

**Darlington Borough Council  
Community Survey 2013  
Appendix 4 – Open Comments**

**Page Number**

Question 30c	Local Bus Service: If not used in last 12 months – Why not? .....	2
Question 36d	Have you any suggestions as to how this contact with the Council could have been improved? .....	27
Question 38a	Are there any Darlington Borough Council services, which you currently cannot access online, that you would particularly like to access online? If 'Yes' – please five details. ....	50
Question 40a	Do you ever use the internet or email to access services or information from Darlington Borough Council? If 'no' – why not? OTHER.....	53
	Any other comments? .....	54

**Question 30c**

**Local Bus Service: If not used in last 12 months – Why not?**

- 93 years old, don't go out at all
- Able to drive or walk into town
- Age
- Age and disability
- Age and health
- Age related
- Age x 2
- Always travel by car
- Always use car
- Always use car or walk
- Always use my car or walk, would have a good 10 minute walk to get to a stop anyway
- Always walk or use taxi as is cheaper for me than buses
- Always walk to shops and town centre.
- Always walk to town or have the car
- Am not able
- Answered above to fare changes make it too expensive for families, cheaper to hire a cab
- As disabled do not feel comfortable to catch bus
- As I am disabled I use my car
- As I use my car
- As the 5a through Brafferton stopped running and we have been left with no bus service at all
- At the moment? Car user.
- Back injury I find buses uncomfortable over humps in road
- Because DBC have withdrawn local bus service completely, leaving elderly and disabled stranded, not one of them has shown slightest interest in problems they have created. They just don't care
- Because I am 80 years old and don't go out very much and if I do I take a taxi
- Because I car or get a taxi, I think £1.50 each way is very expensive. Something is not right there!!!!
- Because I do not need to.
- Because I have a car and I walk quite often, sometimes into town
- Because I have a car.
- Because I use a scooter
- Because I use taxis x 2
- Because I walk everywhere except supermarket
- Because I would rather walk than spend on bus fare when I don't have enough to live on now
- because no stops within reasonable walking distance
- Because of my age.
- Because of the route the bus takes it takes a long time to get to town. Much more efficient to go by car
- Because service was withdrawn
- Because the car is more convenient for most people
- Because there is no bus service through the village!
- Because they finish at 6pm
- Because they stop too far from where I live so I rely on lifts and taxis.
- Because they took away the service that served our village.
- Because we are older and not well enough
- Because we don't have a bus service.
- because you could wait ages for a bus to come then two come together very unreliable
- Because you don't get any help with your pram on and off the bus. Would rather walk and save money

- Because you took bus off us. Old can't walk to Coatham, too far, no footpath from Brafferton to Coatham then you moved bus stop at Coatham further away
- Been not very well after a fall
- Been unable to due to health
- Been unable to find out any details but someone told me there is a bus which goes out of town which goes up Coniscliffe Rd but is very unreliable, can't find out the time - maybe once an hour
- Bicycle owner, car owner and walk
- Blind
- Boarded Arriva bus West Auckland Rd 9.20am, driver would not accept pass, went to friend to take me to hospital appt
- Both of us disabled blue badge holders.
- Both work and require car. Service from village is not good enough
- Bus don't turn up at the time I go to work, bus trip cost too much in Spain bus trip (15 mile) 1 euro 59 cents
- Bus drivers tend not to be helpful, far too much, bus stops tend to be in most traffic offensive areas. Good job the police work closely with the council as general public couldn't do it
- Bus drivers tend to be rude and unhelpful. Just the other day, a family friend was asked to get off the bus before her stop because he baby was crying. Absolutely disgusting.
- Bus service - hourly. Prefer taxis for convenience
- Bus service axed by Arriva because you stopped it's funding
- Bus service extremely inadequate and difficult to access in town
- Bus service is inconvenient, does not really run in my area, have a car. Tend to go out of town.
- Bus service is very infrequent
- Bus service not available
- Bus Service Not Frequent Enough So Use Own Car & Taxis
- Bus service only operates every two hours - none of it convenient. Would go to station on bus - but there isn't one. Other bus service requires crossing A66
- Bus service terrible finish too late to return home re D'ton - B.castle.
- Bus service unpredictable/infrequent and used by morons
- Bus service withdrawn.
- Bus services are limited in my area, I cycle to work
- Bus services do not run in Sadberge due to council cut backs
- Bus services have been cut and don't go at required time. Also no bus station in town centre so unsure where to go to catch correct bus. Don't know which bus stop is for which bus
- Buses can be irregular, drivers can be unhelpful and miserable
- Buses cancelled - not happy!!
- Buses do not run from home to my place o work and are generally inconvenient
- Buses in this part of Darlington are expensive and infrequent and not handy from this address
- Buses not direct to places I want to go e.g. hospital, have to change. Regular service down Whinbush Way to Asda, service going up Whinbush Way appalling
- Buses not reliable so use car around and shop Teesside Park as no parking fees
- buses often don't turn up (early morning
- Buses run so infrequently unsure of timetable. Cost of fares for 2 people is more than using private car!
- Buses unreliable, use own transport
- Buses were cut from my area and they only ran every half hour - not enough
- Can more convenient
- Can walk to town and use car to get to other places
- Can walk to town from where I live. Have a car for everything else
- Can walk to town station. Bus route too awful.
- Cannot get on or off in a wheelchair.
- Cannot get on a bus yet because of knee injuries
- Cannot get to the bus stop
- Can't afford it.

- can't get on a bus
- Can't get out early disabled
- Can't get to it, too painful
- Can't stand and wait for a bus, use my car
- Cant travel on buses now due to my age
- Can't walk to bus stop, now no bus service!
- Can't walk.
- Car x 14
- Car + Bus fares are expensive
- Car driver x 14
- Car driver - trouble walking long distance
- Car driver and tend to shop locally. Community worker - office in town centre so tend to kill birds with one stone, if needed
- Car driver do not use bus pass 78 Years old
- Car driver with disabled family member.
- Car driver, cost of bus fares and waiting times
- Car driver, use taxis when go out. Not a very good bus service in this part of town
- Car is cheaper and more convenient.
- Car is convenient.
- car is more convenient x 2
- car is more practical for me
- Car more convenient
- Car or walk x 2
- Car owner x 32
- Car owner - not been well
- Car owner and don't use bus because too expensive have to get 2 buses!
- Car owner and routes not good
- Car owner and too expensive, cheaper to get taxi if need be
- Car owner or walk.
- CAR OWNER OR WALK.
- Car owner, bus inconvenient and expensive
- Car owner, drive or walk
- Car owner, more convenient.
- Car owner. Bus/train too expensive, not regular
- Car owner/s. Would love to cycle, even on cycle paths do not feel 100% safe
- Car used x 3
- Car user x 7
- Car user - at odd times, not supported by bus route
- Car user and walk
- car user, and work out of town and local area
- Car, don't fancy bus with buggy and shopping.
- Car, live rural
- Car, no buses anywhere near here
- Car, walk or cycle
- Car, walk or cycle.
- Car x 6
- Car/taxi
- Car/Walk x 2
- Cars and only 1 bus per day!
- Change too often
- Changed social activity
- Cheaper to drive and don't get any information regarding bus services in our village. Nor do they run after a certain time on an evening and weekend.
- Cheaper to go by car

- Cheaper to use car if more than one person
- Cheaper to use car, tend to go on foot for short trips
- Cheaper to use car x 2
- Cheaper using my car, no bus in my area.
- Choose to walk
- Commute by car
- Commute to work by car and tend to walk into Darlington town centre
- Confirmed car driver
- Convenience/drive - cheaper than buses and time waiting
- Corporation buses are usually filthy both internally and externally. Too many buses serve too few passengers. Please consider using mini buses and discourage drivers from speeding through villages
- Cost x 2
- Cost and can walk for free
- Cost and convenience.
- Cost and live close enough to place I wish to go to
- Cost/reliability
- Cost; inconvenience. Medical condition.
- Costs too much - cheaper to use car
- Could not face it
- Current services and routes do not match my restricted mobility needs
- Cuts in the bus service has made it unreliable. Never know if a bus will turn up or not. I don't even know where the bus stop is in the town centre to get home
- Cycle everywhere unless I need to use a car
- Cycle or drive
- Cycle or walk mostly into town. Plus occasional use of car.
- Cycle used to go to town and otherwise walk or use car
- Darlington Borough Council have removed bus service in village
- Darlington is a small town, therefore I would walk rather than use local bus service
- Didn't live here.
- Didn't need to.
- Difficulty walking to get to stops, also the bus steps are a problem.
- Difficult to get about now use taxis door to door
- Difficulties as a wheelchair user
- Difficulty in walking
- Difficulty in walking to bus stop
- Dirty buses, rude drivers, speeding drivers, not enough buses run at times needed and they charge way too much
- Dirty crowded vehicles, unreliable time wise, very costly
- Dirty, unsafe and unfriendly
- Disability means I travel everywhere in car
- Disabled x 8
- Disabled - I have a car
- Disabled - unable to get on/off a bus
- Disabled - unable to get to nearest bus stop
- Disabled - use car x 2
- Disabled - use own car
- Disabled - yes car provided by mobility via DLA
- Disabled and drive
- Disabled and elderly, use car
- Disabled and no suitable bus route
- Disabled and use car x 2
- Disabled badge owner - tend to be driven in car or drive myself
- Disabled child - needs to use car

- Disabled driver (blue badge holder) unable to walk or stand for any length of time
- Disabled husband and me so can't get a bus together, so useless to us
- Disabled husband in wheelchair - not good experience on buses. Drivers not very helpful and other passengers grumble
- Disabled live in rural village with no proper bus service if I could travel
- Disabled taxi.
- Disabled use a scooter can't get on a bus
- Disabled, bus stop too far away.
- Disabled, cannot manage buses
- disabled, use the car
- Do not go out very much
- Do not have a service
- Do not like them
- Do not need public transport due to being able to drive.
- Do not need to (Car)
- Do not require to use the bus service at the minute.
- Do not use buses yet.
- Do not use public transport other than trains. Either walk or drive
- Do not use public transport.
- Doesn't go where I want. Takes too long. Never when I need. Could own your own fleet of cars and drivers for less than a single bus journey unless lucky to get help paying bus fares
- Doesn't meet my needs
- Don't do any travelling
- don't like public transport, dirty, smells, overcrowded and completely abhorrent
- Don't need to x 3
- Don't need to use buses, I am in walking distance of the places that I go
- Don't need to, infrequent smelly buses
- Don't reside in Darlington
- Don't do public transport
- Don't get out
- don't go out of the area and have own car
- Don't have a bus service in Sadberge, my son used to use it to meet up with friends and we used it for the dolphin centre.
- Don't know routes and times
- Don't like buses x 2
- Don't like buses - cars are much better for me.
- Don't like public transport and live close enough to town to walk
- Don't like public transport because of young teenagers I would rather walk
- Don't need it - alternative transport
- Don't need it often - not convenient routes, also walk for exercise
- Don't need one - can't get on one
- Don't need public transport.
- Don't need to x 6
- Don't need to use, either walk or use car.
- Don't need too, can walk to the town centre and use the car for anywhere out of town.
- Don't run where I want them to at convenient times
- Don't take a bus
- Don't travel short journeys into Darlington, buses to Middlesbrough too slow
- Don't trust it, prefer to drive
- Don't understand timetables - bus system requires buying a ticket on bus into town and then another ticket/bus to get out again (if going across town). Taxi only a little more and much more convenient
- Don't use bus anymore as bus fares are too much and routes have changed can't get a direct bus to where I need to go

- Don't use local bus service
- Don't use public transport
- Don't visit the town centre Much so car required for other travel
- Don't want or need to
- Drive x 8
- Drive a car x 8
- Drive a car for work and social
- Drive a car, very expensive bus fares!
- Drive and don't really know what buses/services is offered
- Drive and have own transport
- Drive everywhere
- Drive my car.
- Drive my own car because I can't walk far. Never been on a bus or a train in last 40 years
- Drive my own vehicle when in the area would not like to use public transport from previous experience.
- Drive myself and its more handy, not enough services
- Drive myself where I want to go
- Drive or walk x 7
- Drive or walk everywhere x 2
- Drive or walk if destination close
- Drive or walk or use train
- Drive own car x 2
- Drive to work - won't know what bus to catch!
- Drive, walk or bike. I live 15 mins from everywhere so don't feel need to waste money on a bus if I can manage without it
- Driver - buses do not meet work needs
- Driver everywhere
- Driver, no buses where I live!!! Been discontinued recently
- Due to illness
- Due to mental health, I cannot use public transport. I drive a car.
- Easier and cheaper using my own car, especially as a family. Bus tickets are far too expensive.
- Easier to use car as I live just outside town and just as cheap
- Easier to walk or drive with toddler and baby.
- Either drive or walk
- Either drive to work or in walking distance of work and town centre
- Either use car or train
- Either use car or walk x 2
- Either walk into town or drive part way. Bus service expensive for small distances
- Either walk or drive
- Either walk or use car x 4
- either walk or use car when going out of town
- Either walk or use my car
- Either walk or use my car, have to have a car as buses don't know where I need to go
- Either walk or use own transport
- Either walk to local shops or use car
- Either walk to work or drive to go further afield
- Everything I need is in walking distance or I can use car
- Everywhere is within walking distance.
- Exercise
- Expense and frequency.
- Expensive and time consuming (never on time)
- Expensive for a family.
- expensive, dirty , unfriendly, unreliable
- Expensive, would rather walk.

- Expensive.
- Family away take me in cars wherever I need to go
- Family does but I drive
- Family transport.
- Far too expensive
- Fares too expensive - cheaper to park car
- Find my own car convenient.
- Frequency of service and destinations served.
- Generally drive or walk.
- Generally I do not use local bus
- Generally use my car
- Go by car or taxi
- Go by car or walk, buses too expensive
- Go by coach.
- Go everywhere by car/walk/train
- Go out by car with family
- got a bicycle
- Got a car x 5
- Got a car, or I walk.
- Got car x 3
- Got my own car and I walk into town
- Got own car
- Hardly any buses
- Harry used a bus for years I like driving.
- Has mobility vehicle
- Have 2 cars or walk
- Have 2 cars pay road tax and car insurance so why pay that and pay to travel on a bus!  
Unreliable routes, expensive fares and poor location coverage
- Have 3 young children to get to school and playgroup and then have to get to work - use a car or cycle
- Have a car x 23
- Have a car - prefer to use as more convenient. Don't tend to go into town centre often.  
Wouldn't know where to get on/off bus
- Have a car - too expensive for 2 people to travel. Costs more than paying for parking. Usually object to paying for parking so find free places
- Have a car & child pushchair. Car more convenient
- Have a car (or walk).
- Have a car and bike
- Have a car and don't work in Darlington
- Have a car and no buses after 6pm to or from Hurworth
- Have a car and two children
- Have a car and two young children
- Have a car no buses when I need them. Also in past when had to use a bus felt dirty, smelt was like set of Jeremy Kyle that's why them people use buses
- Have a car or walk
- Have a car so don't use buses
- Have a car to commute
- Have a car, don't need to use public transport
- Have a car; however elderly neighbours say buses no longer run on an evening. Lots of elderly relied on this
- Have a car, More flexible
- Have a car x 6
- Have a car. Live in walking distance of town.
- Have a disability - not easy! Long walk to bus stop



- have access to own transport
- Have Car x 10
- Have car and bike
- Have car and two small children, it is easier with buggy to drive.
- Have car and very expensive for 4 people in a family to get bus
- Have car or an to get about
- Have car or walk
- Have car or/and can walk to local facilities
- Have cars!!
- Have family car, can't afford to run cars and pay for public transport
- Have had no need for it
- Have mobility car
- Have mobility problems - can't walk over 30 foot or stand more than a minute or two - stops too far from home and no seats available. Have mobility car
- Have multiple sclerosis - my mobility scooter unable to ride on buses - too far to walk to nearest bus stop
- Have my own car x 5
- Have my own car and 2 young children, car is more convenient
- Have my own car at the moment. However I have recently received my concessionary travel and fully intend to use it
- Have my own car or walk
- Have my own car with a disabled disc
- Have my own car/legs.
- Have my own car/or walk. My son uses the bus though
- Have my own transport x 2
- Have never used it in 35 years in Darlington.
- Have no need to use the bus. Live near enough to town to walk and if I go further I walk due to the time it would take to get there on the bus
- Have no need.
- Have not applied for bus pass yet although I am 84 years old.
- Have not been on a bus in the last 40 years would find this service very inconvenient. It takes me 10 mins to get to work by car; people from same area need 2 buses and about half an hour and have to leave home half an hour - 45 minutes earlier.
- Have only recently moved here and also am not very mobile
- Have our own car x 2
- Have own car x 5
- Have own car and buses do not pass close enough to my house and are irregular
- Have own car, buses expensive
- Have own car, more convenient.
- Have own transport x 13
- Have own transport and live in town - walk
- Have own transport and walk as bus fares are very high.
- Have own transport which is more convenient for carrying shopping.
- Have own transport. Live close to town centre
- Have own vehicle x 2
- Have to rely on someone to take me out
- Have use of car
- Have you tried taking 4 very young children on a bus???!
- Haven't got time to wait for buses.
- Haven't needed to x 2
- Having a car is much quicker, time is very important. Bus services seem very good though
- Health reasons x 2
- High cost, no evening or early morning services available. Easier to walk to town centre or take car out town

- Hip problem
- House bound x 7
- Housebound can only get out on disability scooter
- Husband drives and wife is disabled
- Husband is disabled so we use our car
- I am a can drive
- I am a car owner
- I am a car owner, but always walk or cycle to town
- I am a full times carer for my 90 year old mum, cannot leave her for long lengths of time
- I am a housebound OAP
- I am disabled
- I am disabled and can't get on buses
- I am disabled and need my wheelchair so cannot use bus service
- I am housebound and if I need to get out I have a car.
- I am housebound, partially due to my old mobility problems, but also as sole carer for my wife who has multiple problems and can't be left alone for more than 10 minutes
- I can walk
- I can walk into town, use car for heavy shopping
- I can walk into town.
- I can walk most places locally and use car for further afield
- I can walk to the town centre and drive for longer distances
- I can walk to town before a bus comes, even though they are supposed to run every few minutes!
- I can walk to town centre and use car/train for longer journeys
- I can't walk to bus stop. I have my car.
- I choose not to preferring to walk or drive
- I do everything I need in Darlington
- I don't go into Darlington at all I have a car
- I don't need it, can walk to areas and have car
- I don't like buses.
- I don't think there is a bus stop near here and I tend to drive anyway its more flexible
- I drive x 16
- I drive a car x 3
- I drive a car to and from work, and I work out of the local area
- I drive a car when going out of the area and walk everywhere within town.
- I drive a car, or use taxis.
- I drive and own my own car
- I drive and tend to walk when I can.
- I drive everywhere
- I drive instead
- I drive my car as have small baby and its easier with shopping/baby
- I drive my own car
- I drive myself
- I drive or use a taxi
- I drive or walk
- I drive or walk - bus fares are expensive
- I drive or walk everywhere
- I drive or walk everywhere I need to be due to buses being late and the prices of them. Would be cheaper to get a taxi if there was 2 of you-you get straight from a to b.
- I drive or walk.
- I drive so don't use the bus
- I either go by foot or car
- I either walk or use the car
- I either walk, or for out of town my husband drives or we use the train.

- I find bus services don't go where I want, when I need. Also where services exist it is often more convenient to take my car, and often cheaper to park than bus fare
- I find it quite expensive and there is now no direct bus from Cockerton to train station which is what I would like, you have to change in town and pay twice!
- I find online timetables difficult to access
- I find public transport expensive and inconvenient, usually having to get 2 buses to get to destination
- I find the bus service to be expensive unreliable and very dirty
- I hate taking the bus.
- I have a bus pass I have never used it in Darlington walking is the best way to keep fit
- I have a car x 21
- I have a car - also too expensive!
- I have a car - I go out to town to shop because of Darlington's parking charges
- I have a car and bike
- I have a car and buses do not run often
- I have a car and can walk.
- I have a car and cannot carry heavy shopping.
- I have a car and disabled badge, not enough choice of shops.
- I have a car and do not use public transport
- I have a car and don't choose to come to the town centre very often.
- I have a car and have bad memories of using buses years ago - lateness, not turning up etc
- I have a car for the distances I can't walk
- I have a car I do not use buses
- I have a car or walk x 2
- I have a car or walk into town
- I have a car or walk to where I need to go
- I have a car or walk, too expensive
- I have a car or would use a taxi
- I have a car so no need to use bus service
- I have a car, live outside Darlington (very few buses) and work in Newcastle
- I have a car, why would I use a bus I'd rather drive to a free to park shopping area than pay to park and shop.
- I have a car. There isn't a suitable bus service that I can use to work, would have to use more than 1 bus - too much hassle
- I have a scooter and use this when I go out
- I have an eighteen year old son who uses a wheelchair and I have a mobility car. We couldn't get on a bus.
- I have been ill so not able to get on bus.
- I have been in and out of hospital, can't get on or off bus as I can't walk on my own - 82 years old
- I have blue badge.
- I have my car and use it
- I have my own car x 2
- I have my own car and is cheaper to run than taking the bus. It is also impossible to use the bus to do the school run and get to work on time.
- I have my own transport
- I have no need to use the buses
- I have not required a bus, I can walk/drive to places I need to go to
- I have recently moved in
- I have severe breathing difficulties and this makes it difficult to get to any bus stops, so it would be nice to have one a little closer to Rosedale Crescent. This problem has virtually made me housebound.
- I live 7 mins to town centre
- I live at least two miles from nearest bus stop. (Service is no longer running.

- I live close enough to walk into town
- I live in a rural area and the bus is expensive and takes a very long time to get to town. I can drive and prefer to use my car
- I live in middle of town
- I live in the town centre and only need to use bus if I go out of the area.
- I live in town centre so feel no need to use it also use alternative transport
- I live on a farm, need a car!
- I live within walking distance of the town centre, for longer journeys I have a car
- I live within walking distance of town
- I live within walking distance to the town centre and also have a car
- I lose my car
- I may when I get my bus pass
- I must walk at least 20 minutes a day for my circulation problems, Drs orders
- I need car for work. If I go to town I do a lot of shopping and want my car to carry everything. Think buses are very important though
- I need my car for work
- I need to use my car most of the time
- I own a car
- I own a car & Motorbike
- I own a car but our bus service has stopped, not good for elderly or people without cars
- I own my own transport
- I prefer the car and bike
- I prefer to drive
- I prefer to drive, bus routes aren't applicable to me and people who use buses can be undesirable!
- I prefer to use car or walk
- I prefer to walk or use the car if a longer journey
- I simply hate buses
- I suffer from agoraphobia and anxiety which leaves me unable to use public transport
- I suffer with arthritis and damaged spine
- I tend to walk or use my car
- I tend to walk to destinations within easy walking distance and travel by car if going further
- I tend to walk.
- I travel by car
- I try to walk within the town and the service to places out of town I need to visit is not frequent enough or too complicated so I take the care
- I use a car, unable to use a bus to get to my destination, certainly not on time
- I use my car x 13
- I use my car - bus service to early
- I use my car and there is no evening service
- I use my car at all times
- I use my car at all times. No bus service in my area.
- I use my car for my transport needs
- I use my car or prefer to walk
- I use my mobility car!
- I use the car or I walk.
- I use the car or walk, car parking in Darlington is extortionate
- I use the car to go around town or I walk.
- I use the car!
- I walk x 5
- I walk because I need the exercise, don't have a car
- I walk cycle or take the train
- I walk everyday to work and back
- I walk everywhere

- I walk everywhere I need to go to with the children in my care I use my car for the supermarket and to visit relatives
- I walk everywhere or borrow parents car in extreme circumstances
- I walk everywhere unless I cannot carry something or I need to go further or am ill.
- I walk everywhere with my 2 year old and I can get on with a push chair
- I walk everywhere.
- I walk into Darlington town from my home and use the car for other journeys
- I walk into town and if I need to go further use my car.
- I walk into town from my home
- I walk into town rather than wait for bus
- I walk into town.
- I walk most places x 2
- I walk most places or take my bike and if I need to carry stuff I go by car
- I walk or cycle rather than get the bus
- I walk or drive x 5
- I walk or drive, when I used the bus service I found the drivers quite arsey and they're expensive.
- I walk or go by car
- I walk or use car/train
- I walk or use own transport
- I walk places, never too far away
- I walk to the town on a regular basis
- I walk to town or drive to work.
- I walk to town or use the car.
- I walk, cycle or use my car
- I work in Gateshead. I walk when in Darlington.
- I work in Sunderland, have a car or walk
- I work in Teesside and I own a car. I do not travel by bus because they are poorly maintained!
- I work out of town and at weekends am in Newcastle.
- I would rather walk
- If we don't drive, then I try to walk into town.
- I'll either walk or get a taxi from one side of the town to the other
- Ill health
- Ill health mobility problems
- Illness x 5
- I'm disabled and have my own transport
- I'm disabled.
- I'm nearly 80 years old, one or another of my grandchildren take me in their car
- I'm too old. Don't get out on my own.
- Impractical - 2 small children and have use of car
- In town I walk everywhere. Out of town I use a car
- Inconvenient x 2
- Inconvenient and infrequent
- Infrequent local bus services
- Infrequent service
- infrequent service – high cost
- Infrequent, unreliable, expensive
- It is cheaper and easier for me and my family to drive in and around Darlington
- It is now 12 months since our bus service was withdrawn, too far to walk to a bus and too much time involved, about 45 mins, 1hr extra per outing
- It's cheaper and more convenient to park the car, bus fare is expensive, especially if you are taking children with you
- It's cheaper and more convenient when there are two of us travelling to town by car and usually combine journey with other visiting/jobs

- it's too expensive
- It's very limited and does not suit my needs i.e. getting from Sadberge to anywhere useful
- Just moved to area
- Keep all Darlington 'shopping' to longer visits and need car to get to various places.
- Lack of information regarding bus times and routes.
- Lack of mobility.
- Last time I got on a bus with my disabled foster son, the driver pulled away before he was seated, other passengers saved him from falling. Will never use a bus with him again
- Last time I tried the bus was not suitable a pushchair and I couldn't get on, very angry
- Late night and Sunday services cancelled, too expensive.
- left disabled after operation
- Limited bus service in my area
- Limited car use
- Limited service in our village regarding to work
- live close enough to the town to walk and also seems more trouble than it's worth with two small children to catch a bus
- Live close to the centre of town, therefore no need for use of buses
- live close to town centre
- Live close to town centre and all amenities therefore we walk whenever we can
- Live close to town so usually walk.
- Live close to town to use buses
- Live close to town, also a car owner.
- Live close to town, drive elsewhere
- Live close to town. Cycle/walk into and around town if we can
- Live close, use car for elsewhere.
- Live down town, no place I can't get to by walking, bicycle or car/train
- Live in a rural location and nearest bus stop is 3 miles from my home
- Live in a village so either walk or drive
- Live in country 2-3 miles from nearest bus stop, use car instead
- Live in countryside.
- Live in proximity to town centre buses are not push chair friendly.
- Live in rural area, no stop for 2 miles.
- Live in rural location on edges of Darlington borough, bus service very poor - 1/2 mile walk to bus stop.
- Live in town, have a car for supermarkets or out of town shopping
- Live near centre of town and tend to walk most places. Will drive to out of town shopping/DIY stores etc
- Live near enough to town to walk, would use car for longer journeys. Perceive bus journeys to be expensive, unreliable and uncomfortable
- Live near town x 2
- Live on farm, no bus routes.
- Live too far from a bus stop and service soon to be withdrawn
- Live within walking distance of town centre
- Live within walking distance of town centre and use the car for convenience when travelling elsewhere
- Living in a village owning a car is essential due to public transport being limited(Train and bus)
- Local service is ok but I always use my car
- Local transport from care home, own car
- Loss of bus service in Sadberge is a serious issue and a failure by the council to provide support
- Medical reasons
- Medical treatment meant I had to avoid mixing with the public in enclosed spaces
- Mobility
- Mobility car

- Mobility is difficult - use car
- Mobility issues
- Mobility issues and registered blind
- Mobility problems plus too far to access a bus
- Mobility problems.
- More convenient by car
- More convenient to use car.
- Mostly drive or walk.
- Mostly use my car, but as I am getting older, will probably soon start to use the bus
- Moved in January
- My daughter is my carer so she takes me in the car if I need to go as I am 82 years and use a three wheel walker to walk about
- My disability curtails use of buses, I use a wheelchair and small car friendly mobility scooter
- My family are here to help me.
- My family transport me when necessary, I have a large family who help my wife and I
- My husband aged 86 Suffers from Parkinson's disease so am unable to use the bus as I take him out daily in the car. He does not like me to leave him. I used to use my bus pass regularly
- My sister drives me to Darlington and I hire a mobility scooter so I can do my own shopping
- My son has a big car for my wheelchair and takes me to see doctor or hospital
- My son has a car and takes me out
- My son sometimes uses the bus but I walk or if further afield I drive
- My wife has been short on energy and I have taken her out in the car
- My work is in Newton Aycliffe. I use my own vehicle when I shop in Darlington
- Nearest bus stop is too far away from my house, can't walk that distance, therefore bus pass is of no use to me at all!
- Nearest bus stop over 1/4 mile away and not very frequent buses.
- Need a car to get about - health.
- Need a car to get to bus stop.
- need to use car to transport disabled family members
- need wheelchair to get around
- Never use public transport apart from trains for work related situations
- Never use public transport due to high cost; I never shop in Darlington as there is no decent shops anymore e.g. no camera shops! The parking is too expensive and I once got a parking ticket because the ticket I bought came from the wrong machine. Metro for me
- New to area - and two car household because we are both working. Unlike some neighbours.
- No access to a bus service - nearest bus stop is over 1 mile away
- No bus x 3
- No bus on our road, but we tend to use the car in any event
- no bus route within 1/2 mile
- No bus service x 5
- No bus service applicable
- no bus service at Sadberge
- No bus service available
- No bus service available after 6pm
- No bus service for at least 2 miles from my house
- No bus service in my area
- No bus service in Sadberge, depend on family for all transport
- No bus service now but have own transport
- No bus service now but it didn't go to Stockton which I would have needed
- No bus service since buses taken off my route
- No bus service through our village
- No bus service to Barmton Village, only 12 dwellings (use own car).
- No bus service to Neasham. This is appalling to a small village which relies on bus service. Why was it allowed to happen?

- No bus service to our village
- No bus service to village now
- No bus service where I live.
- No bus service within walking distance
- No Bus services x 3
- No bus stop near my house. No bus passes on Bishopton Lane
- No bus stop nearby. Lack of service provision generally where I live
- No bus stops nearby.
- No buses x 3
- No buses in area
- No buses near to home
- No buses pass
- No buses run close enough to my home and am disabled
- no buses to home address
- No buses when I would use them 6pm onwards
- No convenient bus/bus route to places I wish to go
- No direct bus for those months/timing didn't suit my needs.
- No direct need
- No evening service and use car during day
- No evening service so I am forced to use my car to travel to and from work incurring astronomical car park charges, don't socialise in Darlington anymore and have stopped shopping in the local town centre
- No idea where the stop is, walking is healthier
- No interest in using due to finding information about services/ stands available unclear/unhelpful
- No interest.
- No local bus
- No local bus service - need car
- No local bus service anymore
- No local bus service in area.
- No local bus service to town centre.
- No local bus until recently. Oki - now one runs along A68 but we have no bus stops and no paths to walk to them if we had them would be in danger of being run down
- No longer needed
- No Need x 19
- No need - I walk everywhere
- No need - live in/near to town centre, use car for longer journeys (walk to work often)
- No need - work out of town, town within walking distance
- No need for bus
- No need for it
- No need for me, I have a car.
- No need for me, own a car.
- No need for this service
- No need I can walk my journeys
- No need live close to town centre
- No need live close town.
- No need tend to walk or use car
- No need to x 9
- No need to live near town and drive to visit family
- No need to prefer to drive or walk
- No need to use as either walk or use own vehicle.
- No need to use bus x 2
- No need to use bus as I walk everywhere
- No need to use buses - car or walk



- No need, cannot use to commute to work
- No need, tend to walk
- No need, walk and car
- No need, would rather walk or use own transport.
- No need/inconvenient compared to car
- No regular bus service here
- No regular service operates round here
- No requirement x 6
- No requirement to but would if necessary
- no requirement to use local bus service
- No service
- No service after 1800 hours
- No service in Sadberge
- No service to my home
- No service where I live
- No service? Infrequent experience.
- No suitable route
- No town service
- No use - own car
- Not able
- Not able to get around, have trolley. The drivers are not very happy when I have to rely on their bus.
- Not able to use bus service due to being disabled.
- Not as convenient as using car
- Not clear on whether all buses will have wheelchair access
- Not close enough. Might as well walk to local shops, car to town
- Not convenient x 4
- Not convenient and expensive
- Not convenient or reliable.
- Not convenient to get to work. Would take too long
- Not convenient to my needs and now service at all!
- Not convenient to use.
- Not convenient when returning with shopping
- Not cost-effective or time efficient.
- Not enough accessible buses
- Not enough going into Darlington, compared to how many going into the town centre from estates around the town.
- Not frequent enough cheaper to use car or walk.
- Not many buses come near my home
- Not necessary
- Not necessary - drive to work and walk to shops etc
- Not necessary this year (bus pass used out of local area)
- Not need, car or walk a lot
- Not needed x 7
- Not needed to - use private car
- Not needed to use bus - have car
- Not needed, but would use if necessary
- Not on bus route x 3
- Not practical
- Not reliable, not often enough and bus has been taken off the route I need and they are too expensive
- Not reliable, too expensive
- Not reliable.
- Not required x 5

- Not required as I walk into town since car parking charges enforced on Sundays.
- Not required but very spasmodic
- Not required, use my car
- Not run frequently enough, or close enough to my place of work. Would increase travel time too much
- Not suitable for me
- Not v. good.
- Not value for money would rather walk.
- Not very reliable bus service and the bus drivers can be rude & ignorant
- Not well enough
- Not well enough to walk to bus stop and stand to wait for bus
- Not well to travel.
- Nowadays never run on time if at all and I did experience a lot of erratic and dangerous driving
- Only 4 buses per day in this area therefore not frequent enough to rely on.
- only moved to area recently
- Only use own transport
- other transport
- Overpriced and I have a car
- Overpriced/dirty/drivers are horrible/drive too fast/don't always stop
- Own 2 cars
- Own a car x 26
- Own a car or would walk
- Own car - too far from bus stop
- Own car and live 2 1/2 miles from bus stop
- Own car, live near town, so I walk.
- Own car, or walk.
- Own car. Bus route and times not convenient to personal needs
- Own car/buses are slow and expensive.
- Own car/walk
- Own care, work in Redcar
- Own cars x 2
- Own private transport
- Own transport x 19
- Own transport - convenience.
- Own transport - usually walking
- Own transport - via electric mobility scooter
- Own transport or taxi (cheaper)
- Own transport or walk.
- Own transport. Having children and buggy impossible for bus
- Own transport. Live closes to town centre
- Own vehicle x 3
- Passed driving test.
- Passed my driving test last year
- Prefer convenience of a car
- prefer to drive and work in town centre, so can walk to the shops at lunchtime
- Personal car
- Personal mental health reasons.
- Personal transport (car)
- Personal transport more convenient
- Physically disabled
- Physically disabled but well able to drive a car
- Poor bus service in my area and cost
- poor bus service very long walk to bus stop
- Poor driving - bumpy ride. Pricey for individual/ occasional journeys.

- Poor frequency where we live. Easier and more economical to drive into town.
- Poor local bus services.
- Poor now non excising bus service
- Poor service availability. Ends 28 Feb 2013 so couldn't use it anyway
- Poor service to local area and expensive
- Poor service, expensive. And I am a car owner.
- Poor service x 3
- Poor services after 6pm
- Poor timetables in the west end. Not enough buses on. Too expensive, would rather use my own car
- prefer car x 3
- Prefer car to walking and waiting for bus. Walking difficulty
- Prefer freedom of my own car
- Prefer to drive
- Prefer to drive, bus stop inconvenient
- Prefer to drive, not always nice people on bus at this end of town
- Prefer to travel by car.
- Prefer to use car x 3
- Prefer to use car for convenience and time plus costs are too dear on bus. Would have to take 2 buses to and from work 5 days a week
- Prefer to use car for flexibility and convenience
- Prefer to use car or walk
- prefer to use my car - more convenient can't be bothered to wait for buses
- Prefer to use my own car
- Prefer to use my own transport, do not have to worry about the things in Q23
- Prefer to use own car as I can decide on time and route.
- Prefer to use own car. E.g. weekly shopping
- Prefer to use the car
- Prefer to walk x 7
- Prefer to walk as buses are expensive.
- Prefer to walk cheaper
- Prefer to walk everywhere it is more healthy
- Prefer to walk into town generally.
- Prefer to walk or drive - too expensive
- prefer to walk or jog into the town
- Prefer to walk or take the car
- Prefer to walk or use my car
- Prefer to walk than pay ridiculous prices charged for bus fares
- Prefer to walk to town or use own transport bus prices too expensive
- Prefer to walk, 15 mins countdown.
- Prefer to walk/cycle/drive depending on distance
- Preference for walking
- Price
- PRIVATE TRANSPORT OR TAXIS.
- Proximity to town centre.
- Public transport does not meet my needs. I prefer to travel by car.
- Public transport too expensive so use car
- Rarely travel into Darlington - parking too expensive, so shop elsewhere
- Rather use my car, no direct bus routes anymore from one end of town to other. Have to change bus in town and pay again
- Rather Walk
- Reduced mobility.
- Reductions in local services in my area
- Regularity/cold buses.

- Relatives take me by car or I get a taxi
- Rely on my car. No bus service after 6.30pm
- restricted mobility
- Routes been changed frequently or abandoned. Services been significantly reduced in frequency. Services in the evening and on Sundays have been abandoned. No local direct service to bus station
- Routes that I would use to go to work would mean using multiple buses. The prices are extortionate I would rather drive.
- Rowdy aggressive behaviour
- Run 2 cars.
- Run my own car.
- Rural village. No bus service that is of any use, as even in past, infrequent and not going to destinations required. Currently bus service has been withdrawn
- Sadberge has no bus service.
- Sadberge doesn't have a bus service
- Sadberge no longer bus service.
- Same as other questions
- Scarcity of service
- See previous answers
- Semi housebound
- Service has discontinued
- Service has stopped running on Salutation Rd
- service irregular and expensive
- service is poor and expensive
- Service is poor. Bus stand in the town centre are inconvenient
- Service is very poor therefore use car
- Service not good enough
- Service not very often
- Service stops at 6pm
- Service was very bad
- Services have been cancelled at times needed and are not viable now as a means of commuting to work and back or for social events
- Should have a bus station. Don't know where to catch a bus if I wanted one in the town centre.
- Since services were cut a few years ago and fares increased I choose to walk or take car.
- Slow, expensive and dirty.
- Still capable of walking
- Still driving.
- Still using car, bus service now defunct.
- Still working
- Stopped using buses as drivers won't stop for you.
- Suffer with vertigo
- Surely you realise what an annoying and ridiculous question this is. DBC in its wisdom cancelled ALL bus services to Sadberge
- take car into town because it's convenient
- Take car or walk.
- Take the car
- Take the car
- Taking the bus is more expensive than driving
- Taxi bus too far to walk, disabled
- Taxis are cheaper and I own a car.
- Temp disabled!
- Tend not to have the need as I drive, although don't believe there is a bus route/stop within the local area. Therefore I wouldn't have the choice to use a bus to travel to/from home

- Tend to drive as I have 2 young children and find it easier than waiting for buses and putting pushchairs up and down to get on and off
- Tend to drive car for transport.
- tend to shop out of town
- Tend to use the car for journeys, local bus service is expensive.
- Tend to walk or cycle everywhere
- Tend to walk or use car for longer journeys or when carrying things
- Tend to walk or use car mainly because wife has difficulty walking.
- Tend to walk or use car x 2
- Tend to walk up within reasonable distance or car, bus is expensive.
- Tend to walk, also don't know bus times or routes in the area
- Tend to walk, cycle or use car. Bus service is very poor and expensive
- Tend to work
- Thank you, the council has stopped our bus service. We have no means of getting into Darlington as of 31 December 2012
- The bus routes do not meet my needs
- The bus stop between St Andrews Church and Nightingale Avenue. Going up the Lane and down, bad for shopper and elderly.
- The buses do not go where I need to go, it is difficult to find which service goes where and the times they do.
- The car is safer, cheaper, more comfortable - but you do see plenty of them
- The costs are crazy for even short journeys
- The fare is too expensive.
- The fare is too expensive.
- The service 5a was stopped now we have no bus service at all, rely on lifts from family members
- The time tables/ routes are not widely published or easy to find
- There are NO buses down our road!! Bah! Hiss! Removed from bus route last year. Used to use buses regularly until removal of route
- There is no bus service
- There is no bus service from or to Sadberge Village
- There is no bus service in Sadberge but I am fortunate to own a car
- There is no bus service in Sadberge provided by DBC
- There is no bus service to this village!
- There is no local bus service within my 'local area' as defined in this document
- There is no satisfactory service available
- There isn't a service within walking distance
- There isn't one x 2
- They are far too expensive, stop too early to use for a night out in town, I'd rather use my car as its more convenient
- Time not convenient and also find it expensive
- Times are not great, bus stops are dirty, price too high
- timings not convenient, not clean
- Too expensive x 21
- To question 30, have you used local buses, how can we when you took off service 77, we need to use taxis as my wife is in a wheelchair.
- Too costly, rude drivers, unhelpful drivers
- Too difficult a walk up hill on return
- Too expensive - taking car and parking works out cheaper
- Too expensive - use the car & shop out of town rather than pay parking charges
- Too expensive and quicker to walk
- Too expensive besides have own car but walk into town (parking too expensive) or shop out of town as I'm not interested in pound shops, mobiles or a sandwich. The towns shopping is a joke!!

- Too expensive compared to my car bus drivers drive like idiots – cheaper to run my car and more reliable
- Too expensive for trips to town, irregular times for our needs
- Too expensive vs. car cost when more than one person is travelling
- Too expensive with 3 children, cheaper to drive to park.
- Too expensive would rather walk. I believe a bus service should be affordable to all and not solely subsidised for the elderly
- Too expensive, cheaper by car.
- too expensive, cheaper for family to pay and display
- Too expensive, groups of teenagers/children can be intimidating.
- Too expensive, I would rather walk or take the car
- Too expensive, not always on time, or never one when you want one
- Too expensive, not regular
- Too expensive, secondly only go to town centre and finally I like to walk
- Too expensive, yobs on buses swearing
- Too expensive. Cheaper to drive the car
- Too ill to travel alone
- Too infirm
- Too much of a pain in the ass, it's easier to use my car even though bus drivers like to constantly pull out in front of me!!!
- Travel by car x 8
- Travel by car or cycle
- Travel by car or walk x 3
- Travel by car or walk into town etc
- Travel by car or walk.
- Travel by foot or by car
- Travel short journeys by car.
- Travel sickness
- Tried to walk into town.
- Tried using it years ago, found times/distance from stop and annoyingly inability to find bus home/cost of ticket. Made me feel paying parking was easier - once got a taxi home when bus stops had moved about and I couldn't find it
- Unable to access
- Unable to access and can't afford.
- Unable to get out
- Unable to use taxis.
- Unable to walk to bus stop - use own transport or taxi
- Unfriendly, unhelpful drivers, overcrowded buses, high fares and limited timetable.
- Unreliable x 2
- Unreliable and expensive
- Unreliable and infrequent service. No services to Yarm
- Unreliable, cost, dirty
- Unreliable, need car for work
- Unsuitable service.
- Unusual times
- Use a car x 12
- Use a car - buses do not run from Sadberge
- Use a car mostly or walk to local shops.
- Use a car or walk
- use a car, cannot walk to bus stops and can't walk very far
- Use a mobility scooter
- Use a wheelchair
- Use bicycle or car.
- Use bike or car

- Use car x 44
- Use car or taxi.
- Use car all the time
- Use car as have two children and pushchair so easier with shopping bags to carry
- Use car disabled
- use car for convenience
- Use car for distance or walk
- Use car for longer journeys. Live within walking distance of town centre so walk
- Use car for work and getting into town/school.
- Use car for work as required for type of work. When off I try to walk into town some areas walking through feel uncomfortable
- Use car instead for convenience with young children
- Use car more convenient and no more expensive. I remember buses to be dirty inside.
- Use car or walk x 9
- Use car or walk because bus prices are high especially compared to taxis which give door to door service.
- Use car or walk if able
- Use car or walk to destination
- Use car or walk. Buses are expensive and unreliable and cause traffic congestion in town centre.
- use car, bike or walk
- Use car, walk, cycle
- Use car. Some bus drivers can be disrespectful to the elderly
- Use car/ train
- Use car/cycle
- Use car/taxi.
- Use family cars or taxi to help me get to shops/doctors/hair dressers
- Use my car x 11
- Use my car - too expensive fares and will not use Arriva on principle
- Use my car all of the time as more convenient.
- use my car as buses cost too much and take 4 times longer
- Use my car as the bus service is limited
- Use my car or walk x 2
- Use my car, buses are unreliable, smelly and I don't like clientele on them
- Use my car, disabled. Too far from bus stop
- Use my car/walk
- Use my own car x 5
- Use my own car due to disability.
- Use my own transport x 4
- Use my own transport, also bus service is very bad
- use my van or car – public transport tends to be expensive and unreliable
- Use of car x 3
- Use of car or walk
- Use of car or would rather walk.
- Use of own car x 2
- Use of own vehicle x 2
- Use other means of transport, including walking.
- Use our car x 2
- Use our car and walk
- Use our own car
- Use own car x 6
- Use own car and seldom visit town
- Use own car or walk x 2
- use own car, also not on a bus route

- Use own transport x
- Use own vehicle
- Use private car x 2
- Use private vehicle
- Use push bike
- use taxis
- Use taxis or family car
- Use taxis, I am disabled.
- Use the car x 3
- Use the car or van for work
- Use the car/walk
- Use train for work. Cycle/walk on weekends
- used car
- Used the train
- Using a car
- Using a car is a much better use of one's time as the job on hand can be done much quicker
- Using my car gives me the chance to complete 2 or 3 tasks in different areas
- Using own car
- Usually go by car
- Usually walk or go by car
- Usually walk or use car
- Very infrequent (2 hour service)
- Very limited bus routes and frequency
- Very poor bus service - unreliable. Bus drivers can be very rude. There is no bus station, so you can end up stood outside in the cold and rain waiting a long time for a bus.
- Very sporadic, not sure when it runs, now we don't have one!
- Very unreliable
- Very, very limited service and times don't fit with our needs.
- Walk x 3
- Walk a lot to town and back
- Walk and use car
- Walk around town.
- Walk drive car.
- Walk everywhere x 3
- Walk everywhere / or car
- Walk everywhere I need to go
- Walk everywhere or use car
- Walk everywhere.
- Walk except when heavy/bulky loads or time factor dictate use or car (when bus would not meet need)
- Walk into town
- Walk into town centre, use car for longer journeys
- Walk into town from my house, also too expensive on bus
- Walk into town or if I'm in a rush I drive as it's cheaper with kids. By the time you pay the bus far and parking charges it gets expensive
- Walk or car x 2
- Walk or cycle for short journeys
- Walk or drive x 10
- Walk or drive and live near town centre
- Walk or drive generally
- Walk or drive or cycle
- Walk or drive own car.
- Walk or drive to where I need to go
- Walk or go by car.



- Walk or travel by car x 2
- Walk or use car x 16
- Walk or use car - bus route and times not suitable
- Walk or use car but bus service excellent and vital to many residents
- Walk or use car. Buses Too Infrequent
- Walk or use car. So not needed.
- Walk or use company car.
- Walk or use own transport
- Walk or use own transport
- Walk or use the car, bus is too expensive.
- Walk or use the car.
- Walk to town
- Walk to town or drive out of area
- Walk to town or park car
- walk to work
- Walk to work when I can. Use my car for other journeys
- Walk, cycle or use car
- Walk, cycle, car x 4
- Walk, train or car
- Walk, use taxi or drive.
- Walk.
- Walk/ cycle or drive
- Walk/ cycle/ car
- Walk/ use car
- Walk/car
- Walk/drive
- Walking distance to town - or use car
- Walking is good for you
- We all have cars
- We are both disabled and use car or taxi.
- We both drive
- We both drive and own a car
- We currently have no bus service in Sadberge as the council withheld the subsidy from the end of December 2012
- We cycle
- We do not have a bus service to use.
- We do not have a bus service! I have a car and so did not use the bus but when I was snowed in my house waiting for the roads to clear a bus would have been very useful.
- We do not have one at Killerby.
- We don't have a service when I need to get around early morning or after 6.30pm last bus out
- We don't have a bus service
- We don't have a bus service anymore!
- We don't have a bus service since Dec 2011 when DBC withdrew funding for service bus
- We don't have a bus service!
- We don't have a local bus service
- We don't need it
- We drive or walk or occasionally use a taxi. The nearest bus stop isn't much closer than the town centre.
- We have a car x 2
- We have a car – where there are gangs youths causing problems!
- We have a car and live in walking distance to most places
- We have a car.
- We have no local bus service at all
- We have our own mini-buses. I am a car driver.

- We have our own transport
- We have two cars and live out of town. Using a bus simply would not be convenient. We feel safer in the car. We travel out of town a lot so it is not viable via bus.
- We haven't got one you lot stopped it in December
- We live in a rural village 7 miles between Darlington and Barnard Castle and doing lots of grocery shopping on a bus not something I do, We use our car for transport
- We live in easy walking distance of town centre and use the car to get to supermarkets
- We live in Sadberge and our bus service was cut by Darlington council which to me has and will cause more problems for this village
- We lost our No 77 bus and the roads are too dangerous to cross
- We own a car x 2
- We travel by car or bike. Sadberge does not have a bus service
- We use a car x 2
- We use cars its easier for my wife who has walking difficulties
- We use our own transport.
- We use the car for convenience but would like bus service to continue for those in village who don't have access to car
- We used to have a lovely bus service but has been withdrawn as cannot get into town by bus. Which is terrible for the older people that live in this long road salutation road
- We walk
- We walk everywhere x 2
- We walk into town or drive. Don't need to use public transport
- We walk or drive further afield
- We walk or use car
- We walk or use the car, have also heard stories about drunks on buses and other anti social behaviour
- We walk to school, I walk to work and we walk to town. My husband has to drive to work.
- We walk to town and drive for further distances.
- we won't go anywhere by bus I get a lift from my family
- We would prefer to use our car as we feel that the regularity, price and service offered by the buses is unsatisfactory
- Wheelchair user, have own transport
- When I do go in town I use the car and usually free park for 2 hours or go on Sunday. My eldest uses the bus a lot though
- Where I live buses only come down every hour
- While I live in Darlington I work in Durham so bus service isn't any use. Wish the buses from D'ton to Bishop Auckland would go straight to the train station.
- Wife disabled, wheelchair bound, unable to get on a bus
- Wife in wheelchair.
- Will walk - bus too expensive
- Will walk in my own local area
- Within Darlington we use the car or walk
- Within the town we always walk. Car is used for supermarket shopping.
- Within walking distance of town centre and I also have a car.
- Within walking distance of most amenities
- Work away frequently
- Work away, long hours, own transport
- Work locally & use car to travel elsewhere
- Work off time table for the bus on a morning.
- Work out of area.
- Work out of the area, use car or train
- Work out of town
- Work out of town unable to get to office by public transport
- Work out of town, drive my own and like to walk

- Work outside Darlington at weekends I use my car or walk.
- Work outside town, need car to get there (rural location)
- Working and have car
- Working hours mean I rely on private transport to get where I need to be on time.
- Would never use public transport if at all possible
- Would only be used for commuting from work Mid-St-George to town centre, but fuel no more expensive than bus when I last checked and want to get straight home at end of day.
- Would rather walk or drive
- Would rather walk than use a bus
- Wrong times and direction.
- You cannot rely on the buses
- You might as well pay for a taxi its only £3.50 anywhere in Darlo where its £4.00 for 3 stops away from where I live, it's ridiculous and robbery

**Question 36d Have you any suggestions as to how this contact with the Council could have been improved?**

- 1. stop wasting money on wheelie bins, wrong new road, networks which don't work. 2. stupid islands both ends of Hurworth 3. Also new interchange across to town
- 4 calls and 1 complaint and problem still not dealt with. Council should maybe act on 2nd call at least contact to give reason why action was not taken
- 9 months to resolve the problems was too long problems caused by council contractors in first place
- A dose of common sense would have helped enormously!
- A guarantee when council will reply to enquiry.
- A long time before phone was answered, too many options for one number
- A member of the council should have visited our home to discuss the problem
- A more informed officer of the council placed a conservation order on certain tall trees in the area of our back garden. This order was over rules by an arbitrator subsequently and the offending dangerous trees removed
- A paper trail in all communications names freely given to phone users.
- A prompt response would have been better, I had to chase for a response
- A quicker response. I reported the tree outside the house need to be cut/pruned. It took 5 months for the council to undertake the task
- A reply in writing should have been received, if not only as a matter of courtesy
- A reply would have been appropriate and action by the council would show some appreciate of difficult.
- A reply would have been nice (though action was taken)
- A reply would have been nice, it was about a complaint concerning the job centre who put my son on the street, fortunately a friend of a friend told me and I got my son back home with me. His Job Seekers was stopped as unbeknown to him his former employer
- A response
- A response to my email would have been good, problem still exists
- A response to the councillor's email. A change in parking over pavements and restrictive access for wheelchairs, push chairs and small children on bikes at High Grange. Enforce safety concerns for local residents over lazy parking.
- A return phone call would be appreciated.
- A smile - please to help attitude
- A visit by the council tree surgeon would have been beneficial and appreciated

- a) dog fouling - persistent dog fouling never stopped. Dark nights - early mornings b) damage to grass verge - lorries on house building site
- Ability to make an appointment via telephone would be very beneficial to people who may not have time to queue for long periods/ unable to attend at quiet periods.
- Accept blame and apologise when proven wrong
- Acknowledge receipt of the complaint and then email back to let the complainant know how/when/if the issue will be resolved
- act faster if possible
- Act on communication or feedback, why not.
- Act upon what was asked!
- Action emails rather than ignore them!
- Action to trim overgrown shrubs on a public area should have been taken. Action (not requested) was taken within 300 yards, but the request was ignored
- ACTION! Would have satisfied me following one visit, two letters and one phone call! Over a period of three years
- Actions promised by council (in writing) should be carried out promptly without having to write again and again
- Actually care about tax paying customers. More control over abandoned and neglected properties
- Actually deal with the problem and feedback to the resident when this is done
- Actually do what you promise.
- Actually reading and responding to the email. When on 2nd contact they did. They didn't do what they said they would do within timescale stated!
- Advisor could have listened to my request/ question in order to give me a direct answer.
- After reporting a problem to the council, the problem is not solved and there is no follow up communication from the council as to why!
- Agreed to my request
- All I asked for was a permit for the tip
- All staff were informed and courteous
- Allow couples to change or have both names on council tax bill
- Although I wouldn't complain the lady wasn't very friendly, felt like I was interrupting her
- An answer in line with timescales, a visit to the area/home
- An answer would have helped. Re. crossing or bollard Yarm road - corden st
- An application for single occupancy council tax - I paid in full for first 3 months because of miss-communication from council staff
- an automatic response in acknowledgement of receiving an email would be nice!
- An email returned when problem is sorted out
- Answering phones and knowing where to transfer a call.
- Answer phone not be kept for 20 mins. I gave up and put phone down
- Answer telephone more quickly x 2
- Answer the phone quicker!
- Answer the switchboard quicker.
- Anti social behaviour team totally unhelpful. Re-disruptive neighbours, refused to help
- Anyone forwarding a requested observation on a particular subject at the request of the council should be kept in the chain of progress or otherwise how the project progressing. i.e. the size of Mowden school (parking)
- Applied for parking permit - rejected. To improve - please make town's parking plan available for residents that do not have allocated parking spaces, thanks
- Applied for travel pass for disabled child - told to go to customer services point without appointment - every time attempted too many people waiting. Preferred an opportunity to make a set time
- Approx 1 week ago, still no response and not actioned
- As a general observation I don't feel Darlington Council serves well using a contact centre

- As long as a correct extension is supplied can see no problem as long as you can get through straight away
- Asked about a new blue bag and was told I had to trail to the town hall. I would have thought the bin men could have dropped one off
- Asked about garden refuse black bags disposal, all tied and neat, given figure of £10 for ten bags, then phone call back later stating cost of collection would be £33, disgusted!!
- Asked for a permit for the tip, didn't arrive. Had to ring back and request another
- Asked for someone to look at trees that are causing a nuisance in Apr 2012 after 2 letters and calls no-one has contacted us other than a standard "sorry you are dissatisfied" letter
- Asked for unsafe branches overhanging our property to be lopped off, without success, treated rudely and off hand. Asked why our garden now gets flooded when it was ok before large mound of earth was deposited next door on council property, no result
- asked street rubbish to be removed by street team 3 times, they were too busy so in the end got private company to do it.
- asked to stop no 16 bus, they 'WELL MOVE'
- At this time and economic time I see no way of improving anything
- attitude with communication very rude.
- automated phones are very difficult for some people and very lengthy, costly and impersonal.
- Availability to contact council via telephone until 6/7pm (after work)
- Be a little more tolerant of people supporting the town centre, by reducing parking charges. Free for two hours in Middlesbrough - I will be shopping there this weekend.
- Be informed earlier
- Be more customer focussed, as against. Less box ticking. Allow leave to appeal on community charges
- Be more positive just not give excuses why not do anything.
- Been above 5 weeks now still no contact
- Being able to email the council is very helpful
- Being more polite
- Being replied to a lot quicker. If by telephone being put through to the correct dept would save time for both parties
- Better attitudes lack of communication
- Better bus services to and from rural areas. Improved recycling facilities, more grass cutting on Summerhouse Village Green
- Better communication between customer services and service departments
- Better communication from the council.
- Better communication with staff working for the council re housing dept
- Better information on the website, FAQs on all areas need to be improved
- Better internal communication.
- Better telephone answering service
- Better telephone manners
- Better telephone system as new options system long delays and often don't get right person after waiting on the phone for a long time
- Better website to answer basic questions in relation to who to contact about service
- Bloody telephone no's keep changing for different depts! Stop this! Have humans on the phone and less waiting!
- Bought a flat in new development after living overseas. Waited 2 months for furniture but was told still had to pay council tax, still to this day feel this is very wrong
- By addressing the problem - it is still unresolved although it is not a great problem
- By being sensible and better informed and caring for residents
- By letting me know what was ultimately done in the end regarding the problem
- By listening to people sympathetically at customer service point in town hall, some of the receptionists can look down on you and make you feel uncomfortable
- By promptly answering the phone. Had to wait 15 mins before someone answered. Totally unacceptable

- By replacing the door instead of just using draft excluders is wasting money as its not better. I still need to keep my heating on high to prevent feeling a draft
- By replying to sent emails within time scales
- By responding
- By returning call when stated
- By speaking to a human being rather than a recording
- By staff being switched on enough to admit to not having the information to hand and being willing to make enquiries and to ring me back with answers
- By the person involved responded by telephone, I gave up after 7 times of trying to contact them
- By the problem not arising in the first place. Happened 3 times in 6 weeks
- By visiting us to attend to the problem instead of ignoring it
- Call centre is useless - transfer to the required department direct.
- called for a replacement recycling bag and waited in a queue system unnecessarily. perhaps a notice or clearer advice about where to collect them would have been quicker, however the clerk was friendly and informative
- Cancel customer service call centre and enable the public to speak directly to the department concerned as we did in the past
- Clean up the area - the traffic is bad - nothing is happening to improve it.
- Clear answer not given on whether could have larger wheelie bin
- Clearer signage in council tax office. Not sure where all the desk points are located, this is because it has changed layout since I last used council tax office
- Communication/contact with council is excellent but cuts will reduce good/efficient services provided by council. Appreciate financial pressure/demands & urge council to brainstorm effective/innovative ways to reduce damaging consequences cuts will have
- Complained about refuse service. Broken glass left behind. woman at other end of phone was very dismissive and said it would be cleared four hours later so I did it myself, she could have been more concerned there where children and animals in the street.
- complaint not dealt with, my contact not available
- Complaint was about the long time standing on cracked pavement on both sides of the street, caused but vehicles some years ago. Still not repaired. As reply was crack not deep enough needs reviewing
- Complaints process is not designed to understand issues and make improvements from it operates by throwing up road blocks and suggestions as to why the complaint is wrong. Forceful phone calls are made to bully the complainant to drop the complain
- Complaints should be followed up by council officers informing resident of what action will be taken and when. I had to get my local councillor involved to get problem resolved
- Completely satisfied when spoke to school services and on another occasion childcare services when requesting information about childminders.
- Confirmation that the problem would be resolved.
- Consideration of circumstances surrounding parking ticket, genuine issue complete disregarded
- Contact and communication was helpful, knowledgeable and of a high standard.
- Contact is easy - solving the problem was none existent
- Contact person should be more informed before making significant decisions
- Contact was for primary school appeal. Actual contact was satisfactory but am not satisfied with appeal process or primary school placing criteria systems
- Contact was objection to planning application. The parish council and neighbours bordering the site of application all objected to it yet this was ignored and permission granted
- Contact was relating to grass cutting and road sweeping/gutters. Neither service had been provided - as we pay our council tax we feel these services should be provided on a regular basis and not only when requested (once a year if lucky!)
- Contact with council was very good. Message left but instructions not carried out. Many calls had to be made to sort this

- Contacted council 3 times about rubbish being put out all through the week before I received a response, said someone would check area on non collection days but as rubbish was being put out by flats they could not find culprit. Attracts vermin.
- Contacted council about trees growing too tall then advised they were in my garden. Got land registry to prove they weren't but not accepted by council. They agreed to prune them - 2" what a waste of time. Very unhappy!
- Contacted council, promised to phone me back and I'm still waiting after 2 weeks
- Contacted the highways agency regarding the query, and received no response
- Continuity of information given could avoid stress levels being increased
- Could do with bus station, nightmare in town near town clock and Tubwell Row - lot of congestion. Nearly got knocked over one morning when I was crossing
- Could have been improved if they were not so busy
- Could have been treated with more respect by person I spoke to and not like an idiot as though I didn't know something and also its not councils fault, also told to carry out the job myself if dissatisfied with the answer
- Could have made a visit
- Could have more meetings to inform tenants about what the council are doing
- Could have read my letter properly and answered points raised. You then followed up my letter asking if you had completely answered it and was I happy with outcome, I replied still unhappy; to add insult to injury you ignored the response. Very insulted
- Could I speak to the department and not just call locals.
- Could keep people informed properly, especially about the council tax
- Could smile a bit more desk
- Could the council please recognise that some of your much older residents do not have computers/ laptops and much prefer to talk to someone on the phone. Without the hassle of push numbers to get hold of someone.
- Council came out quickly, we got kiss gates on the back lane but the other things that were said to be needed haven't been done and its 3 months now
- council could have dealt with complaint in the designated time – they did not and I had to ring again
- Council could have made an attempt to rectify the damage caused.
- Council could have told the truth about our gypsy problem
- council did not deal with the problem that was reported
- Council employee did not contact me as promised
- Council fails to meet its 20 working day target to reply to comments
- Council management to make contact with residents especially when a complaint has been made and we are informed someone will be in touch
- Council needs to make its signage clearer with regard to parking in town centre after 6pm. They need to visit area of West Park of barren land that owners currently 'laying waste'. This is unfair to people trying to sell their houses
- Council never did anything about my problem. Still outstanding after 8 months. No feedback. No follow up.
- Council officers failed to reply to several emails until my local councillor became involved at this point the officers reply was extremely negative to the point of disrespect, too many council employees believe they are doing the public a favour
- council response time could be faster
- Council staff should be made accountable and fined like a footballer if things go wrong or the decisions are wrong
- Council tax should be 12 payments unless the tax payer requests another method
- Council to provide feedback on contact in ALL cases. If a service required is not provided, officers should state why and highlight other options available.
- Council web pages fully accessible to mobile phone web. I have not found electronic email service fully functional for my needs

- Customer service - training (staff are rude and abrupt. Not everyone is using the system for fraudulent purposes)
- Customer service should be more informed about the service.
- Cut down red tape
- Cut down waiting time at main office, also less automated conversation, a real person would be nice instead of automated all of the time
- Cut out red tape and deal with problems and complaints quickly
- Cut salaries of chief officers/committee chairmen. Stop use of consultants, anyone on £150k p/a should make decisions without costly report. Ada Burns said it was time for action over welfare changes - still waiting. Money saved above would help fund this.
- DBC should have got the details of my case correct first time then I would not have had to contact them
- Devolvement of parking enforcement has meant zero tolerance approach which has clearly alienated and eroded confidence in the council. Dolphin centre changing area dirty and not enough privacy
- ditch all recorded messages
- Do what you say you are going to do! Took me 6 emails to get recycling bags i.e. 3 month wait for an inferior bag
- dog fouling is a constant issue in the streets around north road park.
- Dog fouling/litter disgusting! Speeding/using this road as shortcut big problem. Cycling on pavements is dangerous! Community police officers should be patrolling and fining those who break the law
- Dog warden service is unacceptable, stray dog in woods at back of garden for over 6 months which has regularly accessed garden while children playing and destroyed their toys. Complaints should be taken seriously
- Dog warden, closed at weekends?
- Dolphin Centre - always answer machine on at customer services. Should be staffed
- Don't target essential community resources like arts centre and civic theatre with cuts/sell offs. These can't be replaced once gone and are the pulse of the town and are very important to for peoples spiritual well-being
- Don't know
- duty parking officer has been unavailable
- Each dept should have direct line rather than to go through switchboard
- Easier to make telephone contact, I requested council to contact me about their decision. No communication was made I had to contact again two months later to get their decision
- Easy telephone service, had to wait in a queue for 20 minutes
- electronic payment
- Email - responses
- Email address not kept up to date had difficult in contacting relevant person
- Email contact. I can't use telephone during office hours
- Emailed 2 weeks ago, got no response had to phone, this week got email back when already had it sorted out.
- Emailed back within a few days - was ok
- Employ more staff
- Employ staff who are interested in people's problems and respond swiftly
- Employ supervisory staff who are interested in their job
- Ensure acknowledgement of any request/contact
- ensuring staff have a better knowledge base and heads of departments are available
- Environmental health - conflicting information given. No support with problems
- Everything was dealt with in a timely matter and was very well explained with an operative who was polite and concerned. I received a call back within the time scale I was given.
- Extend telephone response services into early evening (up to 7pm) and Saturdays and reduce early morning time to after 10am, except Monday perhaps
- Extended opening hours to help those in work 9-5 mon-fri.



- Feedback! I have a problem with wheelie bin concept (live in a terrace) still don't know outcome
  - Firing squad for local councillors pour encourager les autres
  - First employee we contacted should have replied to tell us the message had been redirect to correct dept if addressed wrong. Council perhaps ignored contact to report a local problem meaning local road was closed for repairs.
  - First time I came to apply for an alteration to my parking permit I have to leave before being seen because I had waited so long, the second time I went to wrong counter and was sent back to wait again. More people able to deal with a variety of issues
  - Fix my street (website) read all the comments and fix it! Pot holes are horrendous
  - Fix online payment gateway for parking fines!!!
  - Fix problems, listen to people, do not jump to conclusions, unfairly treat people - employ liars.
- Work which causes accidents
- flexible rules under different circumstances
  - Fobbed off over a reported traffic problem and I was replied to very slowly
  - Follow up and understanding
  - Follow up to complaint was initially satisfactory but no subsequent difference over the following period of time was evident
  - For a member of the council to visit and make assessment about my complaint and act on it.
  - For the council to take some sort of action
  - For them to care!
  - Found it impossible to get passed the switchboard. A human to answer calls would be an improvement.
  - found them helpful from the start with what I asked about
  - Fully take into account opinions/views from locals when granting planning application, rather than bowing down to EU targets (wind farms!)
  - General common sense. I called to request and pay for collection of a few items, a mattress and wood but when the man came I was told he couldn't take the wood even though it was lighter than the mattress because it was classed as part of the house
  - General updates - people realise that some things take a while to sort but an update wouldn't hurt!
  - Get a PDQ machine installed to make payments over phone
  - Get people to answer the telephone in a reasonable time - say 5 min not 30 min as is the case now. Act on things, tell the truth
  - Get rid of automated systems and put real, speaking people on the phone.
  - Get rid of automated telephone system. Person who answers call takes responsibility for advice given
  - Get rid of lengthy automated messages, get rid of press button routing
  - Get rid of party politics, employ professional people who are best qualified for the job, have a proper customer service provider relationship with your customers. The current method particularly focuses on the customer doing as he is told
  - Get rid of that pre-recorded answer machine, it's the same question when transferring dept
  - Get someone live to answer phone or update system
  - Get someone who isn't changing people's details, to be able to hold a reasonable conversation with a member of the council who isn't changing people's details. Cannot get any form of common sense from council workers.
  - Get something done about litter and dog muck around streets and North Road
  - Getting back to me would be a start!
  - Give all areas in Darlington the same not cut grass in one and not the other
  - Give direct numbers for services rather than customer services which take around 3 days to pass message on.
  - Give everyone same info/selected info given to council nominated groups/proper consultation period, not a little period and negotiators been ongoing for over a year

- Give info to the persons who are required to man the phones! (Rang for info as per temporary road sign but the person who answered knew nothing about it!)
- Give people more information without having to wait for hours
- Give planning permission for a local bus station to be built
- good service overall, little wait when visited council, so could have set time for visits, e.g. 10 min per person max
- Good website - used for refuse date to establish collections over holiday period
- Great. Street lamp outside house was being replaced, light shone right into our front room, council were excellent and sorted it out straight away. Thank you.
- Greater effort to find out who was fly tipping rather than just tidying up. Greater effort to identify those who slash bin bags
- Had a problem with the front door to the block of 6 flats. Was reported weeks before someone came out, so this could be improved
- Had an interview with housing officer re bedroom tax which only served to showcase the utter contempt with which these officers regard the clients
- Had the person involved remembered he is a PAID servant of the residents and been more civil
- Had to phone 3 times and items still remain abandoned in park.
- had to use email as it was impossible to reach anyone by phone, the answer home message was not helpful. however the email contact was very good and the reported problem was fixed immediately
- Had to visit the council to apply for housing and council tax benefit as my partner moved out and I have a young child to support and am not working, felt looked down on by staff when sat on benefit side of waiting room
- Had to wait 15 minutes in a queue before my call was answered and dealt with so more people answering phones
- had to wait a long time on the phone to get through
- Halve the chief execs pay and spend the difference on services!
- Happy with service we received
- Have a compliments box so we can give praise where its due, I was very impressed by the housing staff who helped a stressful situation to be resolved smoothly
- Have already mentioned this. A tree surgeon said a tree outside our house was dangerous. We had no reply or action
- Have more staff available to answer the phones
- have more telephone receptionists
- Have people who come out to your complaint to have the proper knowledge of the job they are supposed to be doing
- Have problems with fly tipping and having struggled for a month to get rid of an old sofa I'm not surprised. Improvements: email permits for waste site, have been close to site entrance so people on foot can dispose of rubbish.
- Have some staff that actually give a F\*\*\*
- Have visited contact point twice with regard to same issue-remains unresolved. Following visit I received NO further contact from council
- Help given to me from CAB - Darlington council offices, impressed with care and consideration when I had to deal with a tribunal over whether my illness at the time was truthful
- Helpful people on the phone.
- husband refused blue badge, only given after pushing
- I am a disabled person and find it impossible to get parked outside my home – other streets have dropped curbs why can't mine then that would solve my problem
- I am still awaiting a call back!
- I asked for green recycling box and blue bag, was told - you've been added to the list. A date would have made the experience better
- I called about some dog fowling across my front gate, they told me someone would come to move it but they didn't.

- I can understand how much poll tax I pay but they are all of papers and have to go to town hall to be sure
- I contacted the council regarding the clearing up of leaves along Cemetery Lane and cuts through Mowden and Hummersknett. I received emails and phone calls back, but no action from the council was taken.
- I could have at least had a reply
- I did not receive a reply/visit for the clearing of garden waste
- I did not receive a specific reply from the councillor concerned despite forwarding a recent copy of the letter by email
- I did not receive a response at all - was not particularly impressed
- I do not want to talk to an automated answer machine
- I drive a van and don't see why I need a permit to take household rubbish to the tip
- I enquired about a free bus pass having reached age 70. I was told that these are no longer given at that age.
- I feel more consideration should have been given to the points I raised
- I feel strongly that DBC outsource leisure facilities. The council would receive significant savings in subsidy reduction from a not for profit company running the services.
- I feel that not having a greeter at the town hall desks is a big loss. Now many people are confused by the system in place.
- I have a joint tenancy with my partner but as I am lead applicant they won't accept him ringing for a service. They could allow him to do so as he is part of the tenancy agreement
- I have always received a friendly and helpful outcome from DBC in the times I have had contact with them
- I have lived in my house for 7 years and have had nothing but awful neighbours in the rented house next door. Council don't seem to care - should be some policy in place for irresponsible landlords
- I have not had any formal response to written questions to senior council members, there seems to be no effective communication between all council managers.
- I met Mr Crawshaw the leisure centre person. He gave me all the information, which at the time was not available to the members of our golf club.
- I needed advice on a government run scheme that involved local authority input - I never was directed to the right department. No information was available
- I rang to complain about recycling centre being a mess - glass and clothes stretched over road, used the number there was on hold for 20 mins until call answered. Could you not have email to report issues to which are then free to person making complaint
- I rang up (three times) for advice - no one got back to me so I gave up
- I rang up today to report fly tipping in Strait lane and was put on hold for 10 + minutes.
- I regularly call the town hall which takes ages. you get put through to various people, there should be info online about how to get through to the dept. you need directly!
- I reported a neighbour for anti social behaviour to which I am still awaiting a reply - over two years later!
- I reported dog fouling in a local nature reserve, but was told that nothing could be done unless I has a name and address of the people responsible. This should be monitored much more closely.
- I requested a new blue bag for recycling paper. Feel it could be posted to me but I was told I have to collect it from town hall
- I requested some rubbish to be tidied up in my area - did not notice a difference. Pointed out the local beck as cluttered with rubbish and have not noticed a difference here either
- I sent an email but have had no response despite giving my contact details
- I sent an email to my 2 local councillors complaining about the state of my street and I didn't even get a response
- I spoke to someone with regard to a problem with a forthcoming wheelie bin
- I take my garden green waste to Whessoe road tip in a trailer to keep the inside of my car clean and reduce the number of trips. For this I have to apply for a permit each time
- I telephoned the council to ask for salt bins in October before winter set in, it is now February and still no salt bins. Harrogate farm resident.

- I think that the customer service should not pass you onto another department when you want to speak to the department that you came in to speak to
- I was dealt with very effectively and professionally. I was very pleased with the service.
- I was given different information from different people about housing benefits. People need more training so that the information they give can be correct.
- I was perfectly satisfied with the service I received, no urgent need for improvement
- I was put on hold for over 10 minutes as the lines were that busy so more staff on telephones maybe
- I was satisfied with the person who answered my call she was very helpful – was dissatisfied because as far as I know nobody came
- I was trying to get a permit to use the tip. Girl said someone would call me back but never did. Suggestion - just do the job - nothing more! They said I couldn't use the facility because my car trailer was 4 inches too long. It's nonsense
- I would like the council to look at the cemeteries as things are still getting taken off graves – but they don't care as long as they have the money in
- I would like to know who I am talking to and a follow up call to say the problem has been dealt with. As I have had to report at least 2 problems and find the lack of response very annoying.
- I would prefer to speak to qualified staff rather than call centre staff
- If a bus is not running then inform us so we can make other arrangements or get another one
- If all people spoken to gave the same answers
- If arrangement for a Jubilee Street Party could be considered different from a large event held in the South Park!
- If bus is provided for school age children and there is space, why can't nursery children use this too?
- If furniture disposal included removal from house - had I lived alone with elderly neighbour, I would have been stumped
- If I could speak to the RESPONSIBLE officer. If I could avoid the long-winded operation of contacting by telephone
- If it had been sorted straight away
- If possible more home visits by local housing officer
- If refuse collectors had carried out their job in the first place, no contact would have been necessary.
- If the council were a commercial business I wouldn't use them. Should be a 'service'
- If the people I spoke with could be more helpful when reporting the problem
- If they had acted on my request!!
- If they had listened to the concerns and acted instead of rail-roading their own plans through
- Improve attitudes of management!
- Improve customer service - initial contact good, but nobody returns telephone messages and emails. Planning was worse for this; your refuse people were very good.
- Improve recycling methods and advertising of benefits, provide better ways of collecting/storing recycling material in house
- Improve waiting times at customer service points.
- improve waiting times I walked out and had to return at a later date
- Improved attitude of staff member (parking division)
- In this current climate I suppose you do your best!!!
- Indifferent service - improve staff training in communications. They treat all callers in one size fits all fashion. An unintelligent and displeasing approach
- Initial call to the telephonist is poor, they don't know how to transfer calls to different departments.
- Initial contact satisfactory, but promised follow up. Has not yet materialised
- internet payments to be available for refuse/large item disposal
- Issue was a missed refuse collection, was advised they would monitor the situation and that we had to dispose of our waste at the municipal tip. Not the first time it has not been collected. Should have collected waste, service we are paying for

- It could have been dealt with. Not give confliction information
- It could have been investigated
- It is always more reassuring to speak to someone rather than relying totally on technology
- It should be dealt with in Darlington not Hull
- It should have been easier to find out the name of the council officer concerned in this case the library manager.
- It took 20 mins to reach the dept I needed, having said that the receptionist was very helpful. The manager who was supposed to ring me back didn't. Should have an answer machine service.
- It took a long time to get through to the call centre
- It took a long time to wait for an answer.
- It was fine
- It would be helpful if they opened 10-6 not 9-5 for people who work all day
- It would be nice if they replied
- It would be useful after trying the methods of communication listed in q37 to speak to an actual person in dept. concerned rather than playing messages through a customer services employee.
- It would be very much easier if one could have a permit for taking a trailer to tip for more than one visit, with no restrictions on size of trailers being towed by private cars. Why not a year? Garden rubbish can be very bulky
- Its contact at least and it shows that you care so that is a good thing. Proud to live here, great place to live!
- Just about dog fouling in our area, not councils fault it's the owners not picking it up.
- Just wondering how much this survey is costing and if any improvements to services will be made as a result of answers. Still angry about Art Centre!
- Lady in charge of the dept was very high handed and unreasonable
- Lady of the counter was fine, but queuing ticket system is weird. Planning dept process could be clearer
- Left the dog with dog warden service. Would have liked a phone call to advise me if dogs owner had been located via the dog chip and dog returned to its owner
- Length of time problem took to be resolved could have been much reduced. On plus side, I found service to be courteous
- Lengthy wait on telephone to be attended to. 1 Call = 17 minutes. 2nd call = 10 minutes.
- Less automated answering machine, more personal response
- Less automated dialling and more direct human contact
- Less red tape and either a 'no' or 'definitely' answer would suffice, stop beating round the bush like politicians and give straight factual answers!
- Less use of automated telephone systems
- Less waiting time at town hall.
- Less waiting time or more sociable hours for those who work
- less waiting time.
- Library sent my daughter a library overdue notice for a book she had never had which resulted in a complaint
- Limited on which trees could be cut down/ back.
- Listen to its members
- Listen to the problems more and deal with it quicker
- Listened to me, which your representative did not do!
- Little respect for council, self serving and arrogant
- Local magazine has all detail needed.
- Long delay in answering telephone
- Long story - permit for refuse centre, the whole scheme is unreasonable and time consuming and in the end we had to pay £36 just to take some rubbish because we had the wrong shaped car! machine to leave a message and get a reply

- Made complaint regarding fly tipping - by telephone twice, providing exact location of the rubbish. Telephone receiver took details, but obviously had no knowledge of location, no response was received although promised
- Made suggestions for school pans, no response, plans approved
- Made written request to parking enforcement office in regard to another person using this address for correspondence on a temporary basis. Department did not respond or acknowledge receipt of letter. Consider this unprofessional and disrespectful
- Make council officers accountable for their actions, if they make an agreement they should stick to it, if not they should resign or be sacked
- Make council offices and their location high profile. It feels as though they are hidden away
- Make council staff work for a living instead of believing they can get away with getting paid for doing nothing!
- Make online payments simpler
- Make planning application simpler and more realistic.
- Make the forms you fill in simpler
- Man came out in November to look at door and kitchen unit, he took measurements down to be fixed and I'm still waiting for the jobs to be done
- Matter still not resolved
- maybe a letter could have been sent to me in reply
- Maybe opening times could be more widely known.
- Mine was a brief visit so I don't know about regular use.
- More comfortable waiting area. More staff should be made available (on call) when a long queue builds up.
- More communication - had planning app which was dealt with without any communication/contact when refused, resubmitted, insisted contact/liaison and worked thing through. Wasting time and money as could have sorted first time round
- more communication with the public
- more confidentiality when discussing matters with staff as you can overhear all conversations when in the booths / sat in waiting area
- More consideration could have been given to people like myself.
- More customer service people employed, waiting times too long resulting in costly phone calls
- More detail on website
- More follow up from officers, it was left to local councillor to follow up
- More info for disabled badge holders as to where (address) they should renew the badge. Went to 3 different buildings
- More one to one, give more assistance to get complaint noticed/given priority, especially when families who are known to be aggressive/racial/slanderous towards people; who seek to be intimidators and not socially accepted by other people
- More people on front desk as was kept waiting for 1 hour before I was seen
- More people required on duty. 2 hour wait is unacceptable when only 4-5 people waiting for attendance.
- more prompt action, especially visible presence and prosecution of offenders
- More prompt response to emails
- More prompt service - on hold to long problem solving offered no help/advice/support with issue disgusting
- More services should be available to rural areas e.g. recycling, road gritting and library service, road side gutters and drains
- More social workers so the social workers on a case have time to deal with that case!
- More staff
- More staff and advertise opening times more often
- More staff needed and motivated people required which is not the case due to cut services
- More staff to answer phone calls/deal with housing benefit problems and not having to sit lengthy times waiting to be seen
- More staff to deal with requests/problems would reduce waiting times

- More wardens on school routes. There is dog mess all over pavements on my child's school route
- Multiple errors in admin and staff not doing what they promised, very unapologetic when realised they had made an error (council tax). Felt very let down by high-handed attitude. More training needed or better quality staff
- My complaint about litter could have been acted on
- My complaint was dealt with but not maintained. (I complained of litter - workers came and cleared it but it is badly maintained)
- My complaint was in relation to the dreadful litter on the roadsides in DL2 - response from the council simply passed the buck regarding budget cuts, not acceptable!
- My complaint was ref charge for tradesmen parking to work on my property in residents parking area when no nearby free area. Wasn't resolved, still dissatisfied with this issue
- My contact via email was ignored therefore I used the telephone
- My husband tripped over outside on uneven pavement - tree roots lifted stones. Council responded very quickly and resolved problem. Lots of pavements need attention
- My mother is 83 years old and living in warden controlled accommodation. She was left for 10 days with no hot water or heating. Then offered a couple of pound compensation after using an electric fire for 10 days - disgraceful!
- My request to have trees pruned that are overhanging my property to be cut back as soon as possible, my first request was made on 11th July 2011
- My wife and I are elderly - in the future it might be necessary to apply for assistance. Although the council gave a list of providers, nothing on suitability and quality was provided, such advice should be available
- Need a process to record and act upon service improvement suggestions from residents
- Need to be put straight through to relevant departments instead of giving message to customer services. Still waiting for return call 5 days later
- Neither reply or acknowledgement was received. This has happened on two occasions.
- Nicer attitude on telephone
- No - I was quickly seen and the matter sorted out quickly and to my and the councils satisfaction
- No - it was excellent and I was very grateful for the way it was handled
- No - it's very good always
- no - officer responding dog fouling warden solved problem
- No - person on phone very helpful and give me the information I required
- no - postal vote
- No - service was prompt and efficient
- No - they responded to my enquiry and it was dealt with professionally and efficiently
- No - total disagreement in our (and neighbours) suggestions
- No council tax staff very polite and helpful
- No deal with efficiency
- No have not got any suggestions
- No improvement needed
- No not on this occasion, spot on
- No recycle truck comes to my house, I live at Thornton Hall cottages and I have plastic and glass bottles in a green box for 6 weeks.
- No staff to answer calls at street scene.
- No, excellent service as I needed advice as well as to pay a payment
- No, help was excellent
- No, it was fine thank you. A very friendly person answered my question.
- No, it was fine thank you. A very friendly person answered my question.
- No, very good, polite and efficient service.
- No.
- None x 3
- None - I reported a street lamp which had gone out and it was repaired immediately

- None - was good
- None at all
- Not at all, the local councillor had my complaint resolved in a matter of hours, excellent service but I don't know whether this would have been the case I had complained directly to the council offices
- Not enough space
- Not fair when some people have to apply for planning permission to do something because of fear of a neighbour telling on them. When other people build what they want because they get away with it.
- Not having to go through all the channels before saying why you were ringing, re. a fault in your flat.
- Not having to pay for telephone call
- Not having to wait as long on hold
- Not really - got a clear answer - I just hoped the answer was a different one!
- Not the contact that was the problem but the outcome. Council doesn't care about individuals
- Not this one but waiting times in customer services is too long!
- Not to be beholden to members of the public who's full time occupation is complaining and making other people's lives difficult
- Not to get passed around.
- Not to have waited as long on the line to speak to someone (but must have been busy)
- Nothing was done about my complaint even though it was a blatant disregard of planning permission, involving no parking notices and parking spaces made for a shop given planning permission only on this condition. It has never been challenged by the council
- Number not available! Electronic answering - length of time to get through. Person answering NOT exactly understanding my problem
- On new applications an idea of how much award will be granted would be reassuring, or an online council benefit calculator. I have had a lot of changes recently and have felt unsure of future income
- On the death of my husband 3 months ago I received numerous letters on how much council tax I owed e.g. one day a refund of £105 two days later a request for £345, then another one for £190. I was very confused (still am)
- On the occasion I had to report environmental issue. Young man on phone clearly didn't want to help. Only when escalating to his supervisor was the issue properly reported
- On two occasions my email went unanswered. Contact could have been improved if I had had an answer - even if it was that nothing could be done and the reason why.
- One telephone number available - to attend to any query
- paid 1k for small garden worth £1.00 no thanks
- PAPER TRAIL, papers are last on a regular basis, the need for operators to give a name (surname or number) so we can find out who has dealt with matters
- Paying for all day parking when working for customers in town centre, should have its own designated tel line and an account instead of the faff on that is the current system
- People having powers to act on things. I.e. noisy neighbours.
- people in general don't know they have to take a ticket and wait its shown properly The employers always talk down to people
- People need to LISTEN not simply hear
- Perfectly satisfied
- Personal contact rather than press a number
- Personal contact was very good BUT information given was contrary and contradicted information in original communication (re wheelie bins). Improve by supplying accurate information at outset
- Personal contact, rather than passed from one dept to another
- personal touch, interest, been taken seriously
- Phone could be answered quicker



- Phone system to contact adult services is terrible. Direct line to central house and not via the town hall switch board. You have so many agency social workers that switchboard can't locate them or are even aware of them
- Planning officer was helpful but unable to provide solution to petition made by residents. Also: planning officer completely unaware of nearby house being turned into bedsits - despite law against this
- Please do not give false information or false promises the response I have had was negligible
- Pot holes dealt with but job not good enough, exactly the same problem in same place. Would praise them for shifting dead cat promptly though
- Prefer to actually speak to someone.
- Problem raised was never followed up completely, actions taken by council only occurred because I made numerous phone calls. No one kept me up to date with developments and one advisor was very unhelpful and disconnected me
- Problem should have been addressed quicker. Took months to get a response
- Problem should have been dealt with immediately
- Problem still ongoing, blocked drain on main road
- Problem still ongoing. Vehicles parking on pavements, access to property 205 Neasham Road over double yellow lines and footpath, no dropped kerb
- Promised to trim hedges by August, failed to deliver on a dangerous major road and footpath in our village are a disgrace
- Prompt action!!
- Promptness and honesty!
- Provide more information or links to further information
- Purchased parking permit at town hall, was kept waiting too long. Staff on duty were not particularly friendly or welcoming
- Put more effort into finding out what people see as important when spending public money
- Put more staff on but you have cut back
- Put people back to answering phones not bloody machines and every option known to man. It took 16 mins to get through to report a street light out
- Put resident first who respect the council
- Put the town back as was, get decent bus company.
- Questionnaire would be better with more options to expand on answer. Big issue is litter/dog mess. Town and North Road area in particular are an eyesore. Just walk along Northgate (Town centre to past Morrisons) it's depressing
- Queuing system at benefits office. Staff at desks at benefits office to minimise the queue.
- Quicker response and being kept informed on a regular basis about progress
- quicker response as email was a follow up from conversation over a year ago. To supply water butts free of charge, I would have delivered anywhere in town for people who wanted to save on bills.
- quicker response time, should know history of area of planning, tax rate for council not value for money
- Quicker response. Still not had reply in almost two weeks, not even acknowledgement.
- Rang 3 times, no answer after 15 mins each time thought no one there rang switchboard told fairly quiet and waited still waited 20minutes not acceptable
- Rang about my sisters heating going off, rang one number, passed on to another number which nobody answered. Then rang the main desk in town hall still nobody answered
- Rang about recycling when we moved in. A leaflet would have been useful as despite following advice my recycling is often not collected so I must be doing something wrong
- Rang to enquire about removal of asbestos roof, was passed from person to person and given the wrong information. This matter was eventual sorted out but it could have meant a fine
- Rapid response
- Re open the arts centre
- Re rent, statement doesn't clearly state how much it is per week. Not the only one who has noticed, would save time having to bother someone at Town Hall to work it out if it did

- Receipts for payment on the internet should be automatically emailed to the provided address, currently a receipt for council tax can only be printed
- Received an acceptable response, not sure of what else could have been offered
- Received responses from local councillors and DBC but felt I got standard response and that my complaint wasn't taken seriously
- Receptionist at repair end of phone not experienced enough to know what there are talking about before they pass you to someone who does therefore you are repeating yourself all over again
- Received form about condition of local footpaths. Filled in form on behalf of myself and neighbour opposite, my neighbour's footpath was fixed but mine wasn't. Also been to see local councillors at surgery but still nothing done, it is dangerous and there
- Recycling box was missed, not the first time it happened. Asked why I don't put paper in blue bag and said I don't have one, they always disappear even with my address on. One was to be sent out and I am still waiting
- Recycling collected from all homes. Bin men of constant standard. 24 hour garages have at least occasional police presence
- Reduce waiting time
- Regular feedback on problem raised
- Regular update of progress made
- Replace staff with people that give a damn about people
- Replies list should be edited e.g. call about pavement problem took too long but engineering problem sorted well
- Reply
- Reply was very slow
- Reply within 24 hours
- Reply would be nice!
- Reported a problem which appeared only when raining, council inspected the problem when dry and didn't return to see problem when raining
- Reported an untaxed/abandoned car and was advised that it would be reported or removed but still there 3 weeks later.
- Reported smoke from allotments on a basis of 54 fires in 2012 in a 8 month period on same allotment. Dog fouling - nothing done about problem at all
- Requested tree pruned, received no reply, tree not pruned
- requests for services/problem solving to be carried out and not ignored, automatic email responses saying you will be contacted in 3 days by someone, and frequently you aren't
- Respond - my councillor got immediate action.
- Responded more quickly to request for gravel left behind by broken down street cleaner to be cleaned up outside our house - it took almost 2 weeks in which time muddy and not safe to walk on. Also litter doesn't seem to be cleaned up
- Responded to communication in D'ton magazine re wheelie bins suitability, as I'd have to bring mine through the house I called to respond, 28 mins before my call was answered and was then told it was too early to inform them
- Response could be tailored to concern and read concern fully before responding
- Response to the call was longer than anticipated - but assumed they were having a busy day!
- Response to the original call would have been appreciated. No response was received for 12 weeks prompting a further call with still no response
- Re-training, better management
- Road repairs badly carried out
- Rubbish left on the ground outside
- Satisfied with service received
- Seems things are done and dusted before everyone's opinions are heard. Councillors sat round table and don't let people give their opinions on matter in question. Seem like their minds are made up before the meeting
- Sending new property council tax details to old address is now useful!

- sent an email to Ada Burns giving reasons for keeping the arts centre open, and it wasn't acknowledged. It has been closed for 9 months now
- Sent email regarding proposed wheelie bins saying I have nowhere to store it, I received an automatically generated email reply saying the council would get back to me, that was at the beginning of September 2012 - still waiting!
- Service is fine
- She could have acknowledged my email
- Shorter waiting time for phone to be answered
- shorter waiting times to speak to someone
- Shorter waiting times to speak to someone. phone rang for 52 mins before I could speak to someone.
- Should be able to book appointment
- should be able to upload scanned documents and email to benefit section instead of having to take time off work to attend council offices
- Should not take 10 years to resolve
- Should not take a week to get acknowledgement and even longer to get an excuse as to why the council cannot/will not action complaint. In London they have an app which allows residents to report issues
- Simply by being able to chat about ideas rather than being forced to a formal process
- Slow to respond to repairs - took several attempts to sort problem damp in kitchen still unresolved
- Smell all over in Darlington every summer. Phoned council and was told I was only one to report it. Two weeks later it was in Northern Echo!!
- Solve the pot holes in our road, it is always full of people yet no one fixes them, I am moving because I am sick of it.
- Some enthusiastic interest and action
- Some further action could have been taken and the problem looked into rather than ignored
- Some of them don't know what they are talking about you have to go through 2 or 3 people to get where you are coming from
- someone should have got back to us
- Sometimes have to hold on for quite some time when put on 'hold' 388777 number
- Speak to a person. Write to them
- Speed up the process of refunding business council tax and bid - shouldn't take 3 months!
- Speedier response rate. Feeling that views listened to
- Spent 30 mins on hold before call answered
- Staff always very helpful
- Staff have stock answers/and they're not really interested in public. As long as they can progress their careers that a council employees main concern (office staff only)
- Staff I needed only covered section on thur/fri, job-share so that someone can deal with mon-fri.
- Staff in customer services very good. Feel that savings made by discontinuing this service would be minimal. Cost of 2 taxis for me is too much
- Staff member unsure on how to proceed.
- Staff to be civil to the caller
- Staff who answer the phone are impolite and are not helpful. School governor section did not get back to me despite email & telephone contact
- Still awaiting resolution on the matter (early days yet)
- Still waiting for a recycle bin/bins after 2 calls and 11 months after moving into Middleton St George
- Still waiting for an answer.
- Stop being blinkered and apply common sense
- Stop people passing the buck "it's not my department"
- Stop speeding, clean dog crap up etc etc etc
- Stop using Xcentral its rubbish

- Stop wasting money
- Street Scene should know what property belongs to the council and possibly invest in tools to do the task in hand, i.e. when cutting grass should not tell you they haven't the right equipment to trim edges and pick up rubbish
- Suggested last year in a letter they don't send assessment form for finance in January as the coal-board does not inform pensioners until Feb - This year got it right thank goodness as when paying a lot of money it needs to be correctly assessed
- Sunday parking charges. Make parking more affordable. Cinema - shocking can't wait for new complex. Better bus service needed. Let's have Waitrose supermarket. More sporting events. Better facilities for schools - play areas - equipment
- Telephone waiting time would have been shorter - too long!
- Telephone. Very rarely when you telephone DBC your call is answered.
- Telephoned 3 times to report dog fouling on pavement in front of my property. Am still waiting for the above to be removed and cleaned.
- The actual contact is fine. The follow up action was not and no info on this was given.
- The cabinet decided to vastly reduce exemptions on empty houses and I doubt they gave any consideration to anyone's views they have to cut costs and that is it
- The complaint response I received was abrupt and basically told me to go away we can't do anything. Not useful, considering going to a boardsman.
- the complaint to be followed up and dealt with, which it was not! (dog fouling)
- The contact wasn't the problem but the outcome was unsatisfactory
- The council could have actually done something about the problem, not ignored it
- The council cut grass outside properties on the A167. They refuse to cut outside a few properties north of the avenue, even though all of these are within the borough and pay rates to Darlington.
- The council rep should have gone to the site in question when they would have found that I was right - that lack of double yellow line could cause an accident
- The council response did not take any account of the circumstances/problem I raised. I was referred to a 'policy' use of a blanket policy in extreme circumstances is totally inappropriate. It does not recognise smaller group or individual issues
- The council said they wouldn't do anything about noisy neighbours; I had to go to the house myself and speak to them.
- The council should answer quickly to any complaint and act accordingly
- the council should be more active to its customers, acknowledge letters and emails and record the outcome of complaints
- The council should be more forthcoming I felt I only got the help when I brought up my health problems
- The council should listen to what people are saying and not just switch off and ignore you when you have taken the trouble to phone
- The council staff need to go on a customer service course. The people I dealt with were rude and unhelpful.
- The council uses jargon in naming its services, so it is hard to know if you have the correct one. Staff seem pressured and not always friendly in directing you to the right department. I have been blind dropped to call centres several times.
- The council works hours that are inconvenient to the public, other services like banks and insurance shops are available until 8pm
- The department did not pass the message on to the hearing place
- The 'electronic' telephone reply procedure is not satisfactory, if you don't have a direct line contact number
- The employees could have been more knowledgeable about the subject
- The excuse of data protection is unacceptable and frustrating when trying to help a 95 year old neighbour sort out his council tax and move house, left me tearing my hair out!
- The housing bidding on internet is not very helpful to certain people and not very fair
- The immediate issue was dealt with but the long term fix was neither confirmed or implemented. Comms should be able to handle full closure - like an IT support ticket/ incident.

- The issue of wheelie bins is being enforced upon the residence of Darlington. The council are not interested in listening to any objections.
- The lady I dealt with was really helpful but 1.5 months later I am still waiting for my c.tax payment card
- The matter related to the refuse collection - mess left after bags split and not picked up. After ringing up mess was cleared by a council employee. Refuse collectors used to clear up themselves but not now
- The most inconvenient is keeping customer holding on phone especially housing dept
- The officer dealing with my complaint about refuse collection should have been listening to me properly instead of jumping to the defence of his staff
- The officer was disinterested felt like I was being processed when I had legitimate concern
- The only concern I really have is footpaths and roads need repairing
- The only problem was I had to wait a while before getting served as low on staff
- The only thing I think we need is bins and bigger recycle bin
- The people dealing with the public should be more customer focused (the spent 40 mins talking while I was waiting)
- The people I spoke to weren't helpful and told me to deal with the situation myself.
- The people that work in the council (town hall) are always very very helpful
- The person concerned could have put a stop to human excrement being deposited in a neighbours garden
- The person handling my telephone enquiry wanted details to match computers questions. May I suggest a less rigid approach as life does not always fit into little boxes
- The person I left a message for, Brenda Bowles, should have called be back, that would have greatly improved the contact regarding the cattle market causing dangerous hazards on the road
- The person on reception was good but then said the highways department would make contact - they didn't. Can't into contact with them so gave up.
- The personnel who dealt with my problem did NOT have the correct information relating to bin collection days, resulting in further calls having to be made
- The planning website is very complicated to follow and doesn't always work. People that have used this in the past will not use it again
- The problem could have been avoided
- The problem was fixed but it would have been helpful to receive a reply to tell us it had been fixed
- The problem was not resolved, when they cut the grass next to my house it is left messy. Edges over grown onto my driveway still not been done.
- The process of renewing disabled badges is off putting; have to present an 87yr old dementia sufferer to town hall to renew. Parking signs in D'ton are unclear, have to read whole sign, thanks to this we will all be shopping in M'bro
- The real question should have been - do you think the council will take any notice of my answers?
- The reason was with the service rather than the employee I saw, she was very nice. The council wouldn't take our kitchen tops, this is a problem.
- The reception area for council tax is awful the staff were offhand and disinterested
- The response from the council was fairly slow and the outcome was not satisfactory
- The response was immediate however the problem was not resolved
- The response was quick but the outcome was very disappointing and the problem will only get worse
- The services which helped me has been amalgamated with another services. Consumer protection service helped
- The size of the bin that will be issued will take me about 6 weeks to fill as I generate a very small amount of household waste
- The staff being interested in my complaint would be good by interested I mean sympathetic using the appropriate vocals to show that pleases and thank you. Instead they are unprepared for a national argument and wait to just get rid of the complaint

- The street scene team need to react faster to complaints about litter and street road sweeping. IT takes far too long to see anyone respond
- The telephone was long winded going through lots of different number sequences to get to the department I wanted.
- The ticket system is crap it has people waiting when they don't need to be - and everyone moans about it
- The time it takes them to answer the phones
- The time it takes to answer the phone
- The tree officer could have responded to any of my 3 contacts.
- the waiting time
- The website kept crashing when trying to find out about school closures during the bad weather
- The woman in question was very helpful but the wait was a very long time.
- The officer will not communicate over problems with regards to T.P.O's.
- There could have been greater explanation and empathy
- There has been errors in my council tax payments which the council has not been sorting out, I have contacted citizens advice bureau to sort it out
- There is a lack of communication at the council. I reported a repair before new year, and then they sent out a roofer, when I required a plasterer. I was not told to contact the council to rearrange, so I am still waiting for the repair.
- There is always a queue to see anybody but plenty of staff just sat or shuffling paper
- There was a lack of unwillingness to investigate prior to any allegations which are untrue
- There was no suggestion on how the problem could be overcome
- There were far too few staff available and the waiting area was very cold. Waited over an hour for a five minute interview
- There's too many services to phone and you don't get through all the time, you have to be put in the queue by phone
- They could be more proactive and call back, not have to chase up. Come out to home and discuss issue. Just seem non-interested as it doesn't affect where they live.
- They could ensure my request was done I contacted them about cleaning the street, kerb side leaves left to decompose, mucky and blocking drains! Due to parked cars left all day by hospital workers still not cleaned (top end Milbourne rd).
- They could have answered my email, I was complaining about dog walkers not picking up after dogs fouled on pavements not a thing was done
- they could have answered the complaint
- they could have been more willing to discuss the problem with meeting instead of by letters
- They could have kept the appointment, I walked out after a 30 min wait and there were still 3 people before me in queue
- They could have listened to me
- They could have listened to the concern and not just FOB off. Planning department
- They could have responded and let me know if they intended to address the issue or not
- They could have taken my complaint about a noisy dog barking all day/night more seriously. I felt like the persecutor not the victim
- They could listen to people, mainly the council leader, who only believes in his own persona
- They dealt with the problem efficiently but I felt they did not follow up their investigations
- They did nothing about my flat in its present condition
- They do not respond by phone, email or letter
- They only have few people on when they full people waiting long time to be seen
- They should be more flexible, it's like talking to a concrete block
- They should call back with information when they said they would - never called back.
- They should check their records properly so they would have had the correct information and actually listen to what people are saying
- They should have dealt with the problem immediately by the time they did bother the problem was not at the same level

- They sometimes appear to be rather 'mechanical' on the phone as if they are sick of receiving calls ...
- They tell the truth
- They took no action
- They took the requisite action on this occasion, but did not keep it up then on a regular ongoing basis
- They were very helpful
- They would have replied to my email!
- This has been ongoing for a year and is a straight forward case of neglect. It should have been closed months ago and is a complete waste of my time and yours. Causing endless stress for myself and my family.
- To answer emails.
- To follow up 1st request instead of having to call back
- To have forms on display so you don't have to get a ticket and wait.
- To have them follow up on enquiries
- to investigate matters better, more helpful
- To pay rent, council tax over the phone is very easy, prefer it, great idea
- To report amount of dog fouling outside St Teresa's school. Website seemed unhelpful as a way of reporting it (have to use a map to locate address). Don't know if anything was done about problem as I never got a reply
- To think before making a decision and be more respectful
- To update my income against comm charges.
- Too many jobsworths working for council who don't care about anything but themselves. If council was a business it would go bankrupt very quickly
- Took a long time to answer the call. Employ more staff at the bottom line and reduce the amount of managers.
- Took over a year to respond and was then totally dismissive of the problem
- Train staff to use systems they need if work on customer services
- Treat complaints seriously and don't fob them off.
- Treat problems promptly. Despite acknowledgement of initial email no action or reply received, several further emails, including from the local councillors were necessary to prompt action
- Tried phoning to have rubbish bags cleared from The Denes. I phoned a total of 6 times over 3 days and never managed to get through. Got the same message every time so feel very dissatisfied as it appeared nobody was working
- Try and listen more instead of treating you like a number
- Try to fix repairs quicker. Workmen to have more parts in van instead of ordering and waiting weeks to come
- Trying to contact by phone is shocking, both time consuming and very expensive (phone bill)
- Twenty mins on the phone in a queue!!
- Under-staffed
- Unreasonable issue of penalty of charge notice. Overturned by tribunal.
- Until we have a fully transparent council and honest I feel any suggestion I may make would be a complete waste of time
- Use internet and email more
- Used council website re applying for a primary school place. Website would not allow us to add an attachment needed for the process. We ended up ringing and getting a paper form sent out. Resolve IT issue
- Using a little common sense instead of blindly following policy
- Various problems can only be sorted by the person involved in the service and you should be able to speak to that person not a general admin personnel
- Very good service given the economic restrictions
- Very poor customer service when reporting street lamp outage. Promised a call back and never got one. Poor customer service!

- Very slow to respond/act and resolve the problem particularly when it involved young children.
- Via pre-self-email. Twitter. Website mail logged under different complaints
- Visit by local councillor re disabled parking
- Waited a fairly long time to be seen to.
- Waited a long time to get through - shorter waiting time
- Waiting 25 mins to speak to someone is unacceptable. waiting to hours to hand pay slip in is unacceptable.
- Waiting time of 1 hour is far too long. The benefits system is a complete mess but it's up to central government to sort out
- Waiting time while being in queue to talk to an operative
- Waiting times in community service department has never, in my experience, been less than 30 minutes. Sometime is up to 1 1/2 hours for a 5 minute meeting
- Was excellent
- Was fined for taking my dog onto Lanefield Road school fields yet there is still at least a dozen still do take daily. My house backs onto the school field that is how I know
- Was renting a council garage which was broken into and door was damaged, reported this but no-one came to fix it so refused to pay rent until it was fixed, 6 weeks later still not fixed so gave up garage & was fined for rent, the next week it was fixed
- Waste at J Wade's, now limiting size of vehicles and having to pay is making more people to start fly tipping, false economy?
- waste of time, council not interested in what residents want!
- We are jolly lucky to have such a worthy council and intelligent chairman compared with the rest of the UK Darlington is a well kept secret
- We asked for info which we did not receive.
- We feel the people in the boundaries get over-looked. Care etc. We do not have a computer.
- We live on Elton Rd which as you know has been having work done to water pipes, very inconvenient for everyone
- We moved here two years ago and would have been glad to receive general information of services where to go for various items. Our local councillor fortunately lived very close and helped in a personal basis. Others may not be so fortunate.
- We need direct contact with street cleaning/gutters/drains to explain a particular problem with build up of dirt. Road cleaners respond and sweep down the street ignoring gutters, when it rains there are huge dirty puddles
- We pay council tax, why should we have to pay again to have rubbish removed!!
- Website has a lot of information although not the easiest website to use. Would not recommend a new website in the current economic climate
- were told 'keep clear' would be placed on corner of road entrance to Acacia Street, still waiting!!
- what is the point nothing ever changes!
- When a letter is sent out by street scene saying you will be contacted by October 2012 and in March 2013 no contact has been forthcoming!!!
- When applying for school place, website didn't have direct link to admissions form. Very frustrating and had to print out to complete. Also recently tried to apply online for a job - again was taken round in circles by different links on your website
- When conditions relating to planning permission are made these should be enforced in full and council should not back down because they are scared of having to fight an appeal. Make sure planning enforcement officers do their jobs
- When I telephoned it took a long time to be connected to the department I wanted, listening to a recorded voice
- When Mayor is written to as a LAST resort some correspondence back would be appreciated. Bill Dixon replied to say letter would be looked in to
- When moving into a new property to send out the council tax bill asap, as I did not receive mine this resulted me being in arrears with a high tax bill each month. Very unfair
- When phoning for information I feel maybe staff could respond quicker.



- When phoning there is a great deal of time hanging on waiting for correct dept or person. If they can't help delay is extended. More effective phone contact system would be appreciated
- when phoning to complain of fly tipping we were told that we had to give our personal details in order for something to be done when we wanted to remain anonymous
- When planning meetings ignore complainants and their right to reply, where democracy is. Planners should always be sure of their facts before making comments and councillors should not treat it as their God-given right to rush through decisions because of
- When reporting overflowing litter bins a follow up call saying when they have been emptied would be useful.
- When requesting a service from the council it would be nice if they could let you know what action they have taken but the chance of that happening is a big ZERO
- When telephoning council, too many options. Couldn't get through, kept giving same options. I gave up after phoning 3 times
- When they say they will get back to you the same day they should do it.
- When you phone, half the time you are waiting for about 20 mins if not more. When you go down to the council you are forever waiting as well
- When you ring council tax direct phone number you are cut off, only way to get through by phone is to ring main line and be transferred which proves costly when using mobile phone
- When you telephone council it costs too much at a payphone
- Where the department says it will phone you back. It never happens.
- Whole experience could have been avoided if employees on the street and employees in the offices had applied some common sense and a modicum of compassion from the beginning
- Why ask people to request larger wheelie bin only to be told you have to try the normal one first, a waste of time trying to get through on the phone then with that failing spending time at the offices waiting to speak to someone
- Why charge a pensioner £1.50 fare (Free bus pass) while students pay nothing
- With dog fouling no one seems interested in the complaint
- Work 8.30-16.30 Mon-Fri and have great difficulty getting repairs done outside these times, don't have anyone who can be at property during day. Emergency cover to fix boilers and heating for over 65s and people with children under 6 is a disgrace!
- Would be nice to talk to a REAL LIVE PERSON on a switchboard who could guide you to the person you need to speak to
- Would have helped if the officer/person made an effort to listen. As it involved a parking ticket office I can understand frustration on both sides. However to this day the explanatory parking sign is still very confusing
- Would like to see 20mph zone in this area
- Would make a huge difference if the people who answered phone calls were more polite and didn't cut you off whilst explaining the reason for the call
- Would rather DBC telephone were 'engaged' than hearing your pre-recorded message saying no one to answer the phone - very irritating
- Would say this negative encounter was probably a one off. Most frontline services such as Dolphin Centre and library are friendly and helpful
- Wrong information given by council
- Yes - contact between departments and councillors.
- Yes - live in Middleton St George, feel completely overlooked by council. Whole place complete mess, scruffy, run down. Potholes in roads/street lighting inadequate. Looks like pit village after closed down pit! Embarrassed to say live here
- Yes - reply to letters and emails. I sent 2 letters by recorded delivery and one email and all were ignored
- YES - Stop spending public funds on areas that don't need it (i.e. thoroughfare on Haughton Road / Barton street, enormous amount of money spent on making a situation worse (i.e. traffic used to run fine and is now slow), plus the new road at B&Q on North
- Yes - The council could try to clean up the filthy dog mess that is all over our pavements - I had to make 3 calls to report dog fouling.
- Yes - useful if telephone was returned

- Yes answer email about dog fouling and rubbish, the street I live in is horrendous with this problem, I am ashamed to have visitors
- Yes by the person acting/listening to what they were told
- Yes face to face.
- Yes fix problem that I've been trying to get them to fix for last two years. Stop fobbing me off and do what you say you are going to do
- Yes free parking - you pay for 1 hour parking and you're lucky to get seen and resolved in time.
- Yes get rid of all of them all over paid and too many of them
- Yes I have not heard anymore about the problem.
- Yes I reported the dreadful state of the flower bed outside of the register office. It continues to be an eyesore!
- Yes if appointments could be made, it would reduce people getting annoyed at having to wait ages to see someone
- Yes if the persons you are asking for know what they are talking about and can answer the question, have more manners and answer the phone quicker
- Yes if the recipient of my telephone message had responded!
- Yes if they would reply to one simple question that was asked of them.
- Yes keep the work they need to do on council properties in house to much contracting out and letting other people get the money plus costs more
- Yes length of time re application meaning we missed out on funding
- Yes more people on the desks
- Yes not put in queue for 15 minutes.
- Yes not to be charged £15 to remove furniture both times I did this and it was taken before the council arrived!
- Yes stop making unnecessary cutbacks to the people who need help most i.e. people on benefits. There is obviously a reason they are on benefits so why cutback on them making it harder for them to provide for their family
- Yes that they should listen and act on the problem
- Yes the officer concerned could have returned my calls more promptly
- Yes the planning dept. Could stop trying to extract monies form people where there is no need to pay for a service
- Yes they could listen more and act rather than say nothing they can do!
- Yes, a free visitor parking permit without having to justify it
- Yes, being able to talk to someone when telephoning the council and not knowing who or what department you need to speak to
- Yes, by someone answering the phone and not having to wait between 11 and 15 mins
- Yes, contact back.
- Yes, had the person we spoke to actually listened to us we would have been saved a lot of hassle and would still be getting a landlord reference to take with us. Speaking down to us is not appreciated.
- Yes, listen/investigate/ take remedial action and be polite.
- Yes, please, please 'listen'
- Yes, provide the services.
- Yes. A hopeless system of press buttons to get through to where you need to be. You can be holding on for ages
- Yesterday I waited 30 minutes to report a dripping hot water tap, I was appalled
- You could have people to take their breaks staggered so there is more people on the desks at one time. Out of the 5 cubicles there was only 1 in use when we were there at about noon
- You do not get any feedback from any complaints. Council forget the little people as they have power
- Your telephone centre staff need training in customer service, the lady I spoke to was very abrupt
- Your website is cluttered and difficult to navigate. Contact details for different departments are not always easy to find

**Question 38a**

**Are there any Darlington Borough Council services, which you currently cannot access online, that you would particularly like to access online? If 'Yes' – please five details.**

- "Trees"
- Access to historic planning applications
- age limit - no use of email or internet
- All
- All as I don't have a computer or know how to operate one
- All but no broadband available
- All of them - no computer
- All of them I have not got a computer
- Application for bus pas - there is no trust anymore for honest people!
- Application for home improvements
- Applying for council tax
- as a council employee I would like access to the internet
- As many as possible online
- Better explanation of how benefits are calculated
- Booking a "disabled box" ticket for the civic theatre
- Booking activities at Dolphin Centre e.g. crèche/classes
- Booking at civic theatre
- Booking evening classes
- Booking tickets for the civic theatre
- Bulky waste pickups, registration for courses
- business rates
- Cannot get past first post - gave up every time.
- Can't get to bid for a property
- Can't use email at the moment
- Complaints service, not just a general email for all correspondence
- Contest overzealous parking laws.
- council tax account
- Council tax account. Tried many times
- Council website is confusing.
- Darlington walks has disappeared.
- Do not have a computer.
- Do not have computer or other online service
- Do not have internet x 2
- Do not have internet access and do not want to leave personal details on shared PC in library
- Do not have internet facility
- Dolphin Centre bookings and arts event ticket sales
- Don't have internet x 5
- Don't have online service
- Don't have a computer x 8
- Don't have good computer
- Don't have online
- don't have online access
- Don't have online facilities
- Don't own a computer nor want one
- Don't use internet x 2

- Don't use online facilities
- E books, more visual arts events
- e-books from the library.
- Electronic methods are not used
- Feedback to reporting a problem
- Generally all should be accessible online. It's easier and fast, less hassle
- Had a terrible time recently trying to renew the resident parking permit. The website would not allow you to change our details
- Have no access to online
- have no internet
- Have not got access to computer, also cannot get common sense out of council officials.
- Haven't got internet
- Household waste permits
- Household waste(bulky items) removal service
- Housing benefit claims including submission of evidence
- Housing benefits etc.
- How to request a recycling bin?
- I am not on the internet
- I can make payments but would like to access my DBC accounts
- I didn't use a computer well and feel increasingly cut off as all computer staff can only be contacted online
- I do not have a computer
- I do not have a computer or laptop
- I don't have a computer and find too many services are becoming hard to access because of this
- I don't have a computer but my daughter does
- I don't have email or internet.
- I don't have internet
- I have no computer
- I have not been able to access the library online in the last couple of weeks and had to phone to renew books. Don't know if this has been resolve
- I was happy with the service of the building regs. department.
- Improve navigation of website
- In particular garage/ shed clearance.
- Info on waste disposal i.e. asbestos skips etc
- Information regarding childcare for under school age more clearly timing for applications to occur
- Information regarding nuisance neighbours with loud music and bonfires etc.
- interactive seating chart for civic theatre
- Internet hardly used for this purpose. Prefer the 'Darlington Together' magazine
- It would be good if the councillor's emails worked. On two previous occasions I've had failure notices for them
- Job searching very limited
- Jobs
- Leisure facilities.
- Library - always not working!!
- Library not working properly
- Library online not working!
- Library renewal online has problems with website
- Library renewals and other library services.
- Library service
- Library website
- Library website which currently isn't working
- List of email addresses would be helpful to find different services available

- Local planning proposals
- Local motion route planner not working for 2+ years
- Make booking for class's at Dolphin Centre on internet and sometimes queues very long with parents/children swimming etc
- Many not user friendly eight stages to find the person you want
- N/A
- Need a paper recycling blue bag - you would benefit from an icon people could click to request such things
- New recycling bag online
- Newsletters about plans regarding our area, information how to make request and possibility to make requests online
- No computer x 6
- no internet access x 2
- No internet or online.
- No online at the moment.
- Not a computer user!
- Not everybody has internet
- Not on internet x 4
- Not on line x 11
- not online by choice
- Online changes to personal details
- Open information on consultations and key decisions
- Parking permits x 2
- Parking permits and payment. Booking courts etc at Dolphin Centre
- Payment of council tax
- Payments x 2
- Pest control
- Planning not user friendly.
- Problem if you do not have a computer
- Receiving notice that reserved library books are available for collection
- Refuse centre permit
- Refuse collection days - not up to date - keep changing
- Registered childminders
- Regretfully one cannot access public toilets on line, Poor facilities in Darlo
- Rent account
- Reporting potholes.
- Request for recycling box/bag never responded to - it may not be working
- Request for use of larger trailer permit to use the tips
- School information, adult events like courses, paying online for enrolment
- Seat selection at civic theatre
- Should make info more readily available on internet such as housing developments which have been agreed.
- Swimming lesson payments
- The events are never listed very well
- Theatre tickets, payments
- those that a not email or internet
- Through sister (family)
- Tip Permit
- To repeat required house repairs.
- To repeat required house repairs.
- Tried to email DBC Ref wheely bins, email supplied not available
- Truthful and complete decision on planned financial cuts including your reasoned argument for them
- Unable to use keyboard due to disabilities

- Waste licence - had to ring up as I had two televisions to get rid of. Easier online and print off licence
- We do not have a computer to access
- Website could be improved
- Website for libraries is not available and has not been for some time.
- Website is not user friendly
- Website needs updating. Would be good to email residents regularly
- when applying for new parking permit for a new car
- Why should I have to use the internet?
- Would like to write to the boss
- You cannot get on to the internet
- You can't talk to a computer!!

**Question 40a**

**Do you ever use the internet or email to access services or information from Darlington Borough Council? If 'no' – why not? OTHER**

- Council never replies so it's a waste of time.
- Don't communicate
- Don't have a pc at home
- Don't have much interest
- Don't know
- Don't need info
- Don't need to access services
- Don't need to be in contact that much would prefer email
- don't need to contact the council services
- Don't need too.
- Don't think I have ever needed too.
- Don't use it much
- Fed up now!
- Had no need to access services
- Had no reason to
- Had no reason to use this service.
- have never needed to.
- Have no need to
- Have not needed to
- Have only used this re complaint about withdrawal of bus service financial support
- Haven't felt the need
- Haven't got time
- I have no reason to contact the council
- Like to speak to officers by phone
- Massive virus infection since last visit.
- Matter has not arisen
- My wife does contact
- never had needed to use it.
- Never had the need
- Never had the need to x 2
- Never had to
- Never Necessary
- Never needed to x 3
- Never needed to get in touch
- No computer
- No need x 2
- No need has arisen yet.
- No need to x 3

- No need to at present
- No need to use council website
- No real need
- No reason
- No reason to contact council normally
- No reason to contact.
- no reason to do so
- No reason to x 3
- No requirement
- not computer literate
- Not computer literate, but the wife is
- Not everyone wants to use computer
- Not guaranteed rapid response
- Not had reason to
- Not had the need to.
- Not had to
- Not interested x 3
- Not interested enough. Have enough to do without spending (wasting) time on internet
- Not needed
- Not needed to x 6
- Not needed up to now
- Not online when at home in evenings. Prefer quick (instant) response to queries
- Not really had to
- Not too good on PC
- Not yet
- Nothing I need
- Only 30 mins free at libraries.
- Pay as you go - expensive if spending time completing forms etc
- Personal contact speaking to people gets things done, that's if you can ever get through
- poor eyesight and no feeling in my fingers
- Prefer horse and cart
- Prefer phone
- Prefer post
- Prefer to phone.
- Prefer to talk face to face
- Rarely go online
- Rarely need to use.
- Recently moved in
- Social service support
- telephone quick/speak/resolved. Internet takes time to get a response, have to email again.
- There's nothing good on the website
- Too much 'blurb'.
- Too much info to trawl through - would rather phone than waste time on internet
- Tried but too complicated
- Tried once to street scene never had reply
- Use phone
- Website very poor

**Any other comments?**

- I am not a major user of council services but I am citizen. The difference in road quality in Darlington and its neighbouring councils is truly shocking
- think there should be more kerbside recycling. Currently in my area no regularly for glass, tins or garden waste.

- 1) cyclists should not be allowed in town centre (very dangerous) 2) Cockerton library should be kept open 3) Wardens need to keep better watch on the cleanliness of the High Row and the seats (which are a good improvement) 4) Police need to patrol
- 1. Back lanes are left weeks at a time strewn with rubbish. 2. Side streets in need of repair. 3. Money waster on throughabouts. 4. Cattle market still on Clifton road!
- 2 main problems dog fouling near St Teresa's RC school is completely out of hand its "all over the place" Secondly the standard of the roads in Darlington is the worst I have EVER encountered. Any visitors here always comment on it. To put simply there se
- 2% increase is a joke when I have not had pay rise for 4 years. Put speed bumps outside my house. How much do wheelie bins cost? I work away when they are taken so have to take my rubbish to my brothers. The council waste money on surveys like this when n
- 20 years ago had lots of services bus/shop-P.O/travelling library/doctors surgery (weekly). Only pub left but up for sale. No bus service-no link to amenities. Now DBC given permission for large wind farm on our doorstep!
- A better system for disposal of cigarette ends. When people in the town put out their cigarettes, they get left on the top and one gust of wind blows them on the floor. They should build a metal bin where the top can be removed to dispose of the cigarette
- A big thank you to all council staff that on many occasions I have to deal with. Always very helpful and considerate when making a request for help. As part of neighbourhood watch their help has been invaluable. Keep the good work up.
- A larger envelope for response may have been a better option
- A lot of money was wasted on the High Row against the wish of a lot of people in Darlington. Same with Denes money was spent on new entrances but the process meant other things have been left to ruin
- A return by date would have been useful to know deadline and to avoid need to send out second request for info. What cost of the survey?
- A security issue. people have broken through hedge dividing the old grange ave from the grange estate.
- A traffic light system needs to be put in place at the Morton Park Morrisons, for rush hour.
- About time councillors only serve 2 terms and then miss the next election in order for new blood to enter council. Too many of them sitting on the fence and showing more interest in self-preservation than people they serve
- about time something was done with the grass verge in bates Ave. the cars park on it.
- Address on covering letter is to resident(s), does not state that only one person can complete the survey, my wife and I jointly completed it until we came to question of gender and realised so info will not be as accurate
- After grass cutting, not cleaned up, grass goes all over our paths/roads leaving mess. Cemeteries a disgrace - many stones damaged, vandalised etc. No respect anymore of cemeteries. Overgrown not maintained. Council staff visible in town centre but are ne
- After previously living in London was shocked to find buses stop at 18.30 when previous was 23.00. Often shop in Northallerton as cheaper parking
- Against wheelie bin proposal
- All lay-bys and many roads are littered with empty buses all day whilst school children are at school. This not only makes town look untidy but lay-bys are there for motorists to rest when tired or to take a walk. D'ton urban areas are becoming bus stations
- All need to be more informed about street pick up recycling and offered bags/boxes. Far too few people do it and no one seems to know about it. Lots of rubbish around, need more litter bins
- Along with many other people in Darlington I feel the council is too politically orientated. Councillors should be non political or neutral. This is the only way to run a council efficiently. There should be NO party politics in the town hall
- Although happy with services provided, village has no shop/doctors/school/dentist and now no bus. Totally cut off and cant access simple everyday services
- Although I do not use it personally, I feel the library is a facility which should be kept available for those who need it. I also feel that free bus service should be available to those over State pension age. Well done to the nice men who empty the dog



- Although I have only recently moved to Darlington I have often visited the town having lived near Bishop Auckland. When my family and grandchildren visited from Oxford we visited the theatre and the Arts Centre
- Although there are bins for dog poo these are used by few. Maybe if a dog 'poo' warden could walk round to encourage use. Poss check if owners have bags on them and issue fines
- Amount of dog fouling on pavements around Darlington especially schools is a disgrace. Rang street clean several times, is cleaned up and back in the same state within an hour!
- An A4 envelope would have been useful or less quality paper.
- An interesting questionnaire - especially the questions omitted/curtailed
- Anti social behaviour is a big problem in my area caused by large groups of travellers who in my experience are immune to any police
- Anti social behaviour of some youths in and around Stanhope Park needs to be tackled. Nice park to walk through or use but lately there are gangs of youths hanging around drinking or drug taking making it, at times, a threatening place to be
- Any future cuts on personnel the council have to make should be from the top not bottom.
- Appreciate the opportunity to express opinions. Villages can be somewhat cut off without certain amenities and services. We pay council tax too! This said I think D'ton is a pleasant place to live (though hospital is a grim place)
- Area around Belvedere Road is appalling, dog fouling, rubbish etc. First impression of Darlington from railway station is poor. Parking too expensive, people prefer to go elsewhere. All cafes or charity shops giving poor impression
- area is a disgrace rubbish everywhere, drug dealers, police are powerless, alcoholics, needles in garden
- Arts Centre was badly managed but closure is sad loss to town. Theatre also not well managed tickets expensive. Money wasted on pointless projects - arts centre sculpture and gateways to Denes park area. Millions spent on High Row to make it look same
- Arts Centre closure was unnecessary; I can see Civic Theatre going same way. Questionnaire seems pointless and should have been available online, doesn't allow for comments if have used service. Refuse service is 'rubbish'
- As a car driver the state of the main roads is not good, pot holes etc... only one set of public toilets in town centre – very bad as the council are trying to draw people in.
- As a citizen of Darlington, I am ashamed when I go down Feethams and see people having to stand out in the open waiting for holiday coaches. A bus station should be considered a priority before any other development. Please ensure that the South Park is m
- As a homeowner of Harrogate Farm, my main complaints are: Grass areas not cut often enough, dog fowling - wash brook drive has to be the dirtiest area in town. No salt bins.
- As a relatively new Darlington resident I feel this questionnaire is pointless but as you keep requesting it I have completed it. I have been fairly housebound since moving in so my use of facilities isn't much.
- As a resident for the last 36 years and now parent to a young family I would like to say how important the library is. Also the arts centre and theatre are paramount to the town. I am very pleased with the bus service, fares high
- As a responsible dog owner I find it annoying that not all owners clean up after their dogs, particularly when there are plenty of bins available
- As elderly residents we really miss the public toilets in Cockerton and under the indoor market in town centre. Thank you
- As far as I am aware, it is illegal to cycle on pavements as it is dangerous. On an average walk into town, I see approximately five cyclists using the pavements. Without the use of a bell and with no regard for people walking.
- As I have already stated I live in Sadberge you have now stopped the service not even a limited service on a morning, we have no shop/doctors – families do not want to move here
- As I have difficulty walking, I don't get around my local area very often. So my comments really just cover my street
- As in the outdoor market question I think it should be on the market square instead of being where it is now all over the town

- As my health is poor can't go out alone for any length of time. Disgusted with closure of toilets last April at back of indoor market
- As pensioners you are forcing the 'Wheelie Bin' situation on us, without assessing the property/vehicle access and residents ability to be able to put outside their homes
- As the council has less money to spend, is this survey a good use of resources?
- As the owner of a construction business, located and employing 50 local employees, I find it strange we NEVER received tender enquiries from our local council. But have no such problems with LA's!
- Asked for recycling boxes over 2 years ago and am still waiting. Since services have been cut there is more litter, dirty streets and dog mess. I am concerned with wheelie bin introduction as we have a loose stone drive that is over 100m long up hill
- At present we have a group of individuals putting up notices against the polish community. We have reported this to police.
- Back lane behind my property is disgrace! Litter/dog dirt. Visit park in Denes area in summer. Often dirty, teenagers hanging around. Local area dirty and scruffy
- back or Redhall School are badly overgrown and never seem to be cut. I have scratched and cut myself on many occasions trying to get onto the path to go over the Bridge onto Mill Lane
- Badly need bus station. Tubwell Row looks like bus depot, most of town does. Was better when buses went from one end of town to other, at least they weren't cluttering town centre. Feel sorry for bus drivers, a mess. Hope they do better job of Stockton
- Bail accommodation is massive concern in my area. Quality of life seriously affected over last 18 months anti social behaviour/noisy parties on a daily basis. Lots of empty/boarded up properties feels extremely run down
- Bank Top area by rail is not very nice and bad impression
- Barmton Lane has a speeding problem, the council has been advised about it, as it is though six garden walls have been hit
- Be nice to have a decent bus station as was the case years ago.
- Because of the bus service? At night is close to non-existent, clubs and other places are closing their doors for good. Council will not listen to peoples suggestions. This council pass the buck to the bus companies
- Becoming concrete town. Sad at losing hedges Firth Moor Estate. Council tenants should look after their homes better
- Been resident for nearly 8 years. Overall happy with services. Accessible to other cities and countryside. Tend to use council for info regarding elderly mother and again no problems
- Being a security guard, have problems getting to work at night as buses finish at 6pm. Other people complain too and about time it was restored
- Believe Ada Burns and all other councillors and well and truly OVER PAID. Happy with my area but Whessoe Rd up to Burtree pub is DISGUSTING with rubbish. Where are the people on community service? Why do I never see my area getting cleaned up?
- Believe DBC need to urgently look at car park prices in town centre as we can clearly see shoppers are choosing alternate towns to shop. Darlington is one of the most expensive to park in the north east
- believe everyone should pay the same council tax regardless of area, councils should offer more support to young people struggling to get a house, rather than giving the houses to young kids who have babies
- Better street cleaning in housing estates, clean gutters and stop drains becoming blocked. Litter outside town is shocking. There are more dog poo bins than litter bins?? River and nature reserve need cleaning. This survey is good idea
- Between Ashrigg St and River Skerne council vehicles use path to access dog and waste bins. These vehicles do not fit on paths and churn up masses of mud and slurry onto the paths - not acceptable
- Big decisions are made by senior council members who do not seem to understand business/building. Wheelie bins are a waste of money. Who commissioned this questionnaire and how much did it cost? Why have meeting groups and not listen to them?

- Big problem with dog dirt, lots of people with more than one dog not cleaning up. Especially just down from school its rather sad and uncaring. Broken bottles and litter, cat mess, also scratch cars
- biggest disappointment council having made some big purchases/ spends and are now trying to draw money in (Art centre sculpture, town centre)
- Biggest issues for me - Poor condition of roads, too many potholes. Lack of arts facilities since closure of arts centre. Abysmal bus service to Mowden
- bin collections should be fortnightly to save increases in our council tax, and with wheelie bin it should be monthly.
- Bin men are great, would be good to have recycle bin/box.
- Both councillors and employees of council work to their agenda, not necessarily for the "good of Darlington" they work for the good of the "local government" which may or may not be good for residents
- Bottom of our street is never tidy; dog fouling in this area is terrible. Plants and bushes are all overgrown. People park here to go shopping and first impression of the area is not good.
- Branksome is a deprived estate e want to see improvements to the estate and be able to life it up. People once flocked to Branksome and are now flocking away
- Brilliant services - social services usual impairment, low inclusion needs (education), the box. Poor services-refuse recycling, lack of disabled children's activities, finding information about the few there are!
- Bring back market to Market Sq. Bring back a general bus station. Make cycling on footpaths or pedestrian areas illegal with more police or wardens to overlook it. Bring back the red and green xmas lighting which will make town more attractive
- Bring back the market to the market square. Lower business rates to encourage more traders. Stop building on green field sites. Encourage tourism. Ease congestion in town centre.
- Build a bus station as it is a death trap at the moment.
- Building new houses on Houghton Rd, good but mess is not. Contacted builders got no joy. Contacted council, told nothing I can do about it
- Bus fares too high. Car tax for horse drawn traps. Also damage done to roads from traps should be charged to gypsy camps as taxes. Safer roads i.e. traffic lights Geneva Rd, speeding
- Bus service - long waiting time, 2 or 3 arrive at once! Complaints to council don't make any difference. Council should offer more user friendly recycling service to elderly residents for bulky household items
- Bus service for our area is not satisfactory. Brinkburn Rd is occupied by mainly elderly people and has no bus services. No 19 could be re-routed, some older people now never get into town
- Bus service in town is inadequate. New timetables not given to public until displayed on shelters on day of change. Have issues with frequency of buses
- Bus service needed in Sadberge
- Bus service to Hurworth too expensive and infrequent
- bus services are atrocious, Smoking – we smokers are ostracised and you blame everything on us the truth is that fumes come from vehicles and industry
- Bus services, 2 buses to get to Morton Park. Shopping 9 and 10 running at 1/4 to and 1/4 past hour after 6pm
- Bus shelters at Carmel surgery stops on Nunnery Lane. Better bus service. Free swimming at Dolphin Centre for over 80's
- Bus station in town. Toilets in town. Does anyone take notice of these requests?
- Bus station is essential. South Park is a disgrace. Painted on road markings wearing off causing confusion to visitors. Road surfaces/potholes dangerous. Car park charges too expensive. Serious lack of public toilets
- Buses should be controlled by the council , I was unable to speak to anyone to sort out short term care for my uncle
- By a large I think the council do a fairly able job but benefits a able bodied work shy people are dragging the community down
- By doing most things online you are self selecting younger more confident citizens and excusing non computer literate of the community

- By setting up a citizen panel that communicates by internet Darlington council are excluding people who may not have internet. This needs to be changed so that certain members are not discriminated against, as your covering letter states, important to hear
- Can anyone tell me why we have replaced perfectly good working street lamps with new ones when we are trying to save money?
- Can we have the potholes in the street repaired please
- Can you do anything about Jack Horner pub, it's a dumping ground for peoples waste, cut between Wimborne Cl and Hexham Way needs to be blocked off - drug users and urinating. Was mistake by council 46yrs ago, trouble ever since
- Can you justify the money spent on printing and office procedure? I am inclined to think there is far too much spent on market research.
- Can you please stop sending me these to fill in, I have just sent one back to you, and it's a waste of paper which I don't want to use it all up. Thank you
- Can you tackle dog fouling? Absolute disgrace and major health hazard. Never known anywhere with such a problem. Terrible shame Art Centre closed, do hope it will open again in near future
- Cancelling of bus service is a disgrace, x66 passes Sadberge every 1/2 hour and cannot stop in the village, why? Can't routes be adapted to take in the less profitable routes? Don't see any reduction in council tax for Sadberge with no bus
- Can't believe you would ask questions about bus service when we don't have one. Unhappy about how I was treated by Chris Haynes (trees)- treated in a very off-hand and condescending manner
- Can't wait for wheelie bins. Sent a letter once telling me I would be fined for using BIODEGRADABLE white bin bags? Sent two of questionnaires, waste of paper! Surely this could be done electronically by now - just send the cover letter and web address
- car parking at town centre is far too expensive, I now shop elsewhere. Darlington needs to invest in more facilities; it is allowing more and more houses to be built.
- Car parking charges in the town centre are far too expensive. But why do Darlington charge so much? The high street is suffering because people refuse to pay these prices. The car parks are not well maintained and therefore do not offer value for money. L
- Car parking charges in town, including Sunday, put me off shopping in Darlington. Traffic wardens inflexible with ticket times, drives business out of shops. Dogs fouling the pavement are a constant problem
- Car parking charges too high. Outdoor market is awful no, no atmosphere. Town centre organisation jobs have been created for events - must be paid with our high car park charges
- Car parking fees are too high losing businesses and out of town trade
- Car parking on Woodland Rd to the right side of Hawkerbury Mews exit should not be allowed as the view of oncoming traffic is completely obscured by the vehicles
- Cars park across my drive at school times. Speeding is a problem around Broadway. Pot holes are not filled correctly and decay straight away. Dog fouling is a problem. Kids in groups not from round here causing nuisance
- Chief exec grossly overpaid. Wheelie bins a waste of time, will take months to fill one. Resident parking should be free, householders pay council tax and car owners pay road tax, that should be enough
- Chief exec is paid too much. Council should not be political. Too much money wasted on town rangers etc. Talking together forums are not effective as they are poorly advertised and residents' views aren't acted upon.
- Children services have been very helpful and wonderful
- Cleveland terrace footpaths between one stop shop and ken warned very difficult with wheelwalker from the close
- Closing of arts centre has a lot of very bad feeling amongst residents of West End. If it had been run like a business rather than council service, would have been different. Will take a long time to overcome
- Closing of the arts centre without any viable alternative has left to deterioration of social interaction in this part of Darlington

- Closure of public toilets, mainly one at market square
- Cockerton Library closure a great disappointment for someone of 90 years old with limited walking. Street cleaning for leaves and dog dirt, the main annoying problem you could resolve in Staindrop Rd
- Cockerton library has reduced to part time hours. Great shame - clearly a well used service by all generations locally. Not too late for you to bring a full service back
- Cockerton Park is littered and vandalised. No swings, broken fencing with screws, nails sticking out and broken benches. No lights at night, this may solve vandalism. Beck is usually full of rubbish too. Thanks for listening
- Collection of refuse and state of roads - disgrace. Gangs of youths using abusive language and congregating on seat close to our property. Theft of heating oil from tank - police not bothered - sign of the times!
- Communication, updates etc are nonexistent never hear from you apart from my bill once a year. Not good enough! I have no idea what's going on in my area
- Community Police Officer very helpful
- Completed by me on behalf of my husband who is unable to write legibly because of Parkinson's disease
- Completed by power of attorney on behalf of recipient of questionnaire
- Completed under duress
- completely heartbroken regarding the closure of the arts centre, member of DMG for 30 years, concerns over closure of children's nurseries too many properties let instead of bought, leads to lack of maintenance and antisocial behaviour in an otherwise quiet area
- Concerned about huge amounts of tax payers money being wasted in market place, high row, new trunk road, which all went over budget. Proposed sell of Stressholme Golf Course - undervalued. Size and cost of council
- Concerned about parking in town, worried about getting parking fines for being late back to car or not parking properly. Therefore often use out of town shopping sites. In local areas cars often parked on pavement as streets too narrow
- Concerned about traffic lights at Asda and pedestrian crossing at shuttle and loom, I'm afraid there is going to be a big accident there. Seems as though the council says because it works on computer it will work in reality - not all the time!
- Concerned about trees overhanging footpaths, tired of reporting them. Dog fouling - no bins. Parking near our drives making it dangerous
- Concerned in decline of town centre in relation to retail businesses. Great place to eat and drink, Dolphin Centre excellent, but to buy camera or TV need to go elsewhere
- concerns about the council's ability and financial viability to steer us through such difficult economic times. The authority is too small to run the services
- Conditions of gutters lots of weeds and rubbish. Parking on grass verges, dustbin wagon unable to enter cul-de-sac due to parked vehicles. They do not pick any rubbish up that they drop.
- Consider this survey a waste of money; nobody will take any notice of what we say. With Darlington Borough Council everything is cut and dried before we hear about it.
- Consideration should be given to the construction of a "winter garden" at the new development at Feetham. Would benefit all ages, particularly OAPs. The Feetham Project I the best thing to happen to D'ton in 25 years
- Considering the amount of council tax I pay, I am disappointed with the lack of services in my local area. Nobody cuts my grass verge, but further down Merrybent get it cut. Nobody has cleared up after several traffic accidents outside my property. Poor s
- Contacted DBC many times about the state of the back lane at rear of my property, Hopetown Lane. This is only time it gets cleaned, i.e. someone picks up the large excess, would be ok if sweeper cleared it weekly
- Cost of catering for non English (the additional 7) languages would not be necessary if the non English were encouraged to study English language. Can cost of this survey measure up to the value of any benefits?
- Could be a lot of cost savings made on the way, the council overspends on services etc

- Could DBC organise spring clean event and invite residents to participate to make borough cleaner and greener. Cut you contact Town and City management about litter around my building. Police patrols in area. Provide residents with refuse bins
- Could the cost/money of this survey be spent in other ways
- Could the council please take a serious look at all the potholes in our roads? As a motorbike user – they are downright lethal
- Could this be done electronically, I don't do paper
- council communication regarding authority has not been good
- Council do not make decision that are beneficial to D'ton residents. i.e. recent gypsy/traveller sites and allocation of resources to build road to private golf club. Also redundancy payments to directors/senior managers.
- Council does not fully consult with residents. Some disabled people get discriminated against, disabled parking at indoor market is often denied to authorised users. Road markings need reviewing
- Council does not prioritise well - shutting nurseries while spending money on questionable things like this survey, roundabouts etc.
- Council doesn't consult people enough about decisions. Houghton road-disaster. North Rd new junction-brilliant. How many traffic lights do we need? Why only one civic amenity tip? More of these to find out what we want. Stop wasting money
- Council done nothing to save school/post office and shop from closing in Sadberge, pubs and dying and no buses. Build council houses and put life back into SADBERGE. Spend money on something useful instead of these silly bloody surveys
- Council has too much power. Chief Exec paid too much. Won't be happy if increase c tax. Too many potholes. Dog dirt/chewing gum horrendous. Back lanes cobbles sinking
- Council have de-valued area by letting it become a bog/marsh land. It's a residential area and whilst we want to improve wildlife/environment they need to cut grass. Area constantly flood, needs something in place, too many dogs fouling
- Council is doing the best it can under current financial circumstances.
- Council is letting young people of town down by cutting back on services for them, afterschool care/youth services, slowly disappearing. They will be left to hang around street corners causing problems
- Council leaders earn far in excess of what they are worth. Their salaries should be realistic. They are out of this world and out of touch with reality and the ordinary working person. It is obscene!
- Council making decisions first before talking to the public
- Council need to improve town centre in terms of - Car parking over priced and charging for Sunday parking this is forcing people out of town to Teesside park etc. Shop variety no real variety and this is getting worse with stores shutting weekly/monthly
- Council seem to waste a lot of money on unnecessary projects that the public are not in favour of, do not listen to towns people so what's the point in asking opinions? If council had not wasted so much money could have cut grass
- Council served me alright, no complaints. As for local councillor, see them at election time, never come round like they do in other areas
- Council should build a case for 0.5% council tax increases
- Council should consider looking after its workers rather than keeping white collar workers in jobs. Money gets wasted on wrong places. Friends working with council have left due to bullying etc. Need to get their act together
- Council should let public know more about business development in town
- Council should re-consider the farce that was closure of market sq, pedestrianised road, causes chaos of bus routes and stands, especially on Low Row. Cost of car parks stops shoppers coming to town. Bring back recycling plastic etc
- Council should start fighting government cuts instead of just accepting it
- Council should stop wasting money on badly thought out schemes like stupid road junctions, which always end up costing twice as much as the tendered amount. If it was a private company it would have gone bust by now

- Council shouldn't be on Twitter/Facebook - waste of time etc. Should not waste money on bonfire night. Unfair to pets etc
- Council spent thousands to give access to emergency vehicles onto St Cuthbert's Way. Lots of traffic congestion leaving people to shop elsewhere and town suffering
- Council tax far too much, it's hard when you are on minimum wage trying to make ends meet and try not to put heating on as everything is going up but my wages aren't. Seems you don't get any help of the council, I like some advice
- Council tax is increasing year on year without any benefit. If the services are not being delivered then council tax should decrease to 1996 level plus inflation
- Council treating rate payers in disrespectful manner. Issue parking fines just to make money
- Council waste money on things like putting bit of new road other side of B&Q-no reason. Don't spend money on bedding plants year after year, plant proper plants. Stop outsourcing tip and refuse collection to third parties!
- Council waste money on things people don't want. Made town centre just like every other town instead of keeping it unique. Wheelie bins. Decisions are made and followed through despite peoples objections
- Council wastes money on wheelie bins. Parking in town too expensive, Teesside Park and other retail parks booming due to this reason. Seriously start living in the real world
- Council/councillors should all start pulling in same direction otherwise borough will be in so much debt. Handling of Stressholme and Blackwell some of the worst views ever seen. None of you deserve to run a council, couldn't run a p. Up in a brewery
- Councillors should take a pay cut! They should be sacked for their failings of which there are too many to list. Refuse and recycling should be privately run!!
- Councillors to take a cut in their allowance and expenses to help economy
- Council were originally quite good it erred disastrously with closing the Arts Centre despite objections. Also concerned that there is so little household recycling here
- Councils obvious hate of car drivers has been clearly illustrated in local press
- Councils website is a mess, find it difficult. Current rates of unemployment and government cuts why not start a 'volunteer at the council' scheme to help young people get real world experience. Jadu CMS may be worth investigating for your website
- Current bus services to the West End aren't frequent enough and some been cut. Other bus expensive and can't get day ticket. West End needs more bus services. To other places in Darlington. Not everyone here is rich with a car
- Damage to grass verges is a big problem were low fencing not installed. Trees need to be placed on all grass areas to soak up extra rain water, valuable asset in flood reduction and making better environment.
- Damp everywhere – I am very upset with the damp all over my flat in bedroom and bathroom, the council came to look at my flat and said nothing they can do – I pay full rent and council tax I deserve a new flat
- Dangerous pot holes are problematic and likely to cause accidents. Since a fee/ pass is required to recycle items at local tip, fly tipping is becoming somewhat of a regular occurrence locally as it is quieter around this area. Mattresses, chairs, sofas mo
- Darlington is dying; the town needs more jobs and leisure options. The council needs to help Darlington FC find a new home back in Darlington as soon there will be nothing left and people will move out of town
- Darlington BC does not care about the rural area, services have been reduced, we have lost shops, post office, primary school, no good active local councillor
- Darlington BC must put more money into local road maintenance; number of potholes and poorly maintained roads is unacceptable. Parking charges, particularly on Sundays and bank holidays are having a detrimental impact of retail economy
- Darlington BC seem to have forgotten all the rural areas in their district. Only service available is from refuse collection
- Darlington council and its councillors are a bunch of backwards Neanderthals. They have continued to drag D'ton backwards over the years. Not forward thinking heads up their own arses too much.

- Darlington council does not do things for you, it does things TO you. Extremely disappointing the council gave no consideration to c.tax freeze when this was possible for the last 2 years.
- Darlington council have killed trade with high parking charges everywhere. Money spent on ripping out old Quaker town could have been spent relaying towns road surfaces. Residents only parking could be used by shoppers during the day.
- Darlington council is obsessed with traffic lights which completely stop normal traffic flow. Easter bypass was a waste of money which should have been spent on a link between A167 and A66 to take traffic away from Harrowgate Hill
- Darlington council is only interested in the urban area where there are labour votes, the rural areas get neglected.
- Darlington council is probably no different to other councils. In 25 years at my address I've never spoken to a councillor, had a councillor live a few doors down and never spoke to him. They are uninterested in people and in it for their own benefit
- Darlington council need to concentrate on all residents. Working class who work long hours, deserve as much rights in the town as those on DSS. Social services is completely lacking and foster carers not given the backup they rightly deserve. Lack of 'be
- Darlington council say they listen but they take no notice
- Darlington Council services get worse every year
- Darlington council should look into costs of pricing in town centre because it costs too much and leads people to go to out of town places like Teesside Park instead.
- Darlington council spends far too much money on children's social care and on the social service in general. Make some serious cuts and stop increasing council tax.
- Darlington does not need cinemas, more hotels, more fitness clubs or eating places. Darlington does desperately need a BUS STATION
- Darlington has a history and used to have many features which would bring in tourism, for example; museum, market, only one cinema left. There is no tourist information centre, no bowling alley or historical buildings. Bus station was pulled down and not
- Darlington has a litter problems, I appreciate the council regularly had teams out litter picking; it is a worse problem this side of town, particularly around The Station entrance on Yam Road. Perhaps more could be done to clean this up or prevent it
- Darlington has become a very dirty and scruffy town. Dog dirt is a big problem, litter as well. We need a better bus service with a bus station; there is plenty odd plots to have one built. The road conditions are very bad! The council try to keep congest
- Darlington is a great place to live. A town can be quickly ruined by incompetent council. So keep up the good work!
- Darlington is badly in need of a decent modern bus station which would encourage local and out of town people to come into town. Ideal place would be car park where old bus station used to be but the council decided otherwise
- Darlington is suffering from a plague of pot holes this needs fixing.
- Darlington is very anti-car! Poor roads, expensive parking, ill timed traffic lights
- Darlington isn't a bad place to live but things need changing, street cleaning, dog fouling, the pavements and road. Also pot holes, drunkenness and graffiti.
- Darlington needs a bus shelter and houses instead of new cinemas and hotels
- Darlington NEEDS a BUS STATION BADLY. Too much chewing gum all over pavements in town
- Darlington roads are very bad with pot holes and need dealing with
- Darlington should have a proper bus station, Middlesbrough is a good example. More could be done re relaxing charges. Dog fouling and litter enforcement needs more attention.
- Darlington used to have bus station - why not now. It NEEDS bus station NOT new coach stops. Most towns in north east have one. Why not Darlington? Also stop local town buses from causing havoc in town centre - ban them/make them use new bus station
- Darlington was a busy market town with lots going on - cinemas, bowling alley, markets, clubs etc. Most of these attractions have gone. Unfortunately I blame Darlington council for these losses. I appreciate economy changes but Darlington has lost its char



- Darlington was a great market town in its day but has no excitement anymore. Can't wait for the new complex, hope it's a success and people may want to visit again, parking 'deals' should be brought back for day visitors
- Darlington's road surfaces are in poor condition and have been for some time, its damaging to vehicles and makes areas look badly kept
- DBC planning dept do not represent resident's interests; need to be sympathetic to urban design. Website is woefully out of date. Have a lovely market town and green spaces that planners are intent on ruining.
- DBC rarely listens to view of residents in borough - always sets up meetings and 'pretends' it is listening but rarely does. Waste of people's time and DBC's funds - council does exactly what THEY want, total disregard for what we want!!
- DBC seems to dislike cars, parking restrictions road management etc seem to indicate this. We shop elsewhere. The junction at Haughton Rd is a prime example.
- DBC should be ashamed of the area around Sadberge, lay-bys full of bottles, TV's and other rubbish - all dangerous. Footpaths and roads full of holes. DBC withdrew bus service end of last year no access now to shops etc
- DBC should NOT be making financial cutbacks in sectors for elderly or disabled people. Their care, safety and happiness should be authority's ultimate priority. Don't feel this is the case, at present, as cutbacks are affecting these services
- DC looks after roads/streets in centre, surrounding areas are unkempt and full of litter in gutters. Pavements in most areas outside centre VERY bad condition. No cleaning of gutters on most estates!!
- DC promised things over years came to nothing-shopping centres/cinema/bowling alley. They employed consultants to provide plans/details waste of money. Halted work on ring road. Didn't help Darlington FC when needed but get behind Mowden Rugby Club
- DC provides very poor service. Streets dirty. Anti social behaviour is rife, little action taken of reported problems. Councillors/employees first priority is to promote own interests. Survey done few months ago by Real Results, obviously money to burn
- Development of Minors Cres is a mess; most of residents in Wentworth Way would prefer to see its entrance moved. This has been aired several times but nobody takes any notice
- Disagree with idea of leaving grassed areas long and wile, encourages spread of weeds and is not good advert to visitors. Strongly object to council plans for town centre and near park when it does above mentioned
- Disagree with introduction of wheelie bins. Money spent on High Row and market square was waste of money. Giving planning permission for George Reynolds Arena has proved - white elephant
- Disagree with the councils cutting pre-school services and essential community services especially those for the old. More needs to be done with regards to cleaning rubbish in the town centre. We don't think the centre needs another hotel it just encourage
- Disappointed in the closure of the arts centre, also use Streeholme for eating out and family events and would be disappointed if that closed.
- Disappointed recycling service only fortnightly no green waste. Baydale Meadows only park not to be redeveloped. Dog waste big problem. Street scene didn't edge grass verges-did in several other areas. Good bridge and path development Baydale Meadows
- Disappointed that DBC did not do more for my beloved football club Darlington FC to stay in the town
- Disappointed with DBC. No buses to Mowden after 5.45pm and none on bank holidays/Sundays plus wheelie bins which majority of residents don't want and ALL elderly don't want them and are quite CONCERNED
- Disgusted at treatment of art centre. Parking charges are killing town centre, people drive out of town to shop. Have pay cuts been implemented on the top tier of council workers?
- DISGUSTED in play areas - full of dog much, cans/bottles. Rubbish left flying around. Town fantastic but park and play areas need sorting
- Disgusted with Cocker Beck programme. Water is stagnant full of algae. Tin cans and plastic bottles/glass litter the stream. In some places it's hard to see it's a beck. Fear kids could drown as not easily evident that water underneath. Please clear it up

- Disgusting amount of dog dirt on paths and lack of people being prosecuted. Was once a regular thing to read in the local papers the names of people being caught and fined but not now
- Dissatisfaction with kerbside recycling. Recycle as much as possible therefore have very little waste to put out. Would probably take 2 months to fill bin. Durham have good arrangement, collect fortnightly
- Dissatisfied with bus service and lack of bus station
- Dissatisfied with lack of evening/Sunday bus service and street scene. Potholes need to be priority. Council fond of making grandiose statements about projects which never materialise. Why don't they listen to public opinion to provide BUS STATION
- Dissatisfied with the boroughs cleanliness overall. I feel there should be stricter measures in place to stop littering and deal with people who don't recycle.
- DO NOT SELL OUR NAME, ADDRESS AND TEL NO. M'bro Council had decided to make free car parking - this would stimulate town centre instead of people going to out of town shopping parks where parking is free!!
- Do not want to have wheelie bins imposed on us. People should be asked what they want. The same with High Row, no-one I know wanted it changing; it has spoilt the town completely. I also think we have too many councillors.
- Do not want wheelie bins (never asked). Lack of bus services (night time and outlying villages etc)
- Do something about dogs left outside while people go to work and the dogs bark most of the day long.
- Do you really listen to local peoples requirements? Wheelie bins DEFINITELY NOT one that we would request, no one I know wants these so why proceed to waste tax payers money and spoil local environment with these monstrosities
- Document is too long. Someone has decided smoking and alcohol are an "issue" on a lot of questions asked. Shouldn't the questionnaire be deciding what the issues are? Seems like politicians have streamed the document. Don't want wheelie bins!!
- Does Bill Dixon own a tie?
- Does Bill Dixon own a tie?
- Dog dirt/litter/bottles in park disgraceful. Teenagers drinking in parks a problem. Grass not cut often enough in summer
- Dog fouling
- Dog fouling - a major problems. DBC not doing their bit to stamp out the problem. Lack of grass cutting is a massive contribution to dog owners not picking it up. Reporting offenders doesn't seem to make any difference. Responsible dog owners get tarred w
- Dog fouling and litter (esp. broken glass) in the Denes. Surely people could be employed to clean towns green spaces. Also preventative measures - assume CCTV at head of the Dene is inoperable or more would be done to combat problems
- Dog fouling and rubbish is a problem throughout Darlington. Standards are very low, litter and other rubbish in the streets especially the Denes area is shocking and unacceptable. Please do something about it
- Dog fouling around Thirlmere Rd and other streets in the area is horrendous
- Dog fouling big problem all over Darlington. Ashamed to say I am British. This needs to be eliminated altogether. Litter is a problem after bin day, sick of picking it up
- Dog fouling big problem in Harris St as it is main walk up to Tommy Crooks Park. Think park needs updating and security camera to protect kids. They don't feel safe
- Dog fouling in certain areas of Darlington is a big problem. Litter and dog fouling is a problem in Polam Lane.
- Dog fouling in Larchfield St/Coniscliffe Rd. Heavy fines should be imposed for this, maybe cameras. Money was squandered unnecessarily in town centre, beautiful granite steps ripped out replaced with inferior quality is not using council tax money wisely
- Dog fouling in North Lodge Park and surrounding streets is a very big problem
- Dog fouling in this area is terrible. The paths are full of it. There are a lot of children here and this is a problem when they are riding scooters etc

- Dog fouling in woody walkways are a problem in the area, as well as potholes. Maybe dog waste bins could provide dog waste bags to encourage owners to pick up their dogs mess
- Dog fouling is a big problem in our area. Don't know why council doesn't change their policy about this to make our environment cleaner and tidier. Maybe putting signs to warn dog owners of council penalty may encourage people to look after environment
- Dog fouling is a major issue in the village. It's a nightmare walking the kids to school avoiding it all. It's the whole village
- Dog fouling is a major problem in my local area. Extra input would be beneficial be it surveillance, education or waste facilities
- Dog fouling is a major problem in our area
- Dog fouling is terrible in Larchfield St. Also pavements need fixing, we live in retirement apt so we are all over 60 so these pavements make walking very dangerous. Thank you
- Dog fouling is the biggest problem near my house I don't feel enough is done to catch the culprits which I am certain are the same dog owners each time.
- Dog fouling is very bad, drains never cleaned. Surely instead of paying out so many benefits willy nilly the younger generation should be made to clean the streets of litter. Parking at Memorial Hospital is dreadful
- Dog fouling needs some serious addressing. Cycle paths could be improved. Recycling is a joke.
- Dog fouling is still a big problem particularly on dark nights. Nuisance motor bikes/quads are a problem.
- Dog fouling on gardens and gangs about, get scared to leave own front door.
- Dog fouling on way to school plus near shops is awful.
- Dog mess still a problem in every area of Darlington more warden presence needed
- Dog muck at Leethfield School all over the paths outside.
- Dog poo is a serious problem in the area
- Dog poo on path outside house is terrible. Parking from non residents visiting hospital is a pain
- Dog wardens along riverbanks as we are over run with careless dog owners. 57 bags this morning in various states - huge problem and disgusting
- Dolphin centre is excellent great work.
- Don't close down all the facilities otherwise the town will not attract the middle class people that pay their way with council tax etc. The less the town has the less it will attract money and go downhill. Quality facilities will keep good balance
- Don't expect to win prize drawer due to negative answers about Darlington Council and its services
- Don't know why I have filled this in because who takes any notice? A waste of time and money. Would like to say New Rd, North Rd, Whessoe/Albery Rd is very bad when coming from town, the road goes into one. Very bad planning again
- Don't use DBC facilities, parking is too expensive, children go to school in Long Newton, use Eaglescliffe and Yarm libraries as they're more accessible - use these at least twice a week
- Don't believe you will pay any attention to my remarks, council appears to run by overpaid senior officers
- Don't feel my views are heard. Roads are appalling. Not consulted prior to decisions being made (wheelie bins). I contribute a lot to council but get very little in return
- Don't have any positive comments. Council stops bus service, we have nothing, no post office/school/shop or street lights. Don't get me started!
- Don't like the idea of wheelie bins - not convenient for us. Will take the bin men longer to do their rounds. Will this mean they will change to fortnightly collections?
- Don't listen to comments or views. Congestion around Tubwell Row needs sorting. Could do with another bus stop in Crown St area?
- Don't need a wheelie bin
- Don't see the relevance of Q31 and Q32 within the context of a questionnaire about Darlington BC!
- Don't shop in Darlington very often because I think car parking charges are excessive
- Don't think residents should have to pay for parking permits to park outside their home. Think each household be given one free permit but should pay for any additional vehicles

- Don't want wheelie bins as I have a bad leg and will not be able to push it up driveway. Hope you can look into this considering my age and living on my own. Mrs E Clark
- Don't waste money planting flowers on roundabouts. Yes they look nice but money is tight, spend on essentials
- Draycote Crescent get no help to cope in winter weather. Recent storms could not get out of road because of severe ice (box of salt important)
- Drop off and collection of school children causing major problem in Fulthorpe Ave. Should be taken into consideration the additional traffic delivering to and from shops, plus heavy vehicles involved in building of the new housing project
- D'ton council doesn't listen, council spends millions on bins, won't be voting for them again, very disappointed
- Due to guidelines for below 35 year olds, Terence lost his home and has to lodge here while he can meet guidelines by government to get rehoused.
- Dwellers in Haughton would like to see horrendous multi-lights controlled roundabout destroyed and replaced with a conventional 4 way light controlled function as per the function at Redhall Crossing
- East Street from Wilkinson down to Marks and Spencer's car park is regularly full of cigarette ends and blown litter
- Email copy? Less paper/cost. After all I am paying for this shit!
- Encourage local business and employment. Parking charges on Sunday is just greed from a council we don't trust. Reduce parking restriction and charges all week to encourage people to visit. Did not need another supermarket
- Estate full of dog shit also in bags thrown into people's gardens. In Whitby Way hedges need cutting right back at school as you only have half of pavement to walk on and there is green fencing to protect the school need cutting right to the wooden fence
- Everything gets brushed under the carpet like this questionnaire complete waste of money and time. Bus routes/lanes have ruined roads. Roundabout system in Haughton Rd is a joke. Too much to list
- Excellent magazine. Two very hard working councillors. Congratulations to man who picks up litter every day, credit to the village. Parking along Station Road continual problem
- Excellent rubbish collection service. Improvement in policing area
- Excellent web site and comms systems online my detailed comments on value for money, trust and the way that DBC runs things exist in your systems.
- Extent of parking restrictions/fees/fines are very discouraging of shopping, stopping people coming to Darlington
- Extremely concerned at impact of control government cuts on quality of life for people in Darlington over next decade. Range/quality of services seriously damaged. Would support rise in council tax in order to preserve services for those who need them
- Extremely frustrated our council tax increases each year and services are cut. Grass cutting is shocking. Town centre depressing - too many empty shops. Disgusted bus services have been dropped. Darlington town dying on its feet
- Extremely distressed at closure of the arts centre. Appalled DFC were put in a position meaning they had to leave their home town. I hold the council responsible for not working harder. Resources are being wasted elsewhere
- Family filled in questionnaire
- Far too many questions. Many like 31 and 32 are not relevant as different answers could be given depending on how you feel at that moment.
- Fed up of having to clean up dog faeces from front of house. Have been burgled 3 times. Food wrappings regularly thrown out of car windows.
- Fed up with people walking their dog and not cleaning up, can we fine them and name and shame
- Feel council tax for 2 bed roomed apartment is extortionate!!
- Feel DBC planners have no interest in the views or thoughts of the residents and often keep their plans quiet until it's too late and things are already started

- Feel development of town should include railway station area with integrated bus station and improved residential and commercial development around station areas
- Feel Harrowgate Hill areas has been neglected, never get street cleaned, have a problem with family who cause mess, council have been informed but nothing happens.
- Feel Piercebridge is a black hole as far as carers are concerned. I have been my husband's carer since 1994, gave up my job and feel forgotten about. Nothing has been paid to me and I lost my little bit of independence
- Feel strongly that a regular bus service should be re-installed, would like to see regular path sweeping, please police the area for dog fouling
- Feel that elderly and carers are being penalised in favour of improvements planned for town. I have a long term illness and am a full time carer, any respite I get has to be paid for in full as assessments are based on my mothers income not mine
- Feel the council are in a no win situation, they are probably doing the best they can under the circumstances but the public feel they are getting a raw deal.
- Feel the upgrade of the Dolphin centre unjustified and the wheelie bins cost also a waste when the council have left our villages no transport. What do we pay council tax for? We got nothing in return
- Feel there should be more strict laws for dog owners, my dog was attacked. We now have vet bills to pay. We also clean up after our pet and others don't with no fines or punishment
- filled this in aware my views don't count, also bored
- Filthy, pothole, dirty, gypsy town. Drunken bums about and dog foul. Lay-bys along bypass always full of litter. Lorries parked everywhere. Gripes are dog foul, gypsies, potholes, litter, shopping trolleys and polish people
- Find DBC good on DISABILITY SERVICES and fact you can get a property what is most suited to their disability and needs. I for one am really satisfied with my property and location
- Find it frustrating that we pay council tax as if we live in Hurworth but we live in Darlington just behind Skerne Park. Refuse collection does not have to go out of town and roads have not been adopted by council as it is a new estate. Feel like council
- Find lack of toilets for old people and people with disabilities etc same especially town centre and surrounding areas. People who need help most are forgotten about
- Find that the council officer only want to give limited information, particularly financial information, so they cannot be held to account, or they have no real knowledge of the situation!
- Firthmoor Park needs tidying and more for younger children there
- Fly tipping has increased since ridiculous regulations at the local tip. Parking costs on Sunday should be free. Road structure - appalling. New roundabout on Haughton Rd not good at peak time
- Foot paths in D'ton not very good, parking fees too expensive, grass verges ruined, dog dirt in lots of areas. Who actually wants wheelie bins? Expenses for councillors should be cut.
- Footpath on my block uneven in places had several near mishaps or minor falls. Overall town centre spoilt
- Footpaths (off road) are in very poor condition i.e. Bridle paths etc (note : not normal road side footpaths)
- For several years I have being doing a weekly litter pick in Parkland Drive and some of the surrounding pathways
- For the amount of council tax that gets paid, it is disappointing that in the winter months the council make no effort to clear snow from hazardous residential streets.
- Four track vehicles running a lot over parks and play grounds. Dog mess in area. vacancy filled before adv going out on jobs. Why was the bus shelter not fixed on Yarm rd? insurance should cover this.
- Free car parks
- Free parking for the Dolphin Centre to encourage people to use the facility.
- free parking to increase trade in town centre.
- Frustrated at time taking to progress reducing speed limit in Merrybent. Litter problem-lay-by at High Coniscliffe end of Merrybent which attracts people dumping rubbish and having sex in cars!! Internet extremely slow-paying for fast??

- Full time carers should be allowed a permit to park in residents bays when helping an elderly disabled person (as I am 95 years old I do not have a car but do have a carer)
- Gated back alleys (worked a treat in Middlesbrough)
- Get constant letter from debt agencies for someone who lives at 2 Keats Court DL1 4YX. This is of great concern and feel records should be kept up to date and data checked. This came to correct address so why do we get these rather frightening demands!?
- Get rid of council officials who do as little as possible to help tenants as to save money and save their job and treat older people as nobodies just to save money. Think they are bigger than the people they serve and who pay their wages
- Get the traffic wardens down private streets when schools turn out. When we were kids we had to walk
- Give refuse collectors a brush and shovel to clean up after themselves. Give the 'Einstein' who dreamt up the idea of using a blue plastic bag for paper recycling the sack
- Give us a bus service.
- Given that there is a doorstep recycling collection on a regular basis, there is no need to have recycling centres in town. It is wasting money to pay people to operate these and collect the waste.
- Given the councils current economic situation I am worried vulnerable people will suffer. I am scared that services being put out to tender will be given to the 'cheapest' bids and users will suffer. Makeover of town centre a few years ago was positive
- Going down the pan, over-run with scum. Town centre chav playground. Travellers buying property left right and centre with flash cars - if only. Lunatics taking over the asylum!!
- Good place to live. Easy access to N/S and E/W
- Grass Cutting - 1) Should go full road length and undercut bushes. 2) Trim height of trees backing onto rotary way/West Auckland Street
- Grass cutting charge but we have to gather it up/ get rid of it, we're in old people's accommodation and its hard work. Grass has been cut but weeds haven't been pulled - looks bad, would like council to do jobs properly that we pay extra for
- Grass verges a disgrace cars that could use their runways or made to have one made like we had to do years ago
- Grass verges are a disgrace, they would be much better tarmaced
- Grass verges are continually being carved up by vans and wagons therefore mud is constantly brought into the house
- Great pity there's no art/cultural centre. Dolphin Centre isn't adequate as a replacement; this year's concerts are not up to arts centre standards. Not everyone is interested only in sports/darts/bingo. Arts are important to mental health and well being
- Great place to live, however definite shortage of businesses/shops. South Park is fantastic, staff friendly and keep park in tip-top shape - credit to Darlington. However river running through could do with a good clean up - disgrace
- Green Lane - road terrible, full of potholes and uneven and full of rubbish and standing water. Footballers language on weekend - foul
- Gritting bus stops. Grit stations for voluntary organisations to access. Private landlords consulting residents before placing council tenants next to us, lot of problem families lately. Traffic has got worse over the years.
- Half the info collected is never acted on
- Has a park and ride ever been considered - traffic congestion is a major problem
- Has the council any plans to collect garden waste for free as many other councils do?
- Have a person answer the telephone and get rid of automated services/ multiple menus - extremely irritating/ annoying. Speed up services in the centre - 2 and a half hour wait for annual parking pass - unacceptable less reliance on social media
- Have become cynical about how or why councillors/officers reach certain decisions i.e. planning. Sometimes find their logic difficult to understand. Need a bus station and more disabled parking. Often feel DBC doesn't want disabled people in town centre
- Have been shot at 3 times and hit twice with an air gun. Have been attacked several times, they were never caught. Mobs run unchecked and are not scared of the police. I feel trapped in this town

- Have complained about the height of trees (approx 50-60ft) which block any sun and effects TV reception to local councillors to no effect. No reply. These trees are alongside the path used by infant children to attend school daily.
- Have completed your questionnaire but I don't think councils in general take any notice of residents opinions ESPECIALLY Darlington
- Have few close neighbours I can rely on but as getting older worry more about where I live and people hanging around in alleys to get their drugs, as a community we are going down fast
- Have found the high cost and intimidated enforcement of parking in town a reason to go elsewhere. Town centre is not the best and businesses are obviously struggling and town is declining further. D'ton council should be encouraging visitors
- Have no faith in this council as major projects have resulted in millions of £s being overspent. I expect this critique will go straight in the bin
- Have open grass area across from my house; middle is left to grow wild-unsightly encouraging dog walkers to allow their dogs to foul without picking it up. Can't let my grandchildren play there
- Having lived in Sadberge for 39 years we have noticed a considerate decline in services. Please bring back a bus service as we are unable to drive – it seems the village has been forgotten by the council
- Having lived on Devonshire Road Estate for 25 years, a small estate of bungalows and elderly resident, it was a much appreciate site to see the gritters come 2 weeks ago during a spell of bad weather, please continue to do this or re-install grit bins
- Having moved from a rural part of West Yorkshire into an urban setting there is bound to be issues to deal with. Play areas in dreadful condition both filthy and difficult to walk along them with pushchair due to rotting mats or dog dirt.
- Having recently had leg injury I realise how awful it is trying to get from my home to town. Local taxis are good but even at their flat rate the costs mount up alarmingly
- Having recently moved back from surrey, We are amazed at how far Darlington is trailing behind with kerbside recycling. We are used to recycling paper, glass, plastic and tetrapak. Also food waste is collected in other areas. We have friends who recently
- Heavy goods vehicles are in abundance using the B status road past my property at Wolworth. They speed and cause damage to the road merely by their weight. I would suggest a weight limit implemented on the road to protect the road surface.
- High Coniscliffe- paths slippery in autumn, rubbish from Merrybent, parking for church and pre-school causing danger, parking for river access, landslide - no buses. Lacles where I work, dirty, don't feel safe
- Homelessness a problem. More low cost housing should be available. Shortage of classical concerts in town
- Hope I win the prize draw?!
- hope someone can do something about all the drugs in our area
- Hope this survey does not cost the rate payers any more money and is not repeated.
- How can the council cut services and blame government cuts then spend £1 million on wheelie bins which most people do not want, unbelievable
- How can this be anonymous if a full post code is sought? In some cases a post code can relate to as few as 4 or 5 homes, I have provided enough details to enable you to narrow my local down to a small area of town
- How can you justify the outlay on wheelie bins whilst cutting services and closing down amenities that are well used? Also in questionnaire, worth the cost of conducting it?
- How is lady at 182 Haughton Rd allowed bedsits without permission and to rent out to thieving bag heads who out robbing all night. Neighbourhood watch would be great. Petrol station never passed by police, staff need a medal for what they put up with
- How many people in charge of DBC actually live in Darlington?
- How much has this cost?
- How much has this cost? Must be cheaper ways to get views. Why aren't you using a DARLINGTON business to carry this out instead of a business in Stockton?

- How much has this survey cost the taxpayer? Of the opinion that it is a waste of money cos council do what they want when they want and in my experience make any survey responses suit their needs
- How much is overall cost of this? Survey/consultancy? Town centre-too many charity/£1 shops. Need more quality shops. Market sq should be used as intended. Entertainment-nothing at all
- How much is this costing and will it be worth it?
- how much longer will Thompson street w. bank be closed for? pot holed roads across parts of the borough are causing major repair bills. is there a preventative maintenance policy?
- How much more information do you want or need?? Cost of doing this pointless questionnaire must be tremendous. Money could have been better spent elsewhere. Q34 concerned this question could be used to interfere more with people's lives
- Husband and I both belonged to citizens panel in Hull-waste of time RARELY achieved anything. Since we requested to be kept informed about changes in our area we haven't heard anything for 12 months
- I am 100% born and bred British citizen, but feel like a second class citizen in my own country. I don't think I am alone in this feeling. Immigration should be stopped or at least employ policies similar to Australia.
- I am 75 living in Sadberge with no public transport, get Northern Echo and see many things advertised I would like to go to but cant. Feel very little connection with Darlington and I would rather not receive any further surveys thank you
- I am a dear person, used interpreter and social worker
- I am a retired senior tutor from a university so as a retired nurse tutor would be happy to take part in future consultation
- I am appalled at what this government is doing to councils around this country and the impact of this is yet to be felt.
- I am appalled that the council is undertaking this market research as they are cutting services left right and centre. It would appear that the council have never heard of the Marmot report and the recommendation that every child be given the best start
- I am concerned about the cost of this survey to the council payer.
- I am concerned over the state of Redhalls children's play area. The football area is often used by teenagers to sit and drink in. Litter, dog faeces and glass are in the play areas which makes it unsafe for younger children. Young children cannot be taken
- I am currently suffering mental health problems which means I struggle to get into town centre. I do use local shops and businesses wherever I can
- I am disabled and don't use a lot of facilities. I am satisfied with the help I get from you though
- I am disappointed that the council is not listening to (Q5) residents with regard to the public toilets and the provision of a bus station
- I am ex military, I suffer from PTSD
- I am fortunate that I can walk to the town centre from my home which is good because parking fees too high. Support local businesses in town centre - reduce parking fees
- I am generally satisfied with the council and its activities but feel they go over the top with the cabinet system of governing
- I am glad wheelee bins are on the way, I think it's terrible that every else has had them for years except Darlington
- I am lucky to be in a very nice village – due to lack of public transport/NHS/dentist in my area I am considering moving.
- I am not interested in joining anything at the moment thank you.
- I am particularly concerned about the grass cutting scheme on green belt land behind parkland drive.
- I am particularly concerned with the general state of the road and poor maintenance e.g. cheap repairs. I am also disgusted and appalled at the chief executives salary
- I am sick of all the pot holes in all the resident and main roads in the west end of Darlington. When will these be fixed?
- I am strongly against wheely bins. Complete waste of public cash which could be spent on repairing pot holes etc.



- I am surprised that in these days of austerity and council cuts the council are spending money on satisfaction questionnaires
- I am very concerned that due to budget cuts there aren't going to be any facilities left in Darlington - I think it would make sense to go back with Durham county council
- I am very dissatisfied with the condition of the north cemetery. The house is in dreadful state and the grounds appear to be uncared for.
- I am very happy living in this area and appreciate the refurbishment of the flats
- I am very unhappy about the fact there is no bus station in Darlington. It is very dangerous and awkward for everyone especially older people like my wife and I. I suggest you should try it out sometime between the hours of four and five o'clock
- I and many others think that the lack of a bus station in Darlington is very inconvenient and should be put in place as soon as possible
- I appreciate you value my opinions, I question the amount of money spent on this survey, especially using a private Market Research Company
- I believe a crack down on dog fouling is needed, as an occasional runner I'm aware this is becoming an increasing problem.
- I believe that the council is cutting front line services not because they have to but for political reasons. They council save most of the cut backs by cutting none essential items such as this survey and their expenses also their gold plated pensions
- I believe Darlington is a nice place to live and that the people who live here are friendly and law-abiding. I feel that young people are often perceived to be worse than they are. I am concerned about the lack of or quality of care to the elderly.
- I believe that if contacted via email that it would be polite to reply by either a telephone call or an email
- I believe the financial management of the council over the past 10 years has been very poor. If it was a business, it would have shut a long time ago. The councillors are happy to support little projects in their wards, but not the whole of Darlington. And
- I can't wait to receive a wheely bin - when visiting family under different councils and they have 3 wheely bins from their councils! It will be much better than bin bags alone!
- I consider dog fouling to be a big problem. It would be lovely to go for a walk without having to side step dog dirt. Also the grass verges are messed up by people parking cars over the top of the verge
- I could go on all day about poor priorities for spending. I do like Jenny Chapman though! She is different from the usual stuffy old men in suits!
- I could not cope with green rubbish bins, I I'm asked to have one.
- I do believe that parking has become an issue along Haughton Road. As a result of this residents cannot get parked. This means they have to park on the side streets, and then the residents of the side streets cannot get parked. Maybe implement a resident
- I do feel that DBC are e a lot better than others. Problems I have is with litter in the town, people don't seem to education their own children and adults should be more diligent with dog fouling and litter, bin men don't seem to pick litter up
- I do not believe the people of Darlington do enough to keep their town clean and litter free. Fines and punishment are not severe enough.
- I do not believe in the use of wheelie bins, I think the money could have been spent on something else.
- I do not feel the council acts in the best interests of all its residents. If I want a new kitchen/boiler/garden fence I have to save and sacrifice for it. Unlike the homes being replaced in the local area for cosmetic reasons, I find it outrageous. The c
- I do not generally do surveys as I do not like marketing phone calls etc which sometime stem from the survey. I DO NOT however want any follow up from it and will not respond to any further emails/phone calls following this
- I do not like filling in forms
- I do not think the results of this questionnaire can be sufficiently useful to justify the expense of carrying it out at a time when various council services are being ruthlessly curtailed

- I do not want a wheelie bin belonging to the council on my property - what is wrong with the black bag collection system it has worked very well for many years! Am I covered legally for injury to myself whilst handling a council owned bin on my private pro
- I do think that the council does make an effort in putting on events i.e. those in the market square. Darlington arts centre was an excellent facility for all ages and Darlington is a much poorer place to live without it
- I don't think the wheelie bins are a very good idea it will be very hard to get them from back to front for older people and also cause vermin to gather. We don't want bins on our front paths they looks disgusting.
- I don't agree with the decision to use wheelie bins in my area. I have not been consulted. I feel they are a total waste of money, when the money could be spent on better things. Car parking fees - need to be addressed urgently. There is nothing to do in
- I don't think the council areas help my area I object to the 'crime reduction' van parked on my street – this makes the area feel worse!
- I don't usually fill in surveys but this being the second you have sent out I decided to participate to stop a 3rd and 4th.
- I enjoy living in Darlington a great deal. Looked after by the council and police
- I enjoy the Dolphin and the Civic Centre but I don't see the council having much to do with these activities. The enjoyment I get is from the workers. I think the fact that recycling bins are not automatically provided for households is disgusting.
- I feel I am paying too much council tax towards the fire and rescue services. A reduction here would help.
- I feel it is not a bad to place to live I feel strongly about the closing of the market toilets and concerned about the number of empty shops age concern does a good job
- I feel recycling kerbside could be improved with collection of metal and plastics. This would greatly reduce the amount of rubbish in general waste
- I feel strongly about the litter in streets.
- I feel that Darlington borough council main responsibility is car parking – other towns you get it free but here they try to bring money in, we have no shops in Darlington I like going out of Darlington
- I feel that Darlington should have a bus station but the council do not listen.
- I feel that overall DBC does a good job, however I am concerned about gangs of teenagers hanging around. Also car parking charges on Sundays need to be stopped
- I feel that the area of Hurworth place in which I live is not a true reflection of most of Darlington. I feel Hurwoth place so a much nicer and safer area than rest of the town.
- I feel that the town centre is looking run down these days. Staff at the civic are poor. Customer service is an issue. Particularly disappointed in arts centre being closed.
- I feel the council wastes a lot of money on road signs – I would like to know how much it costs to put all these 20speed limit signs up
- I feel the services we get from the council are very poor value for money. The grass cutting is a joke; they make more of a mess each time. The wheelie bin project is a huge waste for money and with some people will not work.
- I feel very aggrieved about my council banding. I live next door to a very similar 4 bed detached house - their taxation band is D and mine is E. As our homes are valued at the same price I feel this is very unfair.
- I find it strange that we pay more for our council tax because we have a 4 bedroom house.
- I find living on Cockerton Green is a very good experience generally. But nearly all the residents at my end of the green are totally frustrated by the parking. My concern is the large free car park behind the row of shops. My car has been hit a few times
- I find this council wholly unhelpful, adopting a jobsworth attitude and not listening to residents' concerns - WHATSOEVER
- I have taken the time to fill out this questionnaire please take the time to consider my answers, in particular stop wasting money in this current climate, consider making provisions for the free school meals and out of school activities plus better care

- I have always been satisfied when have contacted the council. The staff on the end of the telephone have always been polite, professional and friendly
- I have driven for 60 years in almost every city in England. Please, please remove the traffic bumps from Middleton St George - they cause more problems by being there.
- I have heard that some council salaries exceed £200,000 pa. This is an unacceptable level of remuneration to any Council Employee and must be stopped.
- I have lived at my current address for four years and have noticed that litter and dog fouling is increasing. The council need to clean the area more often as it is a big problem.
- I have lived in many different boroughs, and worked for another council. Darlington is by far one of the best council boroughs. It has great, clean and useable open spaces, clean streets. I am disappointed that you are going to the plastic bin method of r
- I have lived with a paedophile as my neighbour for 11 and a half years. He is classed as high risk. And I would have liked support from police and council.
- I have recently has a letter from the council saying our street will have be having large free bins for refuse it will make street look horrible.
- I have recently used the council services whilst trying to set up my own business, planning and environmental health, must say everyone have spoken to have been courteous and incredibly helpful. Can't speak highly enough
- I have used the DAD play scheme service in the past, I was extremely unsatisfied with the care my son received, and the staff were volunteers, unqualified to look after disabled children and seemed uninterested. Would like to see more for disabled kids
- I hope in future that DBC can look after the interests of Darlington Football Club as much as it helped Mowden Rugby in the previous 6 months
- I hope this research has not been expensive due to government cutbacks to councils
- I intend going on internet in future.
- I keep requesting a green recycling bin, please can one be delivered to me
- I know it's not your fault but the bedroom tax is a bloody disgrace, obviously people my age 58/59 are settled with children and grandchildren to think of. The name Woodward has been on the rent book of this flat for over 50years my wife and I are very worried
- I know money is short but the state of main roads in Darlington is appalling, this problem needs to be addressed asap as it is costing the motorist money on repairs to vehicles
- I know street scene try to keep grass verges nice however cars are still parked on grass, some even drive over it. Under verges are gas pipes, if these are damaged who picks up the bill??
- I like living and shopping in Darlington. However I would like the parking prices to become cheaper or free. I sometimes have to cut my shopping short or go on a Sunday because it is so expensive. I would spend more in Darlington if the parking was cheaper
- I like living in this part of Darlington. It's very quiet and my neighbours are nice.
- I live at Coatham Mandeville and for the 7 years I have lived here, the grass verges have never been cut. Litter on Durham Road also spoils our area and the pleasure of living in a rural area. Both litter picking and grass cutting seem to stop beyond the
- I live in Cockerton and there are no banking facilities except 'hole in wall'
- I live in Hurworth and think the bus service is appalling.
- I live in one of the villages under DBC control. This means we get less (and later) than town folk
- I live in Slenfield and walk my dog and through the woods near Blackwell grange hotel. There woods are a disgrace, no maintenance ever. There is only one dog waste bin, its dark and unsafe for use.
- I live in the West end of town and think the roads are in a right state, dog waste is a problem there is a lack of waste bins. I think the council should look at facilities we've lost over the years to notice we are missing out on commercial revenue scheme
- I live in Zetland St for 3 years and am very annoyed that the road has several holes in it and they have never been filled in
- I live near and use the new play area in the tennis dene however I do not understand why the council can't spend money putting a fence round it so dogs can't foul there.

- I live over the road from Faverdale prison (flats) and had planning over about them, they said they'd put trees up as a compensation but nothing has happened. I think it is disgusting, they were supposed to be houses now my house and garden is looked over.
- I live on a row of 8 houses people who own their houses keep them clean and tidy those who rent do not
- I live on a very busy road and have a lot of drivers speeding, especially at night. This causes me much concern with my car being parked on the road. I believe we should have speed ramps or cameras
- I love Darlington it is my town my home and I am proud to associate myself with it.
- I moved away and have recently moved back, I love living here, love the nature park at west park. It is nice to live here after living in Newcastle for so long.
- I moved into this block of flats two months ago, street lamps are turned off at night, it is pitch black. There are youths throwing stones at night and a lot of pensioners around here with disabilities what if something happens to these people because the
- I need better notification of services or functions before they happen, by post
- I needed someone to answer this for me.
- I only pay council tax for police, fire brigade and for refuse collection. As I don't use any other services, which to me costs allot. The council wont fully tarmac the street because there is no money but it will only get worse!! The police and fire brigade
- I only wish this council would put local needs and actions well above party political dogma i.e. labour, conservative etc.
- I own a van yet am not allowed to take any household rubbish to local refuse/recycling site unless borrow a car. Local tip should be accessible to all residents in cars/vans. I agree with no trade waste - this should be paid for by the tradesman
- I personally feel the police are the only people who are doing an excellent job. The roads are a disgrace, very dangerous. Litter is a large problem. I feel that Darlington is not alone in this area but all town centres are dying.
- I prefer not to answer personal questions
- I recently looked at the safeguarding page of the councils' website. It did not (or at least I could not find) information about reporting 'historic abuse'. I referred to a website from an authority in Teesside to find this information. I suggest you address.
- I still think we need a proper bus station. Using Priestgate and Tubwell Row is dangerous
- I strongly disagree with money being spent on wheelie bins when funds are short – that money could be spent on police for young adults
- I strongly think the planned introduction of wheelie bins is unnecessary and an expensive, environmentally damaging and a retrograde decision
- I think Darlington BC waste money! We live in a crescent where we have been victimised by council for trying to protect verges in street. We left stones and council took them. Other residents have stones and drive over verges and council does nothing.
- I think Darlington Council fulfils its basic functions well and has good libraries, leisure facilities etc.
- I think Darlington is a great town, I am grateful to be a citizen, and to be fair I think it is well run.
- I think Darlington is a lovely town in almost all ways but its downfall is the lack of toilets and the way the market is set out making it a lot of walking for the elderly.
- I think in these days of cost cutting and budgets have to be met.
- I think it's commendable that you're interested in our locality and the opinions of those who live here.
- I think it's good that you take paper and glass to recycle but it would be so much better if you took plastic and cans too and maybe garden waste.
- I think many of these questionnaires will be disregarded or binned. The cost of the survey could have been used to replace broken and uneven paving. When I requested this work to be done, I was told there was no money. I would be interested to know how lo
- I think our kerbside recycling should include tins.

- I think that if tenants are in arrears before threatening court find out first if they have been ill and maybe then you'll understand why didn't pay each week
- I think the condition of the roads in Darlington (potholes, uneven etc.) have been very poor for a good many years now and they're getting worse. I've noticed a definite drop in standards of cleanliness of footpaths over the last year (rotting leaves from
- I think the money spent on this survey would have been better spent on a different project
- I think the town centre should be no smoking
- I think the way the council deals with the North cemetery is despicable. Workmen have driven over my parents graves and made them a mess. I complained and did not even get an apology, just told that it is a working cemetery.
- I think this was a well constructed questionnaire. A comment regarding Q10 recycling. I marked low because of a policy that is in my opinion too regimental
- I thought we lived in fair country; this is not the case as recent traveller situations have proved. The planning dept is a huge embarrassment. Feasibility studies all say the same but nothing changes.
- I use sure start centres on a weekly basis they provide a wonderful for parents I would be lost without them
- I walk my dog for 1hr every day in South Park. Worried about rubbish in river due to flooding. Also rats run around viewing area where children stand feeding ducks
- I was born in Darlington and moved away through marriage. Returned here 36 years ago and have always loved Darlington. All in all I think it's an excellent place to live
- I was Chief Auditor at a big local council in the 1970's if you need any help cutting your budgets I am sure I could do it at a stroke. I would start by cutting the waste at the top by setting an example and slashing the outrageous salaries that are paid
- I was disgusted when council tax rises took place in April 2012. Massive rises in household expenses, we have seen no improvement in services, now no evening bus service. No more increases: please reduce! Would we be better off not working?
- I was supposed to have a shower put in, I have had toilet done because I have rheumatoid arthritis. Hospital know about it
- I was very disappointed in the way you dealt with Darlington Football Club, you clearly did not want a football club in this town, as you put up every obstacle you can (disgraceful)
- I will soon be moving from Northgate Ward to Cockerton Ward. It's sad to see so much ASB all over however more recent progress leaves me feeling there is yet hope. I hope Northgate Ward continues to improve as it's a good area
- I would expect a response as standard to any kind of communication with DBC but 5 weeks on I have not had a reply to an email sent to my 2 local councillors regarding my concerns about my local area
- I would like to have had the opportunity to comment on road maintenance. Independently rather than as a collective Q2 of I feel it is one area that the council are failing - and feel very dissatisfied with the way Darlington council supports this service
- I would like some heating in the hallways of Newton Court
- I would like to see pavements repaired in my area. I think the water feature on high row is not needed, also too many steps
- I would like to comment on the uneven pavements from my home to the town centre. My husband twisted his ankle three times in the past week. Also your website is not easy to access what you are looking for - other people have mentioned this problem to me.
- I would like to complain about the state of our roads and pavements. I have had a few falls due to uneven pavements and have had to go into hospital.
- I would like to extend the residents parking area as it does not extend to outside my house
- I would like to see a bit more interest being taken in this bottom end of Hurworth Place, Thank you
- I would like to see more done to improve local play areas. I have two small children, and often when I take them to play areas there is broken glass and graffiti
- I would like to see more policemen on the beat
- I would like to speak to someone regarding the state of this town within it's wheelchair access. It's a joke!

- I would love the council to start planting our roundabouts again. They were fantastic and really made Darlington very special
- I would not like to pay the bedroom tax as I have been here since the bungalows were built I could not afford to move. The washing machine would need plumbing in. The cooker would have to be fixed and not only that. Change of environment would make me depressed.
- I would prefer that grass verges are cut that they could be tidied at that time and that the gutter drains be cleaned more often. Some verges would benefit everybody if they were terraced.
- I would prefer the outdoor market to me held indoors
- I would really like that Darlington Council considers the provision of Wheelie bins for the refuse/recycle materials of every household. That would help keep the household waste tidy and away from pests. I believe that wheelie bins will be the right move
- I'd just like to say the manager and staff at Head of Steam deserve a mention. We go there a lot with the children and find them all very welcoming and friendly it's a pleasure to spend a couple of hours there
- I'd like a group to chat and share help for the different kinds of epilepsy
- If I could move I would, Darlington is s\*\*\*, spend way too much on roads and put bus fares up. The town is like a ghetto, too many boarded up shops as the council are greedy money grabbers
- If I have a complaint it has to be the terrible condition of street and road surfaces. Potholes being the main problem
- if more happened electronically there would be more expense saved!
- If possible I would like for the bus services to be made more frequent
- if the council actually listened to people there wouldn't be a problem, they need to stop wasting money on projects that always go over budget
- If the council has no money how much does it cost to send these questionnaires out? As this is the second one you have sent me
- If this is a survey about D'ton what are the relevance of questions 49, 53 and 54? Please reply.
- If you want to encourage more people to use buses stop them running so early. Too many financial cutbacks, roads poor condition. Get rid of parking charges. Why have you closed arts centre? Is this questionnaire another way of justifying more cuts???
- I'm having problems with the back yard; when I put out my bin bags the cats tear it. Please provide wheelie bins which would make life a lot easier.
- I'm involved in several activities in kings church whessoe road. Word & Worship meeting Tues a.m. Connect Group Wed a.m. Faith in action Wed a.m. monthly. Welcome Sunday a.m. I'm also in two choirs Rita Wells
- I'm sending back the first questionnaire so as you're not wasting paper, it's obvious I didn't want to fill it in the first place as you must of knew so why send me another one. No more please. No wonder the toilets are sh\*t
- Improvement of youth service and support given to families.
- In area where I live (opposite north lodge park) is quite filthy - dog poo everywhere!
- In general I consider D'ton to be ordinary decent town, no better or worse than others however like many places it suffers from problems i.e. ASB, economic deprivation etc. Northgate is poorer area and has no one to campaign for it
- In present economic climate this questionnaire is a cost that could be put to a better use. Saving a job for example. Put people on the street from the council to ask questions and save money.
- In response to slow death of town centre, you might consider removing parking charges. I used to do most of my shopping in Darlington but haven't since parking charges were introduced. Help local businesses!
- In serious need of some reflective Bollards and slow down signs and 'bend' signs. Traffic is too fast along Bishopton Lane. Better upkeep of the hedges and grass verges and drains to prevent flooding
- In the current climate of cuts etc how much council tax money is being wasted on this survey? Money which would be better spent repairing potholes in the roads and on other council services
- In the past the main thing that has been very disappointing with the council, has been lack of communication and following up when complaints are made.

- In this age of posterity I am appalled that the council choose to waste money on a survey such as this
- In this time of cuts and savings council budgets have been stretched. Strongly object to cuts being used as political tool or weapon, we are all subject to austerity. Please ensure politics is kept out of final fund distribution
- In today's economic climate and the budget cuts being made to councils, I am surprised that the council has 'spare' money for this survey.
- In view of cuts to services, why aren't the number of councillors being cut?
- Increasing taxes are burdening tax payer. The Chief exec pay is excessive. The major projects all ill thought out. Failure to prevent flooding. Town crier mag has been turned into political paper and should be scrapped.
- Instead of cutting services so much why don't the top dogs at the council get pay cuts? Instead of cutting people at the bottom of the job chain cut them from the top!
- Interested in joining Citizens Panel if you could provide me with more info first please
- Is this expensive survey really cost effective and what is REALLY going to be gained from it?
- Is this going to make any difference, no confidence to think it will? If council did everything they should as matter of course, then there would be no need for this survey. With its associated costs.
- Is this recycled paper? Very thick, good quality but maybe a bit expensive
- Is this type of communication cost effective? I think not.
- It angers me when I see Arriva using the town centre as a place to park stationary vehicle, worst spot Tubwell Row. I sometimes have to walk 40-50mts to catch my bus because the bus cannot reach my stop
- It is a disgrace the travesty that is happening with the two golf clubs, it is a very short term win for cash and not in the best interest of local people. The footpaths in the area are not maintained and are in my opinion a health and safety risk
- It is unfortunate that all the negativity in this questionnaire is due to one drug dealer. The council don't seem to want to know about these people or what to do with them as stated this does alter perceptions.
- It should be compulsory for every councillor and every employee of Darlington Borough Council to have worked at least two years in the private sector before being eligible to serve.
- It would be a great help when phoning the council you could get hold of a person to talk to, all you get is a machine
- It would be beneficial to have a bus station, even if it was only for out of town buses e.g. Durham, Barnard Castle, Richmond, Northallerton, Bishop Auckland, Middlesbrough
- It would be nice if like other councils we could have wheelie bins and recycle boxes, also people that are disabled with a bus card that need to rely on the bus to get to work/college before 9.30am can get the bus for 50p not full fare
- It's a shame the council cabinet is so myopic and closed to other opinion. Its ability to this miss-spend funds is frustrating e.g. pedestrian heart - overspent - wheelie bins - why now!
- It's about time; Darlington had a public toilet on the market. David Coe.
- Its time a bit of time and money was spent on Lynton Gardens Rd. The flattest part of the road are the speed bumps
- It's time Darlington Council got on with running their affairs rather than whinging about the government all the time. the failings of this council lay firmly at the door of the controlling group trying to run the council- no one else!
- It's time the council did something about the congestion of buses in the town. I think it's time Darlington had a proper bus station
- I've pretty much said all I need to except it is embarrassing that there are no public convenience services in the town anymore. I was in Skegness last year and they were all over, yet in Darlington not one.
- Just a bit more on Darlington bus services. Recent changes to the bus timetable seem to affect shop workers in the town; no consultation seems to take place.
- Just paid someone to clean my gutters of leaves which don't belong to me, council owned, I would like them to be cut back regularly please

- Just think about disabled people and get us some ramps.
- Just to say I am not computerised or a mobile phone owner. The only thing I miss is the stalls on the market square but otherwise life goes on
- Keep the good work in developing Darlo, lots of room for improvement which I would like to express to the councillors, in general as councils go, good job! Be thankful you have a job, serve the public to the best of your ability
- kerb edges badly marked or unmarked leading to tripping/falling. E.g. outside Halifax, Boyes, Pizza Express, Market place and High Row
- Labour council ruined town centre. Market about finished. Parking charges too high. This survey is costing money but doubt whether they will take any notice of findings!!
- Lack of bus service around this estate
- Lack of care for planting parks/roundabouts is a cause of concern. Especially as DBC used to take pride in how the town and surrounding area looked. Despite cutbacks, greater effort could be made - it just looks like laziness is at the root of this now
- Lack of public toilets makes town centre uninviting, too many people. Lack of a bus station must make a trip to Darlington very confusing.
- Lack of respect is the cause of most problems - not sure what the council can do about that
- Larger envelope would have been better!
- later buses on a weekend
- Last time I took my grandson to the park there were rats, filthy underwear and litter all over. Last new year my elderly neighbour's window got smashed, police didn't do anything and she moved. I would like more cctv on route from town centre to residential
- Leaves should be removed as soon as possible after they fall, drains would not block. Why can't there be a smaller version of the wheelie bin – I only use one bin bag
- Leaving household rubbish in plastic bags in the street is not acceptable bring the wheelie bins in asap, one for general waste, one for general recycling and one for garden waste
- Lights have been put in park but don't work or bulbs have gone! Would be nice if we could send into things that need repairing over the internet
- Like to see cleaning teams in and around town. More fines for people dropping litter/chewing gum. Cheaper parking to stop people going elsewhere
- Like to see leaves cleaned up. Roads from Cockerton shops are dangerous. No toilet facilities in Cockerton shopping centre. Car parking fee in Darlington too high. Business people need help but council will not reduce charges
- Like to see more done about increase in dog fouling in Mowden. Shops attract teenagers hanging around, very intimidating esp. at night. Had plant pots stolen/litter on front. This needs addressing by more police attending quicker to stop it escalating
- Litter is a big problem in Grasmere Road both street and backlane
- Litter - dropped by school children regularly. Dog dirt - On foot paths. Icy Paths - Since paving slabs where replaced with tarmac Pot holes - never filled in
- Litter and dog fouling real concern. Looking forward to wheelie bins! Important that the Dolphin Centre remains open as although I don't use it much, it is valued by many, including young people
- Litter collection - I've heard we are meant to be getting wheelie bins, Think this is a great idea to cut down on vermin. When there was a problem in the street the authorities just said to block the vents - not a real solution.
- Live at end of a farm so road is continually dirty, have made millions of calls for our road to be cleaned on a 2 weekly basis. We are on a list with the other villages yet our road only gets cleaned if I make a phone call!
- Live by river with public footpath, misused by cyclists/litter/campers/dog fouling, someone even cutting down trees during night-needs policing. Main road in village poor state of repair
- Live in a one bedroom warden controlled bungalow
- Live in Killerby, only hamlet/village where main road is not gritted before snow. State of roads are poor, they damage our cars



- Live in rural village of Sadberge and appalled that this community is without a bus service - DBC withdrew this in Dec 2012. please reconsider re-instating this as the village has no services - school/post office/shop and no bus service
- Live in West End of town, seems to be no focal point for community and therefore no community spirit. Funding is targeted to other areas, assumption is people are better off and don't need support but not the case.
- Live on a main road, scruffy and dirty. Only 2 businesses that clean and sweep their fronts. Back lane filthy and dangerous. Small businesses should be made to keep fronts clean and litter free
- Live on main road and feel we are totally neglected when it comes to council services. We asked local councillor for speed limit to be imposed - nothing, we take life into our own hands trying to cross
- Lived here all my life, have a lovely town. Bus station would be nice!! Looking forward to seeing new development in Feethams. Wish market was back in square. Not very keen on wheelie bins due to storage and distance to pull them onto pavement
- Lived in Darlington all my life but had to find employment elsewhere. Find there are limited opportunities, leisure facilities etc for my age group so travel elsewhere. We desperately need cinema, sports complex etc
- Lived in Darlington less than year although born and brought up here. Moved back from rural location cos I am now retired and require public transport. Bus service to town has been withdrawn as DBC withdrawing funding. Not impressed
- Living here in Middleton St George is pleasant, the people are friendly
- Living in an area which contributes the most council tax I am very dissatisfied with bus service which terminates early evening, nothing Sunday and bank holidays. State of roads full of potholes. Only good point is refuse and recycling departments
- Living in rural we are not supported at all. Lot of people becoming isolated. People losing independence which is sad. We all pay taxes and therefore deserve services and support
- Living near RA club on Brinkburn on a weekend when they have parties, we quite often have groups (drunken) gathering outside the club late at night making noise. Also have problem with litter being dumped after football matches played there
- Living on the housing ass. Estate has greatly improved with the thanks to community policing. Its pleasant to live here now, I've been a tenant for 33 years
- Local bus service very poor. Fly tipping and dog fouling big problem
- Local bus service VERY unreliable and we are constantly having cuts. Bus company blames lack of council funding. Services don't cater to people who work i.e. early morning and late night service non existent
- Local Motion Campaign? Giving advice on how to get there. At what cost? Multiples of 2 staff with uniforms/badges etc, transport to campaign. Cold calling when most people out during the day, leaving literature and calling cards??
- Local play areas constantly vandalised, covered in broken glass and generally unpleasant to visit. As a father of two young children, I would like to be able to use the facilities more
- Local police are corrupt and dangerous. There's no correct support from incompetent social services, used to work closely with Dave Duffy and am fully aware of his behaviour.
- Long past time for the council to consider upgrading services for village residents. Overall service is appalling!
- Look forward to your response from my concerns
- Looking at the projects Darlington council is or has spent money on, they could achieve savings. By simply not spending money other than on services they are legally obliged to provide.
- Loss of arts centre was major blow for town and visitors whom we'd taken there. Would have been better to have spent money on that than on the Dolphin
- Loss of the bus service after 7:30 is disastrous for young people wishing to use Darlington's facilities. Town centre is poorly cleaned, glass about. The buses in the centre cause pollution and are a turn off to visitors, should use a bus station. Parking
- Lot more needs to be done to tackle anti-social behaviour. Fri/Sat nights becoming unbearable around Mowden shops. Had our property/vehicles vandalised as have neighbours. Simply not acceptable, never seems to be any police/security patrols

- Love the civic theatre, price of tickets getting really high and I think this is putting people off from using it, shame as it is a lovely theatre. Sometimes very cold in there, i.e. last week at Jack the Ripper talk.
- Lower council tax charges
- Main complaint is the state of the road and lack of regular maintenance, particularly in the village where we live (Middleton St George). The number of unattended pot holes is a major concern particularly along Church Lane
- Main concern is reduction in available monies re street cleaning/dog fouling/public spaces. Happy to live in Darlington
- Main concern is the amount of litter, seems to be no litter pickers now in Parkside area. Entrance to Narrow bridge on both sides is a disgrace with paper and cans, broken litter bin means litter falls out and it just left, would be better to remove it
- Main concerns: streets not clean enough, plastics not recycled, not enough cycle routes
- Main dissatisfaction is cancellation of bus services to surrounding villages which cuts people off from access to shops, medical care, and social activities. Despite formal representation and petitions no opinion was taken on board of local residents
- Main issues - chewing gum in town centre; litter in back lanes; having to pay to drop a bucketful of rubble/sweepings from garden; no collection of garden waste; commuters parking all day in the few unrestricted parking places intended for visitors etc
- Main problem with DBC having moved from Stockton is that they don't have 'green' collection of grass cuttings and garden waste on recycling day. Do like all presence online and although website can be a little difficult to navigate I find it very useful
- Maintenance on road surfaces, very poor
- Many of these questions are asking for opinions not facts – will the cost of the survey be published?
- Many towns and cities are doing away with parking charges in their centres to encourage people to use their town centres more. Darlington seems to be increasing their areas of charging thus driving people out of town shopping areas. The state of the roads
- Memorial Garden - West Cemetery not tidy. Bus service after 7pm is inadequate, older generation need a social life. Dog fouling has increased particularly down Barmpton Lane from Stockton Road into Haughton Village
- Middleton St George footpaths and roads are a disgrace
- Miss the art centre, please re-open it. Must be a self funding operation if run well
- More bins around Middleton St George. More speed bumps to slow people down in cars
- More care needs taken with roads too many pot holes etc.
- More contact with the MP of Darlington!
- more money needed to fix uneven pothole roads
- More notice to public of public consultation meetings would be helpful. Northgate ward needs more council attention. Strongly object to residents paying for parking permits
- More recycling. Better care of roads/pavements. Removing chewing gum from pavements. Two derelict cottages on Burtree Lane need urgent attention. Unoccupied shops in town centre should be utilised. More police around housing estates/parks
- More recycling. Council should claim back for repairs from drivers insurance. People on council tax benefit should always pay something. Will welcome cinema complex to Darlington - about time. Why do so many children seem to get private taxis to school?
- More support for voluntary agencies in particular the centre in Darlington. Excellent, professional service for women (13+) who have experienced sexual violence. They receive NO statutory funding
- Most concerned about the ways council newsletter talks down to residents about issues such as recycling or wheelie bins. The cost of surveys such as these and again the wheelie bin fiasco.
- Most councils (including Darlington) are having to make cut backs. Why have not local councillors offered to take a reduction in their £8000+ allowances, why do they need £8000+? Also why does this deputy Mayor have to be chauffeured to his engagements?

- Most of the problems in my area are caused by the traveller community who seem to be allowed to behave as they wish. There have been many intimidating incidents, often involving driving. It's very dangerous pulling out of my street onto Harris Street as t
- Most of your areas you are exceeding my expectations. Snow clearance is excellent, Library is a great facility. Where you let your services down is the education area. Schools admission were shocking
- Motorists speeding. Youths riding bikes at night with no lights and ignoring traffic signals. Future use of Dolphin Centre, concerned hours will be cut, think it's important it remains open for long hours, important to health of town
- Moved to current address in Jan 1972. Then there was excellent school, 3 shops incl Post Office and regular bus service. Now none. Fortunately I am still able to drive otherwise would feel very isolated. What is happening to village life?
- Moved to Darlington 2 years ago, settled well. Very happy living here as have most things to hand. Only one blot on scene, a van which keeps appearing opposite the flats at lay-by, away at moment we ALL hope it doesn't come back
- Moved to D'ton in 2001 and town has gone down the toilet. Shops closing, council staff made redundant, drugs users, litter, ASB, burglaries, car crime, and no investment in town - cuts. Reduction in care for vulnerable and elderly people.
- Moved to Hurworth to be close to work, after 22 years I know I made the right decision – people are friendly and concerned and I hope Hurworth can continue to enjoy its individual identity
- Moving outdoor market was foolish, attracted visitors from out of town in the past. Permit parking poor. Bid levy is smack in the face to local small business
- My 78 year old mother lives in Sadberge which at this time have no buses/post office/general store or doctor's surgery! Do think the local council is not delivering in this area
- My biggest concern is the disunity in the council, The leader says 'I' instead of 'we' when talking about his views. Money is scarce but could be spent wiser in these times.
- My complaint is having to pay council tax at my age, 87, with the low money I get
- My complaints to the council were that I did not like toilets closed under the covered market, I would like a proper bus station, many people did not want wheelie bins and I do not think the council really listens to resident concerns
- My dissatisfaction is not really aimed at council as I believe they do very best with ever-reducing cuts, town very untidy and looks even worse in summer when grass grows to ridiculous lengths and even restricts drivers site lines
- My end terrace house is ideally situated for my day to day needs but the immediate area isn't great. The street corner outside my house often ends up as a meeting place for gangs of loitering kids who leave litter in my front garden and vandalise anything
- My experience living in a rural community under DBC has not been good. Council tax paid is the same as for town areas but services virtually non-existent. No help in having snow cleared and grit provided was told not policy
- My family are disgusted with the council over the local refuse point – they charge you for everything we pay council tax and they are pocketing extra money from the tax payer
- My greatest concern is the poor state of local roads
- My husband and I would like to see the citizens advice service maintained at the community centre – we have used this service often in the last 6 months
- My main concerns are empty shops, very dirty town and employment.
- My major concern is the high number of pot holes in our roads and the very poor way they are filled. The method of repair is very shoddy, cold tarmac, no tac used also applied into wet holes. This is asking for further and ongoing problems also very costly.
- My mother recently died and was buried. I have a big problem with the fact that the headstone had to be removed and stored for up to 9 months before it can go in the grave. Not only is nine months a long time, the cost is outrageous.
- My only concern is the speed of some car drivers on GENEVA ROAD
- My only real complaint is the condition of Lynton Gardens, road is full of potholes etc which has been patched and re-patched. It takes quite a lot of traffic a day and is used as a shortcut between Yarm Rd and Geneva Rd without going through the lights

- My opinions can be backed up. Embarrassed about where live here cos of financial situation. Burgled twice, car vandalised, needles in back lane, dog dirt outside my front door/noisy neighbours/barking dogs. Ring council say it's not a priority
- My perception and relationship with DBC is negative because of what I believe is unfair treatment due to having been fined for litter in alleyway and parking fines. My contact with DBC was not good
- My street is looking very scruffy. The parking a very big problem. Fire engines would NOT be able to gain access. Branksome bus service is terrible. Buses in town centre sometimes seem like chaos - plus subjected to awful lot of fumes!
- nearby pathway never cleaned, and is dangerous
- Need bus station. Bus to town centre. Less/no money spent on expensive publications from council more use of Northern Echo. Arts centre replacement. Loss of this been unquantifiable. If you want social cohesion this is vital
- Need bus station. Throughabout on Haughton Rd bad idea, roundabout would have kept traffic moving. Darlington used to be a lovely town, no any longer!
- Need more bus drivers training. Re people skills, manners, especially to mothers with babies, disabled people and people with learning difficulties
- Need more dog waste bins in our area, lots of houses, lots of dogs, only one bin and that is off the road in a field
- Need restrictions on road between Neasham and Hurworth - too fast. Neasham Rd into Darlington fences falling down and horses going onto roads again. How can hawkers park a caravan in field and this it's ok?
- Need toilets open again under market. Very bad when visitors are wondering where public toilets are! Overall Darlington is a nice place to live
- Needs more done about dog fouling. Mattresses etc dumped on Widdowfield St, very unpleasant area to live in
- Nice to be asked/comment on your local council/services, thank you. Prize draw unnecessary waste of money. If you need to encourage tenants/homeowners in this manner to get a worthwhile response then the replies given are likely to be affected by this
- No bus and high rates for businesses are killing the village
- No bus service before 7am so I got bike but feel very unsafe on road out of MSG and on main roads near Farm House pub, lack of lights for some reason. No one can explain to me why the lights stop and it is very dark, especially when walking
- No bus service makes this area feel very disconnected from Darlington/local services
- No bus service means I don't get out unless someone can take me, taxi is too expensive to Brafferton. Council withdrew dialaride, bus pass no good in taxis, could bring back bus token to villages with no bus or bring back bus
- No bus terminus - this used to bring a lot of trade to Darlington. No public toilets. No thriving market. Wheeled bins without public consultation. Parking expensive and insufficient space
- No comments.
- No comments.
- No community spirit, appreciated cutbacks but seem to have affected everything. Library only open part time, state of roads. Would be nice to have good news for a change. Thank you
- No consultation on wheelie bins – I don't want one, poor kerbside recycling, parking charges too much, bikes being rode on footpaths
- No innovation in council-cant work within their budget and residents suffer whilst councillors get good salary with pensions. Incompetence present, shown in flat/houses planning permission in Corporation Rd debacle
- No longer use some of these services provided by DBC such as library, Dolphin Centre and Civic Theatre but do think they are vital. Darlington is a nice place to live
- No market council toilets, this is a good market and good town but no money is brought into it, it's used on wheelie bins instead.
- no questions about arts and cycling policies
- No questions about travellers and new ethnic groups moving into Darlington area and to the positive and negative impact on the area

- No questions regarding road congestion in Darlington. Something needs to be done about amount of time it takes to travel around town due to amount of traffic lights and poorly designed thoroughabouts
- No salt available on local estate (Devonshire Rd). Wife reports challenging behaviour at Dolphin Centre pool - lifeguards took no action, unacceptable in a council facility. Repeated flooding is a big issue in D'ton.
- No treatment to road or pavements when its snowed and ice's no its a side street but it's dangerous
- No wheelie bins!! Free parking in town
- North cemetery bad condition - totally unacceptable. Not a place of dignity for visitors - appears neglected. Cottage at entrance to drive is dreadful state and not welcome sight
- North road could use a face lift, it is the major roadways and in a state of disrepair. Also something needs to be done with rise carr club.
- North road train bridge has a serious problem with pigeons and poo. Hedge rows need cutting back more
- Not a bad questionnaire but still slightly loaded. Bus service adequate but not customer friendly and why plastic cannot and tins be recycled. Regards and thank you
- Not being a labour party supporter immediately alienates me from many of councils decisions and actions
- Not covered here under green spaces but feel very dissatisfied about of amount of open space being sold for housing. Would like to thank and congratulate council for cleaning roads/car parks in snowy weather
- Not enough being done to maintain parks/roads/pavements. Not enough being done to keep Darlington clean e.g. Litter/pigeon droppings beneath bridges/road signs need a good wash/areas around pedestrian refuges need good clean, filthy. Close Civic Theatre
- Not enough disabled bays around town.
- Not enough ramps for mobility scooter
- Not fair the new bedroom tax
- Not happy about alcohol questions - personal choice. Street cleaning do their best, some streets scruffy and unkempt. Dog fouling remains problem. Starting to loathe going into town, smokers congregating outside shops
- Not happy about potholes in my local roads. Wheelie bins should have been brought in England. I would like to see the number of Councillors reduced and those remaining to pay parking charges at the town hall, and would like to see car parking charges red
- Not happy that services are poor out in a village, i.e. bus route, play areas for kids
- Not happy with the number of cats roaming around the area and fouling the patios and gardens
- not impressed with council, improve customer service
- Not lived in Darlington long, love area but notice several annoying issues. Speeding/littering/dog fouling-horrendous
- Not one question asking our opinion about parking. Parking regulations are killing D'ton. Charity shops, pound shops and coffee shops do not make a vibrant town centre. Jobs are not careers
- Not satisfied no consultation with residents about wheelie bins. Council have no money but these are expensive? Too many addicts here in nice accommodation don't pay rent/c tax
- Not seeing recycling bins, could have more, promote recycling.
- Nothing seems to get done to Middleton St George Village is getting neglected, paths not cleaned, dog fouling is an issue. Cut trees near river as views are spoilt. Traffic control is a major issues around schools, people parking on road humps etc
- Noticed 2 new traffic arrangements at Haughton Rd roundabout. Need better guidance for which lanes vehicles should be in at Albert Road and North Road
- Now unable to reach Dr/Morrisons etc by direct bus service since service 23 was withdrawn. If attending Denmark St Surgery have to use taxi/get a lift by a friend
- Number of books in library should be larger and wider variety

- Object to trade cars and commercial vehicles parking on Neasham Road - outside sales garages. Vehicles for sale cause obstruction
- Offended by the question on ethnic groups don't see the relevance of such a question. I have had cause to write to the northern echo as regards the increase in rates then the council wastes its money on frivolous survey
- Often feel council makes decisions regardless of what locals say. Very concerned other cultural/leisure services will be cut further. I appreciate budget cuts and the need to provide services to vulnerable people but raise council tax
- Often significant amount of dog dirt on pavements when walking into town. Especially on one particular part of Cleveland Terrace between Leconfield and Cleveland Avenue. When cleaned up it soon returns! My biggest and only complaint!
- On street parking is always an issue in inner-city areas. We both have disabled blue badges for our car and dearly wish for disabled markings on road opposite our house. Often have to battle for space
- On the field at the back of Jedburgh Drive is a disgrace with rubbish people have dumped, it should be removed as it cause vermin
- On the Moorfield Estate we have a huge problem with dog dirt! I can't walk 10 steps without seeing some. Dog dirt bins need to be provided. The nature reserve was once a lovely place to walk. It isn't anymore!
- On the whole I am satisfied with the service the council provide, we have quite a lot of anti-social behaviour from youths in the park and bus stop, sometimes drinking alcohol. The other minor complaint would be on visiting the tip, we have a large garden
- One councillor to each ward to save money. Focus on being efficient and dealing with complaints and issues quicker. The council is not fit for purpose currently.
- One of the biggest shocks that the council informed us about this year was that they subsidise the borough golf course to the tune of £177,000 a year, utterly obscene in these times of fund cutting and tightening belts
- Only complaint about D'ton is current state of some roads - damage to car driving through numerous potholes, particularly in my street. Needs looking into urgently as will only deteriorate.
- Only one - The local bus service has been axed - I know several other villages in the same boat. But it's more than inconvenient to non drivers. Very happy with the mobile library - please keep it up thank you
- Only one person can provide answers, which means that my views have been expressed but my wife's have not.
- Only recently moved to area, appalled at litter and view Darlington as a dirty untidy place. Postmen should not drop elastic bands everywhere - fine them
- Open play areas for young people. Public toilets in town centre. Civic theatre - don't agree with alcoholic drinks being allowed into performances
- Our area has now turned into RENT A CITY with landlords of POLICE or council allowing very undesirable choices to live in these houses. Why do we homeowners have to suffer! Feel strongly on this as turning into very volatile area, stabbings and more
- Our bin collection service is excellent.
- Our bus service is Scarlett Band, would be nice if it could run a service on bank holidays so residents could partake in events planned for holiday weekends in town centre
- Our main concerns are the poor state of our road and footpaths. Being a side shoot from the main A167. We seem to have been forgotten, given all the work carried out on the A167 regarding new paving and cycle ways.
- Our neighbour is very loud and has a howling dogs. She also smokes marijuana which makes our house smell, when we asked if it was her she threatened to take legal actions saying we harassed her. Would like more support re difficult neighbours
- Our poor bus service is my main concern particularly as we get older and neither of us drive. No buses after 6 Monday to Saturday, no bus on Sundays, no bus on bank holidays
- Our refuse collection did not come one week and then cats scratched open bags so litter went everywhere. Council ruined the town centre, getting rid of the market building the town hall etc. Poor bus services after 6pm and the market has been moved.

- Our road is used to get to and from grass fields for dog walkers, amount of dog dirt is getting worse. Number of residents who use large vans for work are parking on grass verges and spoiling the grass
- Over recent years Darlington council has spent too much time and money on the town centre while neglecting the outer areas. More time and effort should be put into the cleaning of many of the blocked gulleys around the outer areas. I would like to see man
- Overall Darlington council do a very good job. I am proud to live in Darlington but I do wish that the council would listen to the people of the town in what we need to improve it such as a bus station which is needed badly
- Overall Darlington is a lovely place to live with just a few problems that need to be tackled - mainly litter, rubbish and dog fouling on pavements and in parks
- Overall good place to live. Town rangers waste of funds. Council don't treat homeowners and council tenants the same. Give 10/10 to traffic wardens. Great you send these out to ask what we think
- Own my home, having probs from children from council house across road. Asked parents to ask get them to leave me alone/ reported to housing. Was accused of abusing the family from member of council. Council tenants get away with it, no faith in them
- Parent and child parking facilities are inadequate and too expensive.
- Parents dropping off and picking up children from school park dangerously on the corner of Friats. Blocking access to some, an accident waiting to happen. Would like a new bus station in Darlington.
- Park behind Eggston View has not had any lights and benches placed for people to use along paths. Only park in D'ton that haven't got them, council have always run out of money when Branksome is due to get improvements, why are we always last?
- Parking in nunnery lane very bad, yellow lines needed
- Parking in this area needs looking at ,as a resident I'm not often able to park near my home due to non residents/employees for post office/town hall parking in the street, what happens if a hotel cinema are built, where is parking then? One way system for
- Parking is expensive - better to shop out of town. Art centre should never have been closed. Thanks for keeping Cockerton Library open
- Parking on grass verges should be totally banned within area - especially bad in Coniscliffe Road and part of Low Coniscliffe. Footpaths should be free of overhanging branches etc
- Parking policies are an issue - then they wonder why no one wants to shop in town centre. Spend lots of time and money conducting surveys and consultations cos it is obligated to by law but pays nothing but lip service to residents' concerns
- Parking problem in area. Difficult for buses to negotiate. Cars parked right up in junctions.
- Parking restrictions in Vine Street make parking works van difficult at times.
- Parking too expensive prefer to travel elsewhere. Too many charity shops
- Parks - Eastbourne, badly maintained. South Park good but often vandalised. Streets vandalised, graffiti. Back streets fly tipping. Area has bad reputation and local community don't care. Miss arts centre
- Past 2 years issues have been raised regarding litter and bad road conditions, pot holes etc, take responsibility for your rural boundary instead of financing flowers in middle of town. Failing to take care is detrimental of tourism.
- Paths are covered in dog crap, most of it is due to the gypo's, get rid of them.
- Pavements are being blocked by parked cars on Haughton Rd. Pick-up and vans driving over pavements opposite Darlington College
- Pavements disgusting, need of urgent repairs as are country roads. Town centre filthy, shops closing down. Why not reduce rates/rent to allow new small businesses to get onto High Street allowing individual different businesses to take over
- People often put their bins out too early and then litter ends up getting blown around. Parking on paths and drives blocking access for disabled people or pushchairs so you have to walk on the road.

- people on drugs in my area are rife and making the area very unclean, although very near the police station we very rarely see police officers, loud music and people arguing in the early hours worst in the summer when we have windows open
- People putting rubbish out in back alleys before bin collection day. Think you should bring back fines because there is a lot of rubbish blowing about the streets from it
- People/ drivers jumping red lights. Amount of pot holes in Darlington. Double yellow lines on Duke street. Drivers turning right in and out of A167. Re-introduce the none and sharing in town magazine.
- Perhaps you could produce questionnaire on poorer quality paper which could be placed in a smaller envelope and perhaps reduce postage costs
- Pg 3 Dolphin centre is too expensive. Pg 2 cabinet system undemocratic & unresponsive. Situation at Dtn is about to get much worse, survey now will be irrelevant in 12 months. Q32 is rubbish, re social acceptability of behaviour or health or safety issue?
- Please address dog fouling and litter in the back alleys
- Please can we have a bus station
- Please can we have a proper bus and coach station in D'ton town centre, visitors complain about the lack of one!
- Please can we have more real police on the street. Can we please have some common sense with regards traffic congestion. We do not need bus lanes in our little town. The ridiculous throughout on Houghton Road is horrendous, please change this to a round
- Please clean the streets and public areas they are full of dog dirt. Prosecute leavers it is so horrible. Roads are a disgrace for pot holes. More cycle routes and join them all up so you can actually get somewhere
- Please consider opening the public toilets under the indoor market, even if only on weekend and bank holidays
- Please contact me if you need any information on alcoholics anonymous and what we do. I can arrange a little talk to explain everything.
- Please do everything you can to safeguard funding for essential services delivered by local charities. In particular accommodation and services for homeless young people.
- Please do something about the state of all buses in town centre, it's terrible.
- Please do something with the new roundabout in Haughton Road doesn't work/waste of time/waste of money. Roads are in a terrible state
- Please fix potholes - its destroying my car and road bike
- Please fix roads. Terrible ruts. Please remove street humps on Park Lane and Clifton Road. These damage our cars and do not slow fast cars and taxis. Bad dog faeces on both these streets.
- Please improve parking facilities within Hurworth for residents!
- please no more questionnaires
- Please not except for odd exceptions no longer shop in the town, I object to excessive parking charges
- Please note that I Charles Harrod residing at 9 Sutton Close DL3 9XR with my severely disabled wife Rosemarie Harrod, I am her full time carer and have little or no time for social activities
- Please please can the council do something about the amount of buses in Tubwell Row!!
- Please provide town centre with toilets. Repair potholes. Deal with snow/ice in residential areas as well as main road. Thank you. Ask Borough Councillors to reply to their constituents ours rarely does
- Please remember when making decisions, NOT everyone uses computers.
- Please repair road surfaces in Zetland St and Rise Carr area. Inspect landlord owned properties in area, some disgrace. Footpaths very poor. Put Rise Carr Club to use.
- please repair roads and get wheelie bin asap
- Please sort out dog mess!!
- Please sort out dog owners and clean our streets. It's a shame to bring people to Darlington. Out streets are a disgrace.
- Please stop cars parking or turning up the turf on grass verges.
- Please stop police trying to catch speeding motorists in places where accidents don't happen. Why don't they do it IN the villages not as people drive out!!



- Please stop wasting my money, it is not difficult to make cuts to such an over-inflated organisation. The constant mentions of Stressholme, the now gone Arts Centre, the Dolphin Centre & the Civic Theatre are appalling with no evident basis of fact except
- Poor bus service. Grass cutting very bad in local green playing area Whilam Avenue
- Poor road maintenance. VERY limited door stop recycling. Query over whether this questionnaire represents good value for money
- Positives - unique shopping and dine scheme, great for supporting good shops in D'ton and recycling. Negatives - Refuse collection, no xmas tree pick up, wheelie bins would help clean up streets. Kerb side recycling is limited
- Pot holes and badly maintained speed bumps are causing unnecessary damage to my car why? No mention of roads or cars in your questionnaire
- Pot holes are a concern, lots of local roads are in poor repair, also littering - Mowdon Shops etc after lunch time. especially in area of recycling bins.
- Pot holes in Darlington's roads are totally unacceptable.
- Pot holes in roads are not being repaired. Paths that have been damaged by floods not repaired. Sick of people parking cars in front of my house. Bus service is very poor, does not run on a Sunday and there is not a bus station. Wheelie bins are too big t
- Problem with dogs fouling regularly on the grass verge
- Problems are speeding vehicles. Vehicles parking on pavements and verges. Cycling on pavements. Litter and particularly disposal of chewing gum, getting worse. Council should be giving out fines
- Problems with anti social behaviour, same children all the time. Anti social team do their best. Bring something into schools to teach them right from wrong. Get parents to teach them to RESPECT PEOPLE and their properties
- Problems with Darlington: Low diversity of business, resulting in little prospects for the younger generation. Also the gypsies.
- Problems: litter from passersby, dog fouling, speeding cars, mobile phone usage by drivers, parking problems caused by station uses, roundabout misuse, exposed alleys, dog wardens, traffic lane priority at traffic lights (Geneva Rd&Yarm Rd)
- Problems: clean up litter, repair pot holes, parking-town centre too expensive / why pay for residential. Doing well: river tees-maintain terrific natural asset, south park-keep up good work, cycling-good job we have the above, not safe on roads
- Proud of living in Darlington although - roads not good, disappointed with decision to close Arts Centre, miss 'Darlington in Bloom'. I am content with everything that impacts on me
- Proud to live here - moved from Middlesbrough so vast improvement. Disappointed with councils decisions. Town planning lot to be desired. Don't agree with bedroom tax lots will suffer. Need innovative ideas
- Provide a traffic warden for a few days to Ingleby Moor Cres, Firthmoor School. Very sure that council would make a fortune on chancres parking their cars on public highways, this could also prevent/reduce injury to young children, speeding etc
- Provision of bins for waste. Provision of bins for recycling. Access to school transport for nursery aged children, only if used at same time as normal school run
- Public footpaths at the rear of Badale Meadows, round by the beck does not have enough rubbish bins. Just a couple would be much appreciated, thanks.
- Public toilets. Bus station for safety reasons. Ring a ride for older people, we paid for this service. Stop people riding on paths. Thank you
- Push even harder to save money and avoid waste. Share facilities with other local authorities. Learn how others 'cut costs instead of increasing rates by 2%. Find yet further savings to make Darlington an affordable, efficient place to live.
- Put a bus stop in Eden Crescent Skerne Park As I have a great deal of pain in my knees from arthritis.
- Q far too long, therefore response will be low return.
- Q1 No bus service/shops/schools. Q3 Parking fees too expensive
- Q2 Has the wrong services listed together for a proper answer to be given. You envelope is too small

- Q2 is a poor question. How can you possibly gain valuable insight into how we view services by putting them together in this way. Separately, I would have ticked four different boxes.
- Q23b) We often experience litter/ rubbish being left on our garden/ path outside house/ driveway by student attending Carmel college
- Q52 - employed as director of own small business 60hrs per week
- Questionnaire doesn't include any ref to Car parking/Prov of bus stops/access for disabled/whether people vote or not/loss of arts centre
- Questions not well thought through e.g. I am retired but as a female I look after the home (written by a man?)
- Rather a long survey
- Re anti social behaviour. Had problems with teenage travellers in town on weekends mostly males
- RE:- Q.17 There are no play facilities at high grange or grange park for the under 5's. The play area at West Park is great for older children, but quite dangerous for small children. When I look after my 2.5 year old grandson we have to go to Broken Scar
- Reason some answers were neither satisfied or dissatisfied was because I did not know enough to be able to say either way
- Recently applied for a 1 bedroom bungalow following husband's death, would have helped with me money and also given a family the opportunity of a lovely 3 bedroom council house but new system of bidding is ridiculous - no personal communication anymore.
- Recently been upset over changes to recycling centre, not allowed to use my company van to bring rubbish without a permit. I can appreciate ether reasons. Reluctant to use the recycling centre as reluctant to fill my car with debris
- Recently contact council regarding broken street light and was impressed fixed the next day. Tried phoning another day about state of local footpaths, gave up after being on hold for 15 mins
- Recently had to start paying council tax even though I am on benefits. The extra £200 a year bill is going to be very difficult for me to afford as on benefits you only just get enough to live on
- Recognise that local government is suffering from economic costs. Feel that cultural and social aspects of the town should be viewed in a more positive light
- Recycling bags should be provided and collected more often, rubbish and compost bins should also be provided
- Recycling centre restrictions, use of vans makes it difficult to use. Would like to recycle more but cant. Appreciate need to prevent illegal dumping but I pay for this service. Has fly tipping increased cos of these new rules?
- Reduce ticket prices for Civic Theatre, surely this would attract more people
- reference to Q23- whinefield road very busy, traffic calming measures needed, fast driver demolished front garden wall in October 2012. small park behind bungalow, tends to be used for quad bike racing and golf practice, have had gold balls hit and damage
- Refurb of Dolphin Centre gym is excellent. Condition of road surfaces & uneven pavements- appalling. New junction near B&Q/North Rd Station is big improvement. Litter/rubbish/graffiti-very bad problem. Victoria Rd needs improvement. Flower displays excellent
- Refuse collection always been excellent. Immediate neighbourhood deteriorated due to all traffic for Priory School being diverted along Westfield Drive. Priory School problematic with pupils regularly escaping. No bus service
- Refuse collection is inadequate, no litter bins for dog walkers or cyclists, and area has a litter problem. I don't recycle as its not collected regularly, we are left to cut our own grass verges yet pay a lot of council tax
- Refuse collection. Biggest issue is storage of recycling - more recycling areas in rural locations. Local refuse/recycling-don't charge for building waste-will stop fly tipping. Potholes-online reporting system?
- Refuse: keep up the good work! I have friends in other parts of the country that have totally unacceptable arrangements - including different bins for different types for waste!
- Regarding Darlington HWRC - Make tip available to discard all garden waste, as previous attempts have been rejected. Allow more household waste to be discarded without cost.

- Regarding Q53/54 after an accident last year, I have trouble walking but don't know if this will be permanent or not, so have answered no.
- Regarding wheelie bins, why oh why were so FEW small sized bins ordered. Pensioners would be able to manage them much easier. How will you decide who gets them? Interesting!!!
- Relax parking charges in town centre like Middlesbrough council then I would shop in Darlington and not travel to Northallerton
- Reliably informed D'ton council are stopping BT/open reach from putting in fibre optic cables to increase broadband speeds. How can a business survive in Darlington area with such slow broadband.
- Reluctantly filled this in - another waste of money. We read in press you have lots of money to save? This money could have been spent on repairs on Civic Theatre
- Reported lots of problems with my house, these are never done properly just patched up. They say there is no money to replace
- Request DBC. Please supply a closing bin for recycled paper/card as often neighbourhood littered with the blue plastic bags (as supplied by DBC)/blowing around and their contents particularly on windy days
- Residents in Eden Crescent need a bus stop IN Eden Crescent. Need more contact with Warden Councillors. Need activities for young and youths to access in local area. Where youth clubs gone?!
- Residents of Darlington should have been given more say with regards to wheelie bins i.e. storage problems, size required etc
- Results of this survey should be shared and compared.
- Return envelope too small!
- Rise Carr is now a dumping ground for alcoholics, drug users and problem families. Area is now horrible and am scared sometimes on a night. Wish I could afford to move right away from this area
- Road and footpath maintenance. Needs urgent attention, potholes in roads - roads not resurfaced properly - footpaths in dangerous state, cracked, not level etc
- Road is an absolute mess after grass cutters have been
- Road layout for traffic in and out of town is terrible. Shopping in town worst I've ever seen. Bleak shopping centres and not enough shops, town centre over run by jobs. Darlington is an ideal place to live
- Road maintenance lots of pot holes. Would be very satisfied overall with DBC but they have had to make cuts to services due to budgetary restraints (out of their control) This questionnaire is way too long
- Road need repairing - Neasham to Middleton St George very bad
- Road network in and around town is a shambles. Haughton Rd-only time no congestion was few days when lights were out. This concern is from everyone I know who has to drive around town and not just myself
- Road on Cleveland Avenue between Abbey Rd and Milbank Rd is shocking. Full of patchwork holes. How long are builders allowed to keep their signs up for - going on forever!!!
- Road on Davison Rd is not wide enough for amount of cars and resident complain about cars parking on the verges, which does cause a mess, but I would rather see the emergency service can get along the street!
- road repairs, pothole are concerns, concerned about cut backs and reductions
- Road surface on A67 east of town is poor condition. Flow of traffic using urban ring road, roundabouts need re-examining. Large paved area east of High Row is stark an uninviting
- Road surface requires urgent action, drains, action on youths hanging around shopping area, dog fouling and grass cutting
- road surfaces are bad in this area
- Road surfaces are dangerous and west end always left out. Permit system at refugee is nightmare, we have a trick used as family vehicle. Have had little/ no information on changes to make Mowden Hall into a free school. Agree with wheely bins.
- Road system in Salter's Lane more of a hindrance than a help. Two lanes of free flowing traffic more appropriate. Yellow "no entry" box at the end of roads more helpful with speed bumps also.

- Roads - Pot holes and general maintenance is very poor. Trees - Not cut back and left with falling leaves onto property and into gutters, which get blocked. Roots from trees are also spreading into property foundations and drains.
- Roads are in a bad state – never get fixed, New road is a nightmare no signals don't know when to turn right and left – speeding is a problem. Why are the slow moving street sweepers out in rush hour on a morning?
- Roads around college ward are very bad. Patching is not the answer. Resurfacing is the only answer
- Roads atrocious. Pot holes/dog fouling increased. Wheelie bins - Why??
- Roads in need of repair speed restrictions set outside schools not enough litter bins on estates never seen the drains suctioned out
- Roads need some work [pot holes.]
- Roads VERY bad in residential streets around town! Realise it's an expensive thing to do but my family all have concerns about potential damage to our cars on potholes - some near missed in the dark!
- Rubbish and dirt all over gives bad impression to visitors. Cigarette butts in many places. More police foot patrols and less number of cars going after people! To know that there would be officers within a reasonably close range would feel wonderful!
- Rubbish and dog fowling/broken glass are big problems in this area.
- Rubbish in streets from school children. Street and road cleaner comes before bin men who then leave rubbish. Park area is a disgrace, fence panels missing, gate hanging off
- Rubbish scattered outside the back lane is getting worse. Needs to be cleared. When putting out my rubbish for the bin men today I was appalled at how bad it looks
- Sack box ticking cretins!
- Sack waste of council tax money smoke wardens who share of 6" of glass covers to ensure those who enjoy a smoke get wet in what was a perfectly good and separated smoking area. Keep the council tax bill down and save on bowler hats and clipboards!!
- Sad when Art Centre closed. Why do schools have to be academies to become successful? Loss of firework display a shame. Bus fares expensive. Could research have been based in Darlington rather than Stockton?
- Sadberge has nothing no post office/shop, no school, 1/2 a church (vicar comes from Middleton-St-George. No bus service, pubs are both up for sale. How are people meant to get benefits from Darlington's services without buses?
- Sadberge suffers from lack of facilities, disgraceful road conditions, no local shops, post office or healthcare, withdrawal of public transport, limited support, i.e. Grass cutting. Resident pay significant c.tax for little. Excellent community spirit
- Save money on grass cutting - trim edges to keep tidy and leave the centre to support wild life/flowers etc.
- Scarp the wheeled bin idea, waste of money
- School parking - big problem. Dolphin centre - feel intimidated by other users - very yobbish behaviour
- Seems people without ability or money to work a computer are now excluded from local government, same as Olympics, need to be online to know. Never win any draws so there is not much point in that either
- Send a decent sized return envelope
- Service required - clean roads and pavements the leaps more it very slippery and block drains. Rubbish left in the street from school/students. Pavements are very slippery when it had snowed
- Services provided in outlying areas particularly poor. Buses poor means people have trouble keeping jobs. As an area with a largely ageing population a comprehensive bus service should be seen as a priority
- Should be more parks for older children better facilities. Tidy up after grass cutters. Paths etc are covered in mess. Size of Darlington surely somewhere could be found for weekly car boot sale. Most other towns have one that aren't as big as ours

- Should do more to support children's sport, facilities poor. Should be bending over backwards to facilitate a return to the borough for Darlington FC. Should be encouraging development of better supermarket facilities
- Should have more parking spaces that are free outside the very centre of town and the dolphin centre. Centre of town has no atmosphere on an evening. More recreation for young people.
- Sick of dogs inside making place smell, 3 times I have reported this, takes too long to sort, front door is not getting locked all the time. Council does not respect tenants privacy
- Sick of finding dog foul and litter in my area. Would like information on jobs and council have as I don't have access to internet. Could you please send me out your job page each month
- Sick of my surrounding streets/paths and my street being covered in dog poo. In particular the walk to park by school (H.Hill primary). I am a dog owner but always pick up after my dog and it annoys me when others don't bother! Sorry rant over. Thank you
- Side roads need to be kept in good repair and cleared of snow. Bus service needs a logic in the running of buses, i.e. time span. Not closing medical facilities - the Dr at Piper House is a credit to D'ton, Don't lose it! Proper bus station again
- Signed to receive documents for my late husband's right of burial and erection of headstone and later discovered the wrong cemetery had been documented. Surely important documents should be twice checked
- Since opening of college in Haughton Rd seen a decline in litter, parking, speeding, dog fouling
- Some areas in Darlington get more money spent on them i.e. Pavements replaced, roads repaired, drives put in for parking
- Some free town centre parking would be good. Wheelie bins would reduce rat /fox appearances in town. Info on school application process/option/induction is non-existent. Strange, new time for some parents should be more info available, online is poor
- Some improvements have been made to Rockwell Nature area though grassed areas have been left in an unacceptable state. There has been an increase in dog faeces along North Rd. Fitzwilliam Dr shrubs pruned but litter left
- Some of the answers hard to reply to as such our area has such a lot of travellers moving around with white vans and dogs and sometimes ponies
- Some of the questions on this survey do not relate to the work of the council. Section 9 in particular
- Some of these questions are completely irrelevant. Why are you using council tax money to open a prize draw? Overall I am satisfied with council services however 3 years to wait for an allotment is a disgrace
- Some of your questions appear to have been formulated by a first year student of psychology!
- Some questions difficult to answer as you can have a different opinion of parts of 1 questions
- Something needs doing about Jack Horner pub, used for tipping, shouldn't have to put up with it. Passage way between 6 and 4 Wimburne Close been a problem since 1969 and still major problem. Problems been reported many times
- Sorry I have no idea. Thank you, just I am deaf
- Sort our road please.
- sort out gypsy problem, crime, parks, speed bumps, drug problem, underage drinking, roads and footpaths, look after good areas in town
- Speed bumps or other measure to slow traffic along our street would be very much appreciated. It is a busy street with lots of parked cars and many families have young children, including ourselves and we feel it is a big safety issue
- Speed bumps outside our house are in a bad state and cause damage to our cars. Need sleeping policemen as these don't slow people down
- Speed humps on some roads are not needed, waste of money. Don't want wheelie bins but will accept them
- Speed up planning process for building Darlington, needs work places and attractions, build basic terraces for young people and bungalows for old on one estate to mix communities. Families move out to find work.

- Speeding cars, sometimes reaching 80mph. Large pot holes in the road opposite cottages. Parking in the local area can be bad, especially if there are a lot of walkers or the pub is full. It is getting worse with the addition and renovation of other cottages
- Speeding vehicles through my village a big concern. All day everyday
- Spend less money sending paper questionnaires out, more money making council better.
- Spend less on councillor income/expensed - do we need so many councillors? So many cuts in jobs and services but no cuts in number of councillors?! Or SENIOR management salaries 70-100K range
- Spend less on new road improvements. Spend more on local services that help minorities in our community. Fill potholes! Recycling bin systems
- States in 'Together' booklet our normal collection dates for Easter and that they will be one day late, but in fact they came on their normal day! This is so annoying!
- Stick with black plastic bags and to hell with wheelie bins
- Stockton borough council seem to be a lot better at grass cutting and recycling.
- Stop housing association putting all drug and drinkers in our area (Whinfield), should be for mixed ages and sexes not just under age mothers. Make Asda stop people from taking trolleys home and leaving them in the street
- Stop paying Ada Burns over the top salary. Get rid of all councillors. Start listening to staff that run the services
- Street cleaning/drain clearance/removal of debris, grass cuttings, leaves in residential area also problem. Dog fouling continuous problem. Bus service would be welcome addition. Feels like residents in rural areas treated like second class citizens
- Street I live on is used as a parking area for every car owner who is too lazy to walk a few yards to shops. It causes lots of problems for residents who can't get near their homes. Time something was done but of course will be ignored
- Streets a disgrace with dog dirt, empty cans/bottles. 174 Park Lane has been empty for 4/5 years, now being used as rubbish dump. Is it possible Cyndie Hughes can now find out who owns the house and get back door fixed, blew down in last strong wind
- streets near north road are disgusting due to dog fouling, horrible when walking. roads are in terrible states and need repair (pot holes) speed bumps should be replaced with rubber type, surely this must reduce repair costs
- Streets where I live are filthy, litter and dog fouling everywhere, anti social behaviour after dark it is not safe to go out. Car parking is big problem where I live. Council seem to focus on problems that are not priority to the population of D'ton
- Streets/pavements in town need cleaning regularly and thoroughly. Smoking in alleyways banned. Drug dealers and takers of drugs hang around alleyways back of Skinnergate. Not acceptable to people parking and passing by
- Strongly believe that Darlington as got a lot to offer, citizens' panel would be a good idea. Great location compared to others and could and probably should try to fill its potential
- Strongly object to council introducing wheelie bins to every household. In times of austerity this financial outlay is obscene and should be taken off the councils development programme
- Such an in-depth surveys of opinions prior to the expensive and unnecessary re-development of High Row would have been appreciated. At this time of cut backs why substitute expensive wheelie bins for a system which is working adequately
- Surely free parking close to town centre would encourage people to use shops and facilities and boost local economy. Seems pointless making everybody pay to park putting them off shopping in Darlington
- Survey asks little about shops in town centre, is probably one of the worst town centres for a town of its size, if you need to shop you need to travel elsewhere. Darlington is getting steadily worse. Maybe not fault of council just sign of times
- Surveys are a waste of time and money
- Tend to think Denes area of Darlington is very neglected in terms of dog fouling, litter, fly tipping, speeding cars. Think the council thinks it's only the denes area, stuff them. Why pay for a dog warden, pay for parking patrol instead
- Thank you

- Thanks for doing a great job!!
- Thanks for helping me settle into the area during the last six months. A warm and welcoming place, I can see myself staying around for a long time
- thank you for this form always enjoy getting involved
- the amount of dog muck on our route to Healthfield Primary is disgusting. Hewitson rd, albatross way, Shearwater ave, The Broadway. also cut into school from shearwater is awful fences are dangerous.
- The amount of kerbside litter on all roads around town. When will the Oval/Northern Echo development start? North Road, is starting to become a bit of a rundown part of the CBD.
- The area I live in is very poorly served by DBC
- The area we live in is a bus route and in desperate need of driveways so cars are safe. The curbs put in on the oval are doing no good for the cars that used to park there.
- The arts centre should have been kept open
- The cattle market needs moving to outskirts of town or industrial estate. We need a bus station. The changing rooms and toilets at the dolphin smell disgusting. In general the areas outside of the town centre are unkempt and dirty. There is little for teenagers
- The company 'EUROJAG' on Neasham Rd has made the surroundings atrocious, grass verges ruined by parking, vehicles parked everywhere. This business should NOT be in Hurworth, more like Whessoe Rd
- The condition of road in our area as regards, rubbish that litter our streets, and fouled pavements
- The condition of roads in Darlington are amongst the worst in the country. Too many potholes and badly finished surfaces. The traffic management system just abuses more delays and frustration to drivers.
- The condition of the back lanes in our area, people play on them and there is always broken glass, rubbish and dog poo. Should be checked.
- The condition of the roads and pavements in MSG leave an awful lot to be desired. Parts of MSG are quite unsafe for pedestrians, i.e. danger from cars.
- The cost of this survey would probably pay the wages of several street cleaners. Under the freedom of information act I would request the cost of this survey be published in the town community newspaper
- The council appear to waste money digging up roads and moving around piles of dirt, as well as building flats over populated areas
- The council are destroying Darlington, we are losing shops ,leisure activities and reputation, if I could move I would
- The council are suffering cuts similar to other areas but I believe that Darlington is one of the dirtiest places I have lived in. The council appear to deploy their resources in the town centre and immediate area only
- The council bidding system is unfair, confusing and not at all clear - unlike before when you had to wait for your points to be earned for area of your choice
- the council could do a better job than some areas but litter and dog mess problems could always be improved on
- The council could do more to prevent supermarkets being built near Darlington. I feel that they damage the small retail businesses in the town centre
- The council do nothing to help vulnerable people who are victims of ASB then they send social services around to try and trip you up and catch you out accusing you of not caring for the person you look after. P.S. the health service here is crap
- The council gives the impression that the town centre and surrounding area is all that matters and the out-lying villages are the 'cash cow'.
- The council is making great efforts at difficult times. The application of values and aims could sometimes be better but does often rise through excellent individuals.
- The Council needs to improve recycling and offer more options. Roads need work, holes filling etc.
- The council needs to make everyone more aware of what they have on offer and what people are entitled to

- The council needs to reign in their trigger happy parking wardens. There is building resentment among businesses and people with excessive and unwarranted ticketing. It's only a matter of time before one of them gets hurt. WE'VE ALL HAD ENOUGH NOW
- The council never takes anything you say seriously enough to change i.e. schools placements taking children out of schools
- The council officers are paid too much. The chief executive receives more than the prime minister. Services have considerably reduced but there has not been a corresponding reduction in salaries. Redundancy payments are too high
- The council seem to be letting the state of the roads fall into despair. There are a lot of pot holes in Darlington
- The council seems to lack common sense – never had a visit off my local council in all the years I lived here. No bus seats in shelters.
- The council's actions in the Stressholme/Blackwell Grange Golf course 'give away' is an absolute disgrace. DBC Should be running Stressholme properly rather than doing underhand deals with a private members club (where councillors are members) This will re
- The DBC website is very complicated and difficult to use. It is very hard to locate specific things, even when you are advised or referred to the website as where you need to be. Back alleys within my area can be very unclean and have split rubbish bags I
- The dog fouling outside my gate is a big problem. If you can't clean up after your dog, DON'T GET ONE!!
- The dog poo from Brunton Street to Rydal Academy is disgusting the amount of complaint I have put in and nothing has been done. Also the rubbish that is left out in the alley way is disgusting too
- The dog poo on the streets in my area especially Widdowfield, Greenbank Road and Reid Street. This needs addressing asap.
- the dolphin centre is an amazing facility and at the heart of the town DBC should do everything to make sure it stays open
- The filth dirt in D'ton town is a complete disgrace. At times I feel ashamed to say I come from Darlington.
- The grass needs cutting regularly so it is kept short so that everyone can use the field. The traffic on Haughton road is really bad since the roundabout at Barton Street was put in place. It works better as a normal roundabout and the traffic flows better
- The imposing of wheelie bins upon the town shows the high handedness and uncaring attitude of the council to the Borough's address
- The library facilities were very good when I used them, wouldn't change them. Queues for the dolphin centre but facilities are excellent. However I think a lot of changes need to be made in regards to cleanliness, dog mess etc. What happened to recycling
- The local pavements and roads are covered in dog fouling this is unacceptable please address this issue
- The loss of evening bus services to villages is a disgrace. How do we keep people from using cars if no buses are available?
- The main complaint I have is about the lack of gritting around West Park Academy. Alderman Leach Drive becomes incredibly dangerous for children and parents during bad weather due to lack of gritting.
- The main problem is dog dirt and fly tipping.
- the main reasons I am dissatisfied with Darlington are as follows 1. Move to wheelie bins these will be an eyesore in many areas 2. Parking charges. 3. Arriva is allowed to use entire town centre to park its buses, its unsafe and causes pollution
- The most I have dealt with the council has been in respect of my elderly father, there were no opportunities to express concerns about social services on this form
- The new roundabout Haughton road – it has made matters worse. We haven't been consulted about the wheelie bins and we don't want them
- The park on the Redhall estate is fairly useless, I have to take my children elsewhere, also we need more than one shop and a chip shop/Chinese/Indian take away service would be appreciated.



- The people of Darlington Strongly Require a bus/ coach station, Also there is no need to go ahead with the Queen Street development
- The placement of bus stops in witton - minor's crescent, especially as the playing field is going fastened off when building begins. As we will have to walk all the way back to Kenilworth Dr. When you are bad on your legs and have to use a walker it's a lo
- The police don't do anything about the kids in the streets. The people on drugs/alcoholics get looked after really well whereas us disabled are left.
- The problem of dog poo needs to be sorted out ASAP!
- The removal of leaves from the street, including gutters and drains is inadequate. Would prefer that the trees in my street were pruned regularly
- The repair service in Darlington is terrible, workmen are fine it is the management that are the problem. I can no longer go to doctors, dentist etc because the bus service has been taken off, very much feel I am living in an 'open prison'. I don't know ho
- The response I have received from my complaint has destroyed my faith in the council, they seem to care more about covering their back than helping out the tax payer.
- The road at top end of Willow Place is badly in need of repair
- The road ramp outside the building which the gritter lorry hits and the building shacks move the bus stop to the opening of Katherine St and blocking all the traffic when the bus comes - accident waiting to happen.
- The road surface around DL1 2TS is very bad and contributing to damage to vehicle suspension
- The roads have been systemically ruined and now encourage people to disregard the highway code and endanger lives
- The roads in Darlington are in need of repair. Car parking in the town should be cheaper. Ban chewing gum in the town or even better in the UK
- The roads in Darlington are terrible! Pot holes are causing unnecessary damage to vehicles to which we have to pay tax for as well. Needs to be quicker responses to deal with this!
- The roads in the borough are in atrocious condition. There are too many pot holes which I consider dangerous to road users. I wonder why there are no questions relating to this or are you ignoring the problem
- The roads leading into Kempton Court are an absolute disgrace, another waste of money, the work done was an absolute disgrace and the still get away with it. Who passes these in an inspection?
- The roads need redoing, pot holes all along Edgecombe Drive, a few on Staindrop Rd. In the summer the grass on the new walkway off Staindrop Rd does not get cut properly, just parts, making it a mess to look at
- The satisfaction with Darlington BC would be increased substantially if the highways and roads were taken care of in a more reasonable way. Good roads and easy commuting across town is essential for everything that happens in Darlington
- The services provided by the council are good and effective because of the personnel within these services. Some local councillors do not respond to residents' requests effectively and in some cases there is NO response!
- The state of the roads and theft from my farm are my main issues spend less on roundabout flowers and more on roads
- The state of the roads is appalling, proper road repairs need to be undertaken not just patching up, otherwise we will soon resemble a town in the third world
- The state of the roads is getting quite bad in the borough. This includes main roads, as well as side roads.
- The streets are an absolute mess - rubbish and dog mess everywhere. The roads are more pot-holes than roads in places, and I do not feel safe in this town.
- The town centre is dying - lower car parking fees and rates to encourage businesses. The market should be in the market square. A better eye should be kept on the refuse and recycling wagons, they make as much mess as the collect
- The town centre is slowly dying and being replaced by charity and coffee shops. The way the town car parks/ streets are policed (traffic wardens) you are driving (literally) people away to Teesside and Northallerton.

- The town is becoming a ghost town. The parking and business rates are forcing businesses out of town and people to shop elsewhere. The pubs are being over-run by the traveller community. I work in a pub and often hear comments saying the reason people do n
- The town is in a very run down state. Litter everywhere. Most of the main streets are disgraceful, there could be a regular clean up using perhaps community workers
- The town is sinking underdog dirt, broken glass and fast food wrappers.
- The use of senior citizen bus pass should be available all hours. Potential savings to bus operative appear dreadful
- The worst thing about living in my area is the dog fouling especially in Green Lane. This is absolutely unacceptable as there are plenty of dog litter bins available
- There are far too many buses on a lot of routes. From my home to the town centre buses run every 7-8 minutes, many with only 2/3 passengers. They are a nightmare in the town centre.
- There are serious issues in Easson Rd/North Lodge Park with rubbish/dog fouling/parking. Believe this area would greatly benefit from recycling and wheelie bins. Also regularly drunk people or people drinking in the park which needs to be monitored
- There are very many pot holes in the roads which need fixing. It seems the workmen scrape out a little of the edges of a hole, and regardless of the weather then fill with tar/tarmac. Because the inside of the hole is wet, the infill does not adhere and s
- There have been a number of council surveys in recent years e.g. town centre pedestrianisation, feethams are refurbishment.
- There is a lot of debris and fallen leaves which render the path unusable, from the development up to Walworth Castle. I have emailed the council about this and not had a reply, it has been this way since we moved in and I suspect a long time before that.
- there is a problem with parking as people double park and the buses can't get passed so they blow they horn I have put in for a drive but was refused so the only way is on the grass verge
- There is a very big problem with dog fouling in the area where I live. I know other people have tried to address the problem but it still exists. Also litter is a big problems. The area could be very desirable if with just a few changes
- There must be a better way of stubbing out cigarette bins in town centre, dirty, dirty, dirty
- There seems to be gangs of men working but aeon their mobiles. Managers should monitor this situation. State of roads are disgraceful. Managers need to manage their resources better, tax payments should be better spent.
- Think certain officers and councillors within BC are highly paid and in current climate, should take a drop in pay (allowance). If this was to happen some of the current services could be maintained
- Think council generally doing excellent job and respond to people's feedback. Concerned reports of benefit cuts and reduction in council funding from government. Thank you for this opportunity to complete this survey
- Think Darlington Council does its best most of the time, would struggle to achieve perfection. Would like to see more police about, more rubbish cleared more often - off streets and park areas. Wildlife habitats cared about
- Think DBC should make much more effort to maintain the roads and repair potholes
- Think it is absolutely disgraceful that you are closing Stressholme Golf Club to the general public
- Think it is wrong time to be spending money on surveys in the middle of a recession with all the council cutbacks
- Think money used for this and Darlington Magazine could and should be spent elsewhere!
- Think money was wasted in past e.g. revamping town centre. Can understand about cuts now being made (forced by government) but very sad that arts centre and Stressholme are being closed
- Think outdoor market should be where it used to be. Yes times change but it brought in visitors to town. I would visit every Saturday and if it was bigger and free parking
- Think the cost of having garden waste collected is high and does not encourage people to care for their gardens. Everyone has not the means of visiting the council tip in Whessoe Road

- Think the police and council should clamp down people who go around driving like idiots, throwing stones and eggs and vehicles, driving whilst on phone etc. Park their vehicles wherever they want with police help if for funeral
- Think this a waste of council's waste!!!
- Think this is waste of time and money
- This area has big problem with fly tipping!
- This document is far to lengthy for most people to access. The Dolphin Centre is a great facility but it always smells of urine, surely there must be a method of dealing with this
- This is a waste of time/ money. They don't listen to what you say, they do what they want to do anyway.
- This is another waste of money. Council don't listen to people anyway. Parking charges too high. Too many councillors. Too many high earning bosses. Poor road system
- This is suitable for one person in the household to answer, does not cater for one or more occupants having opposing veins. Could re-design to cover eventuality of more than one box needed
- This is the second form you have sent me, how much money is this costing? The council is in debt losing jobs and money spent on form s that could be much better used on other services.
- This must have cost lots of money, more waste! The result of which is likely to be 'O' just work for the postman! And whoever calculates the info!
- This survey must be expensive to conduct, I hope correct decisions will be made based on the results especially regarding cost cuts. It's a shame this survey could not be done by a Darlington business (Sorry NWA!)
- This survey achieves little. Raise the issue ask for written comment. You will find out what people actually think
- This survey is a complete waste of time and money, should be used for other services
- This survey is probably a total waste of time as the views of replies will be put in to a computer but not actioned. Sure that what this survey is costing, money could be used for a better cause but the council have to be seen as being pro active
- This survey must cost huge amount. There is constant evidence of time waste by council members. the litter and parks are a disgrace. Too many complaints to list here.
- This survey seems to be all about me, I live here with my husband to whom I am a carer, as he has many illnesses, so we use 2 bedrooms
- This survey was sent on high quality paper in a time of cuts, it is frustrating when you are cutting jobs. These questions don't ask about the arts or why you are unhappy with services. A council field behind my house is rarely cut.
- Ticked the box saying groups hanging around the streets. This is mainly in town centre and Eastbourne area. Believe they are from gypsy community, believe this puts people off from visiting. Education is needed to improve their behaviour
- Time council listened to residents, give us bus depot BEFORE multiplex cinemas, dept stores etc. Can't even fill shops that are vacant now what is the point of building more? Reduce rents before it's too late
- Times have changed, majority of businesses left long ago. Street unclean, roads appalling, no employment for young people. My son travels 95 miles per day for part time work. Would leave here tomorrow but can't sell house due to poor state of economy
- To clear the back lane of rubbish and keep it tidy
- To encourage visitors to Darlington, car parking EVERYWHERE should be FREE on Sundays
- To many overpaid office staff. Service cuts instead of looking at high paid managers
- To resolve street parking remove grass verges, would solve grass cutting too
- To think about the local area. Bin bags, once collected the streets are clear, wheelie bins could be there all day if you are out which we are. A costly and not needed Idea.
- Too many councillors being paid too much. Too many senior management at council looking after each other. Cut big salaries not little! (Ada Burns would be better thought of if she reduced her salary)
- Too many highway signs. Inadequate surface dressing on roads.
- Too many proposed cuts to arts/libraries/museums

- Too many questions. Waste of resource employing NWA. DBC would be better value for money if merged with Co Durham. No school within 20 min walk. Delighted Tesco were opposed by DBC. Please re-value council tax band
- Too much broken glass in parks - Sugar Hill. I know this is not the councils fault directly but it is such a damaging situation for children/animals, more regular attention to this possibility is needed
- Too much bureaucracy, top execs paid too much. None affected by cuts, just blame government. if these people are so well paid why do we need this survey?
- Too much litter left around for too long
- Too much money spent on the welfare bill. I am pleased that people of working age now have to pay council tax. I fell Darlington has had an increase of "chavs" and do blame the benefit culture. Do not let Darlington deteriorate into a "no go area".
- Too much reliance on the internet from public authorities there is an assumption that everyone has access and is confident to use it
- Too much smoke from chimneys/garden fires. Inconsiderate parking from people collecting children from school. Anti social behaviour in town centre. Public transport into town can be difficult
- Totally against wheelie bins
- Town centre is a disgrace. Dirty, expensive to park and no good shops. Market is rubbish. Northallerton is an ideal model to work from, lots of small independent specialist shops and cafes. Perhaps reduce rent and council tax?
- Town centre is rubbish, no entertainment-cinema etc. Travel elsewhere. Market is disgusting. Need more upmarket stores to attract people
- Town centre is run down mess. Shops closed, chewing gum and smokers everywhere. Parking charges are too high.
- Town centre parking needs to be addressed before Darlington becomes a ghost town, too expensive. Parking penalties too steep and wardens too keen
- Town centre pedestrian area badly thought out and dangerous. No public toilets without nipping in to a shopping centre (Cornmill only) or Dolphin Centre or pub. Could do with a bus station
- Town dying to parking charges, live in Merrybent and go to Auckland Oval/Teesside Park every week instead of paying up to £400/year to park. Stop wasting money on road improvements that don't work. Try giving council tax discounts for not using services
- Town is a nightmare, nothing to attract visitors, too many pubs allowing underage drinking, nothing to cater for young people, bus services are a nightmare, no public toilets for families that like walking, council waste too much money
- Town 'planners' completely ignore heritage, townscape, wildlife etc. Soon it is the big anniversary and the council officials are disinterested. They don't acknowledge our unique rail heritage. Like York our railway museum should be free to visitors to the
- Traffic and parking dreadful. Hospital services not good. Town centre filthy
- Traffic management and road condition in this area is very poor. There is a lack of consultation before traffic calming measures are installed
- traffic flow system on Haughton road causes build up problems and is totally unnecessary at non busy times
- Tremendous waste of council money. Money could have been better spent on running bus service to Hurworth and Neasham. Please publish the amount spent on this survey (including printing, postage and staff salaries)
- Unable to get to Drs, hospital and North Road shops. Lack of buses
- Unaware of any other areas of town that have such a high reserve of eastern Europeans. Never lived this side of town before so never noticed
- Underage drinking, groups of youths gathering in back lanes urinating/smoking. Rubbish/furniture left in back lanes. Gangs of children playing football/throwing stones on Springfield Rd, speeding cars. Need better police presence
- Unfair our estate has not been adopted by council so we have to pay a monthly maintenance fee, yet at same time pay more for our services because of additional Parish rate. In effect we pay much more for much less
- unhappy unilateral decisions - e.g. wheelie bins; poor transport planning and needless costly systems

- Unsatisfactory bus service along Coniscliffe Road (1 every 1/2 hour)
- Until town gets a bus station the decline will continue, buses were never meant to travel up Priestgate. One day the council will look at the chaos caused by this.
- Urgent attention is required for maintenance of open space. Grass cutting regularly. Cleaning twigs/leaves. Attention for dog fouling. Periodic street cleaning. Best wishes for DBC and its hard working staff
- Use library in Cockerton, disappointed when opening hours changed. Would be much better if it opened on an afternoon, school children would have more opportunity to go. Dog dirt big problem on pavements, more needs to be done to stop this
- Use the market square for the outdoor market. Chief Executive should take a large pay cut when the council is struggling with its finances- gets paid far too much. Quality of the roads is a disgrace. Having an art festival when the council have closed the
- Used a taxi all the time but my daughters have to be with me. Thank you
- Used to be an honour to work for council, at present seems to be about money. Chief Exec salary could be used in much better way. Council wastes money. No DECENT play area in Mowden, bus service appalling, grass is cut then left on paths, list is endless
- Used to be bus that went from Salter's Lane Haughton past Bank Top Railway Station, why is this no more? Could the situation with dog fouling be monitored?
- Used to be pleasant village, now surrounded by gypsy sites. How are we supposed to access town with no bus service? Pay our council tax with very little benefits to us
- Usually when inviting people to spend half an hour filling in a questionnaire it helps to preface it with a purpose - the thing that will inspire and motivate them to take that time to deliver. And I am glad to see such great questions!!
- Very concerned about bus schedules for my area.
- Very concerned about changes which may be made to social provision as my husband has Alzheimer's and I'm his carer. Also worry about lack of co-ordination of services provided by health and social services
- Very dark where I live, asked for a light but still heard nothing
- Very difficult to travel to Darlington to use services available as there are no buses to/from Darlington after 7pm on any day of the week. It would be good if there was at least one bus in to town at about 8pm and back at 11pm.
- Very disappointed with the closure of the arts centre, I know the financial constraints you are under but the facility was very badly and inefficiently run
- Very disappointed about the closure of arts centre and feel that it should have been possible to make changes to its use to enable it to be run without loss
- Very disappointed in our outdoor market now. Used to be brilliant, now its rubbish
- Very disappointed in the grassing over of the area where the war memorial is located in Naughton.
- Very disappointed that a town the size and importance of D'ton no longer has a dedicated Tourist Information Centre. We miss the Arts Centre!
- very disappointed you closed the arts centre down, one of the reasons we bought our house! such a lovely building that SHOULD be used by the community, very disappointed in the water feature and steps in the town centre, looked better before, waste of money
- Very dissatisfied with cost of bus fares in D'ton although service is good is not economical. Very satisfied with no of dog bins in local area but Faverdale, Black Path and Brinkburn nature reserve have no bins.
- Very DISSATISFIED with decision to rough ride over the opinion of Darlington residents and introduce wheelie bins at such a huge cost when important services are being terminated or reduced. Notice that there aren't any relevant questions on that subject!
- very dissatisfied with lack of bus station in Darlington. also dissatisfied that there are no accessible toilets in the town centre, and the cornmill are often closed
- Very dissatisfied with lack of public toilets, bus station, visitors park in resident parking areas. Also disappointed with lack of representation by local councillors in these matters.

- Very happy in my village however experienced anti-social behaviour in Asda car park on more than one occasion while with young children. Not much to do for ages 15-19 leading some to turn to taking drugs
- Very impressed with provision of footpaths and their maintenance. By not providing sensible collection for garden refuse unnecessary damage to the environment is done
- Very much object to people parking on pavements, especially in front of own property. No room for a pushchair to go through
- Very poor comment from staff, birds in a hedge are more important than the safety of children on a dangerous road footpath. Something is very wrong here. People safety should come first.
- very poor use of south park - dog show gave Darlington show game. Not used to benefit the public. Local church having to pay high fees to put on events. Councils excuse for charges takes trade away from town centre.
- Very satisfied with flat
- want to know when results survey are published
- Was happy when I moved into area until recently when a vehicle repair business opened at end of the road causing obstructions. Accident waiting to happen.
- Was made redundant from early intervention and prevention services for young people at DBC, I'm disappointed to hear my colleague are again facing redundancy, don't understand on how DBC intends on reducing referrals without this service
- Was very sad to see Arts Centre close, was a fantastic facility which family enjoyed. Would hate to see the Civic Theatre, Dolphin centre and town libraries lost although we don't use them often.
- Waste recycling at Whessoe Rd should be open for residents to use commercial vehicles as some don't have a car or objects won't fit in a car. Believe this will result in more material being dumped illegally
- Wasting money sending out more questionnaires. Wish you had left High Row alone, steps now dangerous. All streets should have residential parking, should be a law to stop vans parking in front of your windows. Roads and footpaths need repairing
- We and my wife Isobel consider Darlington is a good place to live and bring up a family
- We are concerned about the failure to support or respond to the most vulnerable elderly and all crime "victims" in Park East area.
- We are currently in a recession and a period of severe austerity. Why has Darlington Borough Council chosen this time to spend a small fortune on questionnaires to every DBC household?
- We are missed when road sweepers are on area!
- We be great if we could have a bus/coach station in Darlington
- We don't get information when bus times or routes change and only a 2 hr bus service to/from town on Staindrop Rd and none through Cockerton Village at all since Scarlet Band was rerouted to town and Aycliffe
- We don't want wheelie bins
- We don't want wheelie bins as people who live in terrace houses and have steps to yard have problems and if left in back lane people will be able to get on and climb over wall
- We feel the needs of OAPs in West End are of no interest to labour members of council, judging by their comment at public meetings i.e. local bus services. No consultation about wheelie bins
- We gave 'joint' views of those living here up to page 13. Confusing to then have one residents data for personal details hence changed Responses to reflect majority of answers
- We have a problem with extra amount of traffic since bypass went in
- We have always found Darlington an excellent Town, good amenities. Easy access to countryside and to coast. Could you let me know the reasons for this survey?
- We have had a cycle path installed along our main road A167. we have yet to see anyone on a bike use it. Yet another white elephant and at a great expense into the bargain!
- We have problems every day with traffic misusing the island outside out flats using the wrong side of road, someone will get knocked over. Councillors and planning man have all witnessed the problems

- We keep asking our councillors if we can have our section of blind lane adopted! Although we have a notice about resident parking the notice is ignored! It is also heavily used by farm vehicles and Rockcliffe Park Gold Club machinery
- We live in a rural part of Darlington. DBC seem to have little understanding or concern about rural communities. This is illustrated by the lack of questions in this surgery about rural things
- We live next to a small park which in the summer weekends attracts a lot of young people drinking and being a nuisance a lot of the time. Would like more patrols checking this area, especially Friday nights.
- We live with 4 other families up a private road off A167. Presently we take our refuse to the end of the lane for 0700 on a collection day - unreasonable. Otherwise after living near Middlesbrough, Darlington is far superior in every respect
- We moved from Surtees Street, if we still lived there some of these answers would be significantly different! There was nowhere to express our dissatisfaction with the condition of the roads...
- We need a bus station in Feethams area. We need more bus stands in Tubwell Row (unless we have a bus station)
- We need a bus station!
- We need a bus/ coach station. Remove the cattle market.
- We need a public toilet in town centre
- We need more leisure facilities in Darlington. I am totally against the Town Centre proposal. In my opinion this development should be built on the old 'Torringtons' land. Should include a multi-screen cinema, ten pin bowling, casino and a large bingo hall
- We need to keep our town a place where people choose to visit. It is important we look after the parks, the leisure and arts. Instead of cutting services we should be looking at ways to make services flourish more and bring in some income
- We often find that contacting our local councillors is the solution to many problems. People in the town hall don't always listen to what we say
- We pay a fortune council tax, bin men come at 2pm. No gritters, dead end street too bad to use when snowed. Older residents get to say what happens round here (Park). Allotments seem only to be for the older
- We really miss the Arts Centre for small productions for children, music group, toddler group and as a place to meet
- We still need a bus station! Despite what Cllr McEwan thinks. Tubwell Row and East Row are an accident waiting to happen as people are constantly dashing out between the buses, risking life and limb.
- We think bus fares are far too high.
- We want a bus station in town centre
- We were regular users of the Arts Centre and the closure of the Centre last year has had a large negative impact on our quality of life. We often now travel out of town to visit the Sage at Gateshead or other Arts venues, whereas we could walk to the Arts
- We would like info on when work will commence on Brinkburn Road as it is a disgrace, also provide skate parks for youths to stop them using parks
- Weekly refuse collections are efficient, but having to transport our garden refuse several miles to the recycling centre is becoming increasingly difficult for pensioners and is increasing carbon emissions. Broken fences that are not repaired only lead to
- went to several meetings about cuts etc but you still closed the arts centre, will never vote for Labour/and or councillor ever again, you need to start delivering for people who work hard, not just the people on welfare etc
- West end of town is kept tidier than other well off areas of town. Totally unfair, we all pay our rates
- West Park play area has been neglected this past year, the grass is very long and does not get cut properly also there is a small amount of water like a pond which has no fencing around it.
- We've requested resident parking outside our house, can never get parked due to people parking to go shopping and work instead of using car parks around the corner. Also dangerous for all these to be here as there are a lot of children in area

- What about letting some parishes or wards take charge of some of their own services needed and by the council giving appropriate finances for this purpose?
- What an appalling waste of money this survey is
- What are you doing to help our football team get back into Darlington?
- What financial "holdings" does Darlington Borough Council have in reserve (bank accounts) not disclosed, because rates have been increased yet again
- What is the cost per person of this survey? Is it going to eventually reduce our council charges. Why did we not have a say that this was produced? Council are hopeless in designing road junctions, can other engineers be employed in future projects?
- What is the point of this survey. I hate to be pessimistic but do you honestly think filling in these forms is going to improve matters.
- What on earth re locally elected councillors doing, if surveys like this are needed. I would like to see published the percentage return of these questionnaire and the overall cost of the exercise
- Wheeled bins are an eyesore. Had to fight and fight to save our local bus. Appreciate there are cutbacks due to economy but waste what money they have
- Wheelie bin use should have been consulted more with D'ton residents. Big problem in D'ton with cars being up for sale on the streets
- Wheelie bins at high costs with no enough advantage, waste of tax payers money. Cycle lanes inadequate, not safe for cyclists. Stop rising costs of car parking, would bring trade into Darlington
- Wheelie bins to be provided or refuse sacks that are strong enough so contents don't spill out so easily
- Wheelie bins total waste of resource and not wanted by VAST majority! New road waste of money as was road from Whessoe Rd to North Rd. Dog waste major problem. Parking charges driving trade away. Why has council tax gone up and services down?
- When are the council going to repair the broken road surfaces leading into the estate at Collings Way?
- When are the roads going to be repaired? I am not a rich man, so please tell the people who set council tax rates.
- When can we have wheelie bins? When will you collect plastic as household recycling?
- When councils are trying to save money surely things such as market research is expensive! Market research, wheelie bins, how much more un-needed expense is going to be adopted by DBC
- When I lived here 40yr ago it was boom town plenty of opportunity. This long gone. Sad to see debris on streets and fly tipping. Town centre lost its soul. No toilets in town centre!! New waste tip arrangements are highlight of discussion in local pub
- When the council cut the grass, they just leave it to blow all over. The roads around Morpeth Avenue are all potholes including Springfield Road
- When the wheelie bin system comes into play, at my house will the bins be collected at the front or back? The houses are terraced.
- When we get wheelie bins we should also get green bin for garden waste. Too many 2 hour restricted parking areas. Should have a bus station. Why has Co-op got monopoly of shops in Cockerton area - 3 shops? No choice for residents
- When you cut the grass with a blower cutter the paths are left covered in grass cuttings, The new cinema is essential to the town you must push it through, is there any help that can be given to queen street with reduced rates, barrier outside McDonalds
- Where and when will there be toilets in the town centre suitable for the older, vulnerable people to use? Or is that not a consideration the council think worth financing?
- Where are the questions on parking?
- Where I live there are no buses, the post office has closed, road need repairing and grass verges are unruly. There are very responsible people trying to hold the area together and it has done no good, no help from council!!
- While I don't/can't use services right now they are still important. Library-used by young/old. Parks important for everyone. Town centre dead for one reason-car parking charges
- Who comes up with a stupid idea of a bus lane on north road when the road is wide enough if a bus stops cars can get past. The state of the roads is a disgrace



- Who gave permission to spend a large amount on this survey. Please may we have a roundabout at Albert Hill/ Houghton Rd. Reorganise bus service, too many then rural areas have none.
- Who has paid for this? Not from our council tax I hope!
- why a 10% increase in council tax? Not acceptable. Still don't have wheelie bins or recycling facilities. traffic wardens over keen, only there to make money for council, roads are in a terrible state and dangerous - no cat eyes!
- Why are council not making better use of Dolphin Centre? Do you actively sell shows at civic theatre? No! Council staff get paid regardless of profits so there's no need to push/adapt sales practices
- Why are the streets cleaned prior to recycling/rubbish collections.
- Why are we being forced to have wheelie bins, when the council must stop pleading poverty? The public seem to have very little say in this bureaucratic system.
- Why close the public toilets and expect people to come into town, from outside areas.
- Why did council spend thousands on upgrading arts centre then close it? Where are people working who are given community service? Why don't we use market place as bus terminus?
- Why did you close arts centre? Would have been more efficient to open for Sunday lunches etc. Please get the street cleaned.
- Why do Darlington borough council need to spend money on this questionnaire when they have to make money cuts?
- Why do my neighbours and I have to walk across mud/dog muck just to get to our front gates!! Everyone else in Darlington seems to be getting new tarmac paths right to their doors! Have asked council about this and it has rejected on cost grounds
- Why do we have 51 councillors in this town. All on salaries? They used to get paid only when attending a meeting
- Why do we need wheelie bins? To us it will be a problem in and out of the drive, expensive items considering bin bags seem to be doing the same work
- Why does the council let young people with babies live in a two bedroom flat on the ground floor when they are for old people. It just isn't right?
- Why doesn't the questionnaire ask about taxi services, too many polish drivers that cannot speak English and charge more than the English drivers and are very ignorant. Will not use a polish driver if I have to get a taxi
- Why have the trees to the main road into High Grange been literally butchered. Bay trees don't need cutting down to the stump, 15 years of growth cut down in 15 minutes! Madness.
- Why have we got a town centre no one wanted?
- Why have you not asked about things that really matter i.e. parking charges, freezing council tax, and potholes.
- Why is the questionnaire being sent to Stockton-on-Tees, when someone from within the borough could be employed to deal with it?
- Why is the town centre not bright and cheerful at xmas? Since the town centre was altered the life has gone from the team, it used to be a vibrant town now it's as dead as the dodo. Greed over parking
- Why no bus shelter, at Harrowgate Hill, cycle paths put in by council, restrict positioning of above. Bus congestion in town centre, a disgrace. Council allow this to happen
- Why not put the outside market back into the market square, instead of changing stalls all over. The town was much friendlier in past days. MARKET square - 'ring any bells?' there is a clue in the title.
- Why since retiring am I having to pay council tax and money towards rent taking nearly all my pension credits. I have worked and been taxed on over the years
- Why was earth removed and left for months in this area, Coombe drive? Irregular number 11 bus service. What is the councils view on lack of bushes/trees on Deepdale way?
- Wider envelope would have been more appropriate!!
- Will be very disappointed if cockerton library closes – dolphin centre to be used at cheaper rate for those with health problems

- Wish DBC had fought for jobs at royal mail like they have at Mowden Hall. Virtually abandoned villages with no evening buses. Youths running amok in village. Have anti social behaviour over past 3 years, still awaiting report and crime number
- Wish the council would take grass cuttings away with them. Could the council buy more coloured lights to brighten up town centre at Christmas?
- Wish we could have old bus route back. More handrails in town centre for elderly and disabled
- Wish you would return the bus service. Would gladly pay to have a bus to town and back of course
- With council cabinet system we effectively disenfranchised as our local councillors, conservative have no positions or responsibility. Council staffing cuts at working level whilst maintaining many layers of management is contrary to efficient services
- With regard to wheelie bins, I have contacted council to clear path that goes to my gate. It has not been done yet due to problems with lady at 54 puts bolt in all day
- Work in Darlington as part of Integrated Team - concerned at loss of our youth service provision particularly working in deprived area - Skerne Park. Vital service which local residents rely on - funding issues
- Workmen on Kenilworth Drive have been excellent. Litter on streets and through the field area is terrible, hope that when this project is finished the council will be more involved in regular street cleaning and control of uncaring tenants
- Would appreciate a service for collecting garden waste. Bus station
- Would appreciate collection of garden rubbish (in line with other authorities in the area)
- Would appreciate information upon introduction of wheely bins as my property will not be able to accommodate one
- Would appreciate more tolerance from traffic wardens when trying to safely drop off/collect 2 young children from school. Perhaps consider Middlesbrough's approach - free parking
- Would appreciate the removal of the traffic lights at the junction of Haughton Road and Bypass and make bypass McMullen Road junction and roundabout.
- Would be a good idea to allow more car boot sales in the area.
- Would be good to have green recycling box and bag that don't blow away in wind-had mine one month before losing it to the weather. See little point requesting another set. Neighbours that work have same problem, few people both with no box or bag!!
- Would be nice if you could call in at drs surgery in Nunnery Lane to make appt. You have to phone before 8 and sometimes no appts left. Not a local number but an 0844 which is not cheapest rate. Appt system needs re-think
- Would get further if fixed problems e.g. potholes instead of adding new roads/bus lanes etc. When increasing amount of houses, also increase services such as emergency/doctors etc. Civic Theatre/Forum/Sports Halls/Parks good services
- Would have liked to complete this questionnaire online, would have given you opportunity to 'up sell' council services and give further info.
- Would it be possible to make our street - Craig St/surrounding areas to be parking permits as every day all day long most cant park their cars in own streets. Residents are in favour of paying charges unlike hospital workers who park in our streets
- Would like an allotment, put my name down over 3 years ago and heard nothing. I visited council offices and requested to go on the list in person
- Would like council to pass law banning garden bonfires which are antisocial when people have windows open or washing out.
- Would like holes in road to be filled properly. Spend money on roads instead of painting fences on ring road
- Would like more bins in South Park. Recent work done at South Park has been left in a mess. Don't clear grass properly after its been cut. Dog fouling and dogs not being on leads is still a problem in South Park
- Would like the tree in front of my house pruned more often, lived in here 49 years and haven't bothered you much. Branches are over the garden. Thank you
- Would like to be on the Citizens Panel but I'm not online and do not like using a computer as I don't understand them

- Would like to be supplied with black bin bags for refuse please
- Would like to comment on a dire situation regarding dog fouling on Moorfields estate on Firthmoor. Think more should be done to combat this including more patrolling by dog warden and/or police or community support officers
- Would like to council to reconsider its policy on public toilets, doesn't do town any favours. Have friends on Teesside who have stopped coming on Mondays because of lack of facilities, also parking charges
- Would like to express opinion on state of D'ton roads. Pot holes aren't being filled in and when they are the surface just gets worse as it is now like a patch work quilt. Have no other complaints but feel strongly about this
- Would like to have bus station back in town
- Would like to know when this house is going to be updated as there is no shower and the bathroom and kitchen are both very old.
- Would like to make a STRONG complaint about condition of pavements RIVERGARTH/BARMPTON LANE, particularly the stretch towards A66 roundabout from RIVERGARTH
- Would like to reiterate problem of dog fouling in MSG. I'm a dog owner and clean up after my dog but it's a disgrace. VERY unpleasant to walk through village. School pathway disgusting. BIG problem in back lanes
- Would like to see bus station to relieve congestion in so called town pedestrian area. Would like services on evening, weekends and bank holidays. No service after 6.30pm
- Would like to see council make each tenant on my estate responsible in cleaning up the rubbish in front of their properties
- Would like to see more done about dog fouling, path outside Harrowgate Hill School is a repeated problem. Whilst I have seen wardens in the past it has been irregular. I was very happy to see Cockerton library remain open
- Would like to see more facilities for youths in the open spaces. I am a dog walker (who cleans up after her dog) and notice that youths take over infant playgrounds to play football, despite the availability of open space, and this can be intimidating for
- Would like to see more security in West Cemetery Memorial Gardens (new one). Constantly being vandalised and items stolen which makes it distressing for relatives
- Would like to see outdoor market back in square. More friendly/character. Market toilets need to open and need a bus station. Art centre should be re-opened as soon as possible. Not looking forward to wheelie bins. Potholes need repairing
- Would like to see recycling facilities more available and easier to access
- Would like to see some more enthusiasm for the town and its local communities. I'm very worried that DBC will sell everything of value and there will be nothing left for residents and nothing left to bring business or commuters to the area.
- Would like to see the outdoor market returned to its original position in square. Sadly this council in my humble opinion have destroyed the market and on a consequence less and less people are coming into town
- would like to see the town and local area tidied up, litter and venereal untidiness is paramount and it would make us all feel better
- Would like to see toilets in town, if toilets close on Cornmill there is are no others. When you get older you need to go more so I hope you would think about this it was good when we had the market ones
- Would like to support Civic Theatre much more but ticket prices prevents this. Would like to see more patrols in area specifically on Friday nights, not too much trouble but its intimidating and ,lot of litter, damage to houses and vehicle etc
- Would love to know who gave permission for the gargoyle that replaced chemical work. With planners allowing it to be built I would like to think they are no longer employed. No sun in Winter Rd and reverberation all the time
- Would prefer council to try and clamp down on dog fouling and litter droppers rather than trying to catch people out who may be 5/10 minutes overdue on their car parking ticket

- Would strongly suggest a full INDEPENDENT review of council staffing levels, resources etc. Too many local councillors/people sitting on executive committee. More understanding of residents needs and what is achievable
- Would use civic theatre much more often if costs were less
- Wouldn't want to live anywhere else but finding needles in our garden is very upsetting and danger to children/animals. When first complained had weekly visits from police but now stopped - not enough police officers!
- YES - don't enter me in draw if phone no. and email are to be used by 3rd parties.
- Yes - public toilet facility in town centre is awful. I believe there is only the Cornmill public toilet and cleaner closes it at 5pm. ALSO the tip, obviously in favour of John Wade and not the residents of Darlington
- Yes delivered in A4 envelope and you provide smaller envelope so having to fold survey
- Yes keep up with the small things not the unaffordable grandiose visions and strategies for which there is no money to implement and on-going maintenance dreamed up by overpaid consultants long gone from the town.
- Yes why did you supply an A2 envelope to reply?
- Yes!! Money allocated to this survey could probably be more beneficial to another project.
- You are one of four councils in the north east who refused the government grant and decided to increase council tax. Why?
- You could follow Morpeths example and give everyone who pay rates to the council two hours a day free parking in the town to help the shops and markets get over this hard time.
- You do not ask about people being carers I may be retired but now spending many hours looking after my mother
- You need to try and do more for the art community - local gallery. "empty shop" - pop up galleries?
- You won't bother, any requests are neglected. Wheelie bins - what happens when you can't lift them?? - I was told you will have to. Thanks for your support
- Your method of allocation of housing by bidding for one, very difficult for people who are not computer literate.
- Your survey is very vague in parts - asked if satisfied or not with certain things but no space to elaborate why. Would have thought sending this out and going to such trouble, a fuller picture would have been achieved with more detailed answers
- Your website appears to have been constructed by and for committee clerks. Your formal communications to the citizens of this town could do with less use of 'most', 'will' 'not' - we are not lumpen proletariat to be herded about