

Stockton-on-Tees Borough Council Resident Perception Survey 2019

Q1	Gender	Male Female
Q2	What is your age?	16-24 25-34 35-54 55-64 65-74 75+
Q3	What is your current work status?	Full-time (30+ hrs/wk) Part-time (Under 30 hrs/wk) Homemaker Retired Not working and seeking employment Permanently sick/disabled Full-time education or a government training scheme Other (INSERT BOX) Refused/don't know

YOUR AREA

Throughout this survey, 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.

Q4	Overall, how satisfied or dissatisfied are you with your local area as a place to live?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know
----	--	--

Your local area receives services from Stockton-on-Tees Borough Council. The council is responsible for a range of services such as refuse collection, street cleaning, planning, education, social care services and road maintenance.

Q5	Overall, how satisfied or dissatisfied are you with the way Stockton-on-Tees Borough Council runs things?	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know
----	--	--

In considering the next question, please think about the range of services Stockton-on-Tees 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 the council provides to the community. We would like your general opinion.

Q6	To what extent do you agree or disagree that Stockton-on-Tees Borough Council provides value for money?	Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree Don't know
Q7	To what extent do you think the council acts on the concerns of local residents?	A great deal A fair amount Not very much Not at all Don't know
Q8	Overall, how well informed do you think the council keeps residents about the services and benefits it provides?	Very well informed Fairly well informed Not very well informed Not well informed at all Don't know
Q9	How much do you trust...? Stockton-on-Tees Borough Council	A great deal A fair amount Not very much Not at all Don't know
	The Westminster Government	

<p>Q10</p>	<p>Thinking generally, which of the things on this card would you say are most important in making somewhere a good place to live? Please select up to five.</p>	<p>Affordable decent housing Care and support for older people Care and support for disabled people Care and support for vulnerable children, young people and their families Clean streets Community facilities (e.g. libraries & community centres) Cultural facilities (e.g. museums, arts venues) Education provision/schools Facilities and activities for young children under 13 years (e.g. playgrounds) Facilities and activities for teenagers (e.g. skateboarding facilities, youth clubs) Health services High profile events and tourist attractions Job prospects The level of anti-social behaviour The level of crime The level of traffic congestion Parks and green spaces Public transport Road and pavement repairs Sense of community Shopping facilities Sports and leisure facilities (includes swimming pools) Adult education and training facilities Wage levels and local cost of living None of these Don't know</p>
------------	---	---

<p>Q11</p>	<p>And thinking about this local area, which of the things on this card, if any, do you think most need improving? Please select up to five.</p>	<p>Affordable decent housing Care and support for older people Care and support for disabled people Care and support for vulnerable children, young people and their families Clean streets Community facilities (e.g. libraries & community centres) Cultural facilities (e.g. museums, arts venues) Education provision/schools Facilities and activities for young children under 13 years (e.g. playgrounds) Facilities and activities for teenagers (e.g. skateboarding facilities, youth clubs) Health services High profile events and tourist attractions Job prospects The level of anti-social behaviour The level of crime The level of traffic congestion Parks and green spaces Public transport Road and pavement repairs Sense of community Shopping facilities Sports and leisure facilities (includes swimming pools) Adult education and training facilities Wage levels and local cost of living None of these Don't know</p>
------------	---	---

Q12

I am going to read out a list of statements about Stockton-On-Tees Borough Council and I would like you to tell me, from this card, how strongly you agree or disagree with each.

<p>DOWN SIDE OF GRID</p> <p>The Council is ambitious The Council has big plans for the Borough The Council is effective The Council is in touch with people in the Borough</p>	<p>ACROSS TOP OF GRID</p> <p>Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree Don't know/No opinion</p>
--	---

Q13	On the whole, do you think that over the past two years your local area has got better or worse?	Better Worse Has not changed much Have lived here less than two years Don't know
-----	---	--

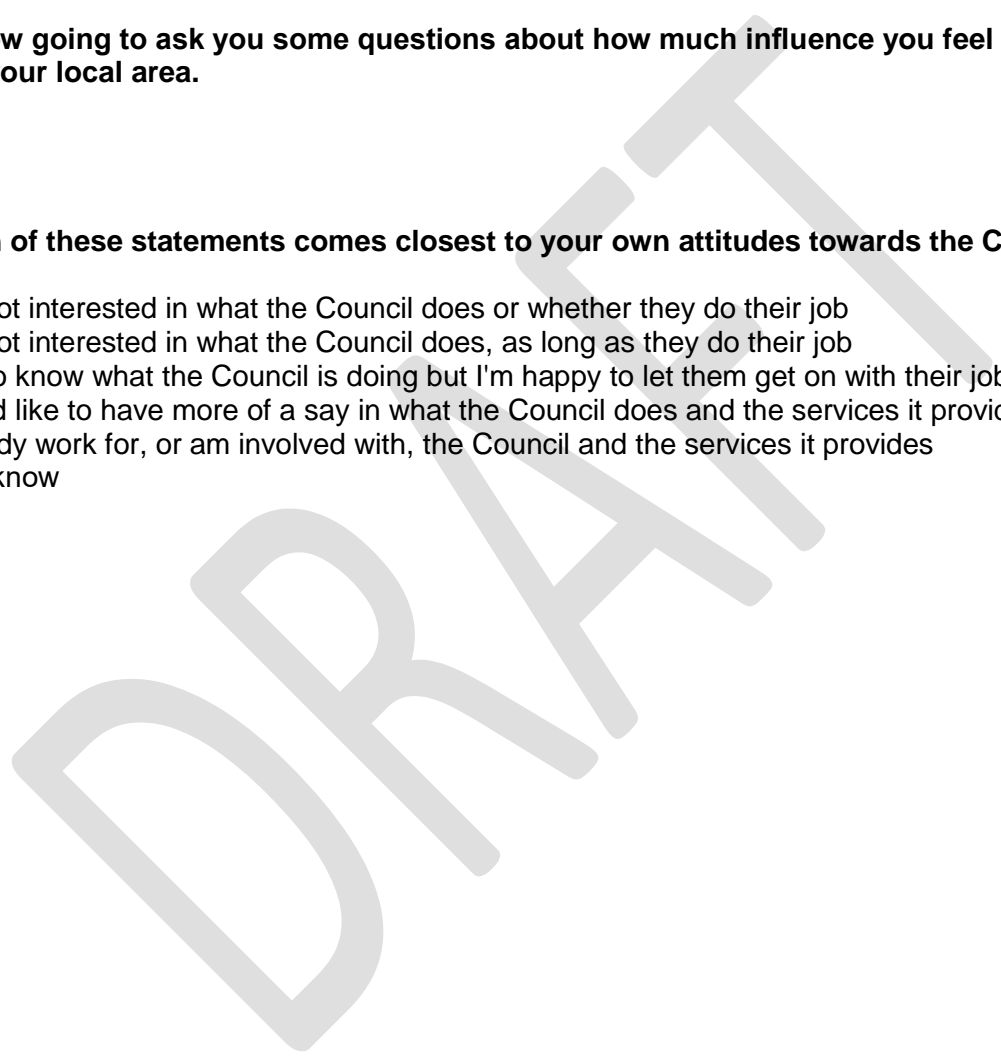
Q14 (IF 'BETTER' OR 'WORSE') - Why do you say this?

I'm now going to ask you some questions about how much influence you feel you have over your local area.

Q16

Which of these statements comes closest to your own attitudes towards the Council?

- I am not interested in what the Council does or whether they do their job
- I am not interested in what the Council does, as long as they do their job
- I like to know what the Council is doing but I'm happy to let them get on with their job
- I would like to have more of a say in what the Council does and the services it provides
- I already work for, or am involved with, the Council and the services it provides
- Don't know



COMMUNITY COHESION

Q17	How long have you been living in the Stockton-on-Tees Borough Council area?	Less than 6 months 6 months up to 1 year 1 year up to 2 years 2 years up to 5 years 5 years up to 10 years 10 years up to 15 years 15 years up to 20 years 20 years up to 30 years 30 years or more Don't know/can't remember
-----	--	--

Q18
How strongly do you feel you belong to...?

DOWN SIDE OF GRID	ACROSS TOP OF GRID
Your local area Stockton-on-Tees Borough as a whole	Very strongly Fairly strongly Not very strongly Not at all strongly Don't know

Q19
To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? By getting on well together, we mean treating each other with respect.

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Don't know
- Too few people in local area
- All the same ethnic background

Q20

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

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Nothing needs improving
- Don't know

Q21

How often, if at all, have you given unpaid help taking part in or supporting any group, club or organisation (e.g. helping to run an activity or event, coaching, counselling, raising money, admin help)?

- At least once a week
- Less than once a week but at least once a month
- Less often
- Have not done this in the past 12 months
- Never

YOUR HOME

Q22

Overall, how satisfied or dissatisfied are you with your home as a place to live?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

Q23

How satisfied or dissatisfied are you with the following in your local area...?

DOWN SIDE OF GRID	ACROSS TOP OF GRID
The choice of housing The quality of housing	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know

LOCAL SERVICES

Q24

I am going to read out a number of different types of services that are provided by Stockton-on-Tees Borough Council. Using this card, I would like you to tell me how satisfied or dissatisfied you are with the quality of each service?

DOWN SIDE OF GRID	ACROSS TOP OF GRID
<ol style="list-style-type: none"> 1. Family Hubs 2. Support services for elderly people 3. Community safety 4. Leisure centres 5. Swimming pools 6. Libraries 7. Parks and open spaces 8. Museum 9. Events, e.g. Riverside Festival/SIRF, Fireworks night 10. Town Centre markets 11. Road maintenance and repairs 12. Pavement maintenance 13. Refuse collection 14. Street cleaning 15. Street lighting 16. Public car parks 17. Recycling facilities 18. Blue box doorstep recycling (for glass, tins, cans etc) 	<p>Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know I/my household don't use this service</p>

EVENTS

Q25

In the last 12 months, have you attended any of the following which the Council has brought to the Borough?

DOWN SIDE OF GRID	ACROSS TOP OF GRID
<p>An event (e.g. Duathlon, Cycling, City Games, Fireworks) A festival (e.g. Stockton International Riverside Festival (SIRF)) A specialist market (e.g. Farmers' Market, Records Fair, Book Fair)</p>	<p>Yes No Don't know</p>

Q26

Thinking about all of the festivals, events & specialist markets that the Council bring to the Borough with our partners, even if you have never attended any of them, to what extent would you agree or disagree with the following statements about them?

DOWN SIDE OF GRID	ACROSS TOP OF GRID
They are a good use of Council resources They meet the needs/demands of local residents They focus on the needs/demands of people from outside of the Borough They are good for the Borough They happen in the right places/locations in the Borough They help attract new people to the Borough	Strongly agree Slightly agree Neither agree nor disagree Slightly disagree Strongly disagree Don't know

CONTACT

Q27

Have you contacted Stockton-on-Tees Borough Council in the last year or so?

- Yes
- No
- Don't know/can't remember

Q28

Thinking about the last contact you made, how did you contact the Council?

- In person
- By phone
- Letter
- Email
- Via the Council's website
- Self-service kiosk
- Through a Local Councillor
- Through someone else
- Other (INSERT BOX)
- Don't know/can't remember

Q29

Which of these describes the reason why you made contact with the council on this last occasion?

- To report an issue or problem
- To obtain advice/information
- To apply to use a service
- To make a payment
- Don't know/can't remember
- Other (SPECIFY)

* Insert additional customer satisfaction questions based on effort vs council effort – Ipsos to provide*

Q30

Still thinking about your last contact with the council, how satisfied or dissatisfied were you with each aspect of the service you received?

DOWN SIDE OF GRID	ACROSS TOP OF GRID
How easy it was to find the right person to deal with The length of time it took to deal with your enquiry Any information you were given How knowledgeable the staff were How helpful the staff were The overall contact experience The final outcome of your enquiry	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know Not applicable

DRAFT

COMMUNICATIONS

Q31

From which sources, if any, do you currently obtain your information about Stockton-on-Tees Borough Council and the services it provides?

Stockton-on-Tees News (the residents' magazine)
 Council website
 Direct contact with the council (either face to face, by phone or in a letter)
 Twitter,
 Facebook
 Other social media
 From a local councillor
 Local media (newspapers, television, radio, news website)
 Other (INSERT BOX)
 None of these
 Don't know

Q32

How satisfied or dissatisfied are you with each of the following sources of information?

DOWN THE SIDE OF GRID	ACROSS TOP OF GRID
Stockton News (the residents' magazine) Council website Direct contact with the council (either face to face, by phone or in a letter) Twitter, Facebook or other social media From a local councillor Local media (newspapers, television, radio, news website) Other (INSERT BOX)	Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know

Q33

In which of the following ways do you access the internet?

At home
 At work
 On your mobile phone
 At the library/internet café
 Somewhere else
 I don't use the internet

Yes
 No
 Don't know

Q35

How useful did you find it?

Very useful
 Fairly useful
 Not very useful
 Not at all useful

Don't know

As part of its recent website developments, Stockton-on-Tees Borough Council has created 'MyStockton', which gives users easy access to a range of online Council services.

Q36

Before hearing this, were you aware of MyStockton?

Yes

No

Don't know

DRAFT

COMMUNITY SAFETY

Q37

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

DOWN SIDE OF GRID	ACROSS TOP OF GRID
After dark During the day	Very safe Fairly safe Neither safe nor unsafe Fairly unsafe Very unsafe Don't know

Q38

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

DOWN SIDE OF GRID	ACROSS TOP OF GRID
Noisy neighbours or loud parties Rubbish or litter lying around Vandalism, graffiti and other deliberate damage to property or vehicles People using or dealing drugs People being drunk or rowdy in public places Groups hanging around the streets	A very big problem A fairly big problem Not a very big problem Not a problem at all Don't know/no opinion

THE ECONOMY

Q39

In your view which best describes the state of the economy in...?

DOWN SIDE OF GRID	ACROSS TOP OF GRID
This local area Stockton-on-Tees borough The Tees Valley The North East	Really thriving On the way up Not doing well Really struggling Don't know

Q40

Thinking of the current economic climate, have you been affected by any of the following in the last 12 months?

Please could you read out the letter or letters that apply. Just to reassure you, I am not able to see the answers that these letters relate to.

- A Under-occupation charges
- B Changes to Personal Independence Payment (PIPs) allowances
- C Benefit sanctions
- D Difficulties paying the rent or mortgage
- E Not being able to buy a home or move home
- F Difficulties paying fuel and energy bills
- G Job insecurity or increased risk of losing your job
- H Loss of job/redundancy
- I Difficulties affording to buy food
- J Difficulties paying for childcare
- K Difficulties paying for education (e.g. school uniform costs)
- L Not being able to afford to go on holiday
- M Difficulties repaying loans from Loan Sharks
- N Difficulties repaying loans from high street banks
- O Difficulties repaying loans from other sources (e.g. Credit Union)
- P Difficulties getting access to credit
- Q Difficulties getting a bank account
- R Dependency on Loan Sharks as money lenders
- S Dependency on high interest money lenders (not Loan Sharks)
- T Difficulties caused by reduced benefits payments/your benefits being capped
- Other
- None
- Don't know

ASK IF OTHER

Is the 'Other' option you selected something you would feel comfortable sharing?

Yes (WRITE IN BOX)

No

Q43

Do you think that your personal financial circumstances will improve, stay the same or get worse over the next 12 months?

- Improve
- Stay the same
- Get worse
- Don't know

HEALTH & LIFESTYLE

Q44

How is your health in general? Please could you read out the letter that applies.

- A Very good
- B Good
- C Fair
- D Bad
- E Very bad

Q45

Do you have any long-term illness, health problem or disability which limits your daily activities or the work you can do?

- Yes
- No
- Refused/not stated

Q46

I am going to read out some statements about feelings and thoughts. Please could you tell me the letter that best describes your experience of each over the last two weeks.

DOWN SIDE OF GRID	ACROSS TOP OF GRID
I've been feeling optimistic about the future I've been feeling useful I've been feeling relaxed I've been dealing with problems well I've been thinking clearly I've been feeling close to other people I've been able to make up my own mind about things	A None of the time B Rarely C Some of the time D Often E All of the time

Q47

In an average week, how much moderate intensity exercise do you do?

Examples of moderate intensity exercise include, brisk walking, cycling, dancing, playing active games (e.g. social badminton, tennis doubles), organised and competitive sport, golf, vacuuming, decorating and gardening. A person doing moderate intensity activity will usually experience an increase in breathing rate and increase in heart rate, will feel warmer and may sweat on a hot or humid day.

Please could you read out the letter that applies.

- A Less than 30 minutes
- B About 30 minutes ($\frac{1}{2}$ an hour)
- C About 60 minutes (1 hour)
- D About 90 minutes (1 $\frac{1}{2}$ hours)
- E About 120 minutes (2 hours)
- F About 150 minutes (2 $\frac{1}{2}$ hours)
- G More than 150 minutes

DRAFT

ABOUT YOU

Q48

Which of these best describes the ownership of your home?

Owned outright (including leasehold)
Buying on mortgage
Rented from Council/Tristar Homes
Rented from housing association
Rented from private landlord
Other

Q49

Do you look after any of the following...?

Child
Foster
Disabled person
Elderly person
Other
None of these
I'd rather not say

Q50

Including yourself, how many adults aged 18 or over are living at this address?

Q51

How many children aged 17 or under are living at this address?

Q52

Have you, or anyone else in your household ever served (including at the moment) in the Armed Forces or the Reserve Armed Forces?

Yes, me
Yes, someone else
No

Q53

Please could you tell me which group on this card do you consider you belong to or identify with?

WHITE

English
Other British
Irish
Any other white background (INSERT BOX)

MIXED

White and Black Caribbean
White and Black African
White and Asian
Any other mixed background (INSERT BOX)

BLACK OR BLACK BRITISH

Caribbean
African

Any other black background

ASIAN OR ASIAN BRITISH (

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background

OTHER ETHNIC GROUPS

Arab

Gypsy/Romany/Irish Traveller

Any other background

Refused

DRAFT