****

|  |
| --- |
| Top Line Findings |

**Unweighted Response by Ward**

|  |  |  |  |
| --- | --- | --- | --- |
|  | | Frequency | Percent |
| Valid | Bank Top and Lascelles | 194 | 4.1 |
|  | Brinkburn and Faverdale | 228 | 4.8 |
|  | Cockerton | 266 | 5.6 |
|  | College | 245 | 5.2 |
|  | Eastbourne | 210 | 4.5 |
|  | Harrowgate Hill | 270 | 5.7 |
|  | Haughton and Springfield | 241 | 5.1 |
|  | Heighington and Coniscliffe | 269 | 5.7 |
|  | Hummersknott | 319 | 6.8 |
|  | Hurworth | 253 | 5.4 |
|  | Mowden | 286 | 6.1 |
|  | North Road | 224 | 4.8 |
|  | Northgate | 177 | 3.8 |
|  | Park East | 215 | 4.6 |
|  | Park West | 212 | 4.5 |
|  | Pierremont | 233 | 4.9 |
|  | Red Hall and Lingfield | 216 | 4.6 |
|  | Sadberge and Middleton St George | 268 | 5.7 |
|  | Stephenson | 196 | 4.2 |
|  | Whinfield | 184 | 3.9 |
|  | Identifying data removed | 8 | .2 |
|  | Total | 4714 | 100.0 |

**RESULTS WEIGHTED BY WARD AND AGE AND GENDER INTERLOCKED**

**SECTION 1: Living in the Borough.**

Your local area receives services from Darlington Borough Council. Darlington Borough Council is responsible for a range of services such as refuse collection, street cleaning, planning, social care services and road maintenance. Throughout the questionnaire we ask you to think about ‘your local area’. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

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

(PLEASE TICK ✓ONE BOX ONLY)

Very Fairly Neither satisfied Fairly Very Don’t know

satisfied satisfied nor dissatisfied dissatisfied dissatisfied

25.0% 50.4% 9.0% 10.4% 4.9% 0.3%

**Q2 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together/ treat each other with respect?** (PLEASE TICK ✓ONE BOX ONLY)

Definitely Tend to Neither agree Tend to Strongly Don’t Too few people All the same

agree agree nor disagree disagree disagree know in local area background

14.7% 42.9% 19.3% 8.5% 3.4% 6.8% 1.4% 3.0%

**Q3 How strongly do you feel you belong to your local area?** (PLEASE TICK ✓ONE BOX ONLY)

Very strongly Fairly strongly Not very strongly Not at all strongly Don’t know

25.6% 46.4% 19.0% 5.2% 3.8%

**SECTION 2: About the Council**

**Q4 On balance which of the following statements comes closest to how you feel about Darlington Borough Council?** (PLEASE TICK ✓ONE BOX ONLY)

I speak positively about the Council without being asked 4.0%

I speak positively about the Council if I am asked about it 22.8%

I have no views one way or another 34.7%

I speak negatively about the Council if I am asked about it 25.1%

I speak negatively about the Council without being asked about it 10.8%

Don’t know 2.6%

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Q5A To what extent do you agree or disagree that you can influence decisions made by Darlington Borough Council?** (PLEASE TICK ✓ONE BOX ONLY)

Strongly Tend to Neither agree Tend to Strongly Don’t know

agree agree nor disagree disagree disagree

1.0% 11.1% 25.1% 29.8% 26.1% 7.0%

**Q5B If you answered disagree, are there particular areas where you feel you can’t influence the Council’s decisions? If so, please state.**

In considering the next question, please think about the range of services that Darlington Borough Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Darlington Borough Council provides to the community. We would like your general opinion.

**Q6 To what extent do you think that these statements apply to Darlington Borough Council?**

(PLEASE TICK ✓ONE BOX ON EACH LINE)

Strongly Tend to Neither agree Tend to Strongly Don't

agree agree nor disagree disagree disagree know

**Darlington Borough Council ……**

a) Is efficient, well run and 4.9% 22.0% 25.1% 24.9% 16.2% 6.9%

good value for money

b) Acts on the concerns of local residents 4.0% 22.6% 25.2% 24.0% 15.7% 8.5%

c) Treats all people fairly 5.7% 29.6% 28.3% 14.2% 10.7% 11.4%

**SECTION 3: Town Centre**

**Q7 If you regularly visit the town centre (i.e. more than once a month) what are the main reasons for your visits? (MULTIPLE RESPONSE – ANSWERS ADD TO MORE THAN 100%)**

Work 11.8%

Shopping 77.4%

Leisure 37.2%

Other (please state) 4.5%

Don’t regularly visit 13.0%

**Q8 If you attended any town centre events in Darlington Town Centre in the last 12 months (such as the Festival of Ingenuity, the R&B Festival or the 10K road race), did you attend…**

As a dedicated trip 22.9% In passing 14.6%

Not attended events 59.5% Not sure / don’t know 3.0%

**SECTION 3: About your services**

**Q9 How satisfied or dissatisfied were you with the following over the past 12 months?**

(PLEASE TICK ✓ONE BOX ON EACH LINE)

Very Fairly Neither Fairly Very Don't

satisfied satisfied dissatisfied- dis- know

satisfied

a) Cleanliness of the town centre 12.6% 49.8% 9.2% 14.9% 10.4% 3.1%

b) Cleanliness of your local area 10.0% 38.4% 8.3% 22.3% 20.6% 0.4%

c) Grass cutting 8.8% 30.9% 19.8% 16.3% 16.1% 8.1%

d) Household waste collection 32.2% 43.5% 6.8% 9.3% 7.3% 0.9%

(refuse and recycling)

e) Upkeep of public parks, recreation 12.6% 39.4% 12.8% 16.1% 11.9% 7.2%

grounds and open spaces

**Q10 If you have visited public parks, recreation grounds and open spaces in Darlington in the last 12 months how satisfied or dissatisfied are you with the CLEANLINESS of public parks, recreation grounds and open spaces ?** (PLEASE TICK ✓ONE BOX ONLY)

Very Fairly Neither satisfied Fairly Very Have visited but Not visited in

satisfied satisfied nor dissatisfied dissatisfied dissatisfied have no opinion last 12 months

10.8% 39.4% 11.5% 13.8% 9.2% 1.2% 14.1%

**The following questions ask about the range of facilities that Darlington Borough Council manage. For each facility could you please indicate if you have used the facility in the last 12 months. For those facilities you have used how satisfied are you with that facility, and if you have not used it please could you tell us why not?**

**Q11 How often, if at all, have you visited the following in the last 12 months?**

(PLEASE TICK ✓ONE BOX ON EACH LINE)

Yes at Yes at Yes at least Yes but NO

least least 4 times less not in

weekly monthly in the than last 12

last year 4 times months

a) Crown Street Library 6.3% 11.6% 10.0% 9.9% 62.3%

b) Cockerton Library 1.4% 3.1% 3.0% 4.5% 88.0%

c) Head of Steam Railway Museum 0.4% 1.3% 3.2% 16.0%` 79.1%

d) Dolphin Centre 14.2% 13.4% 14.7% 17.5% 40.2%

e) Eastbourne Sports Centre 1.9% 1.6% 2.2% 3.6% 90.7%

f) South Park 10.3% 17.9% 21.9% 18.5% 31.5%

g) Other Darlington Borough Council parks 10.2% 13.5% 13.7% 12.1% 50.6%

h) Household recycling centre 3.6% 19.9% 24.4% 13.1% 39.1%

i) Children’s Centres 2.1% 2.6% 2.0% 2.4% 90.9%

**Q12 And for those you have visited in the last 12 months, how satisfied or dissatisfied were you with**

**the facility?** (PLEASE TICK ✓ONE BOX ON EACH LINE)

Very Fairly Neither Fairly Very Don't

satisfied satisfied dissatisfied- dis- know

satisfied

a) Crown Street Library 65.4% 29.0% 2.7% 0.9% 0.3% 1.7%

b) Cockerton Library 59.0% 32.4% 4.8% 2.0% 0.5% 1.3%

c) Head of Steam Railway Museum 48.4% 40.3% 6.5% 1.8% 0.2% 2.7%

d) Dolphin Centre 46.7% 43.2% 6.0% 2.3% 0.4% 1.4%

e) Eastbourne Sports Centre 36.6% 47.8% 10.1% 2.0% 1.1% 2.4%

f) South Park 37.5% 44.0% 7.9% 7.1% 1.2% 2.1%

g) Other DBC parks 19.6% 45.8% 11.4% 15.8% 4.9% 2.4%

h) Household recycling centre 39.3% 43.9% 8.8% 4.2% 1.7% 2.1%

i) Children’s Centres 44.0% 35.9% 10.9% 1.9% 0.4% 6.8%

**Q13 FOR THOSE YOU HAVE NOT VISITED Please can you tell us why not?**

(PLEASE TICK ✓ONE BOX ON EACH LINE AND WRITE IN AS APPROPRIATE)

No Can’t access Other

interest by usual form reason - **PLEASE WRITE DETAILS BELOW**

in this of transport

facility

a) Crown Street Library 58.8% 2.8% 38.4%

b) Cockerton Library 60.4% 4.4% 35.2%

c) Head of Steam Railway Museum 63.2% 3.5% 33.3%

d) Dolphin Centre 60.8% 3.0% 36.3%

e) Eastbourne Sports Centre 71.5% 2.5% 26.0%

f) South Park 52.5% 5.2% 42.3%

g) Other DBC parks 62.9% 5.1% 32.0%

h) Household recycling centre 62.3% 7.6% 30.1%

i) Children’s Centre 69.3% 0.9% 29.8%

**Q14 How regularly do you intend to use Darlington Hippodrome (formerly the Civic Theatre) in the future?** (PLEASE TICK ✓ONE BOX ONLY)

Once or twice Three or four Once or twice Less than this Never Don’t know

a month times a year a year Not sure

1.8% 20.9% 36.5% 10.1% 16.4% 14.2%

**Q15 If you indicated that you “never” intend to use Darlington Hippodrome (formerly the Civic Theatre) in the future can please indicate why?** (PLEASE TICK ✓ALL THAT APPLY)

Cost Transport Parking Types of shows Facilities Other

on offer Please tell us why

34.8% 2.7% 6.3% 16.0% 1.3% 58.3%

**Q15A OTHER reasons for never intending to use Darlington Hippodrome** (WRITE IN BELOW)

**SECTION 4: Residents’ Priorities or Concerns**

**We are interested in your priorities for the Borough.**

**Q16 The Council has set out 8 priority areas (themes) for the next 4 years. Thinking about the future of the Borough over the next 4 years, please select which 4 themes are most important to you.**

PLEASE TICK 4 BOXES

**More people healthy and independent 44.9%**

– improving the health and wellbeing of residents (examples… tackling air and noise pollution, addressing poor housing conditions, and encouraging healthy behaviours)

**Children with the best start in life** **59.4%**

– enabling children and young people to maximise and achieve their potential (examples… schools and education, career and employment prospects for young people, child poverty, mental health and wellbeing of children and young people)

**A safe and caring community**  **67.7%**

– creating a safer and more socially cohesive community (examples…tackling speeding cars, anti-social behaviour)

**More people active and involved** **17.4%**

– increasing participation of residents in physical activity and civic life (examples… access to recreational activities, unnecessary use of cars, volunteering)

**More businesses, more jobs** **57.0%**

– enabling strong and inclusive economic growth in Darlington (examples… creating jobs, job security, wage levels, cost of living, levels of poverty and debt)

**More people caring for our environment** **40.5%**

– continuing to protect and enhance the local environment (examples… volunteering, tackling fly tipping and litter)

**Enough support for people when needed** **52.4%**

**–** ensuring residents get the right level and kind of support when they need it to enable them to live independently (examples… supporting older people, the local voluntary and community sector offer, homelessness)

**A place designed to thrive** **46.9%**

– ensuring we have the necessary physical infrastructure for residents and businesses to prosper (examples… vitality of the town centre, availability of affordable housing to buy or rent, accessible public transport)

**Other** (WRITE IN) **5.4%**

**Q17a As part of the medium term financial plan (2018-2022) the council is considering making improvements to the Borough across five themes (listed below). Please rank in order of priority the improvements that are most important to you, where 1 is the top priority and 5 is the least.**

(PLEASE WRITE IN A NUMBER IN EACH BOX, 1 FOR YOUR FIRST PRIORITY, 2 FOR YOUR SECOND PRIORITY, ETC.)

***RESULTS SHOWN AS MEAN SCORES BASED ON ‘1’ IS HIGHEST PRIORITY, ‘5’ IS LOWEST PRIORITY.***

***THE LOWER THE MEAN SCORE THE HIGHER THE PRIORITY***

**a) Community Safety** - for example: **1.82**

- Tackling anti-social behaviour in the town centre or neighbourhoods.

- Working with the Police, communities and landlords to improve neighbourhoods.

**b) Maintaining an Attractive Street Scene Environment** - for example: **2.81**

- Return grass cutting to 12-15 day cycles,

- Return to weekly back lane cleanse

- A general increase in cleansing across the borough.

- One off investments for priority areas for deep cleans and physical improvements in some areas.

**c) Maintaining a Vibrant Town Centre** - for example: **3.07**

- Flowers and cleanliness in the town centre.

- Events and markets.

- Attracting new business.

- Improving the environment.

**d) Developing an Attractive Visitor Economy** - for example: **3.98**

- Celebrating our Rail Heritage and attracting more visitors.

- Having a Tourist Information Centre.

- Improving the Head of Steam.

- Match funding grants to enhance cultural activities such as theatre or dance.

- Preparing for the bi-centenary of the world’s first passenger railway.

**e) Neighbourhood Renewal** - for example: **3.29**

- Supporting families and neighbourhoods facing disadvantage and poverty.

- Schemes to improve health and education in disadvantaged neighbourhoods.

- Tackling some of the impacts of welfare changes.

**Q17b If you feel that there are other areas that need improvement please provide further details…**

**SECTION 5: Contact with the Council and Information**

**Q18 How well informed do you feel about each of the following? (**PLEASE TICK ✓ONE BOX ON EACH LINE)

Very well Fairly well Not very Not well Don’t

informed informed well informed know

informed at all

a) What the Council does 7.3% 41.7% 32.3% 14.6% 4.0%

b) What can be recycled as part of the 28.9% 49.3% 13.7% 5.7% 2.3%

waste collection service

c) The reasons why the Council needs to 10.4% 35.2% 31.8% 18.0% 4.6%

make financial savings

d) The opportunities available to you to 8.4% 28.1% 32.5% 18.7% 12.4%

volunteer locally

e) Events and activities taking place in the Borough 10.3% 48.2% 25.3% 11.8% 4.3%

**Q19 Which of the following do you use to find out about what’s happening in your local area?**

(PLEASE TICK ✓ALL THAT APPLY)

One Darlington Magazine 62.3%

Your local Councillor or Councillor newsletter 15.4%

Council website 21.0%

Other websites 11.5%

Local newspapers (printed) 30.2%

Local newspapers (online) 15.0%

TV broadcasts 16.1%

Radio broadcasts 11.7%

Word of mouth 52.9%

Twitter 4.5%

Facebook 34.1%

Other social media 4.7%

Other (PLEASE STATE) 2.9%

None 4.2%

**Q20 If you have contacted the Council in the last 12 months what was the MAIN method you used?** (PLEASE TICK ✓ONE ONLY FOR MAIN METHOD)

Haven’t contacted the Council in the last 12 months 42.4%

Visited the Council website for information 8.5%

Completed an e-form on the Council website 3.6%

Phoned the Council 28.1%

Wrote to the Council 1.3%

Emailed the Council 5.7%

Discussed face to face with Council employees 7.1%

Contacted the Council via social media 0.3%

Contacted my local councillor / a councillor 1.1%

Other (PLEASE STATE) 1.8%

**Q21 And which of the following describes the MAIN reason for your last contact?**

(PLEASE TICK ✓ONE ONLY FOR MAIN REASON)

To make a payment such as council tax or rent 11.4%

For a transaction such as getting help to complete an application form 2.5%

Obtain basic information such as opening hours 7.3%

To book or apply for something, such as a Council Tax discount,

housing repair or bulky waste collection 21.6%

To get help with a particular problem

such as getting support for an elderly relative 8.8%

Another reason (PLEASE STATE) 48.4%

**Q22a Still thinking about your last contact with the Council, how satisfied or dissatisfied were you with……..?** (PLEASE TICK ✓ONE BOX ON EACH LINE)

Very Fairly Neither Fairly Very Don't

satisfied satisfied dis- dissatisfied know

satisfied

a) The information provided 36.4% 32.0% 9.2% 8.2% 13.4% 0.7%

b) How your issue was resolved 37.1% 26.6% 8.1% 8.2% 17.5% 2.6%

c) The ease of using your 40.1% 34.5% 9.3% 6.6% 8.8% 0.6%

chosen method of contact

**Q22b If you answered fairly dissatisfied or very dissatisfied to any of the above, please provide your**

**reasons for this….**

**Q23 Would you be willing to contact Darlington Borough Council electronically? This could be by email or filling in a secure form on their website (**PLEASE TICK ✓ONE ONLY)

Yes, already do or will in the future 60.9%

Yes – but I haven’t got regular internet access 2.3%

No – because I haven’t got internet access 8.8%

No – because I’m not confident about using the internet 5.5%

No – because I’m unsure about the quality of the result 4.2%

No – because I’m concerned about confidentiality/security 3.3%

No – Other reason (PLEASE STATE) 10.2%

Don’t know 4.8%

**Section 6: Helping Out**

**Q24 In the last 12 months have you given unpaid help to any group(s), club(s) or organisation(s) either as an individual or through your employer? Please only include work that is unpaid and not for your family.** (PLEASE TICK ✓ONE BOX IN EACH COLUMN)

*As an Through my*

*Individual employer*

At least once a week 11.7% 1.6%

Less than once a week but at least once a month 6.4% 1.0%

Less often 7.2% 5.1%

I have not given any unpaid help at all over the last 12 months 74.7% 92.3%

**Q25 If you are interested in volunteering, what is the main barrier preventing you from getting involved?** (PLEASE TICK ✓ONE BOX ONLY)

Don’t know what opportunities are available 11.6%

Not sure I have the right skills 1.8%

Don’t have time 28.7%

Transport issues 1.1%

Don’t know where to start 3.4%

Not interested in volunteering 28.6%

Already a volunteer 14.6%

Other reason (PLEASE STATE) 10.1%

**Section 7: Community Safety**

**Q26 How safe do you feel when outside in your local area?**

(PLEASE TICK ✓ONE BOX ON EACH LINE)

Very Fairly Neither safe Fairly Very Don't

safe safe nor unsafe unsafe unsafe know

a) ... after dark 16.9% 42.5% 13.2% 15.7% 9.0% 2.7%

b) ... during the day 51.1% 39.3% 5.3% 2.7% 0.9% 0.7%

**Q27 How safe do you feel when outside in the town centre?**

(PLEASE TICK ✓ONE BOX ON EACH LINE)

Very Fairly Neither safe Fairly Very Don't

safe safe nor unsafe unsafe unsafe know

a) ... after dark 10.5% 32.8% 17.0% 18.2% 11.1% 10.5%

b) ... during the day 43.0% 42.3% 7.9% 3.2% 1.3% 2.3%

**Q28 If you have answered that you ever feel fairly or very unsafe in areas of the borough, what**

**would make you feel safer?**

**Section 8: About Yourself**

We’d like to ask you a few final questions to put your survey answers into context. We want to understand the views of different people across the Borough. All of your answers are strictly confidential but if you would rather not answer a question, please leave the question blank.

**Q29 How long have you lived in the Darlington Borough Council area?**  (PLEASE WRITE IN)



**Q30 What is your sex?** (PLEASE TICK ✓ ONE BOX ONLY)

Male 47.1% Female 51.0%

Other 0.1% Prefer not to say 1.8%

**Q31 What age group do you fall into?** (PLEASE TICK ✓ ONE BOX ONLY)

Under 18 years 0.0% 45-59 years 27.3%

18-24 years 9.2% 60-75 years 21.8%

25-34 years 15.3% Over 75 years 10.8%

35-44 years 15.7%

**Q32 Which of these activities best describes what you are doing at present?**

(PLEASE TICK ✓ ONE BOX ONLY)

Employee in full-time job (30 hours plus per week) 37.6% Looking after family/home 6.8%

Employee in part-time job (under 30 hours per week) 10.8% Temporary sick 0.8%

Self-employed full or part-time 5.2% Wholly retired from work 26.3%

Unemployed seeking work 4.6% Long term sick 3.8%

Student 2.2%

Doing something else (WRITE IN) 1.9%

**Q33 What ethnic group do you belong to?** (PLEASE TICK ✓ ONE BOX ONLY)

White - English/Welsh/Scottish/

Northern Irish/British 90.8% Asian / Asian British - Bangladeshi 0.6%

White - Irish 0.3% Asian / Asian British - Chinese 0.1%

White - Gypsy or Irish Traveller 0.0% Asian / Asian British - Other 0.3%

White - Other 3.3% Black / Black British - African 0.2%

Mixed / Multiple Ethnic Groups -

White & Black Caribbean 0.1% Black / Black British - Caribbean 0.0%

Mixed / Multiple Ethnic Groups -

White & Black African 0.0% Black / Black British - Other 0.0%

Mixed / Multiple Ethnic Groups -

White & Asian 0.2% Arab 0.1%

Mixed / Multiple Ethnic Groups- Other 0.0% Other 0.3%

Asian / Asian British - Indian 0.5% Not sure / don’t know 0.1%

Asian / Asian British - Pakistani 0.3% Prefer not to say 2.9%

**Q34 In which of these ways does your household occupy your current accommodation?**

(PLEASE TICK ✓ ONE BOX ONLY)

Owned Buying on a Rent from Rent from a Rent from a Other

outright mortgage the Council Housing private WRITE IN

Association landlord BELOW

37.6% 29.8% 11.3% 3.3% 17.4% 0.6%

**Q35 How many children aged 17 or under live in your household?**

**And how many adults aged 18 or over (INCLUDING YOURSELF) are living here?**

(PLEASE TICK ✓ ONE BOX IN EACH COLUMN)

**Children 17 years or under Adults 18 and over**

None 68.7% None

One 15.0% One 34.3%

Two 11.3% Two 51.9% Three 3.5% Three 11.2%

Four 1.2% Four 2.1%

More than four 0.3% More than four 0.4%

**Q36 Do you consider yourself to have a disability?**

(PLEASE TICK ✓ ONE BOX ONLY)

Yes 18.6% Not sure / don’t know 0.9%

No 78.9% Prefer not to say 1.6%

**Q37 If you consider yourself to have a disability, please tick any / all of the following which apply to you.** (PLEASE TICK ✓ ALL THAT APPLY)

Mobility Impairment 50.9% Long-Term Limiting Illness 33.8%

Visual Impairment 9.7% Other 7.0%

Hearing Impairment 19.1% Not sure/don’t know 0.5%

Learning Disability 3.6% Prefer not to say 6.4%

Mental Health Issue 15.5% Not applicable – don’t have a disability . 0.1%

**Q38 Have you ever served in the armed forces (including reservists)?** (PLEASE TICK ✓ ONE ONLY)

Yes 9.5% No 90.5%

**Thank you for completing the questionnaire.**

All questionnaires are carried out in accordance to the MRS Code of Conduct

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[www.nwaresearch.co.uk](http://www.nwaresearch.co.uk)