over 80% for all sub-groups with the exception of respondents from ‘other’ ethnic minority groups (78.8% ‘unacceptable’).
- 9.11 The majority of respondents stated that they are exposed to other’s tobacco smoke for ‘0 hours’ a week (61.8%), with likelihood of stating this consistently rising with age from 44.0% of respondents aged 18 to 29 rising to 85.3% of those over the age of 80. Respondents in ‘owned or mortgaged’ properties were more likely to give ‘0 hours’ responses than those in rented accommodation (66.6% cf. 48.6%), as were ‘White British’ (62.2% cf. 39.4%) and ‘White Other’ (71.1% cf. 39.4%) when compared to respondents from other minority ethnic groups. 27.8% of the overall sample were exposed to other people’s tobacco smoke from between 1 and 5 hours, while only small minorities of respondents had been exposed to this for either ‘6 - 10 hours’ (3.1%), ‘11 - 15 hours’ (1.5%), ‘16 - 20 hours’ (1.2%) or ‘more than 20 hours’ (4.7%).

Q33: In most weeks, about how many hours are you exposed to other people’s tobacco smoke?
 (Overall - % - 5373 respondents)



Q34: To what extent do you agree or disagree that there should be restrictions on smoking when there are children under 16 present in the following locations?
 (Excluding ‘don’t know’ responses - % - 5336-5355 respondents)



9.12 74.1% of the overall sample stated that they either ‘strongly’ (59.7%) or ‘tend to agree’ (14.4%) that there should be restrictions placed on smoking in parks and play areas, with likelihood of giving ‘agree’ responses declining with age from 79.3% of respondents aged 18 to 29 and 80.8% of those aged 30 to 39, falling to 66.2% of those aged 70 to 79 and

67.5% of those over the age of 80. Respondents from households with children present were significantly more likely than the overall sample to agree that restrictions should be placed on smoking in parks and play areas (84.0% cf. 74.1%).

- 9.13 Three-quarters of respondents (75.3%) either 'strongly' (60.3%) or tended to agree (15.0%) that restrictions should be placed on smoking in homes with children under the age of 16 present, rising to 79.4% of respondents from households with children present. Agreement in this regard remained at 70.0% or more for all sub-groups sampled, with the exception of respondents living in rented accommodation (68.2%), and those who reported being in either 'bad' (67.8%) or 'very bad' (54.9%) health.
- 9.14 Agreement for the three locations listed at Question 34 was highest in relation to restriction being placed on smoking 'in the car' when children under the age of 16 are present with 82.3% stating that they either 'strongly' (71.0%) or 'tend to agree' (11.3%) that this should be the case, rising to 86.7% of respondents from households with children present. Agreement that restrictions should be placed on smoking 'in the car' remained at 75.0% or more for all sub-groups sampled, again with the exception of respondents living in rented accommodation (74.6%), and those who reported being in either 'bad' (72.4%) or 'very bad' (61.6%) health.

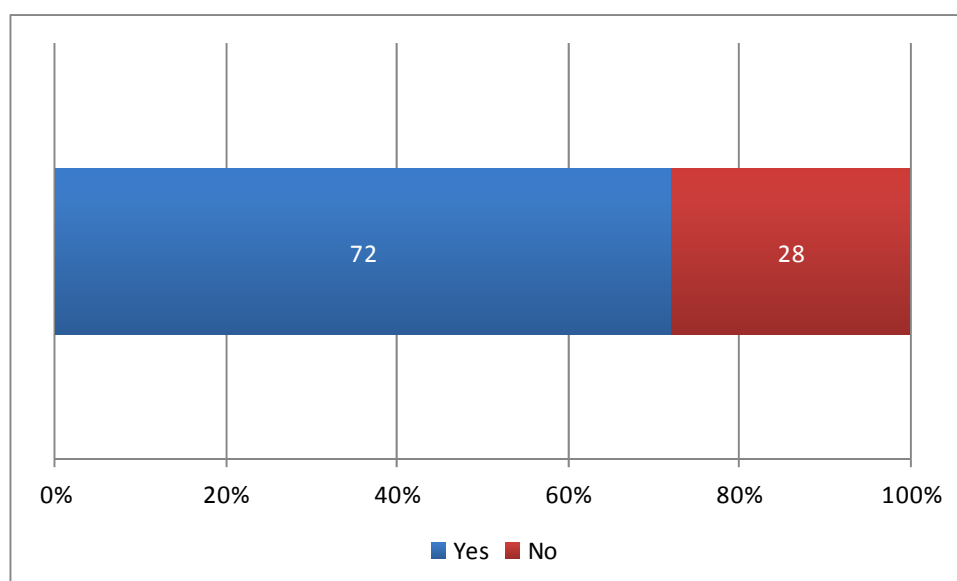
10. CONTACT WITH DARLINGTON BOROUGH COUNCIL

- Question 35:** 'Have you contacted the Council in the last 3 years?'
- Question 36a:** 'How did you get in contact with the Council on the last occasion that you contacted them?'
- Question 36b:** 'Which of these describes the main reason for your last contact?'
- Question 36c:** 'Still thinking of your last contact with the Council, how satisfied or dissatisfied were you with this contact overall?'
- Question 36d:** 'What would be your preferred way to contact Darlington Borough Council for each of the following?'
- Question 37:** 'What would be your preferred way to contact Darlington Borough Council for each of the following?'
- Question 38:** 'Are there any Darlington Borough Council services which you currently cannot access online that you would particularly like to?'
- Question 39:** 'Do you have access to the Internet?'
- Question 40:** 'Do you ever use the Internet or email to access services or information from Darlington Borough Council?'
- Question 41:** 'Darlington Borough Council has Twitter profiles and Facebook pages, are you aware of any of these?'
- Question 42:** 'Have you ever used or viewed any of these?'
- Question 43a:** 'Which of these do you use most often?'
- Question 43b:** 'Generally, how satisfied or dissatisfied are you with Darlington Borough Council's Twitter and Facebook pages?'

Appendix 3 - Pages 97 to 123

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

(Overall - % - 5265 respondents)



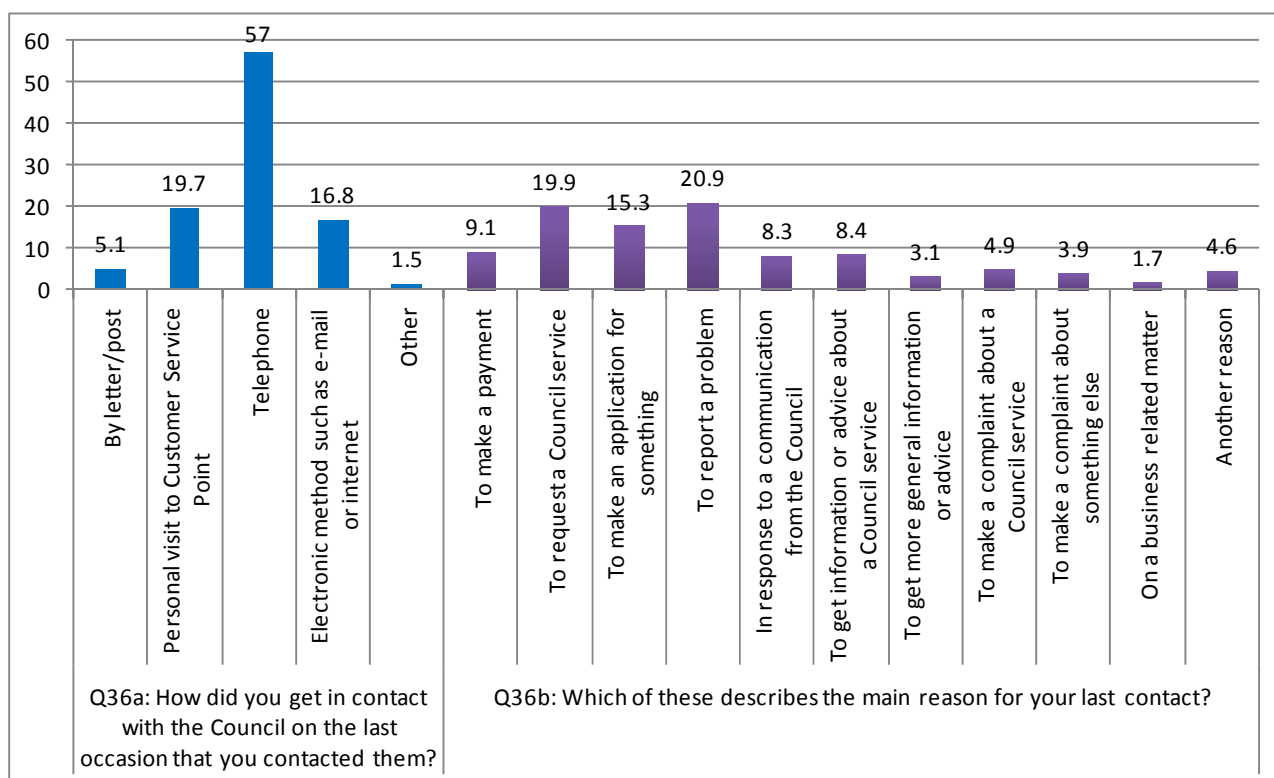
- 10.1 72.0% of the overall sample had contacted Darlington Borough Council in the previous 3 years, rising to 82.7% of those in 'bad' and 81.8% of those in 'very bad' health, as well as

79.1% of respondents who reported being economically inactive and 79.1% of those in rented accommodation. Just 55.5% of respondents from 'Other' ethnic minorities had contacted the Council in the previous 3 years, while respondents aged over 80 were also least likely to have made such contact (55.9% 'yes').

Q36a: How did you contact the Council on the last occasion you contacted them? /

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

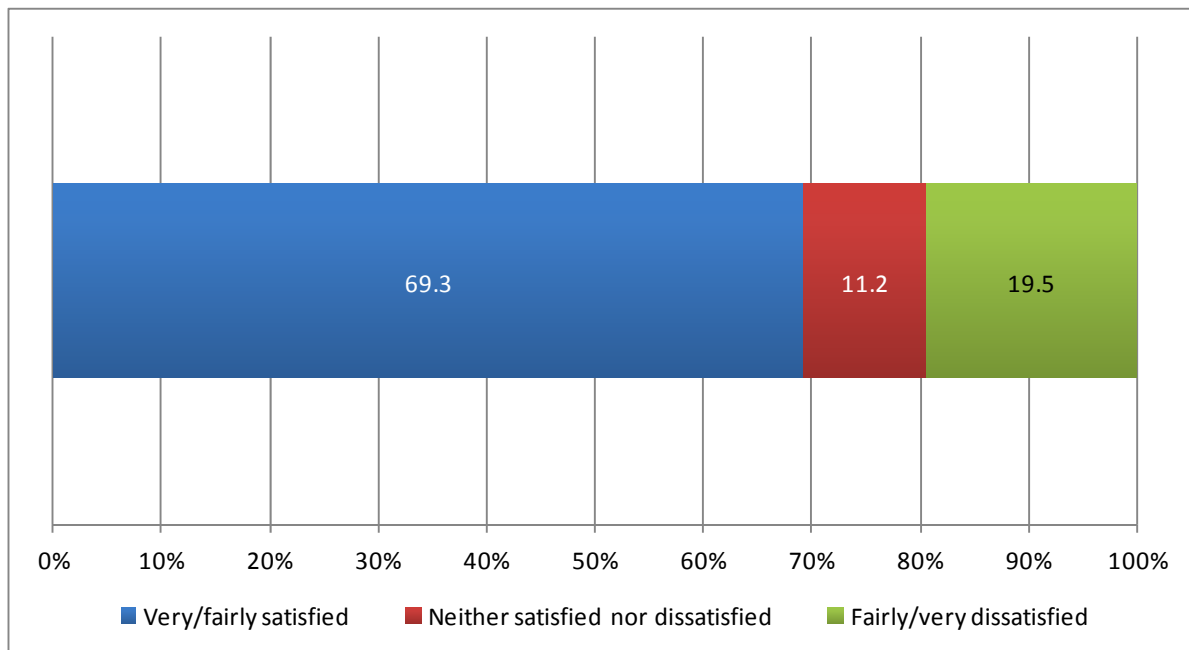
('Yes' at Q35 - % - 3386/3234 respondents)



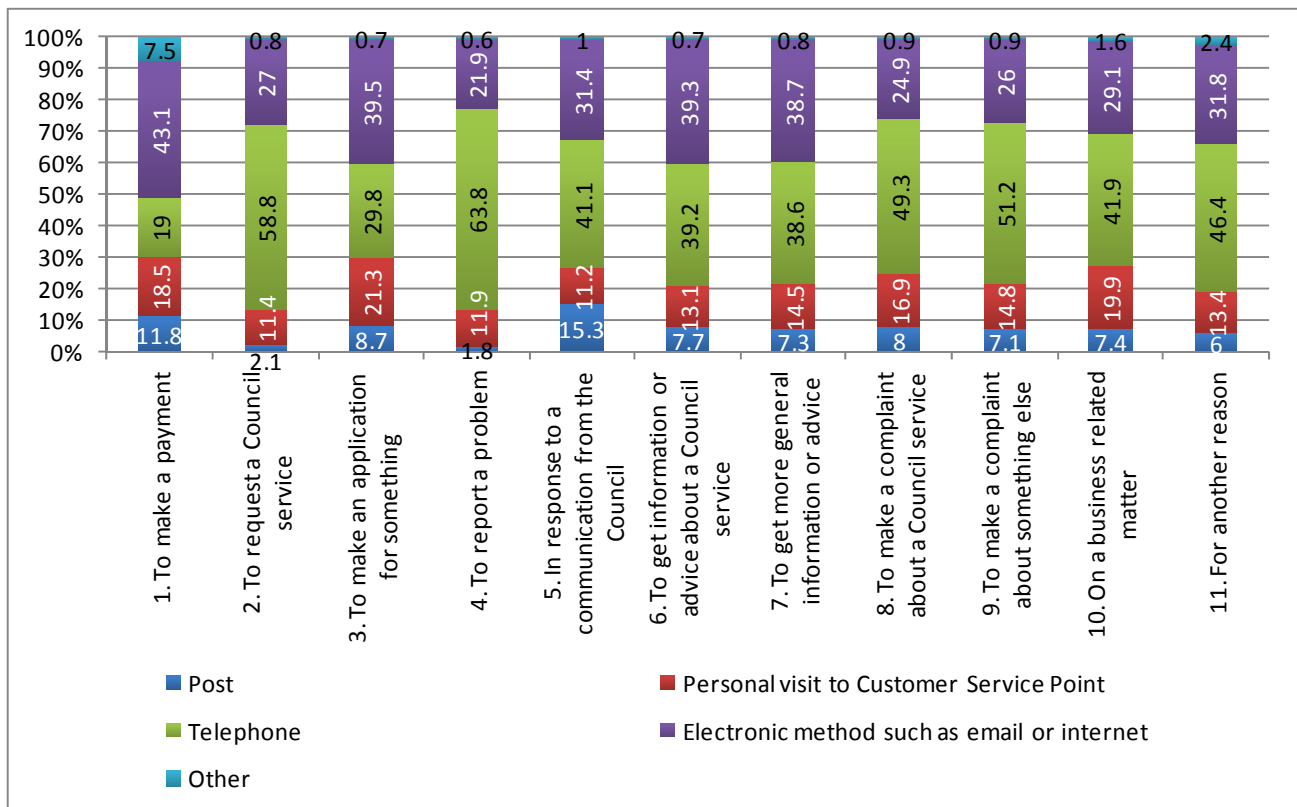
10.2 Of respondents who had contacted Darlington Borough Council in the previous 3 years, the majority had done so by 'telephone' (57.0% - rising to two-thirds of respondents in 'very bad' health [66.5%]). Smaller numbers had done so through 'personal visit to Customer Service Point' (19.7% - rising to 57.8% of 'White Other' respondents), 'electronic method, such as email or Internet' (16.8% - rising to 23.0% of respondents aged 40 to 49) or 'by letter/post' (5.1%). 1.5% gave 'other' methods of contact.

10.3 Around one-in-five respondents who had contacted Darlington Borough Council in the previous 3 years had done so to either 'report a problem' (20.9%) or 'request a Council service' (19.9%), while 15.3% had done so in order to 'make an application for something'. Smaller numbers of respondents had made contact in order to 'make a payment' (9.1%), 'to get information or advice about a Council service' (8.4%), 'in response to a communication from the Council' (8.3%), 'to make a complaint about a Council service' (4.9%), 'to make a complaint about something else' (3.9%), 'to get more general information or advice' (3.1%) or in regard to a 'business related matter' (1.7%). 4.6% had made contact for 'another reason'.

Q36c: Still thinking about your last contact with the Council, how satisfied or dissatisfied were you with this contact overall?
 ('Yes' at Q35 - % - 3634 respondents)



Q37c: What would be your preferred way to contact Darlington Borough Council for each of the following?
 (Overall - % - 4638-5071 respondents)



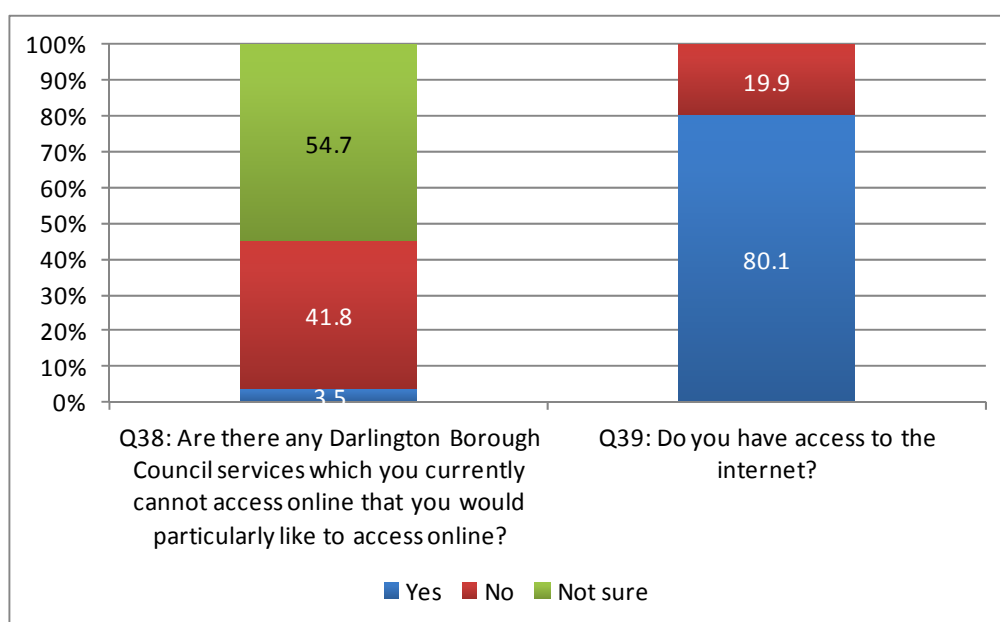
10.4 69.3% of respondents who had contacted Darlington Borough Council in the previous 3 years stated that they were either ‘very’ (30.5%) or ‘fairly satisfied’ (38.8%) with the way their contact was handled overall. 11.2% gave ‘neither satisfied nor dissatisfied’ responses, while 19.5% were either ‘fairly’ (9.2%) or ‘very dissatisfied’ (10.3%) with the way their contact was handled, rising to 25.6% of respondents who had lived in the Darlington Borough Council area for between 11 and 20 years as well as 26.6% of respondents who reported being in ‘very bad’ health.

10.5 When presented with a list of reasons for making contact with the Council and asked about respondents’ preferred method for doing so, ‘telephone’ was the most popular response in relation to making contact in order to ‘report a problem’ (63.8%), ‘to request a Council service’ (58.8%), ‘to make a complaint about something else’ (51.2%), ‘to make a complaint about a Council service’ (49.3%), ‘for another reason’ (46.4%), ‘on a business related matter’ (41.9%) and ‘in response to a communication from the Council’ (41.1%). ‘Electronic method such as email or Internet’ was the most popular means for making contact in order to ‘make a payment’ (43.1%), ‘to make an application for something’ (39.5%), ‘to get information or advice about a Council service’ (39.3%) and in order to ‘get more general information or advice’ (38.7%).

Q38: Are there any Darlington Borough Council services, which you currently cannot access online, that you would particularly like to access online (i.e. via e-mail or Internet)? /

Q39: Do you have access to the Internet?

(Overall - % - 4928/5367 respondents)



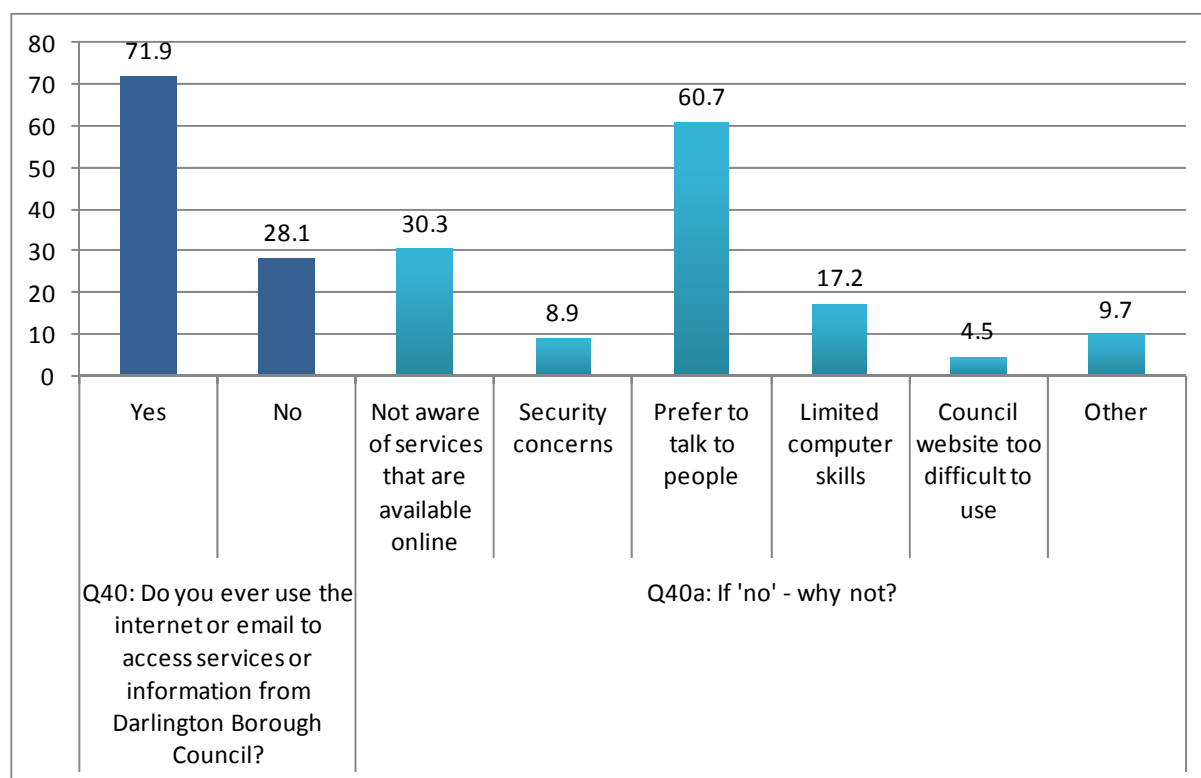
10.6 3.5% of respondents to Question 38 stated that there are services provided by Darlington Borough Council that they cannot currently access online that they would like to access in such a way and these responses are listed verbatim at Appendix 4. 41.8% stated that there are not services that they would like to access in this way, and likelihood of stating this consistently increased with age from 31.8% of respondents aged 18 to 29 and rising

to 64.6% of respondents over the age of 80. The majority of respondents to this question gave 'not sure' responses (54.7%).

10.7 Four-in-five respondents (80.1%) had access to the Internet rising to 95.8% of respondents aged 30 to 39 and falling to 21.5% of respondents over the age of 80. Respondents who reported being from households with children present were more likely than the overall sample to have Internet access (94.8% cf. 80.1%). 19.9% did not have access to the Internet.

10.8 Of respondents who do have access to the Internet, 71.9% stated that they use either the Internet or email to access services or information from Darlington Borough Council, rising to 81.0% of respondents who had lived in the Darlington Borough Council area for between 3 and 5 years. 28.1% of respondents with Internet access do not access services or information from Darlington Borough Council in this way rising to 51.0% of respondents aged 70 to 79 and 65.9% of those over the age of 80.

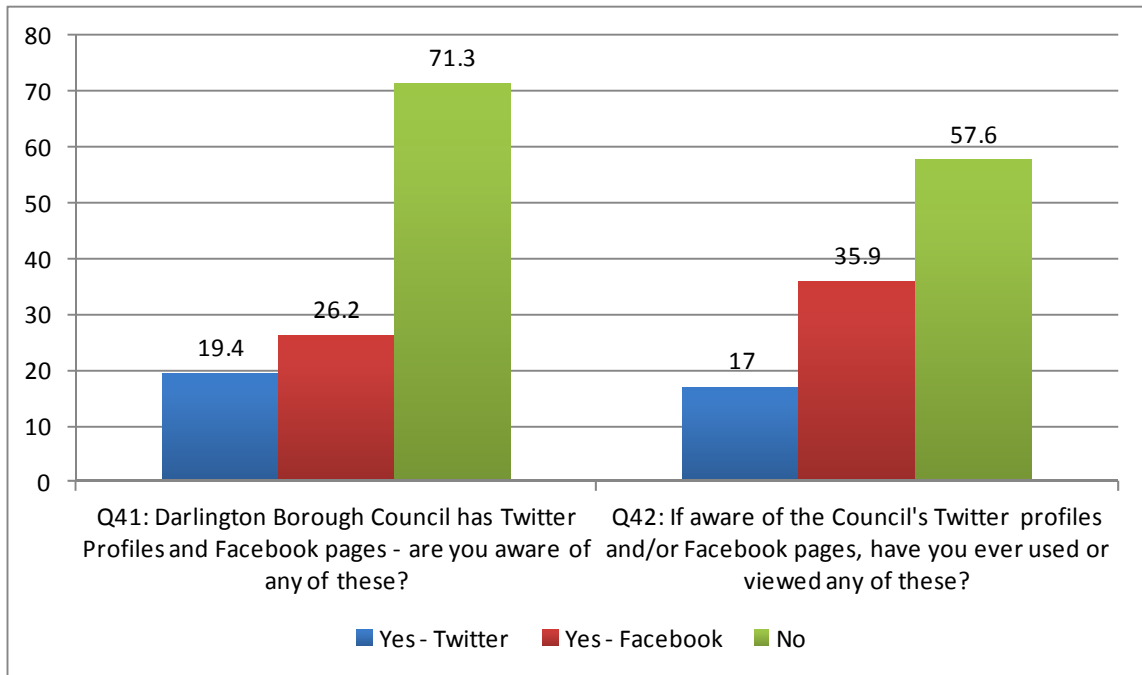
Q40: Do you ever use the Internet or e-mail to access services or information from Darlington Borough Council? / Q40a: If 'no', why not?
 (Overall/'No' at Q40 - % - 3856/1168 respondents)



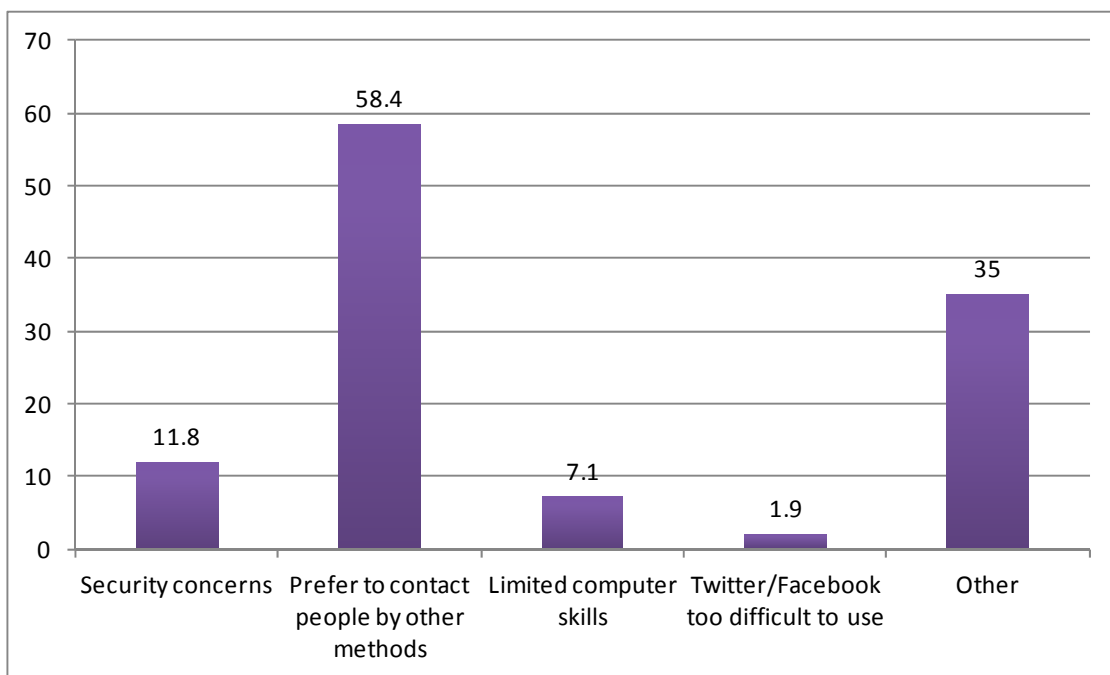
10.9 Amongst respondents who have Internet access but do not access services provided by Darlington Borough Council through this medium, over half stated that this is because they 'prefer to talk to people' (60.7%) while 30.3% were 'not aware of services that are available online'. 17.2% stated that they have 'limited computer skills' and 8.9% cited 'security concerns' as the reason they do not access Council services online. 4.5% stated

that the 'Council website is too difficult to use' and 9.7% gave other responses which are listed verbatim at Appendix 4.

Q41: Darlington Borough Council has Twitter profiles and Facebook pages - are you aware of any of these? / Q42: Have you ever used or viewed any of these?
 (Overall/'Aware' at Q41 - % - 3806/981 respondents)

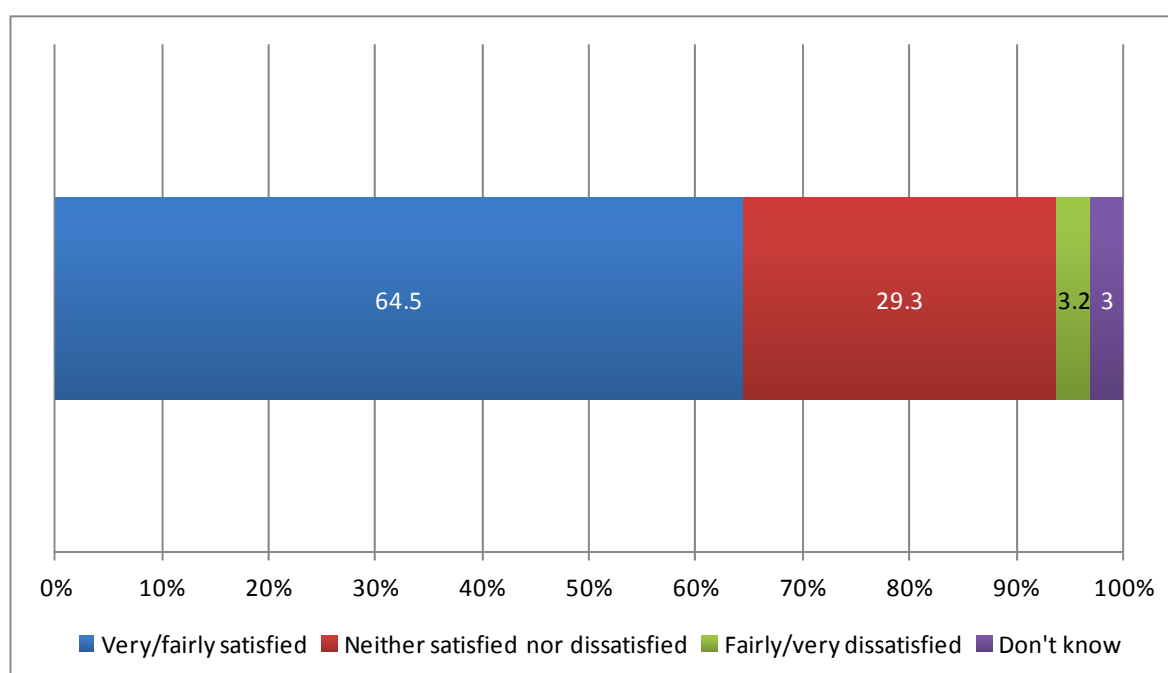


Q42a: If 'No', why not?
 ('No' at Q42 - % - 632 respondents)



- 10.10 19.4% of respondents who have access to the Internet stated that they were aware of Darlington Borough Council’s Twitter output, with 26.2% of these respondents being aware of the Council’s Facebook activities. 71.3% of respondents with access to the Internet were unaware of the Council’s Facebook and Twitter output.
- 10.11 Of respondents who were aware of either Facebook or Twitter output, 17.0% had viewed tweets made by the Council, with likelihood of doing so consistently falling with increasing age from 30.9% of respondents aged 18 to 29 and declining to 0.0% of those over the age of 80, while 35.9% had viewed a Facebook page published by the Council (rising to 48.3% of 18 to 29 year olds and 52.8% of 30 to 39 year old, falling to 2.4% of respondents over the age of 80). 57.6% of respondents who had access to the Internet and were aware of the Council’s Twitter and Facebook output had not viewed either, rising to over three-quarters or more of respondents over the age of 50.
- 10.12 The most stated reason for having knowledge of either the Council’s Facebook or Twitter output but not having viewed it was a preference for contacting people by other means (58.4%). One-in-nine (11.8%) cited security concerns with likelihood of doing so rising from just 2.7% of respondents aged 18 to 29 and 2.3% of those between the ages of 30 and 39 increasing to 29.4% of those aged 70 to 79 and 42.8% of those over the age of 80. 7.1% believed themselves to have ‘limited computer skills’, rising to 26.1% of those aged 70 to 79 and 21.5% of those over the age of 80, while 1.9% believe Twitter and Facebook to be too difficult to use (rising to 12.6% of respondents over the age of 80). 35.0% gave ‘other’ responses.

Q43b: Generally, how satisfied or dissatisfied are you with Darlington Borough Council’s Twitter profiles and Facebook pages?
 ('Yes' at Q42 - % - 298 respondents)



11. ABOUT YOURSELF

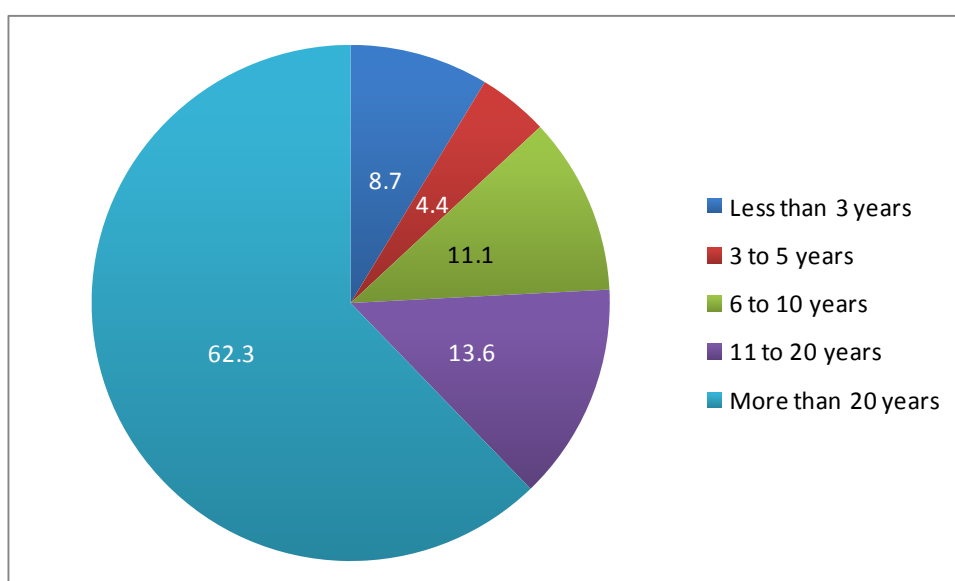
- Question 44:** 'How long have you lived in the Darlington Borough Council area?'
- Question 45:** 'Can you please confirm your full postcode?'
- Question 46:** 'Are you male or female?'
- Question 47:** 'What was your age on your last birthday?'
- Question 48:** 'How is your health in general?'
- Question 49:** 'In which of these ways does your household occupy your current accommodation?'
- Question 50:** 'How many children aged 17 or under are living here?'
- Question 51:** 'And how many adults aged 18 or over are living here?'
- Question 52:** 'Which of these activities best describes what you are doing at present?'
- Question 53:** 'Do you have any long-standing illness, disability or infirmity?'
- Question 54:** 'Does this illness or disability limit your activities in any way?'
- Question 55:** 'To which of these groups do you consider you belong?'

Appendix 3 - Pages 124 to 132

- 11.1 The majority of respondents had lived in the Darlington Borough Council area for more than 20 years (62.3%), with a further quarter (24.7%) having lived in the area for between 6 and 20 years (11.1% - 6 to 10 years/13.6% - 11 to 20 years). 8.7% had lived in the Darlington Borough Council area for less than 3 years, rising to 25.4% of respondents from 'White Other' backgrounds and 41.0% of those from other ethnic minority groups, as well as 29.1% of respondents aged 18 to 29. 4.4% had lived in the area for between 3 and 5 years.

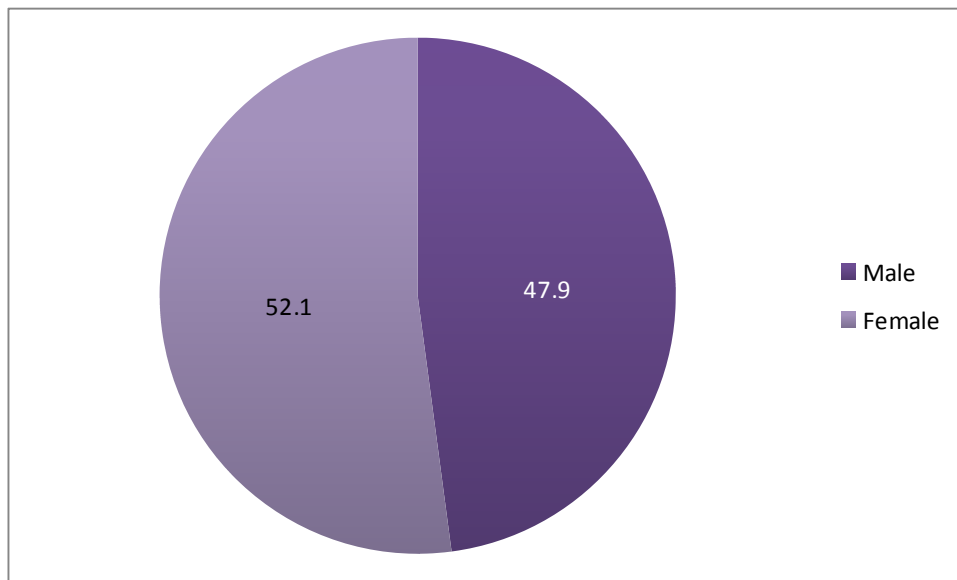
Q44: How long have you lived in the Darlington Borough Council area?

(Overall - % - 5314 respondents)

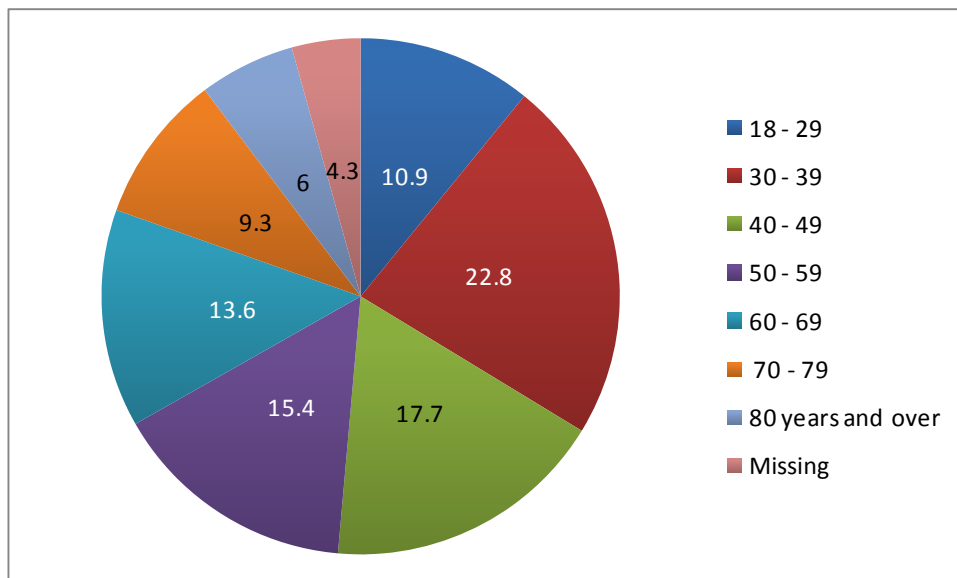


11.2 52.1% of respondents were male while 47.9% were female. A third of the overall sample were between the ages of 18 and 39 (10.9% - 18 to 29/22.8% - 30 to 39) and a further third (33.1%) were aged 40 to 59 (17.7% - 40 to 49/15.4% - 50 to 59). Remaining respondents were aged 60 to 69 (13.6%), 70 to 79 (9.3%) and over 80 years of age (6.0%). 4.3% of the overall sample failed to give their age.

Q46: Are you male or female?
(Overall - % - 5421 respondents)



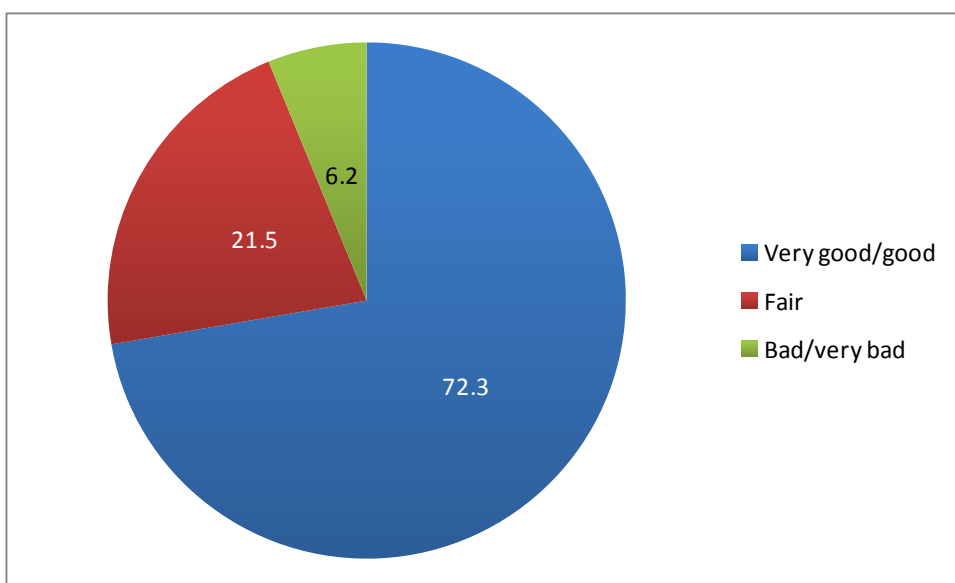
Q47: What was your age on your last birthday?
(Overall - % - 5508 respondents)



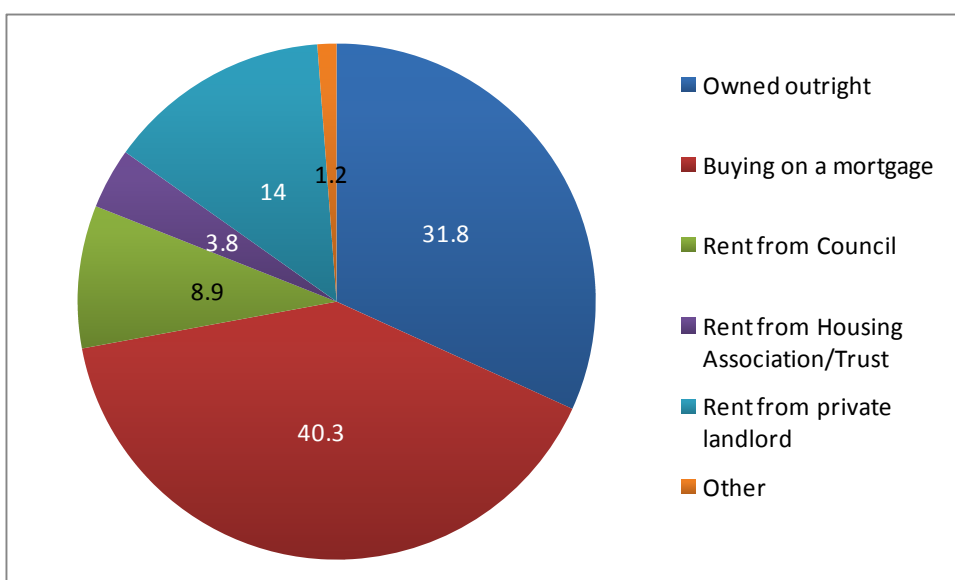
11.3 The majority of respondents (72.3%) reported being in either ‘very good’ (31.5%) or ‘good’ (40.8%) health, with likelihood of giving such a response predictably declining with age. Around one-in-five respondents (21.5%) stated that their health in general was ‘fair’, while 6.2% stated that they were in either ‘bad’ (4.9%) or ‘very bad’ (1.3%) health rising to 11.5% of respondents over the age of 80 (‘bad’/‘very bad’).

11.4 72.1% of the overall sample stated that they either own their home outright (31.8% - ranging from 3.3% of respondents aged 18 to 29 rising to 71.8% of those over the age of 80) or were in the process of buying their home via a mortgage (40.3% - steadily declining from 67.3% once respondents reach the age of 30 to 39 and reducing to 1.8% of respondents over the age of 80). 8.9% of respondents stated that they occupy their current accommodation through renting from the Council while a further 3.8% rent from a Housing Association/Trust and 14.0% rent from a private landlord. 1.2% gave 'other' responses.

Q48: How is your health in general? Would you say it is...?
(Overall - % - 5398 respondents)



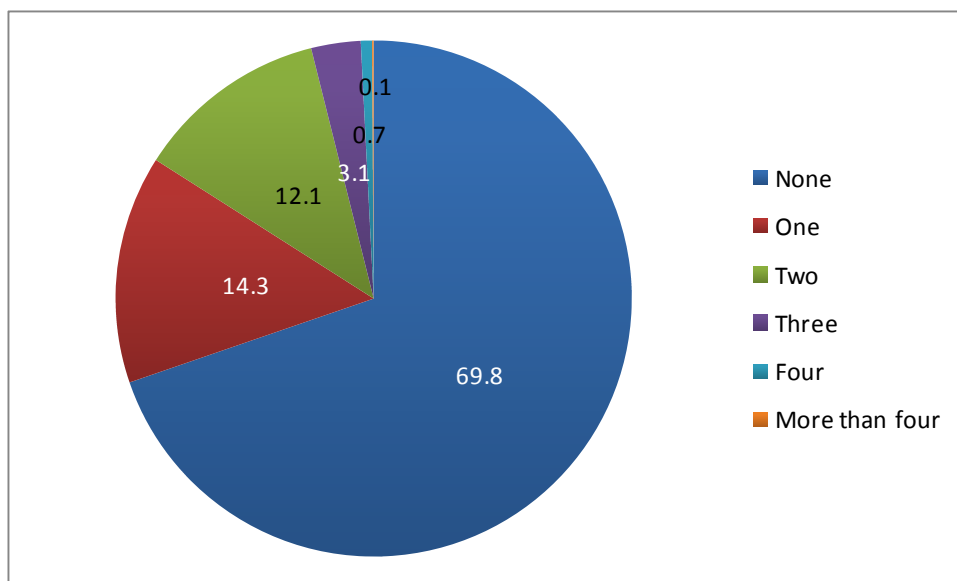
Q49: In which of these ways does your household occupy your current accommodation?
(Overall - % - 5371 respondents)



11.5 The majority of respondents (69.8%) were from households with no children under the age of 17 resident there, falling to 39.4% of respondents aged 30 to 39. A quarter of the overall sample (26.4%) reported there being either 'one' (14.3%) or 'two' (12.1%) children under the age of 17 present in their household while only small numbers indicated there were 'three' (3.1%), 'four' (0.7%) or more than four (0.1%).

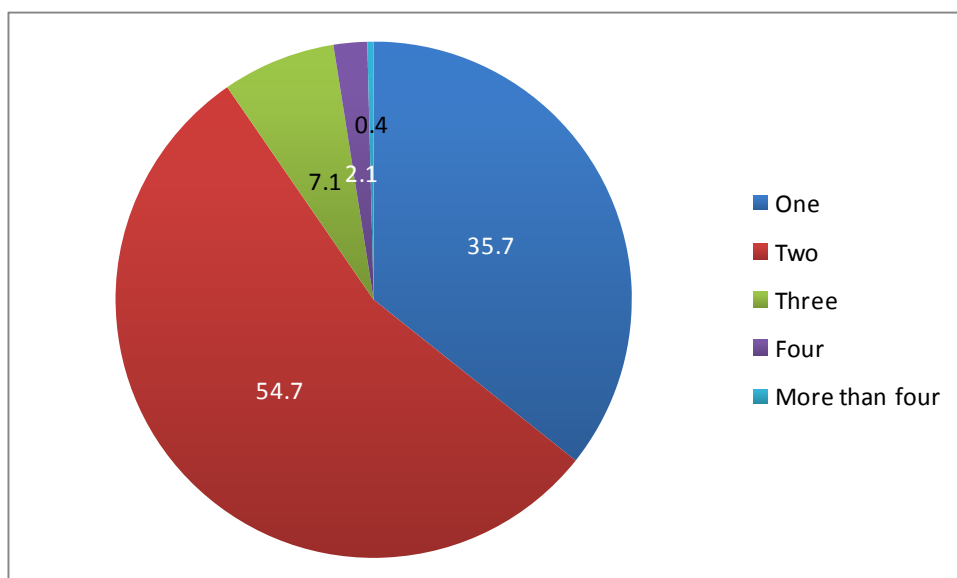
Q50: How many children aged 17 or under are living here?

(Overall - % - 5288 respondents)



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

(Overall - % - 5101 respondents)



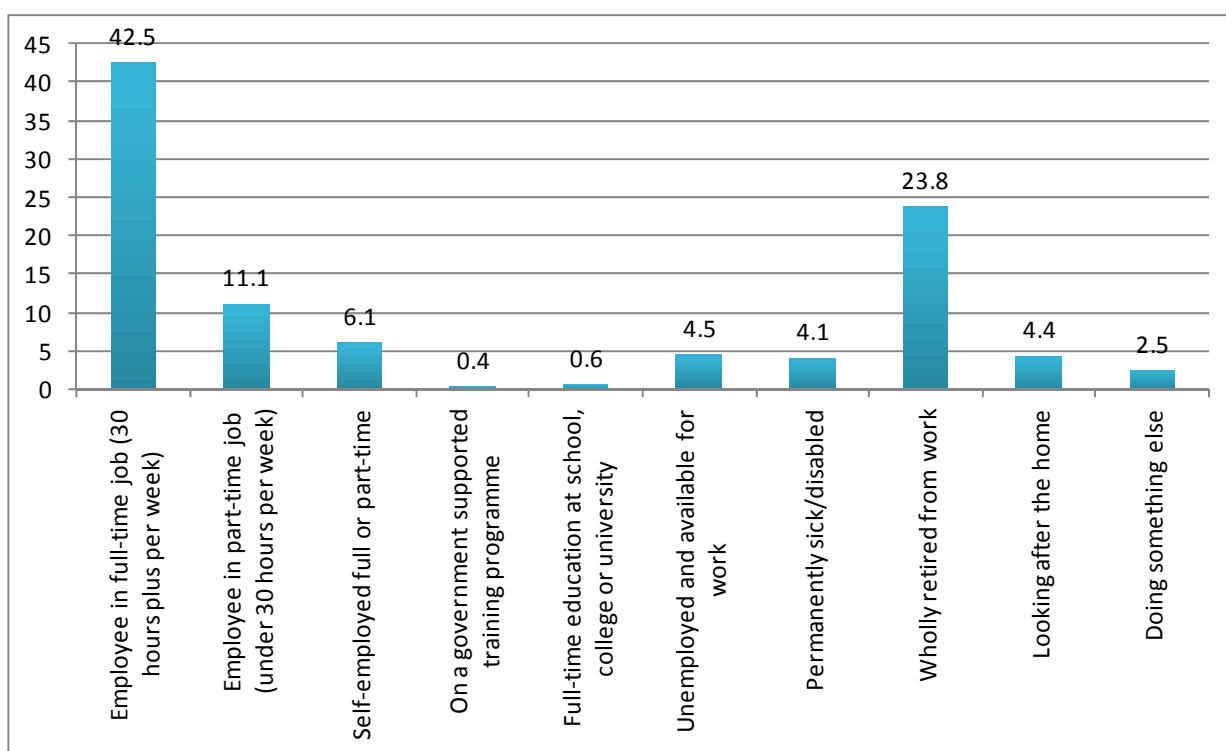
11.6 Over a third of respondents (35.7%) stated that only one adult aged over 18 was living in their home, while 54.7% stated that two adults were resident in their home rising to 69.2% of respondents living in households with children present. 7.1% of the overall

sample indicated that 3 adults lived in their home while 2.5% were living in households with four or more adults (2.1% - four/0.4% - more than four).

- 11.7 53.6% of respondents were employed in either a full-time (42.5%) or part-time (11.1%) capacity, rising to 76.8% of respondents aged 30 to 39 and 75.7% of those between the ages of 40 and 49 ('full'/'part-time'), with a further 6.1% indicating that they were 'self-employed' in either a full or part-time capacity. 23.8% of the overall sample stated that they were 'wholly retired from work', with 4.5% being 'unemployed and available for work'. Smaller numbers of respondents were 'looking after the home' (4.4%), 'permanently sick/disabled' (4.1%), in 'full-time education at school, college or university' (0.6%) or 'on a government supported training programme' (0.4%), while 2.5% stated that they were 'doing something else'.

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

(Overall - % - 5244 respondents)

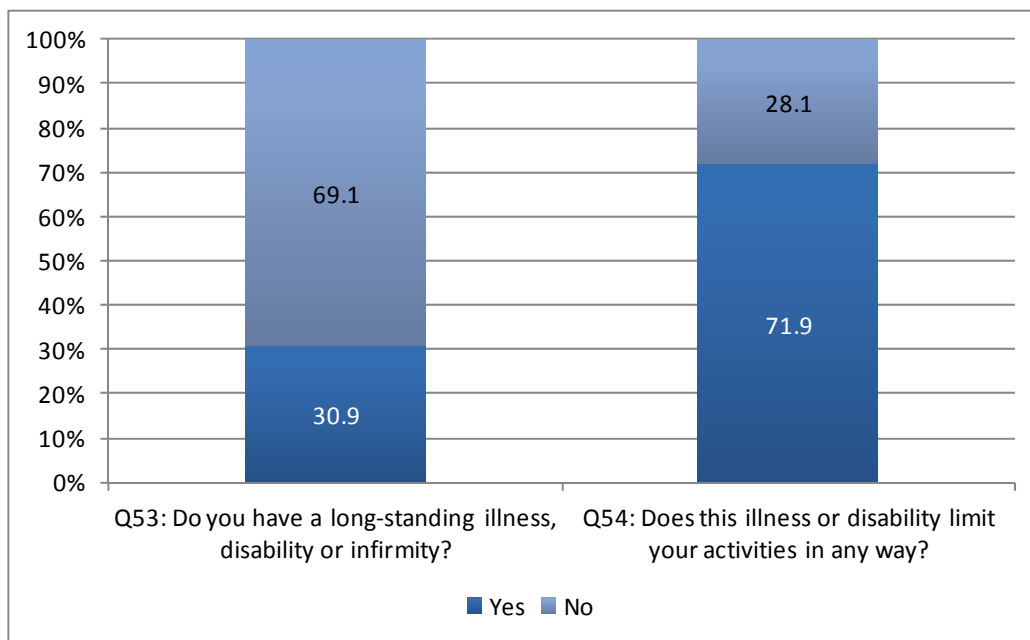


- 11.8 30.9% of respondents had a long-standing illness, disability or infirmity, likelihood of which predictably and consistently increased with age from 11.5% of respondents aged 18 to 29 rising to 67.6% of those over the age of 80. 'White British' respondents were more likely than both 'White Other' (31.9% cf. 18.1%) and other ethnic minority respondents (31.9% cf. 8.9%) to report having a long-standing illness, disability or infirmity. 69.1% did not have any such condition.
- 11.9 71.9% of respondents who reported having a long-standing illness, disability or infirmity indicated that this condition limits their activities in some way, rising to 87.2% of respondents over the age of 80 and 85.6% of respondents who reported being

economically inactive, as well as 80.6% of those in rented accommodation. 28.1% stated that their illness or disability does not limit their activities in any way.

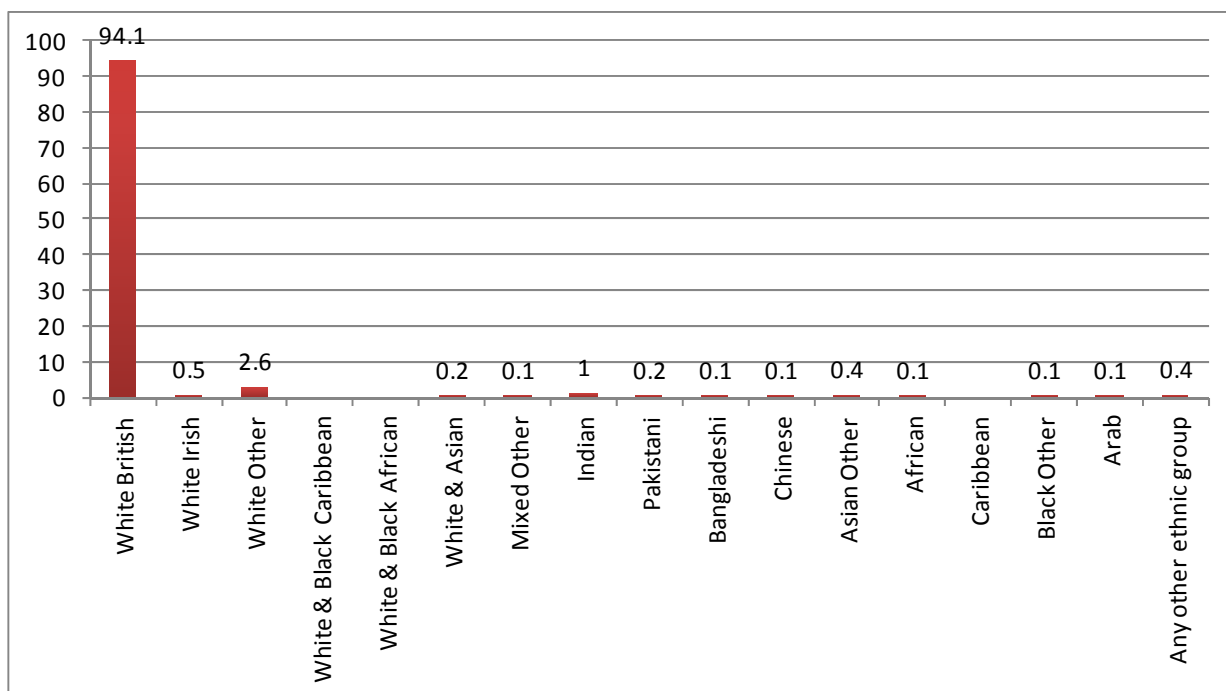
Q53: Do you have any long-standing illness, disability or infirmity? / Q54: Does this illness or disability limit your activities in any way?

(Overall/'Yes' at Q53 - % - 5196/1895 respondents)



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

(Overall - % - 5296 respondents)



11.10 94.1% of respondents were from 'White British' backgrounds, with the largest single minority group being 'White Other' (2.6%).

12. TECHNICAL REPORT

Sample frame and sample selection

- 12.1 The sample frame was The Post Office Small User Address File (PAF), similar to the methodology used in the 2008 Place Survey. The sample was selected randomly from the PAF which was stratified by ward. However, the sampling was disproportional from wards, with the size of the PAF sample from each ward being calculated, based on response rates from previous surveys, so as to achieve a minimum of 200 responses (200+ responses from each ward being stipulated by the Council in the research brief).

Methodology

- 12.2 The survey was undertaken using a self-completion postal questionnaire. All addresses in the sample frame were sent a 16-page questionnaire, with covering letter, and reply-paid envelope. The covering letter included details of alternative formats for the survey, with a free-phone telephone number, and an Internet link to facilitate online completion for any respondent who preferred this. Respondents were also given the opportunity to enter a prize-draw. All addresses in the sample frame were given a unique identification number, so that returned questionnaires could be monitored by ward.
- 12.3 The initial mailing of questionnaires was sent to 13,424 households throughout the Borough on 5th February 2013, and reminder mailings were sent to those who had not responded (10,693) on 5th March. As the response rate from the initial mailing and first reminder was lower than expected, in order to achieve the required 200+ sample from each ward, an additional 'booster' sample of 7,216 addresses was randomly selected from the PAF, and these were mailed out on 25th March. A total of 20,640 households were invited to participate in the survey.

Achieved Sample

- 12.4 A total of 5,508 completed questionnaires were returned (5,444 postal, and 64 online), giving an unadjusted response rate of 26.7%. Response rates varied greatly by ward, ranging from 19.9% in Central to 42.7% in Hummersknott. Details of sample sizes, achieved sample and response rates by ward are shown in the table overleaf.

Number of questionnaires mailed out, achieved sample, and response rate, by ward and overall

	18+ Population	Borough % Population	Initial Mailing	Reminders	Booster Mailing	Total Mailing	Achieved Sample	Response Rate
Bank Top	3401	3.9%	605	521	519	1124	229	20.4%
Central	3506	4.0%	811	671	257	1068	213	19.9%
Cockerton East	4435	5.1%	450	369	556	1006	232	23.1%
Cockerton West	3280	3.8%	605	478	349	954	223	23.5%
College	3478	4.0%	450	337	296	746	246	33.0%
Eastbourne	5094	5.8%	540	438	382	922	214	23.2%
Faverdale	2310	2.6%	655	535	229	884	230	26.0%
Harrowgate Hill	4916	5.6%	525	422	353	878	244	27.8%
Haughton East	3324	3.8%	514	403	375	889	237	26.7%
Haughton North	2870	3.3%	435	330	430	865	241	27.9%
Haughton West	4401	5.0%	555	434	298	853	218	25.6%
Heighington and Coniscliffe	3113	3.6%	544	430	137	681	213	31.3%
Hummersknott	3018	3.5%	455	338	110	565	241	42.7%
Hurworth	3084	3.5%	525	410	167	692	236	34.1%
Lascelles	3352	3.8%	655	533	198	853	225	26.4%
Lingfield	3138	3.6%	700	542	20	720	218	30.3%
Middleton St George	3914	4.5%	435	334	342	777	240	30.9%
Mowden	3194	3.7%	465	335	156	621	240	38.6%
North Road	5057	5.8%	540	449	516	1056	214	20.3%
Northgate	3856	4.4%	655	557	509	1164	213	18.3%
Park East	5036	5.8%	815	685	131	946	223	23.6%
Park West	3073	3.5%	465	350	232	697	244	35.0%
Pierremont	4588	5.3%	450	378	654	1104	234	21.2%
Sadberge and Whesoe	1761	2.0%	575	414	0	575	229	39.8%
BOROUGH	87199	100%	13424	10693	7216	20640	5508	26.7%

Weighting

- 12.5 In order to counteract disproportional sample selection and non-response bias, the data was 'weighted' back to the known profile for Darlington Borough residents (based on the 2011 Census). Weights were applied for 'ward', 'age' and 'sex' (all three variables interlocked) in an attempt to make the weighted sample for all wards representative in terms of 'age' and 'sex' (interlocked), and the weighted sample for the borough also representative in terms of adult (18+) populations in each ward.
- 12.6 As is usual for postal surveys, young people were under-represented, and sample numbers for 'under 29 year olds' were particularly small on a ward basis (reducing to 1 in Mowden and 0 in Hummersknott). For weighting purposes therefore the '18- 29' and '29-39' age groups were collapsed, weights being applied to the following groupings : '18-

39', '40-49', '50-59', '60-69', '70-79' and '80+'). Details of the 'achieved' (unweighted) and 'weighted' sample, are shown in the table below.

		Unweighted Count	Unweighted %	WEIGHTED %
Ward	Bank Top	229	4.2%	4.0%
	Central	213	3.9%	4.0%
	Cockerton East	232	4.2%	5.0%
	Cockerton West	223	4.1%	3.7%
	College	246	4.5%	4.0%
	Eastbourne	214	3.9%	5.7%
	Faverdale	230	4.2%	2.7%
	Harrowgate Hill	244	4.4%	5.6%
	Haughton East	237	4.3%	3.8%
	Haughton North	241	4.4%	3.4%
	Haughton West	218	4.0%	4.9%
	Heighington and Coniscliffe	213	3.9%	3.5%
	Hummersknott	241	4.4%	3.6%
	Hurworth	236	4.3%	3.6%
	Lascelles	225	4.1%	3.9%
	Lingfield	218	4.0%	3.8%
	Middleton St George	240	4.4%	4.4%
	Mowden	240	4.4%	3.7%
	North Road	214	3.9%	5.8%
	Northgate	213	3.9%	4.3%
Park East	223	4.1%	5.6%	
Park West	244	4.4%	3.6%	
Pierremont	234	4.3%	5.2%	
Sadberge and Whessoe	229	4.2%	2.2%	

		Unweighted Count	Unweighted %	WEIGHTED %
Age group	18 - 39 years	799	15.2%	35.3%
	40 - 49 years	806	15.3%	18.5%
	50 - 59 years	1051	19.9%	16.1%
	60 - 69 years	1274	24.2%	14.2%
	70-79 years	862	16.4%	9.7%
	80 years and over	479	9.1%	6.2%
Sex	Male	2408	44.4%	47.9%
	Female	3013	55.6%	52.1%

12.7 The above weighting had the effect of increasing the size of the ethnic minority percentage (other than 'White British'), which had been under-represented, from 3.4% in the unweighted sample to 6% in the weighted sample, and decreasing the size of the percentage of respondents with 'limiting long-term illness', which had been over-represented, from 25.4% in the unweighted sample to 20.6% in the 'weighted sample' : further weighting for these variables was therefore not undertaken.

Analysis Undertaken

12.8 The data was analysed using the statistical package SPSS 15.0. Tables were produced, for all questions, showing unweighted counts and weighted percentages for the total sample, and for the following variables:

a) Demographics

1. Sex (male/female)
2. Age group (18-29/30-39/40-49/50-59/60-69/70-79/80+)
3. Ethnic group (White British/White Other/Other minority group)
4. Tenure (owned or mortgaged/rented)
5. Economic activity (employed full or part time or self employed/not economically active/wholly retired from work)
6. How long lived in Darlington Borough Council area (less than 3 years/3 to 5 years/6 to 10 years/11 to 20 years/more than 20 years)
7. Limiting long-standing illness (yes/no)
8. Health in general (very good/good/fair/bad/very bad)
9. Children in household (yes/no)

b) Geography

1. Wards (each of the 24 electoral wards in Darlington Borough Council area)
3. Rural and urban areas (2) (for details see Table 2 below)
2. Middle Super Output Areas (15) (for details see Table 3 below)
4. Children's Street Centre Localities (5) and Areas (3) (for details see Table 4 below)
5. Street Scene Localities (5) and Areas (3) (for details see Table 5 below)

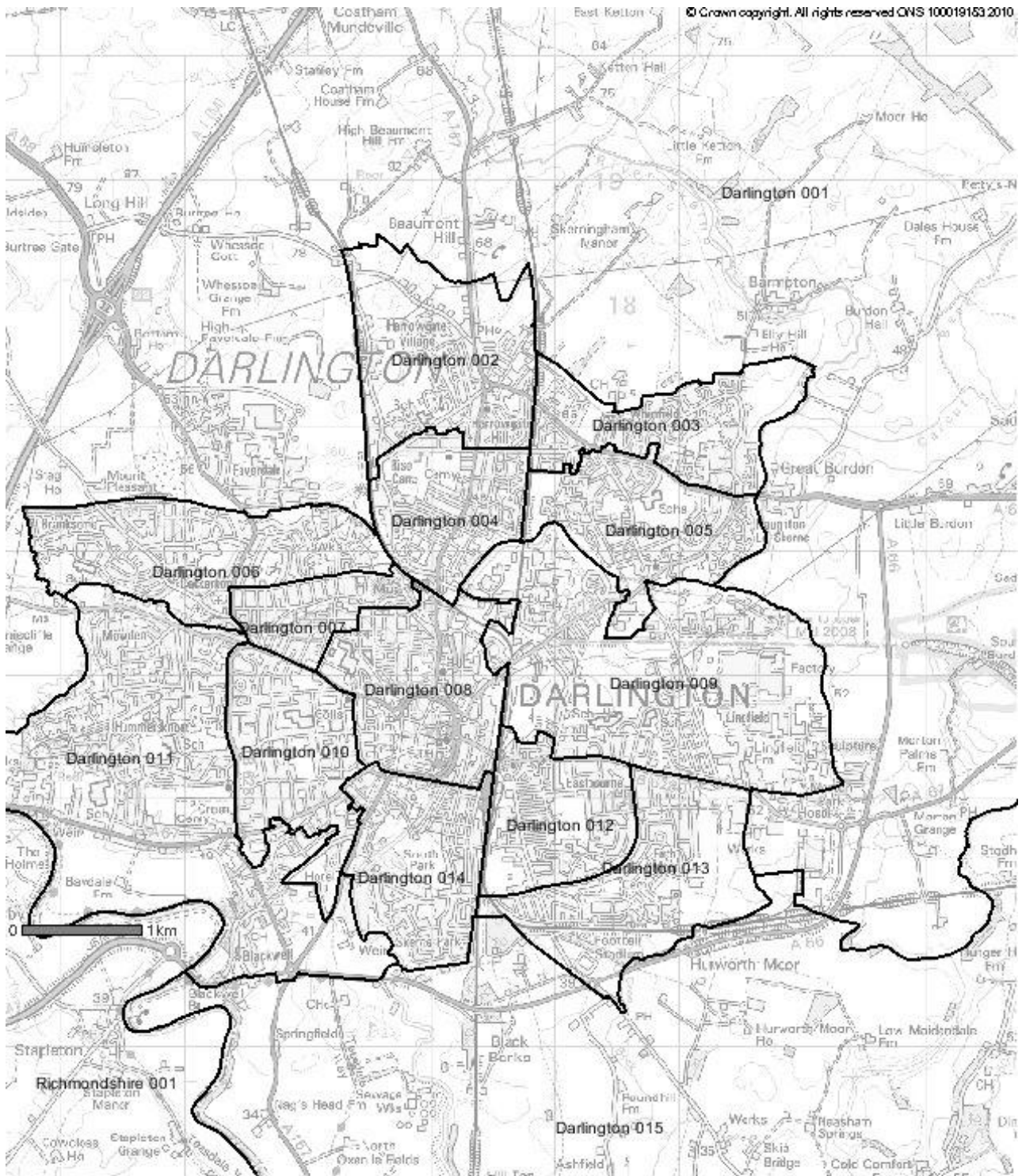
List of urban and rural wards in Darlington

Urban wards	
Bank Top	Hummersknott
Central	Lascelles
Cockerton East	Lingfield
Cockerton West	Mowden
College	North Road
Eastbourne	Northgate
Faverdale	Park East
Harrowgate Hill	Park West
Haughton East	Pierremont
Haughton North	
Haughton West	
Rural wards	
Heighington and Coniscliffe	Middleton St George
Hurworth	Sadberge and Whesoe

List of MSOAs in Darlington

MSOA Code	MSOA national name	MSOA local name
E02002559	Darlington 001	Redworth/Brafferton/Bishopton (Rural North)
E02002560	Darlington 002	Drinkfield
E02002561	Darlington 003	Whinfield
E02002562	Darlington 004	North Cemetery
E02002563	Darlington 005	Salters
E02002564	Darlington 006	Branksome
E02002565	Darlington 007	Brinkburn Dene
E02002566	Darlington 008	North Lodge Park
E02002567	Darlington 009	Albert Hill/Hundens
E02002568	Darlington 010	Abbey
E02002569	Darlington 011	West Cemetery/Blackwell
E02002570	Darlington 012	Pease/Fenby
E02002571	Darlington 013	Firthmoor
E02002572	Darlington 014	South Park
E02002573	Darlington 015	Hurworth/MSG (Rural South)

Map showing Middle Super Output Areas in Darlington



This material is Crown Copyright. Users are granted permission to reproduce Crown Copyright material provided that a Click-Use Licence has been obtained from HMSO. The Click-Use Licence can be obtained from www.clickanduse.hms.gov.uk When reproducing this material, the source should be acknowledged.

List of Children Centre Localities and Areas in Darlington

Locality		Area		Wards included
1	West	A	North West	Cockerton East
				Cockerton West
				Faverdale
				Pierremont
		E	South West	College
				Heighington and Coniscliffe
				Hummersknott
				Mowden
				Park East
				Park West
2	Central	B	Central	Central
				Harrowgate Hill
				North Road
				Northgate
3.	East	C	North East	Haughton East
				Haughton North
				Haughton West
		D	South East	Bank Top
				Eastbourne
				Hurworth
				Lascelles
				Lingfield
				Middleton St George
				Sadberge and Whessoe

List of Street Scene Localities and Areas in Darlington

Locality		Area		Wards included
1	West	A	North West	Cockerton East
				Cockerton West
				Faverdale
				Heighington and Coniscliffe
		E	South West	Pierremont
				College
				Hummersknott
				Hurworth
				Mowden
				Park East
2	Central	B	Central	Park West
				Central
				Harrowgate Hill
				North Road
3	East	C	North East	Northgate
				Haughton East
				Haughton North
		D	South East	Haughton West
				Sadberge and Whessoe
				Bank Top
				Eastbourne
				Lascelles
				Lingfield
				Middleton St George

Analysis of ‘missing data’ and ‘don’t knows’

- 12.9 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 previous DCLG requirements for BVPIs, therefore all calculations exclude ‘missing data’.
- 12.10 As previous BVPIs calculated by DCLG were worked out excluding any ‘don’t know’/‘it does not apply’ responses from the calculation, to enable comparison with the 2008 Place Survey for previous performance indicator questions, tables have been produced with ‘don’t know/ does not apply’ responses excluded from the percentage calculations. However, for ‘LG Inform’ reporting purposes, local authorities need to submit two versions of responses for each question: one ‘excluding don’t know’ respondents from the calculations, and one ‘including don’t know’ respondents in the calculations. We understand that Local Authorities also need to submit weighted number of responses that selected each answer option for each question. Therefore for this purpose NWA has included two sets of ‘weighted frequencies’ for all questions (one including don’t know responses and one excluding don’t know responses).
- 12.11 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%). Similarly, 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 4.28% (reported as 4.3%). Similarly this perceived discrepancy could also apply to reported total dissatisfaction or total usage percentages.

Comparative Data

- 12.12 As requested in the research brief, relevant data is compared with -
1. 2008 Darlington Borough Council Place Survey: A postal survey, the methodology for which adhered to the strict guidelines provided by the DCLG in order to collect national indicators. 1,399 completed questionnaires were returned (43% response rate).
 2. 2009 Darlington Community Survey: 1,036 face-to-face interviews at home with residents (18+ years) who were representative of the Borough in terms of age, sex, and place (ward) of residence (random location selection).
 3. 2013 Local Government Association ‘Polling on resident satisfaction with Councils’: a nationally representative random sample of 1,004 British adults (aged 18 or over) polled by telephone.
- 12.13 It should be noted that the mode of data collection can have a significant impact on the results, and that inter-mode comparisons are not desirable (and for this reason the data uploaded from this survey for ‘LG Inform’ will be displayed by them grouped into

common methods to ensure that only like-for-like data is compared across Councils). However, the current 2013 Community Survey employed similar methodology (postal sample randomly selected from the PAF) to the 2008 Place Survey, therefore it is considered that comparisons with Place Survey results will be the most meaningful.

12.14 However, even when the same methodology is employed, and identical question wording is used, many other factors can affect results, including ‘sequence of questions’, ‘other topics raised in questionnaire’, ‘response rates’, ‘seasonality’ and ‘current events’. Therefore, comparisons, even with the Place Survey, should be viewed with great caution.

Statistical Reliability

12.15 The survey results are based on a ‘sample’ of Darlington Residents - and we cannot be certain that these results would be the same if all residents were surveyed. However, we can predict the range of potential results, and the table below shows an estimation of these ranges, at a 95% Confidence Level, for a selection of sample sizes and percentage results. It is important to note, however, that strictly speaking these confidence intervals apply only to absolutely randomly selected samples - and for postal surveys (where even when randomly selected, those who respond are in effect self-selecting) these are only indicative.

95% Confidence Levels

Size of Sample	Response Percentage		
	10% or 90%	30% or 70%	50%
	CI (± %)	CI (± %)	CI (± %)
100	5.9	9	9.8
200	4.2	6.4	6.9
500	2.6	4	4.4
1,000	1.9	2.8	3.1
2,000	1.3	2	2.2
3,000	1.1	1.6	1.8
4,000	0.9	1.4	1.5
5,000	0.8	1.3	1.4

12.16 As an example, if 50% of a 5,000 sample said they were ‘satisfied’ with a particular aspect, the chances are 19 in 20 (95%) that, if the whole population was surveyed, between 48.6% and 51.4% would have expressed satisfaction.

Statistical Variations

12.17 In order to assess whether observed differences between two samples or sample sub-groups have just occurred by chance or whether they are ‘real’, ‘statistical significance’ testing is undertaken. Sample numbers are of prime importance when assessing ‘statistical significance’, and the table below shows the minimum difference which needs to be observed between random samples of various sizes, in order to be ‘95% Confident’ that these differences are statistically significance.

Differences required for Statistical Significance (95% Confidence level)

Size of samples compared	Response Percentage		
	10% or 90%	30% or 70%	50%
	± %	± %	± %
100 and 100	8.3	12.7	13.8
250 and 250	5.3	8.0	8.8
500 and 500	3.7	5.7	6.2
1,000 and 1,000	2.6	4.0	4.4
2,000 and 2,000	1.9	2.8	3.1
5,000 and 2,000	1.6	2.4	2.6
5,000 and 1,000	2.0	3.1	3.4
5,000 and 100	6.0	9.1	9.9

12.18 Note, however, these numbers refer to strict random samples, and that weighting the data has the effect of reducing the effective sample size somewhat. Therefore, where ‘significant testing’ was applied to assess differences between groups in this report, effective sample size was assumed to be roughly 10% lower than achieved sample size.

13. COMPARATIVE DATA

Three tables of comparative data are shown in the following pages :

1. Comparisons with Darlington Borough Council's 2008 Place Survey.
2. Comparisons with a postal survey using methodology similar to that employed for the Darlington Community Survey. The survey was conducted on behalf of a North East Consortium which consists of a group of seven local authorities and the findings were downloaded. However, even when the methodology is similar, and identical question wording is used, many other factors can affect results, therefore comparisons should still be viewed with caution.
3. Comparisons with results from the 2013 Local Government Association (LGA) survey - 'Polling on resident satisfaction with Councils': a nationally representative random sample of 1,004 British adults (aged 18 or over) polled by telephone. However, it should be noted that the mode of data collection can have a significant impact on the results, and that inter-mode comparisons are not desirable. As the LGA survey was undertaken by telephone (where respondents do not have access to visual response prompts) this is not considered valid comparison with the 2013 Community Survey which was a self-completion survey.

13.1 COMPARISONS WITH DARLINGTON BOROUGH COUNCIL 2008 PLACE SURVEY

Percentage calculations exclude 'don't know' responses from base, unless otherwise stated.

'Direction of Travel' (statistically significant changes) indicated where direct comparison considered appropriate.

	2008 Place Survey (PS)	Direction Of Travel	2013 Community Survey
SATISFACTION WITH LOCAL AREA	%		%
Q1. Satisfied with local area as a place to live?	79.2	Down	75.9
COMMUNITY SAFETY			
Q20a. Feel safe when outside in your local area <u>after dark</u>	45.0	Up	53.7
Q20b. Feel safe when outside in local area <u>during the day</u>	87.0	No change	85.9
Q23. Perceived very/fairly big problems in local area -			
a) Noisy neighbours or loud parties	11.2	No change	11.5
b) Rubbish or litter lying around	41.5	No change	40.1
c) Vandalism, graffiti and other deliberate damage to property or vehicles	33.0	Up*	23.3
d) People using or dealing drugs	24.2	No change	26.4
e) People being drunk or rowdy in public places	28.9	Up*	23.6
f) Abandoned or burnt out cars	4	No change	2.6
g) Groups hanging around the streets (PS - Teenagers hanging about the streets)	50.0	Up*	28.8
COMMUNITY COHESION			
Q19 Feel very/fairly strongly that they belong to local area?	58.4	No change	59.3
24. Agree that local area is a place where people from different backgrounds get on well together? (All responses, incl. don't knows included in analysis to facilitate comparison as response options different and PS did not have 'neither agree nor disagree' response option)	(46.5)		51.1
28. Formal Volunteering - Given any unpaid help to any group(s), club(s) or organisation(s) - at least once a month - (excl. Don't knows)	19.8	No change	19.0
HEALTH			
Q48. Self reported health - good	74	No change	72.3

Up* - although levels have gone down, indicates an improvement in behaviour e.g. Less people being drunk or rowdy in public places.

	2008 Place Survey (PS)	Direction Of Travel	2013 Community Survey
THE COUNCIL	%		%
Q2. Satisfied with the way Darlington Borough Council runs things?	47.4	up	53.8
Q3. Agree that Darlington Borough Council provides value for money?	36.4	No change	36.6
Q7. Think Darlington Borough Council keeps residents well informed about the services and benefits it provides? <i>(PS Feel well informed overall about local public services)</i>	(41.6)		65.9
COUNCIL SERVICES			
Q10. Satisfaction with Council services (% satisfied)			
The cleanliness of the Town Centre			72.2
The cleanliness of the Borough overall <i>(PS - Keeping public land clear of litter and refuse)</i>	(54.8)		50.2
Parks and Open Spaces	73.6	Down	61.1
Refuse Collection	80.5	Down	77.5
Kerbside Recycling (Place Survey - Doorstep recycling)	66.5	No change	69.4
Household Waste Recycling Service <i>(PS - Local Tip/ Household Waste Recycling Centre)</i>	(73.5)		64.5
Q12. Libraries - usage in last year	59.5*	Down	41.5
Libraries - user satisfaction	81.3	Up	91.5
Q30. Local Bus Service - usage	75.0*	Down	58.5
Local Bus Service - user satisfaction	47.2	Up	61.8

(* percentage calculations exclude 'don't know' responses, as 'don't know' not a response option in usage questions in 2013 questionnaire : including 'don't knows' in calculations gives usage in the last year as 55.4% for 'Libraries' and 71.7% for 'Local Bus Service')

13.2 COMPARISONS WITH OTHER NORTH EAST COUNCILS

Percentages calculated exclude 'don't know' responses.

(Base numbers of valid responses, where known, are shown in brackets)

	NE Consortium Average 2012	Darlington Community Survey 2013
	%	%
% Satisfied with the way Council runs things (Q2)	50 (14056)	54 (5447)
% Agree Council provides value for money (Q3)	37 (13821)	37 (5289)
% Would speak positively about Council (Q4)	36 (13690)	33 (5242)
% Would speak negatively about the Council (Q4)	39 (13690)	31 (5242)
% Think Council acts on the concerns of its residents (Q5)	45 (12273)	52 (4929)
% Feel Council keeps residents well informed about services & benefits provided (Q7)	57 (13673)	66 (5258)
% Trust the Council (a great deal or fair amount) (Q8)	53 (13181)	53 (4943)
% Satisfied with refuse collection (Q10f)	76 (13707)	78 (5420)
% Satisfied with their local area as a place to live (Q1)	73 (14238)	76 (5460)
% Feel they belong to local area strongly (Q19)	68 (13561)	59 (5235)
% Agree local area a place where people from different backgrounds get on well together (Q 24)	58 (12271)	61 (4546)
% Agree that local people pull together to improve area (Q25)	36 (12948)	34 (4785)
% Self reported good health	67 (13952)	72 (5404)
Mental Health Wellbeing Score : ranges from 5 (very poor) to 35 (very good) (Q11) : Average Score	24.3	24.7

13.3 COMPARISON WITH LOCAL GOVERNMENT ASSOCIATION SURVEY JANUARY 2013
'POLLING ON RESIDENT SATISFACTION WITH COUNCILS'
(Percentage calculations include 'don't know' responses)

Table 1: 'Overall, how satisfied or dissatisfied are you with your local area as a place to live?'			
(DQ1)	LGA Residents Survey (Jan 2013)		Darlington Community Survey 2013
	Quarterly Results		
	Total (National)	N.E. Region	
	%	%	%
Very or fairly satisfied	84	80	75
Very satisfied	28	29	24
Fairly satisfied	57	51	51
Neither satisfied/dissatisfied	9	14	11
Very or fairly dissatisfied	6	7	13
Don't know	0	0	0
(Base - all respondents)	(1,004)	(100)	5,475

Table 2: 'Overall, how satisfied or dissatisfied are you with the way your local council(s) / Darlington Borough Council run(s) things?'			
(DQ2)	LGA Residents Survey (Jan 2013)		Darlington Community Survey 2013
	Quarterly Results		
	Total (National)	N.E. Region	
	%	%	%
Very or fairly satisfied	72	63	53
Very satisfied	16	13	9
Fairly satisfied	57	50	45
Neither satisfied/dissatisfied	13	12	19
Very or fairly dissatisfied	13	24	25
Don't know	2	1	1
(Base - all respondents)	(1,004)	(100)	(5,476)

Table 3 : 'To what extent do you agree or disagree that your local council(s)/ Darlington Borough Council ... provides value for money?'			
(DQ3)	LGA Residents Survey (Jan 2013)		Darlington Community Survey 2013
	Quarterly Results		
	Total (National)	N.E. Region	
	%	%	%
Strongly/tend to agree	51	45	36
Strongly agree	9	9	4
Tend to agree	42	36	32
Neither agree nor disagree	29	28	32
Tend to disagree	11	14	21
Strongly disagree	7	11	8
Don't know	2	1	3
(Base - all respondents)	(1,006)	(100)	(5,457)

Table 4 : ‘To what extent do you think that your local council(s)/ Darlington Borough Council ..acts on the concerns of local residents?’

(DQ5)	LGA Residents Survey (Jan 2013) Quarterly Results		Darlington Community Survey 2013
	Total (National)	N.E. Region	
	%	%	%
A great deal/ fair amount	62	53	45
A great deal	9	6	5
A fair amount	52	47	40
Not very much	27	33	34
Not at all	6	7	7
Don't know	7	7	14
(Base - all respondents)	(1,006)	(100)	(5,424)

Table 5 : ‘Overall, how well informed do you think your local council(s) keep residents about the services and benefits it provides

Darlington Q7 - different responses ‘A great deal/ a fair amount, not very much, not at all)	LGA Residents Survey (Jan 2013)		Darlington Community Survey 2013
	Total (National)	N.E. Region	
	%	%	%
	69	61	54
Very well informed	17	16	9
Fairly well informed	52	45	55
Not very well informed	23	28	28
Not well informed at all	6	8	5
Don't know	2	3	4
(Base - all respondents)	1,004	(100)	5,440

Table 6 : ‘How much do you trust your local council(s)?’

(DQ8)	LGA Residents Survey (Jan 2013)		Darlington Community Survey 2013
	Total (National)	N.E. Region	
	%	%	%
A great deal/ fair amount	62	56	48
A great deal	7	6	5
A fair amount	55	50	43
Not very much	27	29	31
Not at all	8	12	12
Don't know	3	3	9
(Base - all respondents)	(1,004)	(100)	(5,424)

Table 7 : ‘How safe or unsafe do you feel when outside in your local area.... after dark?’

	LGA Residents Survey (Jan 2013)		Darlington Community Survey 2013
	Total (National)	N.E. Region	
	%	%	%
Very/fairly safe	76	69	53
Very safe	30	24	10
Fairly safe	46	45	43
Neither safe nor unsafe	9	14	18
Fairly unsafe	9	8	19
Very unsafe	4	6	8
Don't know	2	3	2
(Base - all respondents)	(1,004)	(100)	(5,434)

Table 8 : ‘How safe or unsafe do you feel when outside in your local area.... during the day?’

	LGA Residents Survey (Jan 2013)		Darlington Community Survey 2013
	Total (National)	N.E. Region	
	%	%	%
Very/fairly safe	95	97	86
Very safe	62	60	41
Fairly safe	33	37	45
Neither safe nor unsafe	3	3	9
Fairly unsafe	2	1	4
Very unsafe	0	0	1
Don't know	0	0	1
(Base - all respondents)	(1,004)	(100)	(5,339)

Table 8 : Satisfaction with Refuse Collection/ Waste Collection

	LGA Residents Survey (Jan 2013)		Darlington Community Survey 2013
	Total (National)	N.E. Region	
	%	%	%
Very or fairly satisfied	86	85	77
Very satisfied	45	50	29
Fairly satisfied	41	34	48
Neither satisfied/dissatisfied	4	0	10
Fairly dissatisfied	5	4	8
Very dissatisfied	5	9	5
Don't know	0	1	1
(Base - all respondents)	(1,004)	(100)	(5,432)