

Stockton on Tees Borough Council Residents Survey 2008

***Report on the Statistically Significant Differences between
Residents aged 50+ and 16 – 49 Years, and
Residents aged 65+ and 16 – 64 Years***

Prepared by:

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19th January 2009

INTRODUCTION

The Stockton on Tees Residents Survey 2008 was undertaken on behalf of Stockton on Tees Borough Council by Ipsos MORI and completed between 18th June and 27th August 2008. This report identifies the statistically significant differences in responses to that Survey from residents aged:

- (a) 16 – 49 and 50+
- (b) 16 – 64 and 65+¹

An 'Independent Samples T-Test' was run on the Survey data to test for statistically significant differences between responses from (a) and (b). A confidence level of 0.05 was used. This means that the test identified where it is 95% probable that the differences between responses for (a) and (b) are statically significant. The term 'statistically significant' does not confer any particular significance (i.e. power or importance) upon a finding. It simply means that it is unlikely to have occurred by chance.

The report has been produced with regard to the 19 different themes in the Survey to help identify with the number and type of differences of opinion across sets (a) and (b).

Appendix 1 contains paragraphs and charts that identify with the actual responses provided for sets (a) and (b) which have been considered to produce this report. Please use these to aid your interpretation and use of the data.

FINDINGS

STATISTICALLY SIGNIFICANT DIFFERENCES BETWEEN RESIDENTS AGED 16 – 49 AND RESIDENTS AGED 50+

Length of Time Resident in the Borough

More residents aged 50+ than those aged 16 – 49 have lived in the Stockton on Tees Borough Council area for over 30 years.

Satisfaction with the Local Area as a Place to Live

More residents aged 50+ than those aged 16 – 49 are very satisfied with the area as a place to live.

¹ Please note that hereafter in the text, these two sets will be referred to as 'sets (a) and (b)'

Satisfaction with how the Council runs the Borough

More residents aged 50+ than those aged 16 – 49 are satisfied with how the Council runs the Borough for the following reasons:

- Clean / tidy / street cleanliness
- Good adult education classes
- Good refuse collection
- Good recycling facilities
- Good parks and open spaces
- The Council responds well / quickly to enquiries

Fewer residents aged 50+ than those aged 16 – 49 are satisfied with how the Council runs the Borough for the following reasons:

- Good leisure centre facilities
- Good community centres / good facilities in the local community
- The location / access to school places
- Good school results / good teachers

Fewer residents aged 50+ than those aged 16 – 49 do not know why they are satisfied with how the Council runs the Borough.

Dissatisfaction with how the Council runs the Borough

More residents aged 50+ than those aged 16 – 49 are dissatisfied with how the Council runs the Borough for the following reasons:

- The Council wastes money
- Dirty / untidy / poor street cleaning
- Poor shops / shop closures
- Thornaby town centre is dirty / run down / has lost its character

Fewer residents aged 50+ than those aged 16 – 49 are dissatisfied with how the Council runs the Borough for the following reasons:

- A lack of maintenance generally
- Vandalism
- Too much crime
- Poor / slow housing repair service
- Poor facilities for children / teenagers

Improving quality of life in the Borough

More residents aged 50+ than those aged 16 – 49 consider the following issues to be central to improving their quality of life:

- Improved services for elderly / disabled people
- More / cheaper bus services
- Improved maintenance of footpaths
- Improved parking generally / parking for residents
- Improved grass cutting / maintenance of green areas

- Significantly more lowered pavements / dropped kerbs

More residents aged 50+ than those aged 16 – 49 did not say what issues would be central to improving their quality of life.

Fewer residents aged 50+ than those aged 16 – 49 consider the following issues to be central to improving their quality of life:

- Better job prospects for them or their family
- More / better road crossings
- More / better schools
- More facilities for children aged under 13
- Significantly more facilities for teenagers
- Better leisure / sports facilities
- Significantly more entertainment provision (e.g. cinemas, theatres, culture)
- Better recycling facilities
- Better / significantly more parks / open spaces

Thoughts about why the Area would / would not Improve over the Next Couple of Years

Fewer residents aged 50+ than those aged 16 – 49 feel that the area will improve over the next couple of years.

Fewer residents aged 50+ than those aged 16 – 49 feel that improvements to the area over the next couple of years will be as a result of:

- Property becoming significantly more affordable to buy
- Cheaper parking
- Improving schools
- Significantly more / better sports facilities
- More job opportunities
- Better local health services

Fewer residents aged 50+ than those aged 16 – 49 feel that the area will not improve over the next couple of years because of:

- Declining schools
- Fewer facilities for young people
- Job opportunities / employment
- More noise

Local Democracy

More residents aged 50+ than those aged 16 – 49 agree that they have enough information about decisions that are being made.

Community Cohesion

More residents aged 50+ than those aged 16 – 49 agree that their local area is a place where people respect ethnic differences between people.

Pride in the Local Area

More residents aged 50+ than those aged 16 – 49 strongly agree that they feel proud of their local area.

Change in the Local Economy in Stockton on Tees over the Next Five Years

More residents aged 50+ than those aged 16 – 49 feel that the local economy in Stockton on Tees will get worse over the next five years.

Important Issues for Stockton on Tees over the Next Five Years

More residents aged 50+ than those aged 16 – 49 feel that attracting new businesses to the area is an important issue for Stockton on Tees over the next five years.

More residents aged 50+ than those aged 16 – 49 also do not know what will be an important issue for Stockton on Tees over the next five years.

Fewer residents aged 50+ than those aged 16 – 49 consider the following issues to be important for Stockton on Tees over the next five years:

- Training for jobs
- Culture and leisure facilities
- Community safety
- Environmental improvements

Satisfaction and Dissatisfaction with Council Services

More residents aged 50+ than those aged 16 – 49 are satisfied with the following Council services:

- Council tax administration
- Libraries
- Parks and open spaces
- Refuse collection
- Street lighting
- Blue box doorstep recycling (for glass, tins, cans, etc.)
- Recycling facilities
- Support services for elderly people

More residents aged 50+ than those aged 16 – 49 are dissatisfied with the following Council services:

- Traffic flows (anti-congestion measures)

- Town centre markets
- Road maintenance and repairs
- Pavement maintenance

Fewer residents aged 50+ than those aged 16 – 49 are dissatisfied with road maintenance and repairs because:

- there are too many roadworks / poorly managed roadworks / constant digging
- street lights are not working / not repaired

Fewer residents aged 50+ than those aged 16 – 49 are dissatisfied with leisure centres because:

- They offer nothing to them personally
- They are dirty / noisy / not looked after

More residents aged 50+ than those aged 16 – 49 are dissatisfied with road maintenance and repairs because road gullies and drains are not kept clear.

More residents aged 50+ than those aged 16 – 49 are dissatisfied with town centre markets because the stalls are too expensive.

More residents aged 50+ than those aged 16 – 49 are dissatisfied with parks and open spaces in the local area because of dog's mess.

Fewer residents aged 50+ than those aged 16 – 49 are dissatisfied with parks and open spaces in the local area because there are not enough of them.

More residents aged 50+ than those aged 16 – 49 are dissatisfied with public car parks in the local area because of insufficient parking for disabled people.

Satisfaction with Local Public Service Providers

More residents aged 50+ than those aged 16 – 49 are satisfied with local NHS hospitals; local General Practice (GP) services; and, Ambulance services.

Factors affecting Quality of Life

More residents aged 50+ than those aged 16 – 49 consider the following issues / Council services to be important to their quality of life:

- Support services for elderly people
- Libraries
- Road maintenance and repairs
- Pavement maintenance
- Refuse collection
- Street cleaning
- Street lighting
- Blue box doorstep recycling

Fewer residents aged 50+ than those aged 16 – 49 consider the following issues / Council services to be important to their quality of life:

- Nursery schools
- Primary schools
- Secondary schools
- Youth services
- Swimming pools
- Children’s centres provided by Stockton on Tees Borough Council
- Leisure centres
- Parks and open spaces
- Events (e.g. Riverside Festival and Fireworks Night)

Use of Services Provided by Stockton on Tees Borough Council

More residents aged 50+ than those aged 16 – 49 use / benefit from the following services that are provided by Stockton on Tees Borough Council:

- Support services for elderly residents that are provided by the Council
- Blue box doorstep recycling

Fewer residents aged 50+ than those aged 16 – 49 use / benefit from the following services that are provided by Stockton on Tees Borough Council:

- Nursery schools
- Primary schools
- Secondary schools
- Youth services
- Children’s centres provided by the Council
- Leisure centres
- Swimming pools
- Parks and open spaces
- Events (e.g. Riverside Festival and Fireworks Night)
- Public car parks provided by the Council

Use of Local Public Services

More residents aged 50+ than those aged 16 – 49 use / benefit from the following local NHS hospitals and local General Practice (GP) services.

General Satisfaction with the Council

More residents aged 50+ than those aged 16 – 49 are of the opinion that:

- Staff at the Council are helpful
- The quality of the Council’s services are good overall
- The Council gives residents good value for money
- The quality of services provided by the Council has improved over the last two years

Communications with and from Stockton on Tees Borough Council

More residents aged 50+ than those aged 16 – 49 obtain most of their information about the Council from:

- “Stockton News”
- Personal contact with Councillors
- Public meetings
- The local Housing Office
- The Council’s A to Z of Services

Fewer residents aged 50+ than those aged 16 – 49 obtain most of their information about the Council from:

- Sports centres
- The Council website
- The ‘www.direct.gov.uk’ website

In the future, more residents aged 50+ than those aged 16 – 49 would like to obtain their information about the Council from:

- “Stockton News”
- Leaflets in libraries / offices
- Personal contact with Councillors

In the future, fewer residents aged 50+ than those aged 16 – 49 would like to obtain their information about the Council from:

- Local radio
- The Council website
- Sports centres
- The ‘www.direct.gov.uk’ website

More residents aged 50+ than those aged 16 – 49 have both seen a copy of “Stockton News” before and found it very useful.

Fewer residents aged 50+ than those aged 16 – 49 had accessed the Council website in the six months prior to the Survey.

Community Safety / Crime / Anti-Social Behaviour

More residents aged 50+ than those aged 16 – 49 feel both less safe when walking alone outside in their local area after dark and never go out after dark.

More residents aged 50+ than those aged 16 – 49 are of the opinion that the following ‘situations’ are not a problem at all in their local area:

- Noisy neighbours or loud parties
- Teenagers hanging around the streets
- Vandalism, graffiti and other deliberate damage to property or vehicles
- People using or dealing drugs
- People being drunk or rowdy in public places
- Abandoned or burnt out cars

More residents aged 50+ than those aged 16 – 49 have been unaffected by crime in the last 12 months and, more specifically, fewer residents aged 50+ than those aged 16 – 49 have, in the last 12 months:

- Had their bicycle stolen
- Been affected by attempted burglary
- Been the victim of violent crime
- Been threatened with violence
- Been attacked because of the colour of their skin, ethnic origin or religion
- Personally been insulted or pestered whilst in a public place

With regard to reporting a crime, more residents aged 50+ than those aged 16 – 49 did not report the following crimes to the police:

- Damage to their vehicles specifically because they did not know who to report it to
- Vandalism to their home because they had not got around to it / had left it too late
- Being insulted or pestered whilst in a public place for reasons other than those offered in the Survey

Fewer residents aged 50+ than those aged 16 – 49 did not report any crime they were affected by to the police specifically because they were worried they would not be taken seriously.

More residents aged 50+ than those aged 16 – 49 did not report any crime they were affected by to the police specifically either because they did not get around to it / left it too late, or for reasons other than those offered in the Survey.

More residents aged 50+ than those aged 16 – 49 are fairly dissatisfied with:

- The level of visible police patrols in their local areas in the last 12 months
- The level of visible police patrol in their nearest town centre in the last 12 months
- The levels of police patrol by marked vehicles in their local area in the last 12 months

Finally in this respect, most residents aged 50+ (but fewer than those aged 16 – 49) last saw a police officer on patrol in their local area, either on foot, cycle or in a police car within the last week.

STATISTICALLY SIGNIFICANT DIFFERENCES BETWEEN RESIDENTS AGED 16 – 64 AND RESIDENTS AGED 65+

Length of Time Resident in the Borough

More residents aged 65+ than those aged 16 – 64 have lived in the Stockton on Tees Borough Council area for over 30 years.

Satisfaction with the Local Area as a Place to Live

More residents aged 65+ than those aged 16 – 64 are satisfied with the area as a place to live.

Satisfaction with how the Council runs the Borough

More residents aged 65+ than those aged 16 – 64 are satisfied with how the Council runs the Borough for the following reasons:

- Friendly / helpful staff
- The Council responds well / quickly to enquiries

Fewer residents aged 65+ than those aged 16 – 64 are satisfied with how the Council runs the Borough for the following reasons:

- Good leisure centres
- Good community centres/ good facilities in the local community
- The location / access to school places
- There are good adult education classes
- New homes
- The presence of community wardens

Fewer residents aged 65+ than those aged 16 – 64 do not know why they are satisfied with how the Council runs the Borough.

Dissatisfaction with how the Council runs the Borough

More residents aged 65+ than those aged 16 – 64 are dissatisfied with how the Council runs the Borough for the following reasons:

- Poor shops / shop closures

Fewer residents aged 65+ than those aged 16 – 64 are dissatisfied with how the Council runs the Borough for the following reasons:

- A lack of maintenance generally
- Vandalism
- Too much crime
- Poor refuse / rubbish collection
- Council Tax is too high

- General dissatisfaction / feel the Council could do better
- Poor swimming pools / swimming pool closures
- Poor facilities for children and young people

Improving quality of life in the Borough

More residents aged 65+ than those aged 16 – 64 consider the following issues to be central to improving their quality of life:

- Improved services for elderly / disabled people
- Significantly more / cheaper bus services
- Improved maintenance of footpaths

Fewer residents aged 65+ than those aged 16 – 64 consider the following issues to be central to improving their quality of life:

- Lower unemployment in this area
- Better job prospects for them and their family
- Better quality / cheaper housing
- Significantly more car parking in town centres
- Significantly more / better schools
- Significantly more / cheaper childcare
- Significantly more nursery places
- Reducing the level of crime / anti-social behaviour
- Significantly more facilities for children aged under 13 (e.g. play areas)
- Significantly more facilities for teenagers
- Better leisure / sports facilities
- Significantly more entertainment provision (cinemas, theatres, culture)
- Better / significantly more parks / open spaces
- More investment in the local area
- Improved local health services
- More / better road crossings
- Improved parking generally / for residents
- Better recycling facilities
- Less graffiti
- Reduced immigration / fewer immigrants

Thoughts about why the Area would / would not Improve over the Next Couple of Years

Fewer residents aged 65+ than those aged 16 – 64 feel that improvements to the area over the next couple of years will be as a result of:

- Property becoming significantly more affordable to buy
- Improving schools
- More job opportunities / employment
- Better local health services
- Cheaper parking

- Less dumped rubbish
- Less graffiti
- More green / open spaces
- More recycling

Fewer residents aged 65+ than those aged 16 – 64 feel that the local area will get worse over the next couple of years due to:

- Worse local health services
- Higher accommodation prices make it difficult to buy (property)
- Fewer facilities for young people

Local Democracy

More residents aged 65+ than those aged 16 – 64 agree that they have enough information about decisions that are being made.

Community Cohesion

More residents aged 65+ than those aged 16 – 64 agree that their local area is a place where people respect ethnic differences between people.

Pride in the Local Area

More residents aged 65+ than those aged 16 – 64 strongly agree that they feel proud of their local area.

Change in the Local Economy in Stockton on Tees over the Next Five Years

More residents aged 65+ than those aged 16 – 64 don't know if the local economy in Stockton on Tees will improve, get worse or stay the same over the next five years.

Important Issues for Stockton on Tees over the Next Five Years

More residents aged 65+ than those aged 16 – 64 consider the following issues to be important for Stockton on Tees over the next five years:

- Attracting new businesses
- Town centres
- Transport links

More residents aged 65+ than those aged 16 – 64 also do not know what issues will be important for Stockton on Tees over the next five years.

Fewer residents aged 65+ than those aged 16 – 64 consider the following issues to be important for Stockton on Tees over the next five years:

- Job creation
- Training for jobs

- Cultural and leisure facilities
- Environmental improvements

Satisfaction and Dissatisfaction with Council Services

More residents aged 65+ than those aged 16 – 64 are satisfied with the following Council services:

- Council tax administration
- Parks and open spaces
- Museum and art gallery
- Refuse collection
- Street lighting
- Blue box doorstep recycling
- Recycling facilities
- Street cleaning
- Primary Schools

More residents aged 65+ than those aged 16 – 64 are neither satisfied nor unsatisfied with Children's Centres.

Fewer residents aged 65+ than those aged 16 – 64 do not know if they are satisfied with traffic flows (anti-congestion measures).

More residents aged 65+ than those aged 16 – 64 are very dissatisfied with the following Council services:

- Town centre markets
- Road maintenance and repairs
- Pavement maintenance

Fewer residents aged 65+ than those aged 16 – 64 are dissatisfied with car parks in the area because they are too expensive.

Fewer residents aged 65+ than those aged 16 – 64 are dissatisfied with:

- Swimming pools, because they are too far away / in inconvenient locations / they have no transport
- Town centre markets because of a lack of publicity / information
- Road maintenance / repairs because street lights are not working / not repaired
- Parks / open spaces because they are not large enough
- Public conveniences in the area because they are always closed / being repaired
- Car parks in the area because they are not safe / a lack of security

Satisfaction with Local Public Service Providers

More residents aged 65+ than those aged 16 – 64 are satisfied with local NHS hospitals; local General Practice (GP) services; Ambulance services; and, Fire Services.

Factors affecting Quality of Life

More residents aged 65+ than those aged 16 – 64 consider the following issues / Council services to be important to their quality of life:

- Support services for elderly people
- Libraries
- Pavement maintenance
- Refuse collection
- Street lighting
- Blue box doorstep recycling

Fewer residents aged 65+ than those aged 16 – 64 consider the following issues / Council services to be important to their quality of life:

- Nursery schools
- Primary schools
- Secondary schools
- Youth services
- Children's centres provided by Stockton on Tees Borough Council
- Traffic flows (anti-congestion measures)
- Community safety
- Leisure centres
- Swimming pools
- Parks and open spaces
- Events (e.g. Riverside Festival and Fireworks Night)

Use of Services Provided by Stockton on Tees Borough Council

More residents aged 65+ than those aged 16 – 64 use / benefit from the following services that are provided by Stockton on Tees Borough Council:

- Support services for elderly residents that are provided by the Council
- Blue box doorstep recycling

Fewer residents aged 65+ than those aged 16 – 64 use / benefit from the following services that are provided by Stockton on Tees Borough Council:

- Nursery schools
- Primary schools
- Secondary schools
- Youth services
- Children's centres provided by the Council
- Leisure centres
- Swimming pools

- Parks and open spaces
- Events (e.g. Riverside Festival and Fireworks Night)
- Public car parks provided by the Council

Use of Local Public Services

More residents aged 65+ than those aged 16 – 64 use / benefit from the following local NHS hospitals and local General Practice (GP) services.

General Satisfaction with the Council

More residents aged 65+ than those aged 16 – 64 are of the opinion that:

- Staff at the Council are helpful
- The Council is in touch with people in the Borough
- The quality of the Council's services are good overall
- The Council gives residents good value for money
- The quality of services provided by the Council has improved over the last two years

More residents aged 65+ than those aged 16 – 64 tend to disagree that the Council is too remote and impersonal.

More residents aged 65+ than those aged 16 – 64 are very satisfied with the way that the Council provides services in the Borough.

Communications with and from Stockton on Tees Borough Council

More residents aged 65+ than those aged 16 – 64 are of the opinion that the Council keeps them well informed about the services and benefits it provides.

More residents aged 65+ than those aged 16 – 64 obtain most of their information about the Council from:

- “Stockton News”
- Personal contact with Councillors
- Public meetings

Fewer residents aged 65+ than those aged 16 – 64 obtain most of their information about the Council from:

- Local radio
- Sports centres
- The Council website
- The ‘www.direct.gov.uk’ website
- Sources other than those offered in the Survey

In the future, more residents aged 65+ than those aged 16 – 64 would like to obtain their information about the Council from:

- “Stockton News”

- Personal contact with Councillors

In the future, fewer residents aged 65+ than those aged 16 – 64 would like to obtain their information about the Council from:

- Local radio
- The Council website
- Sports centres
- The 'www.direct.gov.uk' website

Fewer residents aged 65+ than those aged 16 – 64 also did not know where they would like to obtain their information about the Council from:

More residents aged 65+ than those aged 16 – 64 have both seen a copy of "Stockton News" before and found it very useful.

Fewer residents aged 65+ than those aged 16 – 64 had accessed the Council website in the six months prior to the Survey.

Community Safety / Crime / Anti-Social Behaviour

More residents aged 65+ than those aged 16 – 64 feel both very unsafe when walking alone outside in their local area after dark and never go out after dark.

More residents aged 65+ than those aged 16 – 64 are of the opinion that the following 'situations' are not a problem at all in their local area:

- Noisy neighbours or loud parties
- Teenagers hanging around the streets
- Vandalism, graffiti and other deliberate damage to property or vehicles
- People using or dealing drugs
- People being drunk or rowdy in public places
- Abandoned or burnt out cars

More residents aged 65+ than those aged 16 – 64 have been unaffected by crime in the last 12 months and, more specifically, fewer residents aged 65+ than those aged 16 – 64 have, in the last 12 months:

- Had their vehicles damaged
- Had their bicycle stolen
- Been the victim of violent crime
- Been threatened with violence
- Personally been insulted or pestered whilst in a public place
- Personally been the victim of burglary
- Personally been the victim of attempted burglary
- Been attacked because of the colour of their skin, ethnic origin or religion

More residents aged 65+ than those aged 16 – 64 reported to the police being both insulted or pestered whilst in a public place and having their vehicle damaged.

Fewer residents aged 65+ than those aged 16 – 64 did not report violent crime because they did not know who to report it to.

Fewer residents aged 65+ than those aged 16 – 64 did not report being threatened with violence because they felt the crime was not serious enough to report

Fewer residents aged 65+ than those aged 16 – 64 reported being insulted or pestered whilst in a public place to a Police Community Support Officer.

More residents aged 65+ than those aged 16 – 64 are fairly dissatisfied with:

- The level of visible police patrols in their local areas in the last 12 months
- The level of visible police patrol in their nearest town centre in the last 12 months
- The levels of police patrol by marked vehicles in their local area in the last 12 months

Finally in this respect, most residents aged 65+ (but fewer than those aged 16 – 64) last saw a police officer on patrol in their local area, either on foot, cycle or in a police car within the last week.

Stockton on Tees Borough Council Residents Survey 2008

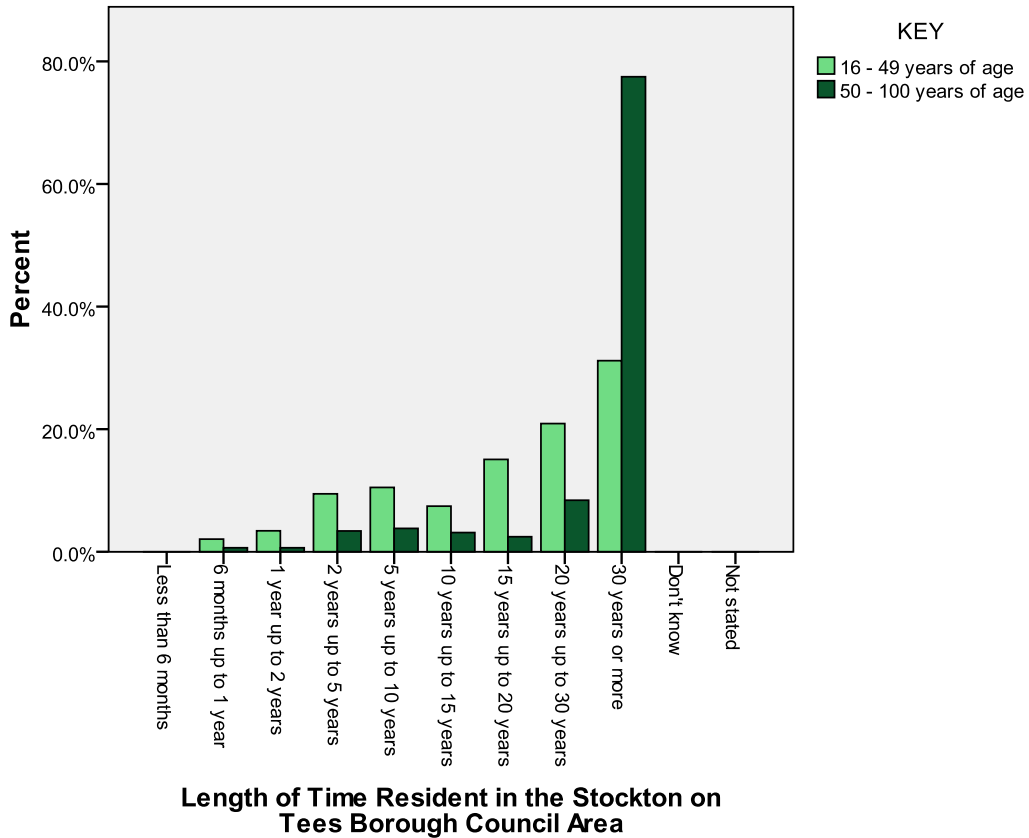
***Report on the Statistically Significant Differences between
Residents aged 50+ and 16 – 49 Years, and
Residents aged 65+ and 16 – 64 Years***

Appendix 1

Statistically Significant Differences between Responses from Residents Aged 16 – 49 and Residents Aged 50+

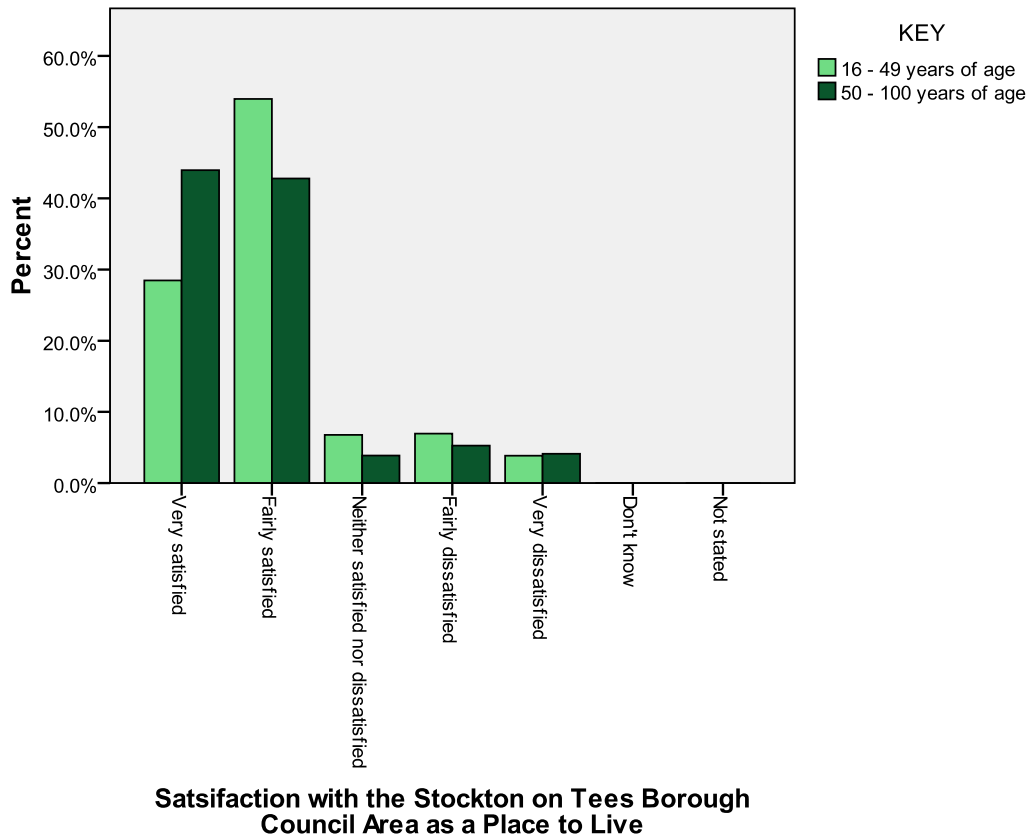
Length of Time Resident in the Borough

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who have lived in the Borough for over 30 years.



Satisfaction with the Local Area as a Place to Live

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are very satisfied with the area as a place to live.



Satisfaction with the way that the Council is running the Borough

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with the way the Council runs the Borough because of good leisure centre facilities. 4.7% of residents aged 16 - 49 are of this opinion compared with 2.4% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with the way the Council runs the Borough because of good community centres / good facilities in the local community. 2.7% of residents aged 16 - 49 are of this opinion compared with 1.0% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with the way the Council runs the Borough because clean / tidy / street cleanliness. 17.2% of

residents aged 16 - 49 are of this opinion compared with 22.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with the way the Council runs the Borough because of good refuse / rubbish collection. 18.1% of residents aged 16 - 49 are of this opinion compared with 24.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with the way Stockton on Tees Borough Council is running the Borough because of adult education classes. 0.3% of residents aged 16 – 49 are of this opinion compared with 0.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with the way the Council runs the Borough because of good recycling facilities. 6.9% of residents aged 16 - 49 are of this opinion compared with 13.9% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with the way the Council runs the Borough because of good parks and open spaces. 5.4% of residents aged 16 - 49 are of this opinion compared with 9.1% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with the way the Council runs the Borough because of location / access to school places. 2.4% of residents aged 16 - 49 are of this opinion compared with 0.2% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with the way the Council runs the Borough because of good school results / good teachers. 3.2% of residents aged 16 - 49 are of this opinion compared with 1.0% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with the way the Council runs the Borough because the Council responds well / quickly to enquiries. 1.7% of residents aged 16 - 49 are of this opinion compared with 3.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who don't know why they are satisfied

with the way the Council runs the Borough. 2.9% of residents aged 16 - 49 are of this opinion compared with 1.0% of residents aged 50+.

Dissatisfaction with the way that the Council is running the Borough

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with the way the Council runs the Borough because the Council wastes money. 6.6% of residents aged 16 - 49 are of this opinion compared with 13.9% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with the way the Council runs the Borough because of a lack of maintenance generally. 11.9% of residents aged 16 - 49 are of this opinion compared with 4.4% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with the way the Council runs the Borough because of vandalism. 11.3% of residents aged 16 - 49 are of this opinion compared with 3.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with the way the Council runs the Borough because of too much crime. 14.5% of residents aged 16 - 49 are of this opinion compared with 3.2% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with the way the Council runs the Borough because of dirty / untidy / poor street cleaning. 4.0% of residents aged 16 - 49 are of this opinion compared with 10.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with the way the Council runs the Borough because of a poor / slow housing repair service. 5.9% of residents aged 16 - 49 are of this opinion compared with 0.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with the way the Council runs the Borough because of poor shops / the closure of shops. 0.7% of residents aged 16 - 49 are of this opinion compared with 8.3% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with the way the

Council runs the Borough because of poor facilities for children / teenagers. 12.6% of residents aged 16 - 49 are of this opinion compared with 5.1% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with the way the Council runs the Borough because Thornaby town centre is dirty / run down / has lost its character. 2.6% of residents aged 16 - 49 are of this opinion compared with 11.5% of residents aged 50+.

Improving Quality of Life in the Borough

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that better job prospects for them or their family would improve their quality of life. 5.7% of residents aged 16 - 49 are of this opinion compared with 2.7% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that improved services for the elderly / disabled would improve their quality of life. 0.5% of residents aged 16 - 49 are of this opinion compared with 2.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that significantly more / cheaper bus services would improve their quality of life. 5.5% of residents aged 16 - 49 are of this opinion compared with 8.2% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that improved maintenance of footpaths would improve their quality of life. 3.3% of residents aged 16 - 49 are of this opinion compared with 5.3% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that statistically significantly more / better road crossings would improve their quality of life. 0.6% of residents aged 16 - 49 are of this opinion compared with 0.0% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that improved parking generally / parking for residents would improve their quality of life. 0.0% of residents aged 16 - 49 are of this opinion compared with 0.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that significantly more / better schools would improve their quality of life. 6.9% of residents aged 16 - 49 are of this opinion compared with 1.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that significantly more facilities for children aged under 13 (e.g. play areas) would improve their quality of life. 20.4% of residents aged 16 - 49 are of this opinion compared with 8.0% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that significantly more facilities for teenagers would improve their quality of life. 21.8% of residents aged 16 - 49 are of this opinion compared with 10% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that better leisure / sports facilities would improve their quality of life. 12.2% of residents aged 16 - 49 are of this opinion compared with 6.2% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that significantly more entertainment provision (e.g. cinemas, theatres, culture) would improve their quality of life. 3.8% of residents aged 16 - 49 are of this opinion compared with 1.7% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that better recycling facilities would improve their quality of life. 3.8% of residents aged 16 - 49 are of this opinion compared with 2.1% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that better / significantly more parks / open spaces would improve their quality of life. 5.0% of residents aged 16 - 49 are of this opinion compared with 2.4% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that improved grass cutting / maintenance of green areas would improve their quality of life. 0.1% of residents aged 16 - 49 are of this opinion compared with 0.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that statistically significantly more lowered pavements / dropped kerbs would improve their quality of life. 0.1% of residents aged 16 - 49 are of this opinion compared with 0.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who did not answer the question about

what would improve their quality of life. 14.6% of residents aged 16 - 49 are of this opinion compared with 20.4% of residents aged 50+.

Thoughts about why the Area would / would not improve over the Next Couple of Years

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that on the whole the local areas will improve over the next couple of years. 28.8% of residents aged 16 - 49 are of this opinion compared with 21.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that on the whole the local area will improve over the next couple of years because of more job opportunities / employment. 7.7% of residents aged 16 - 49 are of this opinion compared with 3.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that on the whole the local area will improve over the next couple of years because of better local health services. 2.0% of residents aged 16 - 49 are of this opinion compared with 0.0% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that the local area will improve over the next couple of years because property would be significantly more affordable to buy. 10.0% of residents aged 16 - 49 are of this opinion compared with 3.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that the local area will improve over the next couple of years because of cheaper parking. 2.3% of residents aged 16 - 49 are of this opinion compared with 0.0% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that the local area will improve over the next couple of years because of improving schools. 6.0% of residents aged 16 - 49 are of this opinion compared with 1.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that the local area will improve over the next couple of years because there would be significantly more / better sports facilities. 4.0% of residents aged 16 - 49 are of this opinion compared with 0.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that the local area will worsen

over the next couple of years because there will be fewer job opportunities / employment. 9.1% of residents aged 16 - 49 are of this opinion compared with 2.2% of residents aged 50+.

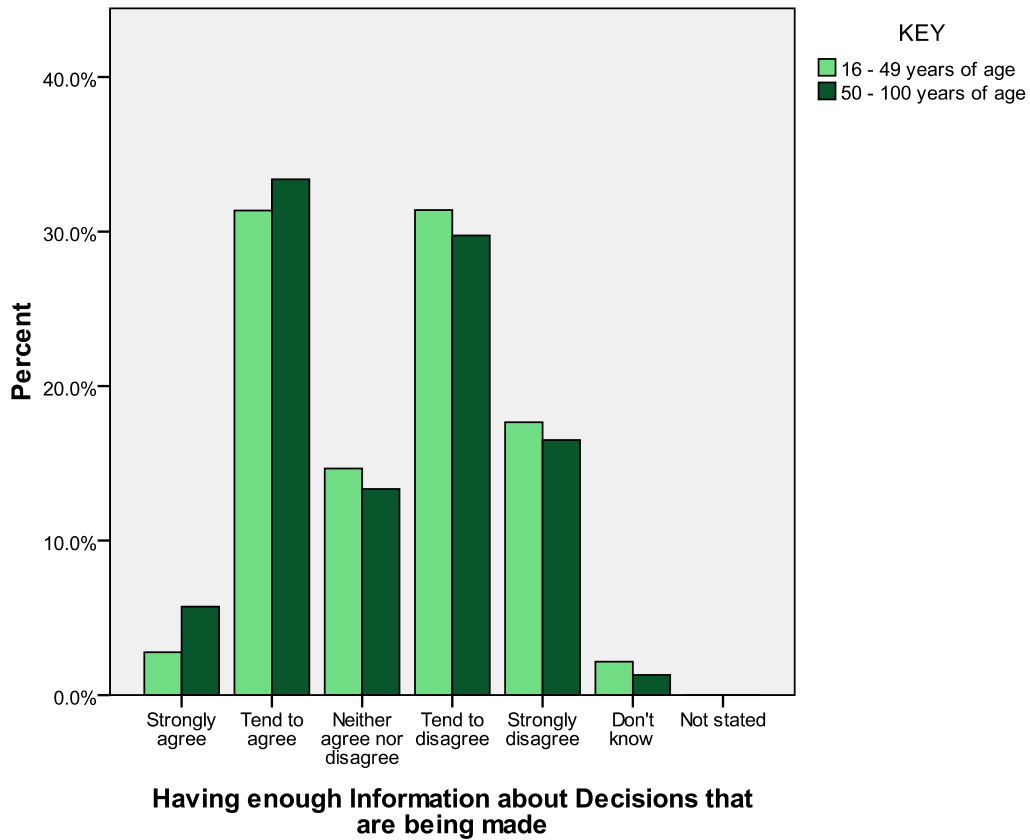
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that the local area will worsen over the next couple of years because of declining schools. 3.8% of residents aged 16 - 49 are of this opinion compared with 0.4% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that the local area will worsen over the next couple of years because of fewer facilities for young people. 22.7% of residents aged 16 - 49 are of this opinion compared with 9.3% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that on the whole the local area will worsen over the next couple of years because of more noise. 5.2% of residents aged 16 - 49 are of this opinion compared with 2.2% of residents aged 50+.

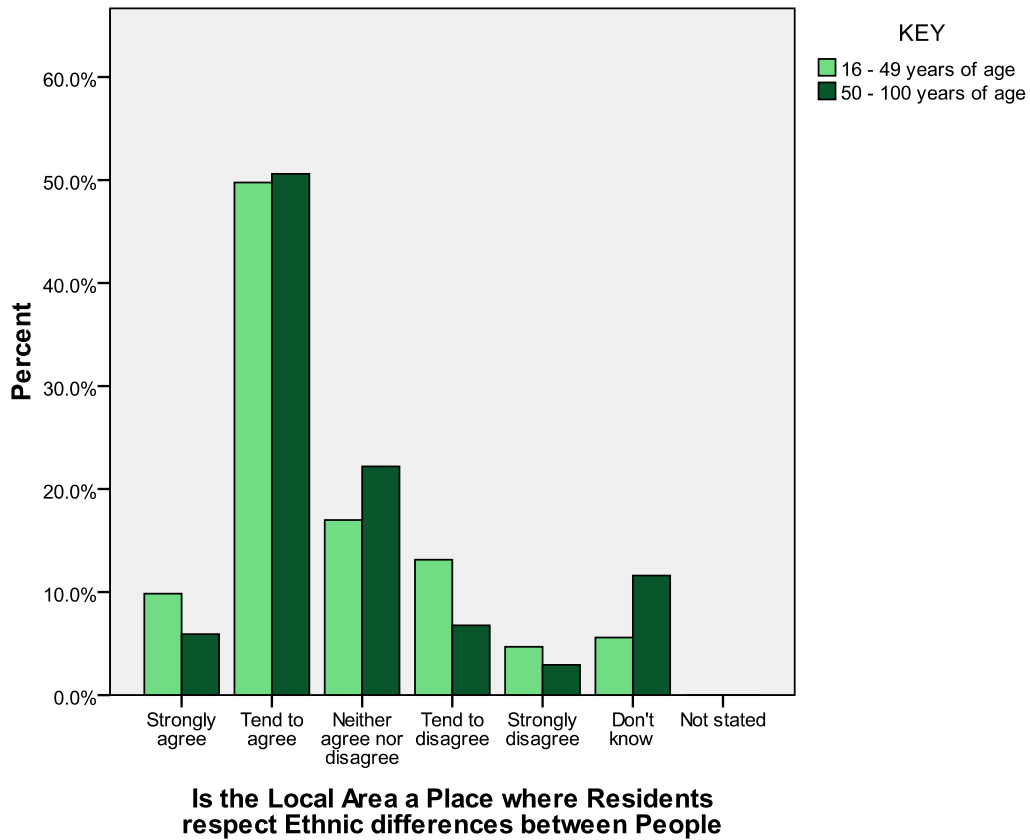
Local Democracy

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who agree that they have enough information about decisions that are being made locally.



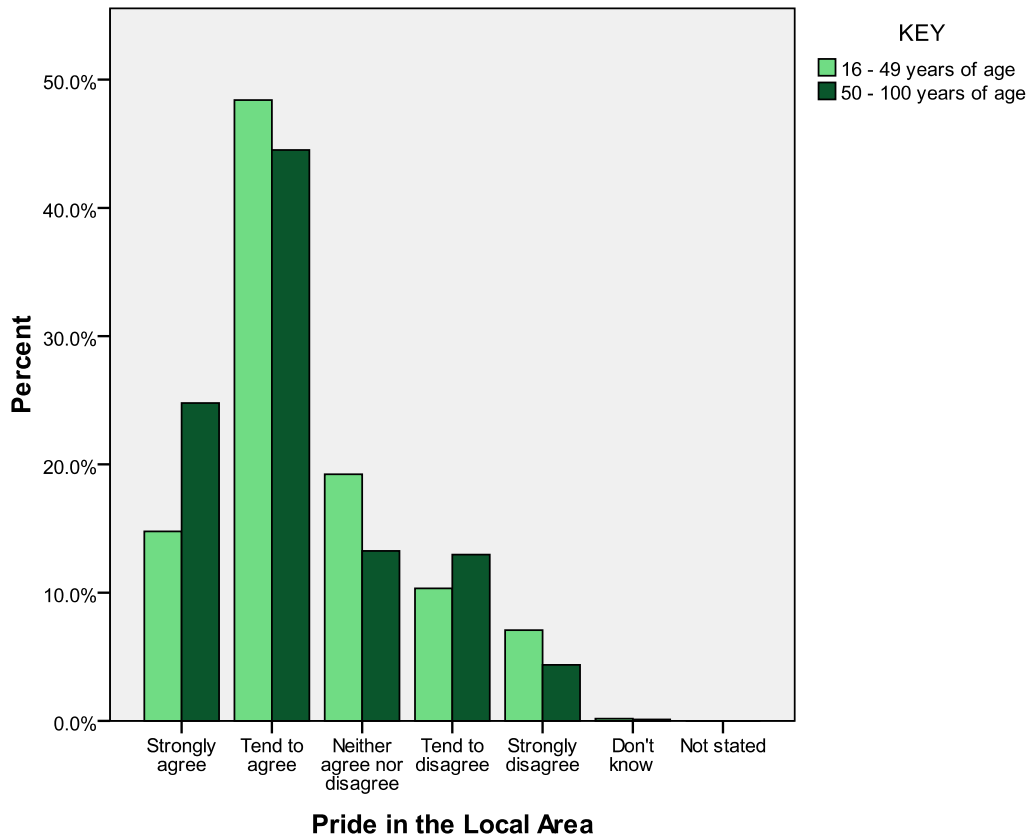
Community Cohesion

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who agree that their local area is a place where people respect ethnic differences between people.



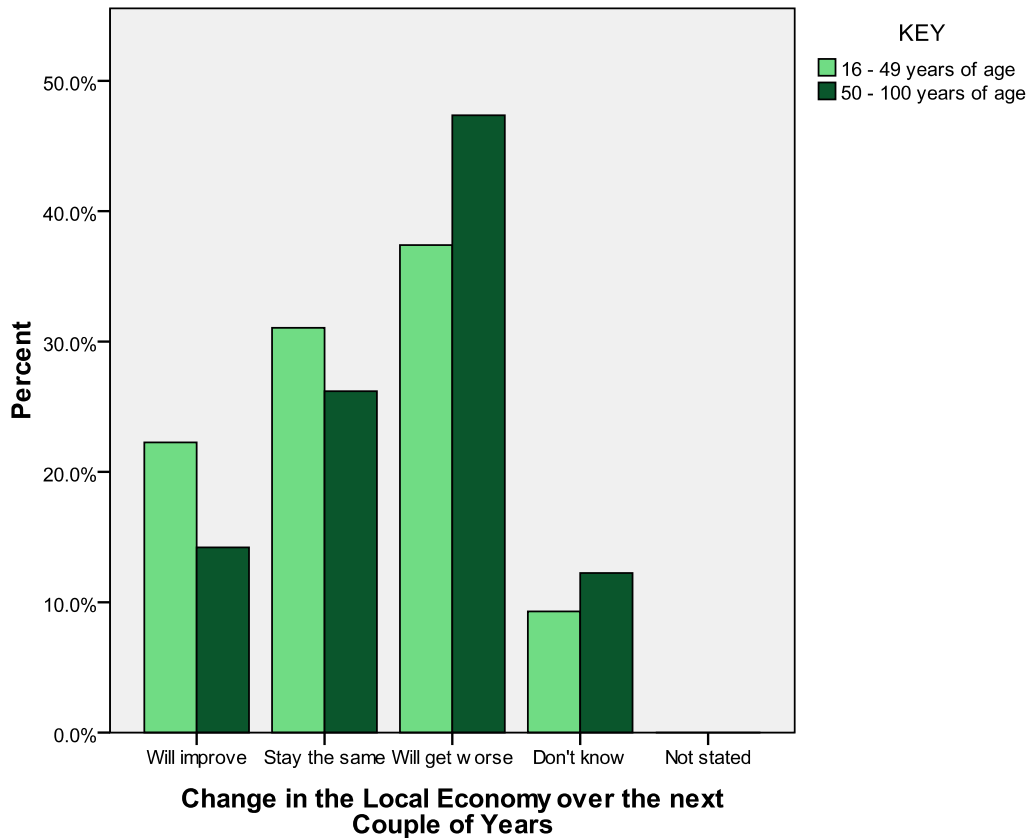
Pride in the Local Area

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who agree that they feel proud of their local area.



Change in the Local Economy over the next five years

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel the local economy in Stockton on Tees will improve over the next couple of years.



Important Issues for Stockton on Tees over the next five years

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that attracting new business to the area is one of the most important things for Stockton on Tees over the next five years. 29.7% of residents aged 16 - 49 are of this opinion compared with 39.7% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that training for jobs is one of the most important things for Stockton on Tees over the next five years. 18.0% of residents aged 16 - 49 are of this opinion compared with 12.5% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that culture and leisure facilities are one of the most important things for Stockton on Tees over the next five

years. 16.3% of residents aged 16 - 49 are of this opinion compared with 8.0% of residents aged 50+.

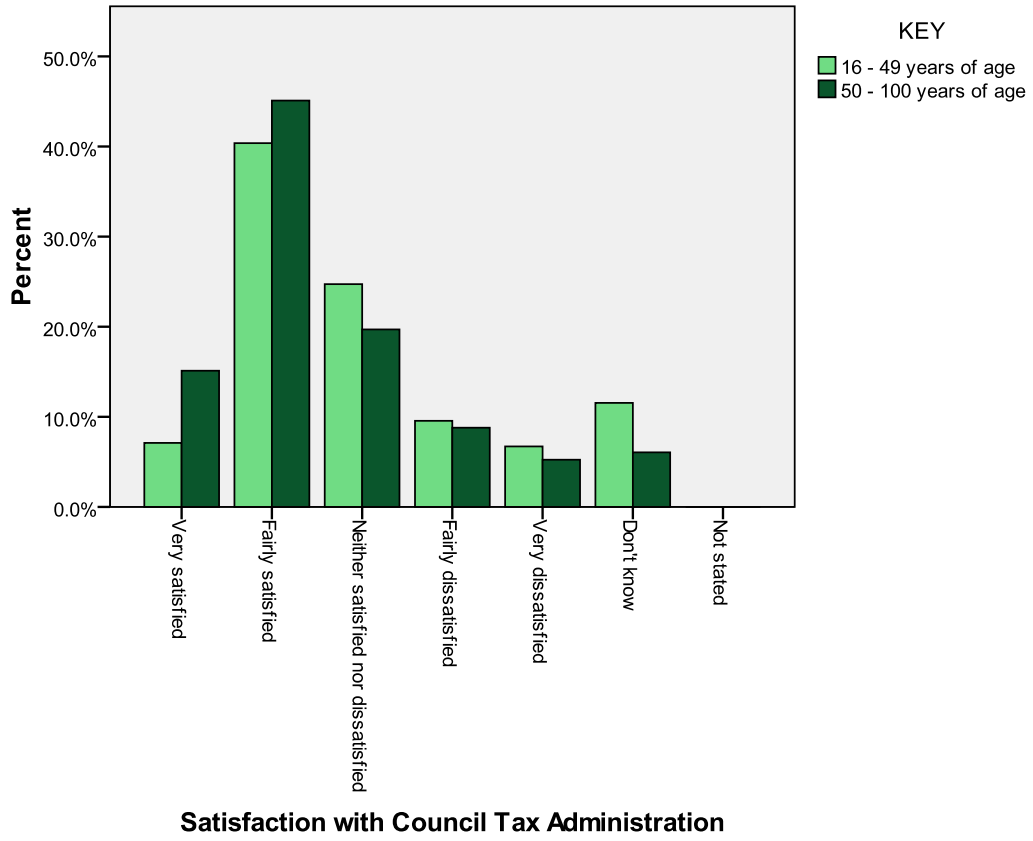
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that community safety is one of the most important things for Stockton on Tees over the next five years. 43.0% of residents aged 16 - 49 are of this opinion compared with 35.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that environmental improvements are one of the most important things for Stockton on Tees over the next five years. 16.5% of residents aged 16 - 49 are of this opinion compared with 12.6% of residents aged 50+.

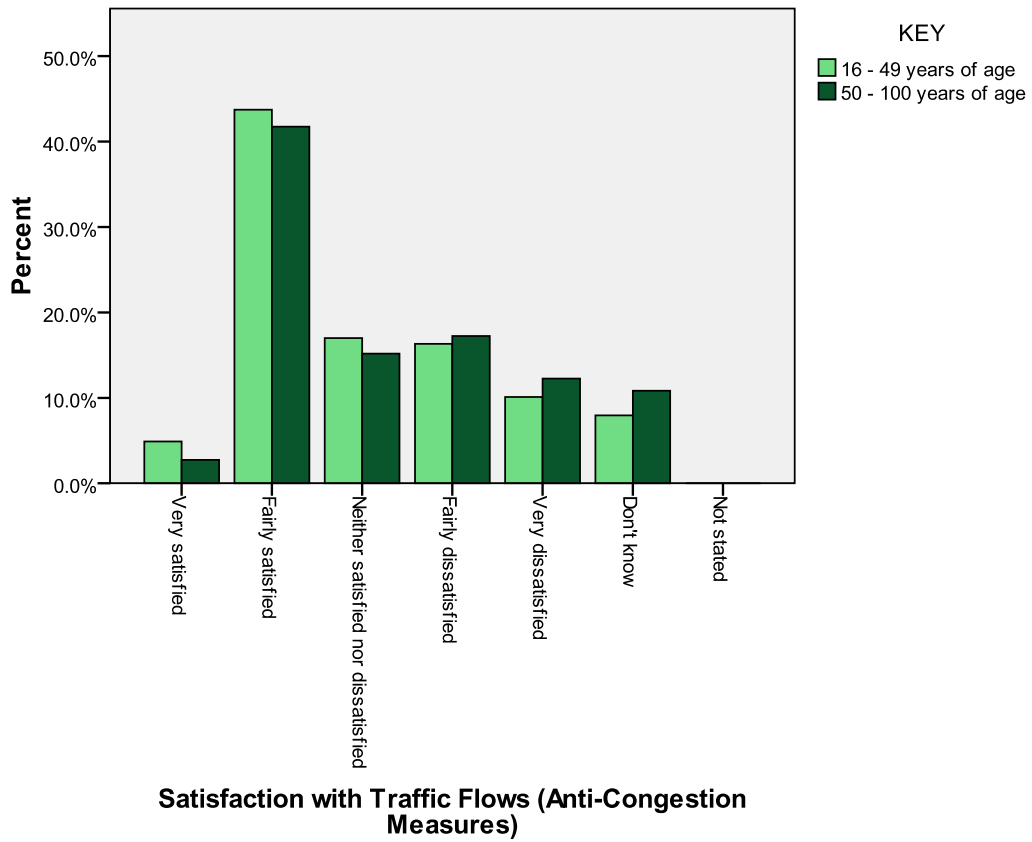
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who do not know what the most important things are for Stockton on Tees over the next five years. 0.3% of residents aged 16 - 49 are of this opinion compared with 1.2% of residents aged 50+.

Satisfaction with Council Services

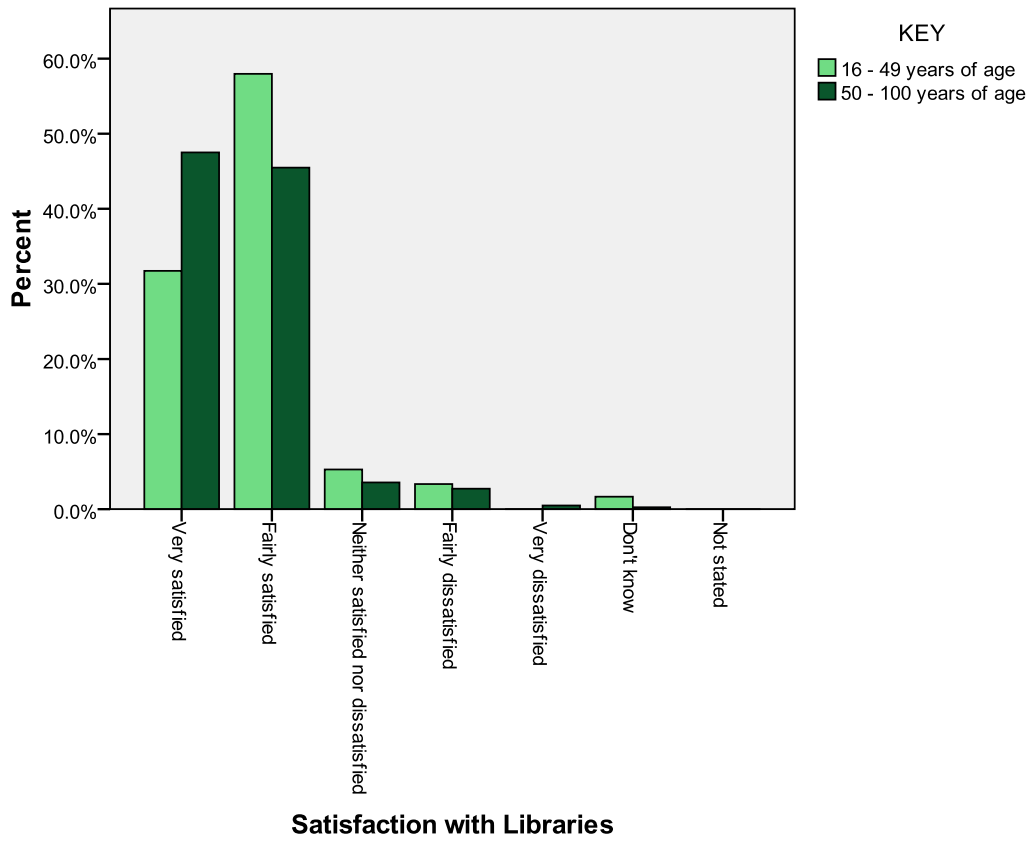
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with Council Tax administration by Stockton on Tees Borough Council.



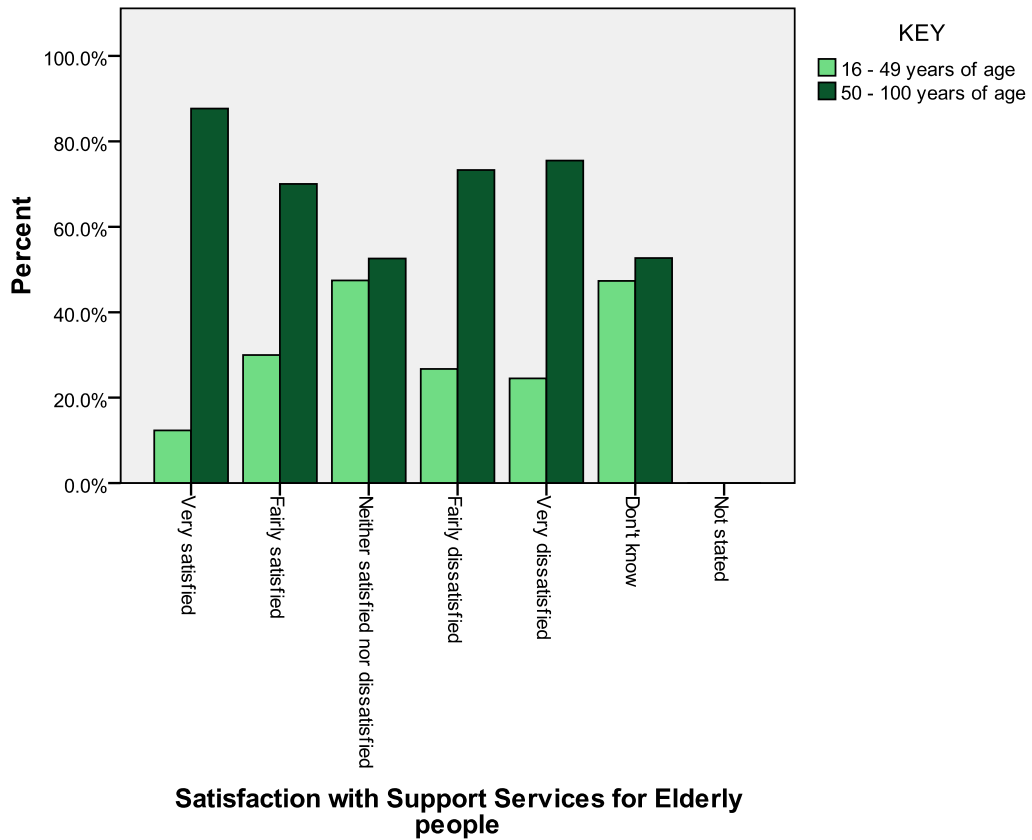
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with traffic flows (anti-congestion measures completed) by Stockton on Tees Borough Council.



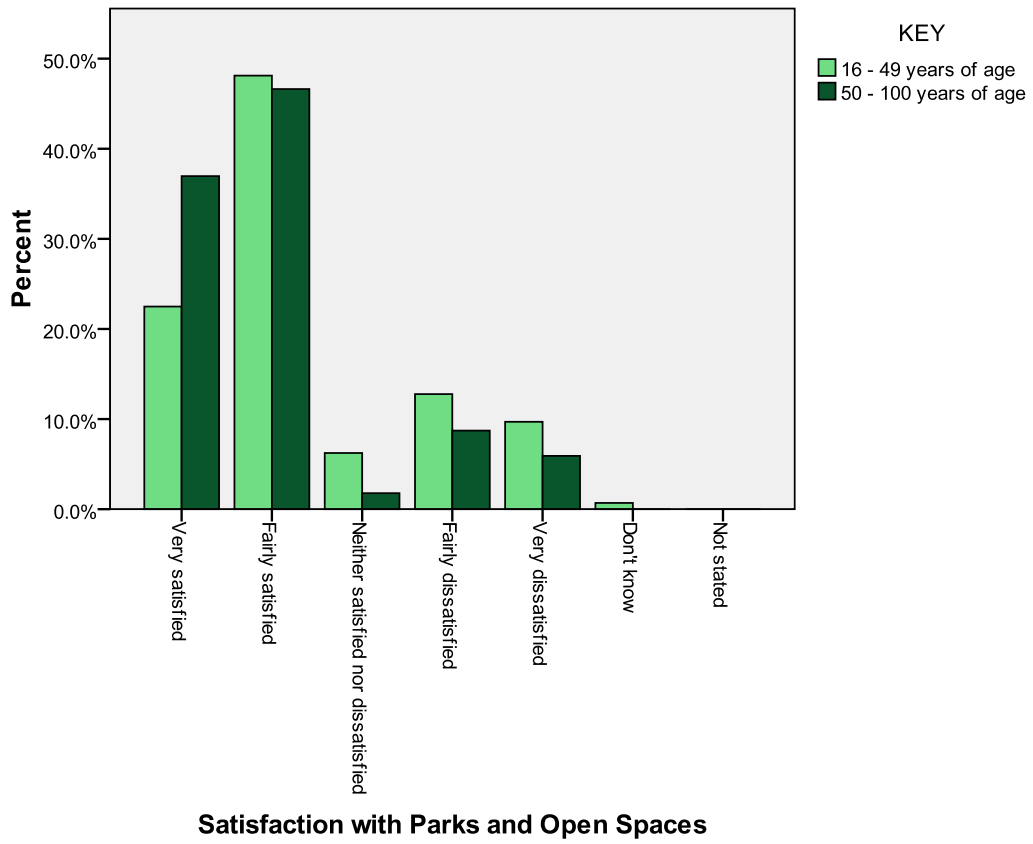
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with libraries provided by Stockton on Tees Borough Council.



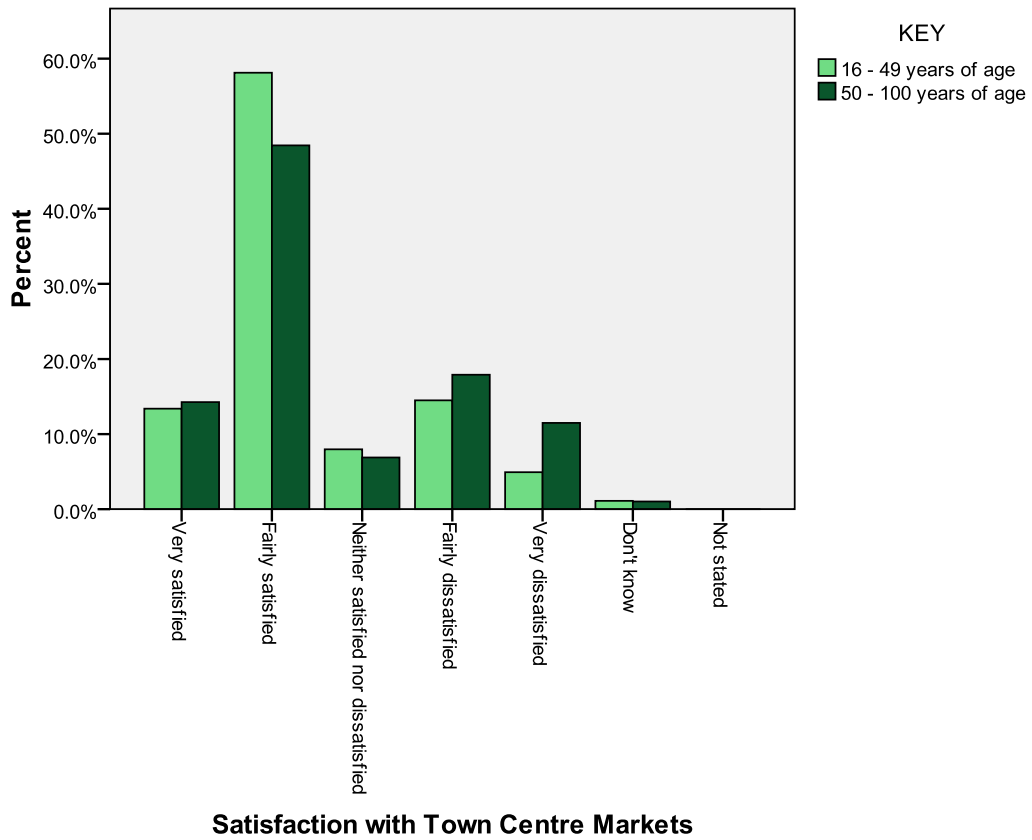
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with support services for the elderly.



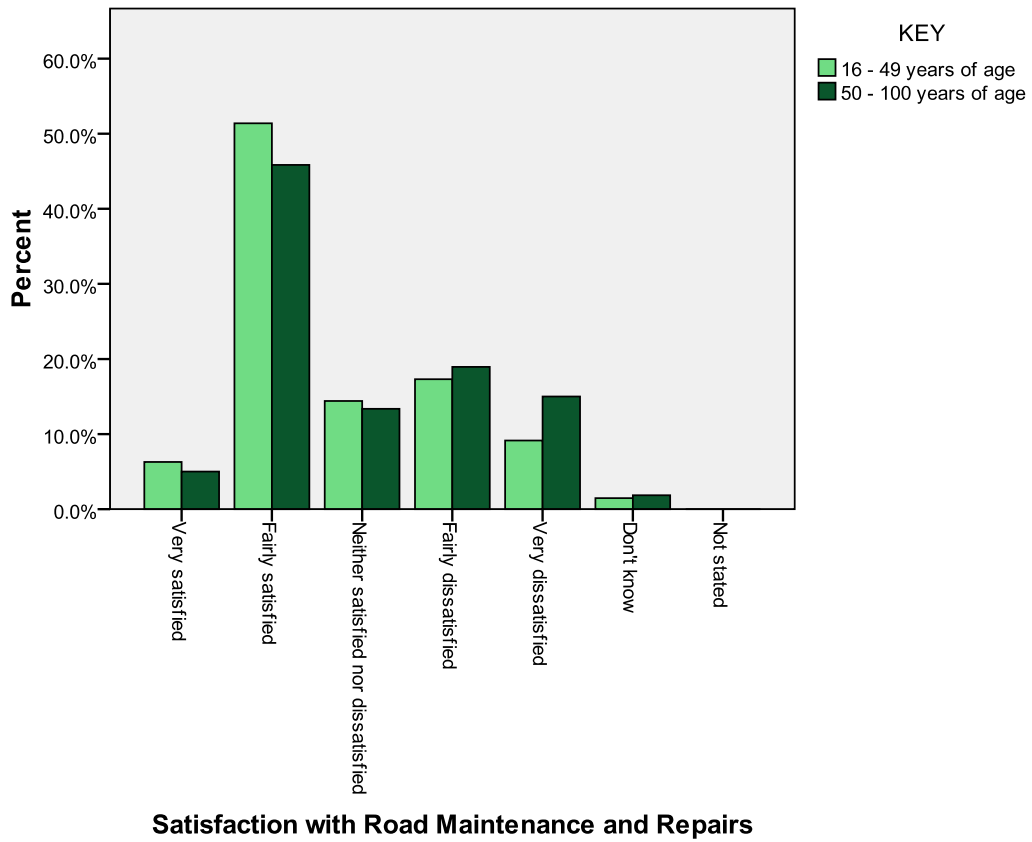
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with parks and open spaces provided by Stockton on Tees Borough Council.



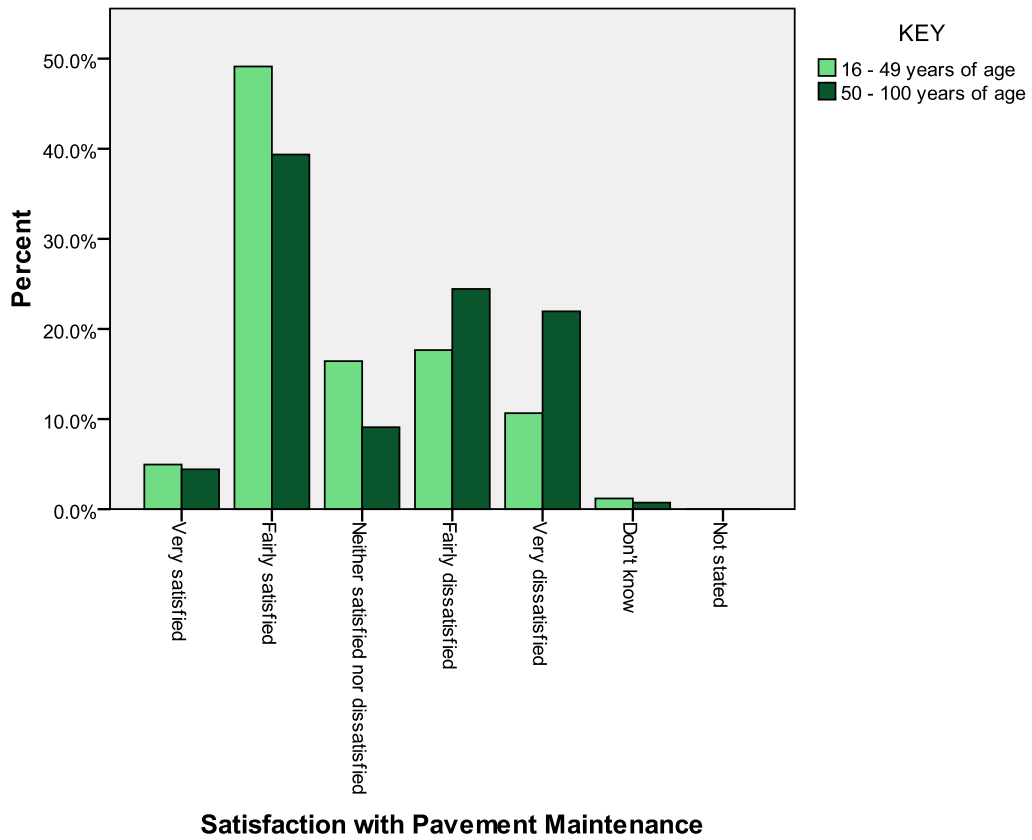
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with town centre markets provided by Stockton on Tees Borough Council.



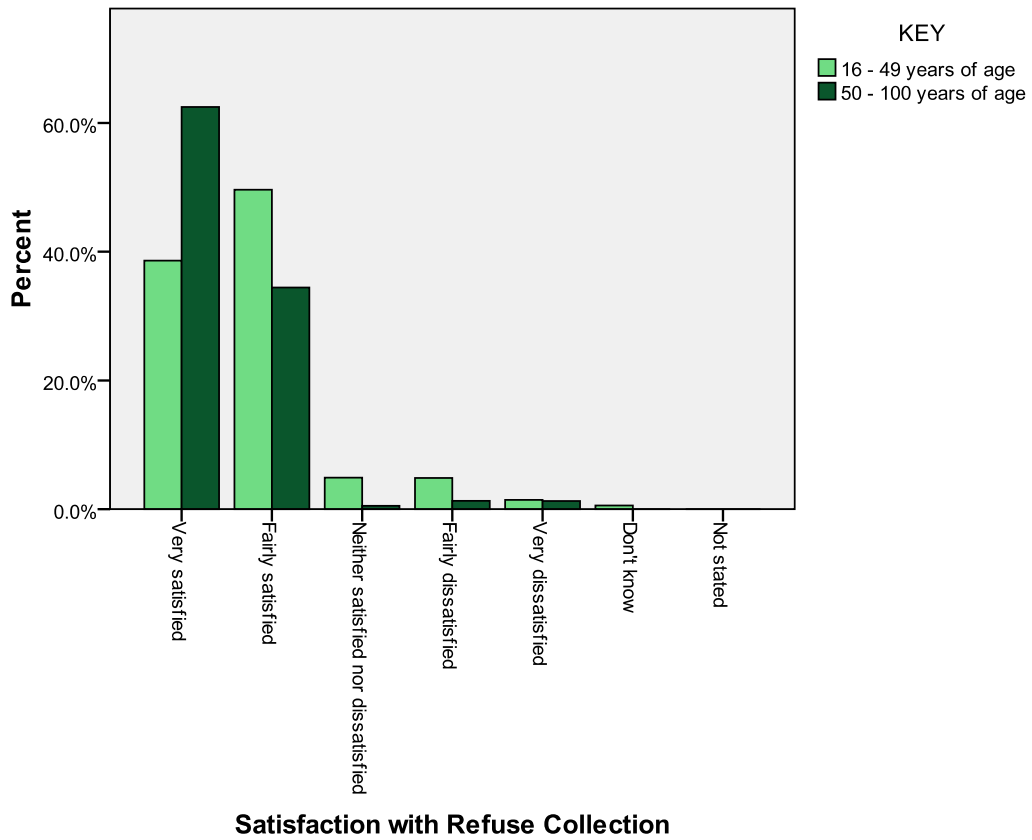
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with road maintenance and repairs completed by Stockton on Tees Borough Council.



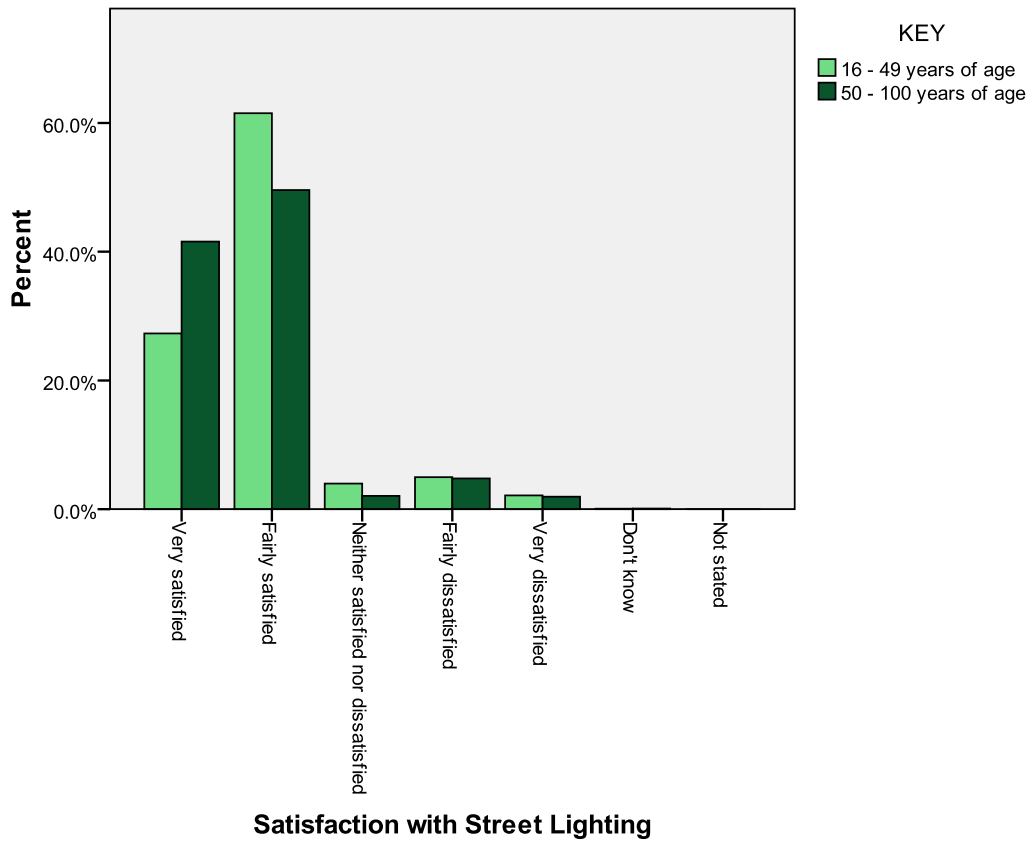
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with pavement maintenance completed by Stockton on Tees Borough Council.



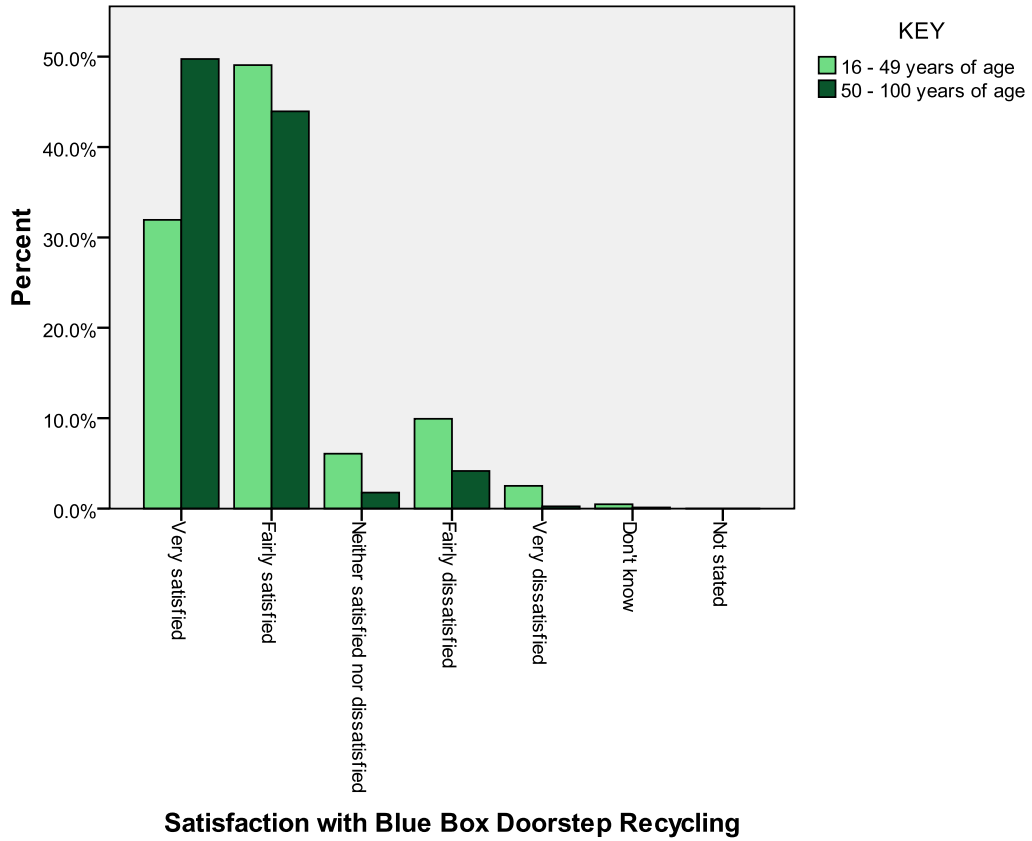
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with refuse collection by Stockton on Tees Borough Council.



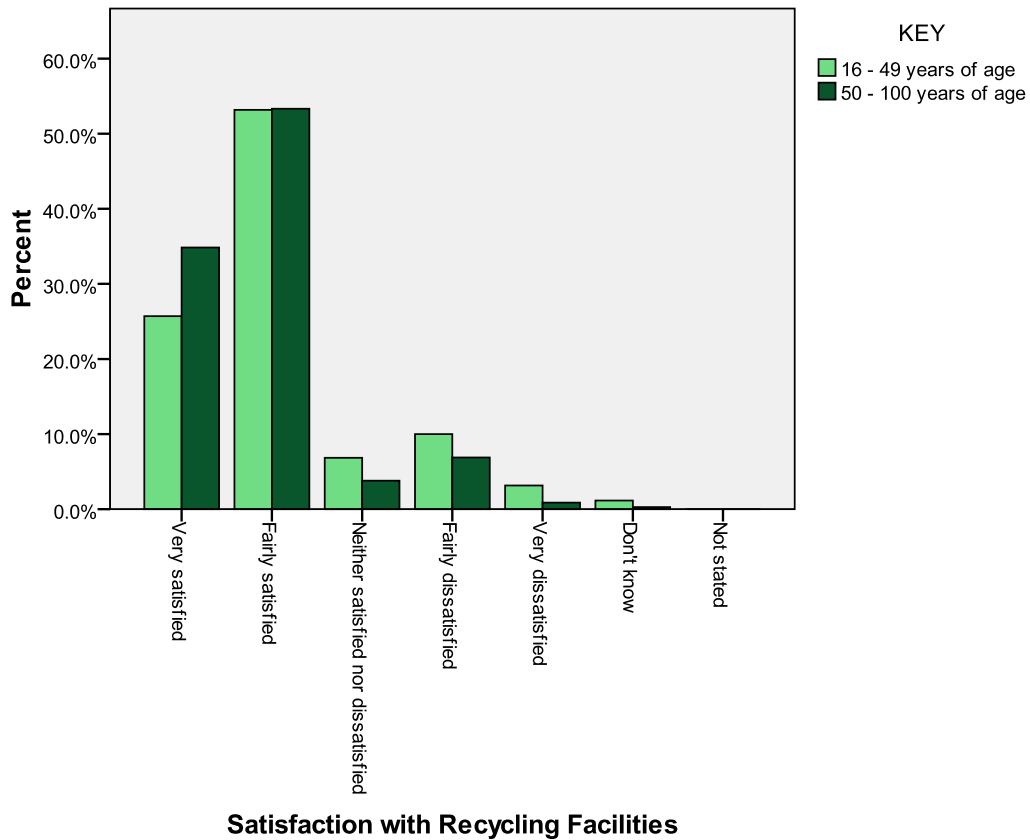
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with street lighting provided by Stockton on Tees Borough Council.



There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with blue box doorstep recycling (for glass, tins, cans, etc.) provided by Stockton on Tees Borough Council.



There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with recycling facilities provided by Stockton on Tees Borough Council.



There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with leisure centres because they offer nothing to them personally. 13.3% of residents aged 16 - 49 are of this opinion compared with 4.0% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with leisure centres because they are dirty / noisy / not looked after. 8.8% of residents aged 16 - 49 are of this opinion compared with 0.0% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with town centre markets because the stalls are too expensive. 3.8% of residents aged 16 - 49 are of this opinion compared with 10.5% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with road

maintenance and repairs in the area because there are too many roadworks / poorly managed roadworks / constant digging. 17.8% of residents aged 16 - 49 are of this opinion compared with 10.2% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with road maintenance and repairs in the area because road gullies and drains are not kept clear. 0.0% of residents aged 16 - 49 are of this opinion compared with 2.3% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with road maintenance and repairs in the area because street lights are not working / not repaired. 2.5% of residents aged 16 - 49 are of this opinion compared with 0.0% of residents aged 50+.

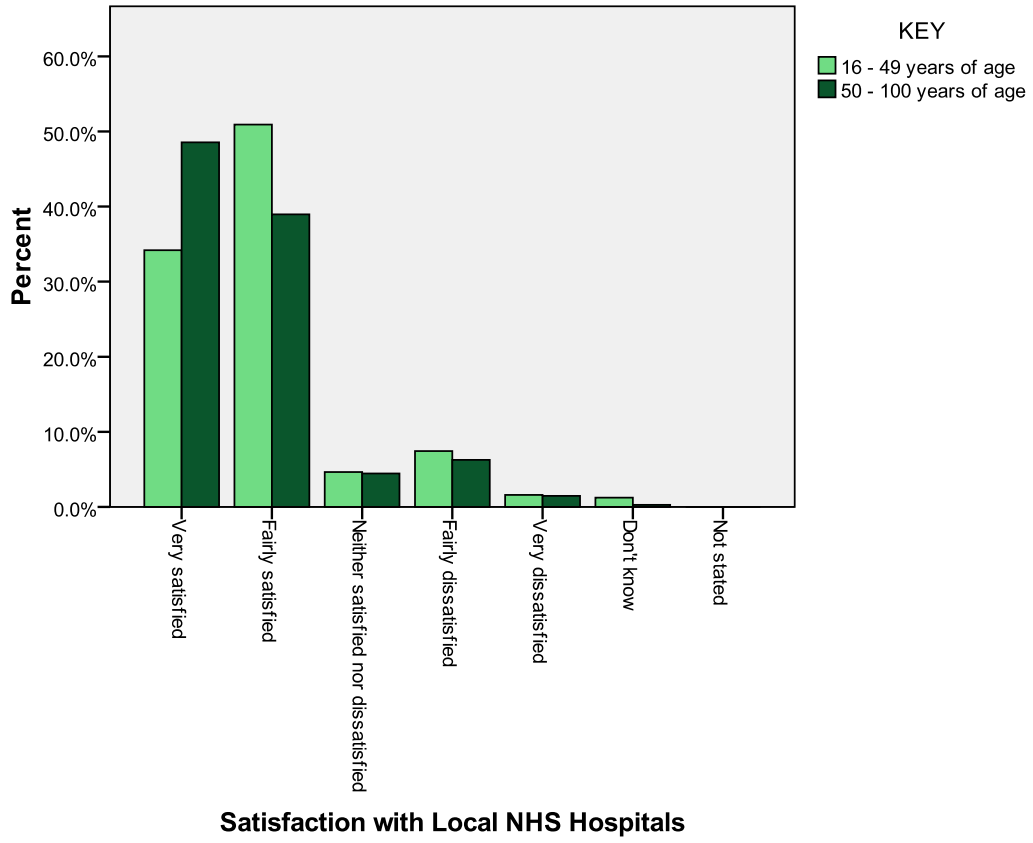
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with parks and open spaces in the local area because there are not enough of them. 75% of residents aged 16 - 49 are of this opinion compared with 57.7% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with parks and open spaces in the local area because of dog's mess. 6.7% of residents aged 16 - 49 are of this opinion compared with 19.2% of residents aged 50+.

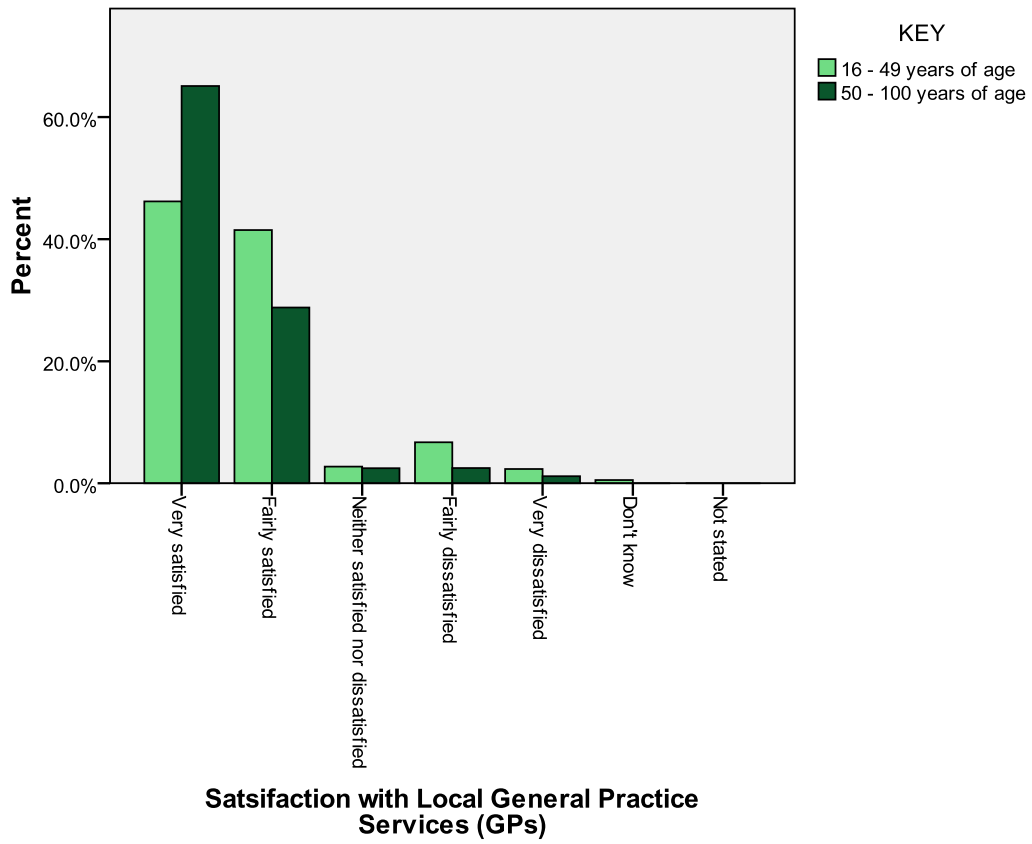
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are dissatisfied with public car parks in the local area because of insufficient parking for disabled residents. 0.9% of residents aged 16 - 49 are of this opinion compared with 8.1% of residents aged 50+.

Satisfaction with Local Public Service Providers

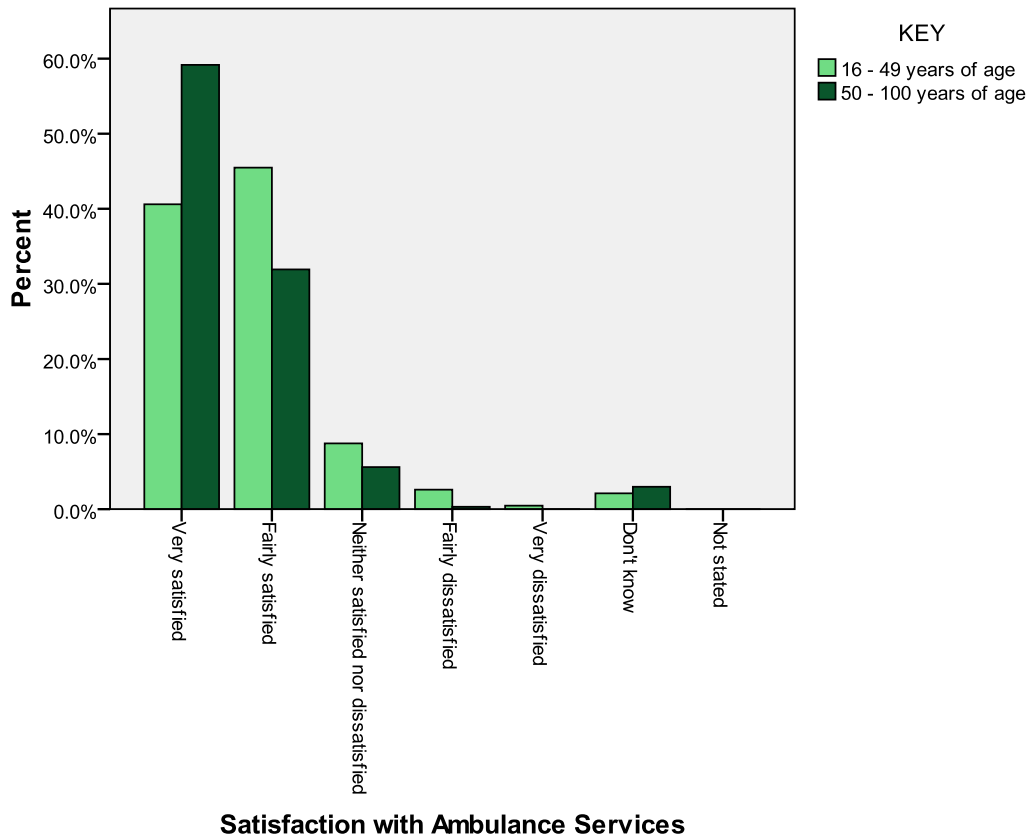
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with local NHS hospitals.



There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with local General Practice (GP) Services.



There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with local Ambulance services.



Factors affecting Quality of Life

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider nursery schools provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 13% of residents aged 16 - 49 are of this opinion compared with 2.2% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider primary schools provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 23.1% of residents aged 16 - 49 are of this opinion compared with 4.1% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider secondary schools provided by Stockton on Tees Borough Council to be one of the most

important things to impact their quality of life. 25.3% of residents aged 16 - 49 are of this opinion compared with 5.4% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider youth services provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 18.9% of residents aged 16 - 49 are of this opinion compared with 8.2% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider swimming pools provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 15.0% of residents aged 16 - 49 are of this opinion compared with 6.0% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider children's centres provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 15.0% of residents aged 16 - 49 are of this opinion compared with 3.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider support services for elderly people provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 7.2% of residents aged 16 - 49 are of this opinion compared with 35.0% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider leisure centres provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 29.8% of residents aged 16 - 49 are of this opinion compared with 11.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider libraries provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 6.1% of residents aged 16 - 49 are of this opinion compared with 17.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider parks and open spaces provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 33.5% of residents aged 16 - 49 are of this opinion compared with 25.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider events (e.g. Riverside

Festival and Fireworks Night) provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 14.0% of residents aged 16 - 49 are of this opinion compared with 6.5% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider road maintenance and repairs provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 21.3% of residents aged 16 - 49 are of this opinion compared with 26.1% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider pavement maintenance provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 11.2% of residents aged 16 - 49 are of this opinion compared with 33.2% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider refuse collection by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 33.8% of residents aged 16 - 49 are of this opinion compared with 50.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider street cleaning provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 21.1% of residents aged 16 - 49 are of this opinion compared with 25.0% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider street lighting provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 12.4% of residents aged 16 - 49 are of this opinion compared with 20.3% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who consider blue box doorstep recycling (for glass, tins, cans, etc.) provided by Stockton on Tees Borough Council to be one of the most important things to impact their quality of life. 13.3% of residents aged 16 - 49 are of this opinion compared with 17.7% of residents aged 50+.

Use of Services Provided by Stockton on Tees Borough Council

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from nursery schools provided by Stockton on Tees Borough Council. 15.9% of residents aged 16 - 49 are of this opinion compared with 3.5% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from primary schools provided by Stockton on Tees Borough Council. 31.9% of residents aged 16 - 49 are of this opinion compared with 4.1% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from secondary schools provided by Stockton on Tees Borough Council. 27.7% of residents aged 16 - 49 are of this opinion compared with 5.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from youth services provided by Stockton on Tees Borough Council. 6.4% of residents aged 16 - 49 are of this opinion compared with 0.9% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from children's centres provided by Stockton on Tees Borough Council. 9.7% of residents aged 16 - 49 are of this opinion compared with 1.2% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from support service for elderly people provided by Stockton on Tees Borough Council. 4.3% of residents aged 16 - 49 are of this opinion compared with 13.9% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from leisure centres provided by Stockton on Tees Borough Council. 44.1% of residents aged 16 - 49 are of this opinion compared with 19.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from swimming pools provided by Stockton on Tees Borough Council. 48.8% of residents aged 16 - 49 are of this opinion compared with 19.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from parks and open spaces provided by Stockton on Tees Borough Council. 51.7% of residents aged 16 - 49 are of this opinion compared with 45.5% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from events (e.g. Riverside Festival and Fireworks Night) provided by Stockton on Tees Borough Council. 32.8% of residents aged 16 - 49 are of this opinion compared with 16.4% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from public car parks provided by Stockton on Tees Borough Council. 53.5% of residents aged 16 - 49 are of this opinion compared with 45.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from the blue box doorstep recycling scheme that is provided by Stockton on Tees Borough Council. 55.5% of residents aged 16 - 49 are of this opinion compared with 65.4% of residents aged 50+.

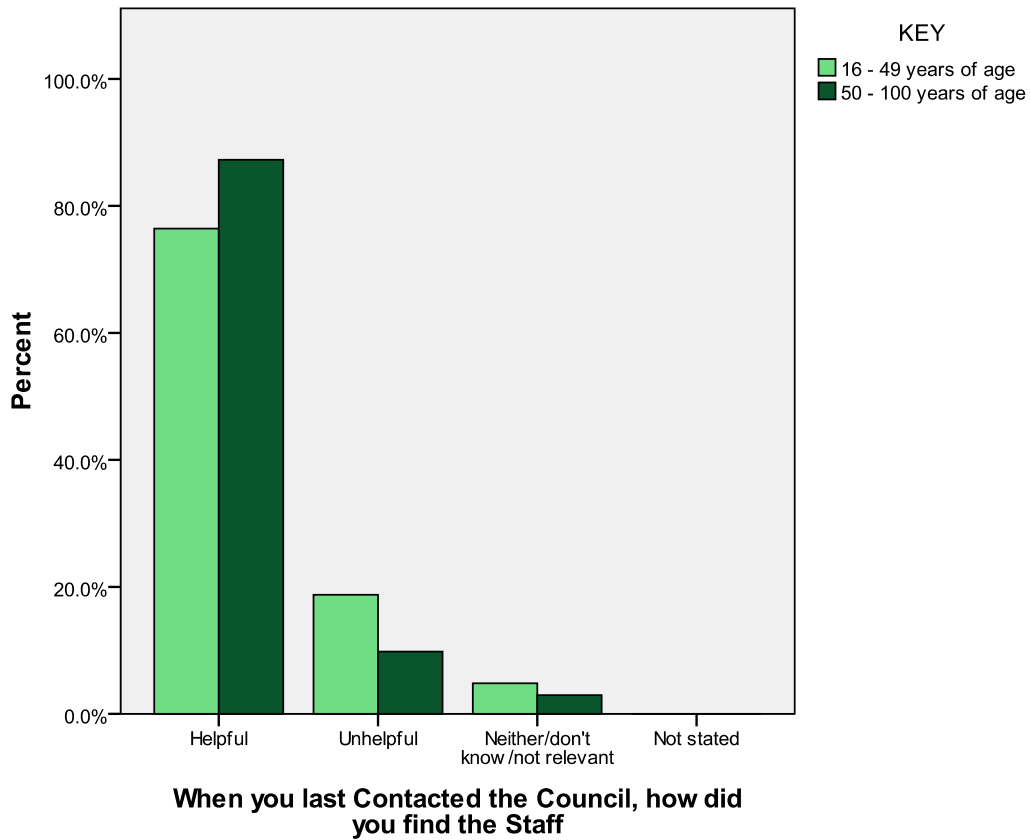
Use of Local Public Services

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from local NHS hospitals. 61.7% of residents aged 16 - 49 are of this opinion compared with 70.1% of residents aged 50+.

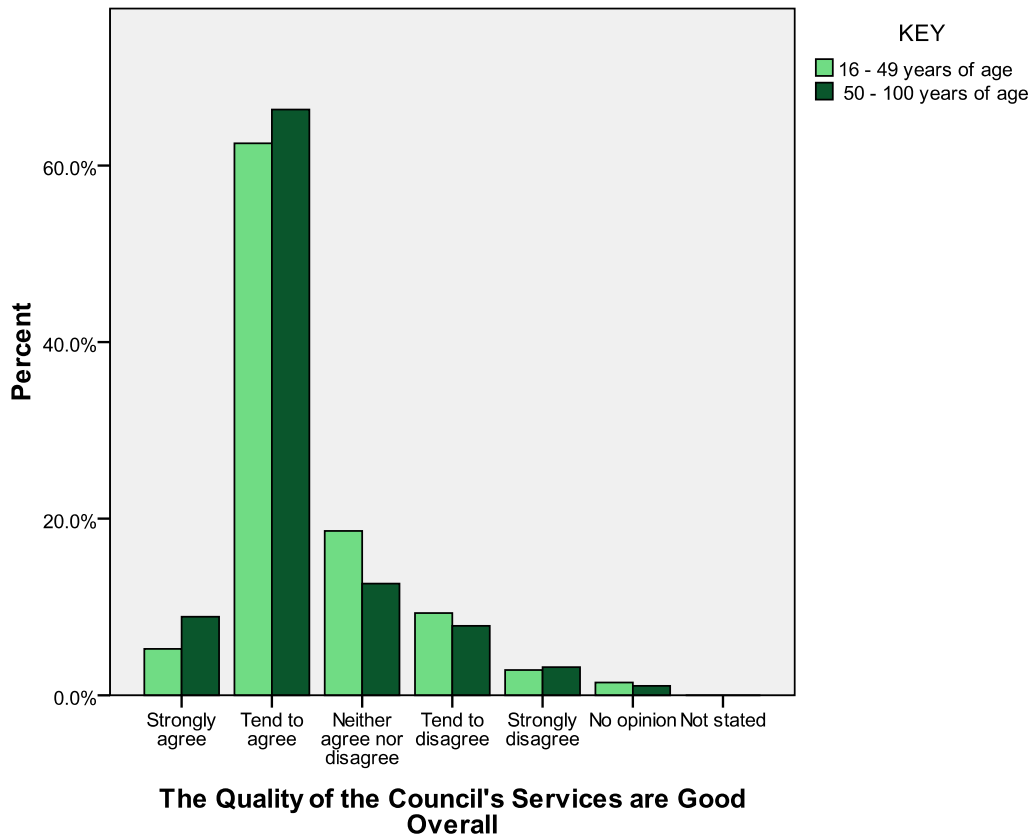
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who use / benefit from local General Practice (GP) Services. 67.5% of residents aged 16 - 49 are of this opinion compared with 81% of residents aged 50+.

General Satisfaction with the Council

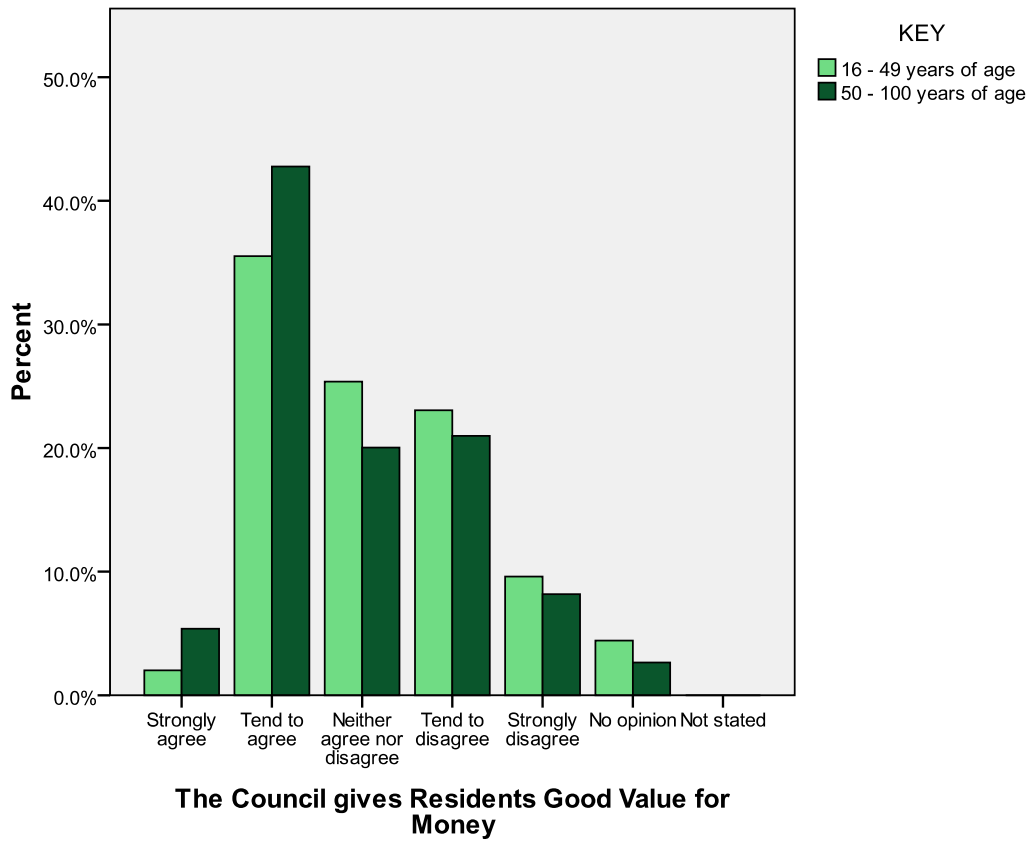
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that staff at Stockton on Tees Borough Council are helpful.



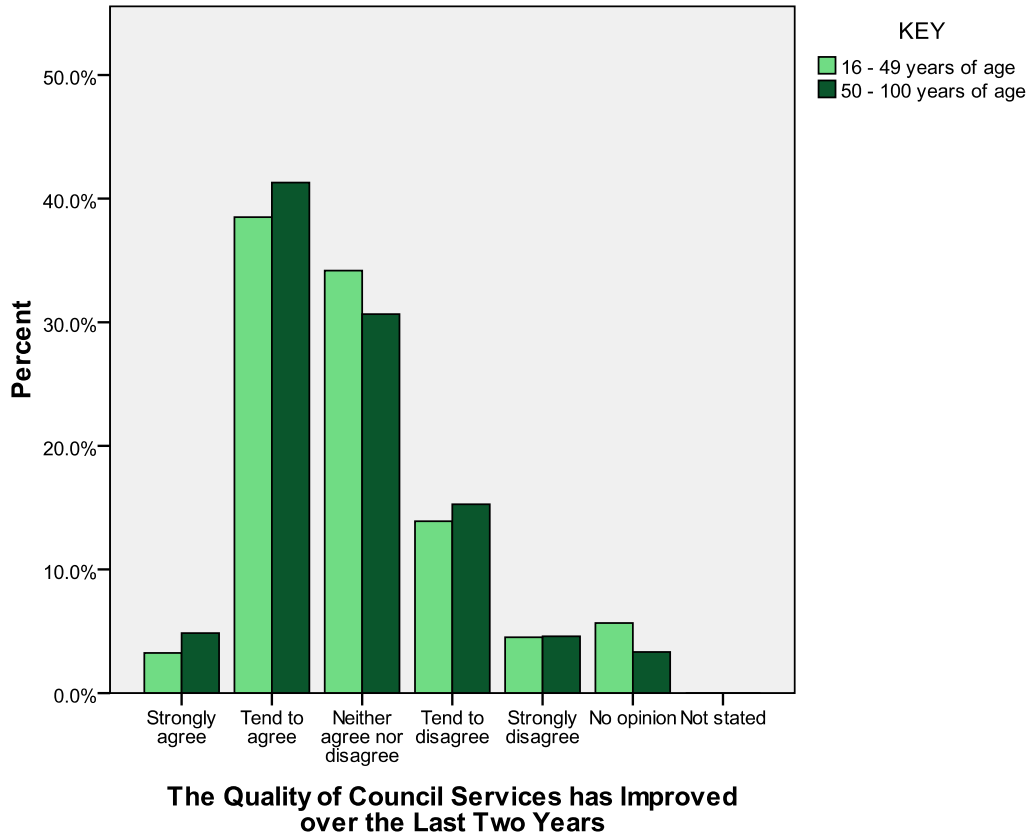
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who agree that the quality of services provided by Stockton on Tees Borough Council is good overall.



There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who agree that Stockton on Tees Borough Council gives good value for money.



There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who agree that the quality of services provided by Stockton on Tees Borough Council has improved over the last two years.



Communications with and from Stockton on Tees Borough Council

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who obtain most of their information about Stockton on Tees Borough Council from the Council magazine, "Stockton News". 58.9% of residents aged 16 - 49 do this compared with 73.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who obtain most of their information about Stockton on Tees Borough Council via personal contact with Councillors. 2.0% of residents aged 16 - 49 do this compared with 6.2% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who obtain most of their information

about Stockton on Tees Borough Council from sports centres. 7.7% of residents aged 16 - 49 do this compared with 2.2% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who obtain most of their information about Stockton on Tees Borough Council from public meetings. 2.9% of residents aged 16 - 49 do this compared with 5.1% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who obtain most of their information about Stockton on Tees Borough Council from the Council web site. 14.9% of residents aged 16 - 49 do this compared with 7.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who obtain most of their information about Stockton on Tees Borough Council from the local housing office. 1.7% of residents aged 16 - 49 do this compared with 4.4% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who obtain most of their information about Stockton on Tees Borough Council from the A - Z Guide to Services. 4.7% of residents aged 16 - 49 do this compared with 9.1% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who obtain most of their information about Stockton on Tees Borough Council from the website "www.direct.gov.uk". 8.8% of residents aged 16 - 49 do this compared with 3.3% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who said they would in future like to obtain most of their information about Stockton on Tees Borough Council from the Council magazine. 51.2% of residents aged 16 - 49 said this compared with 62.0% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who said they would in future like to obtain most of their information about Stockton on Tees Borough Council from leaflets in libraries / offices. 6.4% of residents aged 16 - 49 said this compared with 11.2% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who said they would in future like to obtain most of their information about Stockton on Tees Borough Council from the local radio. 18.2% of residents aged 16 - 49 said this compared with 13.1% of residents aged 50+.

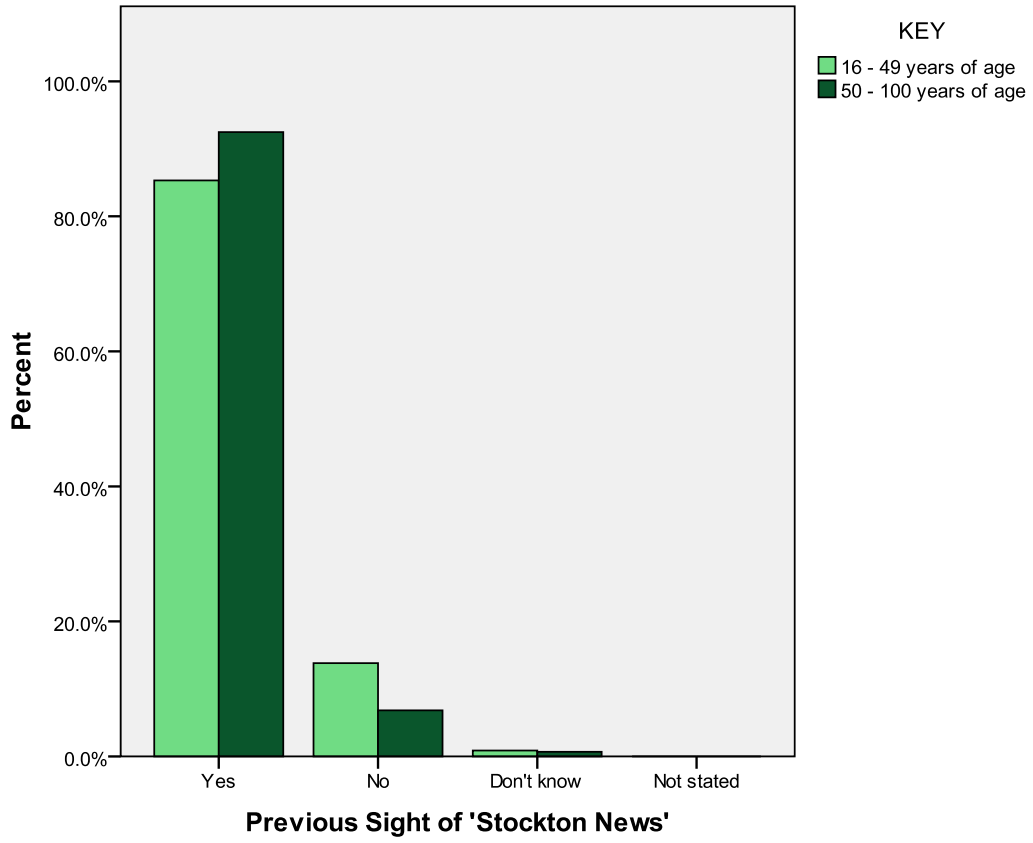
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who said they would in future like to obtain most of their information about Stockton on Tees Borough Council from personal contact with Councillors. 5.5% of residents aged 16 - 49 said this compared with 8.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who said they would in future like to obtain most of their information about Stockton on Tees Borough Council from the Council web site. 17.0% of residents aged 16 - 49 said this compared with 8.1% of residents aged 50+.

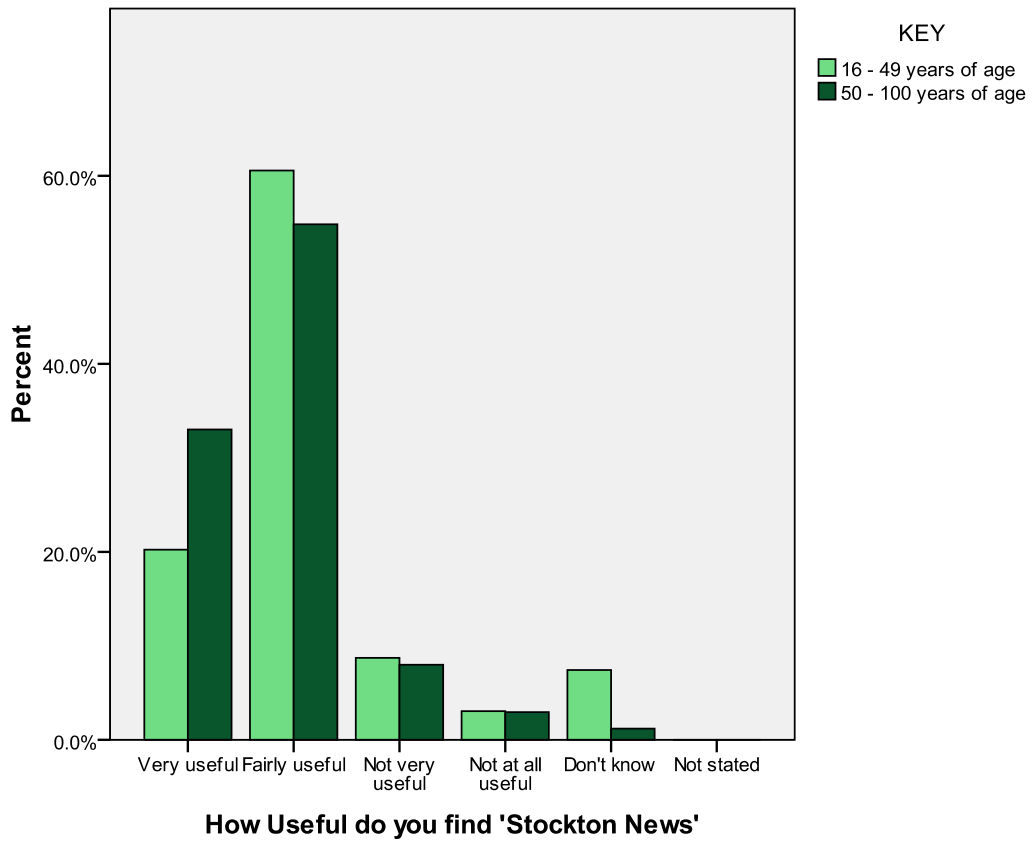
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who said they would in future like to obtain most of their information about Stockton on Tees Borough Council from sports centres. 3.4% of residents aged 16 - 49 said this compared with 1.3% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who said they would in future like to obtain most of their information about Stockton on Tees Borough Council from the website "www.direct.gov.uk". 7.3% of residents aged 16 - 49 said this compared with 2.3% of residents aged 50+.

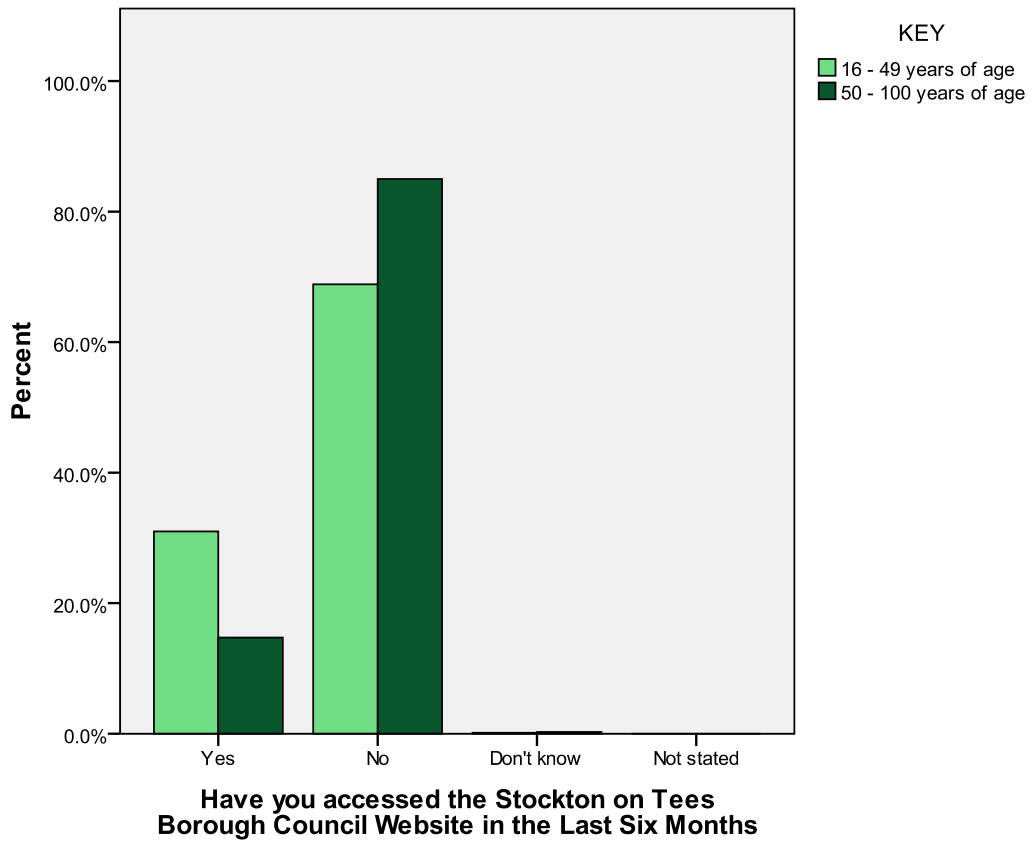
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who have seen a copy of the Council magazine "Stockton News" before.



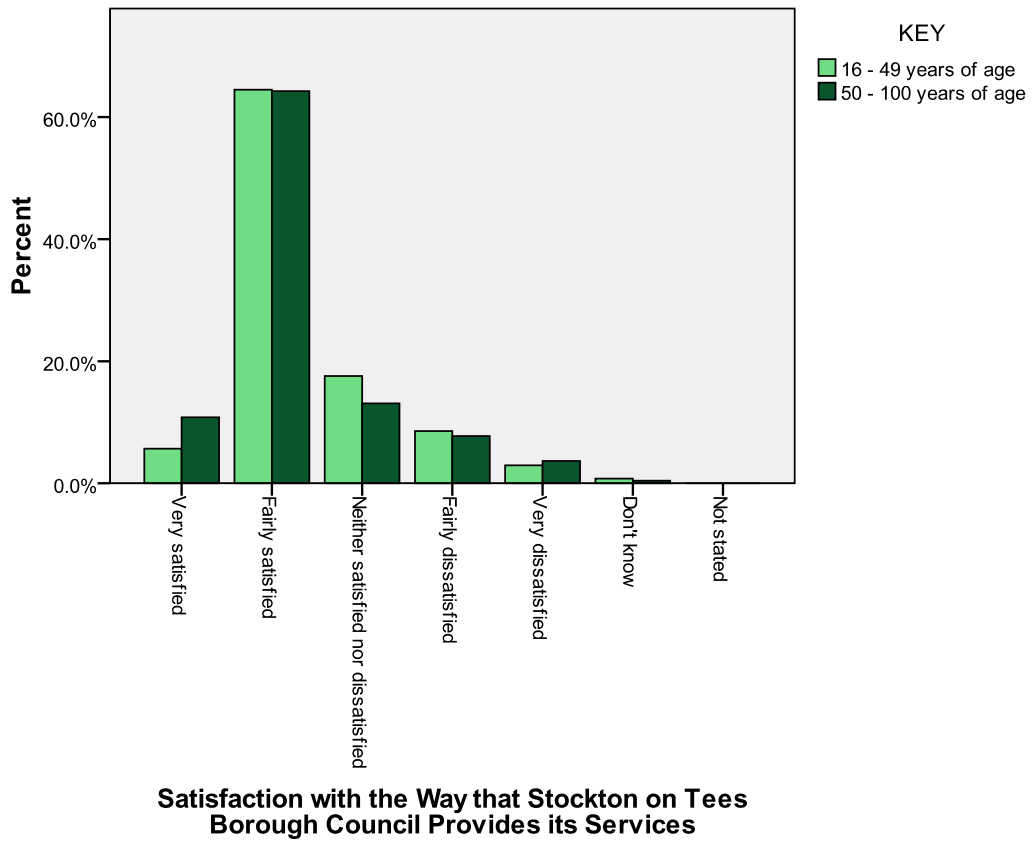
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who find the Council magazine "Stockton News" useful.



There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who have accessed the Council website in the last six months.

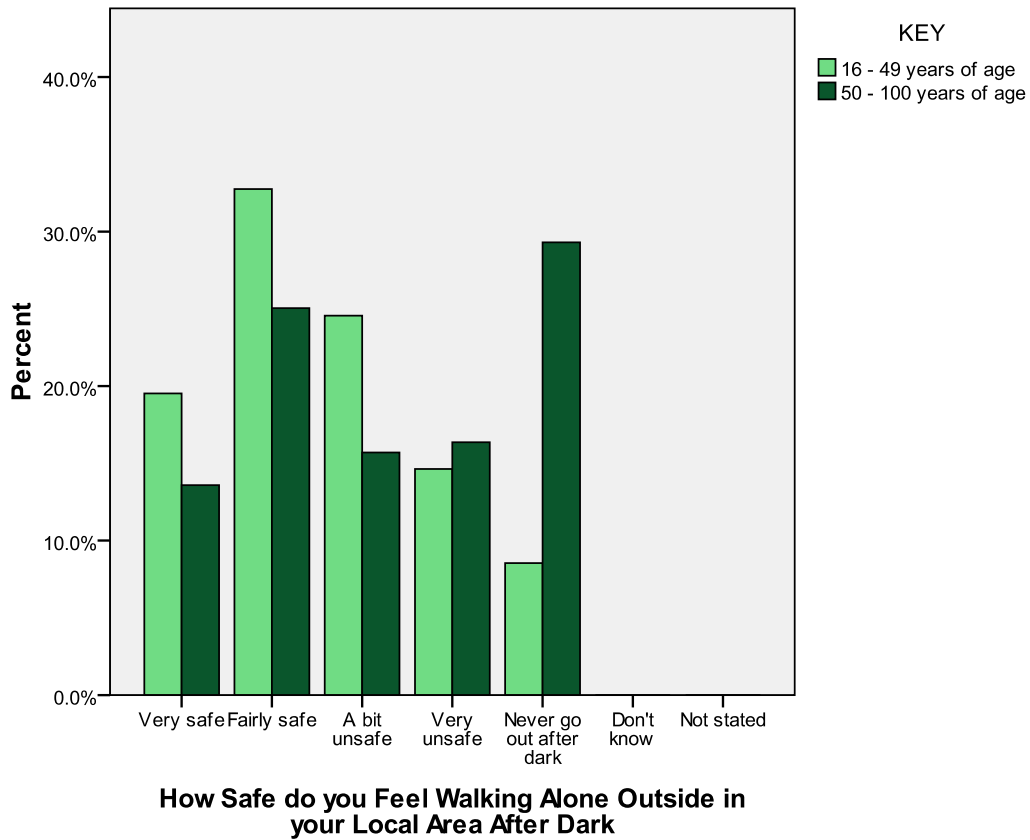


There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with the way that Stockton on Tees Borough Council provides its services.

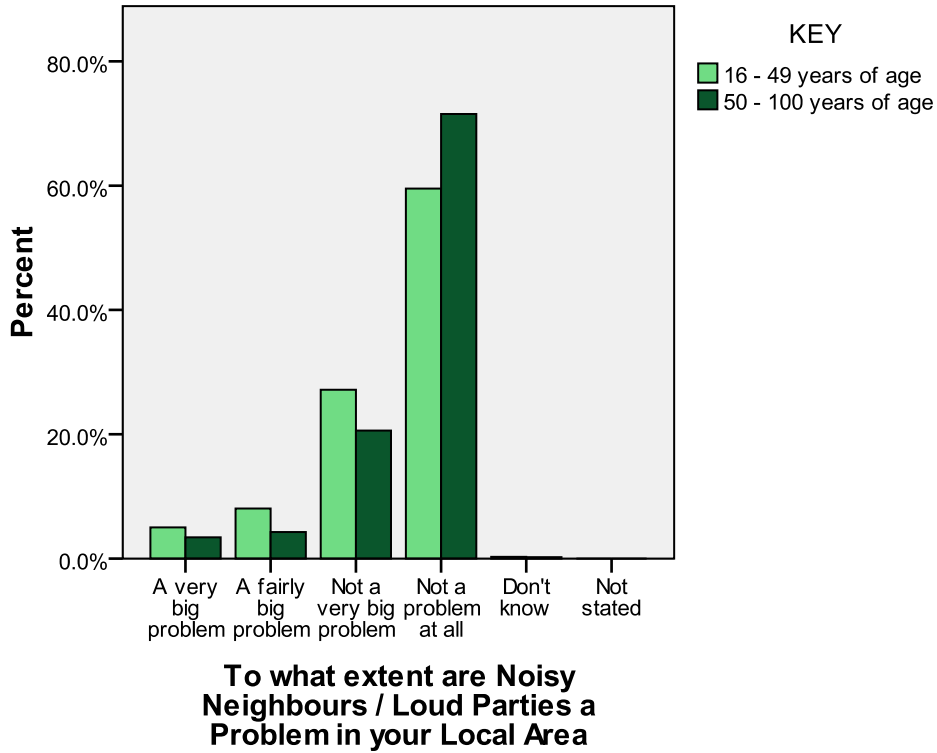


Community Safety / Anti-Social Behaviour / Crime

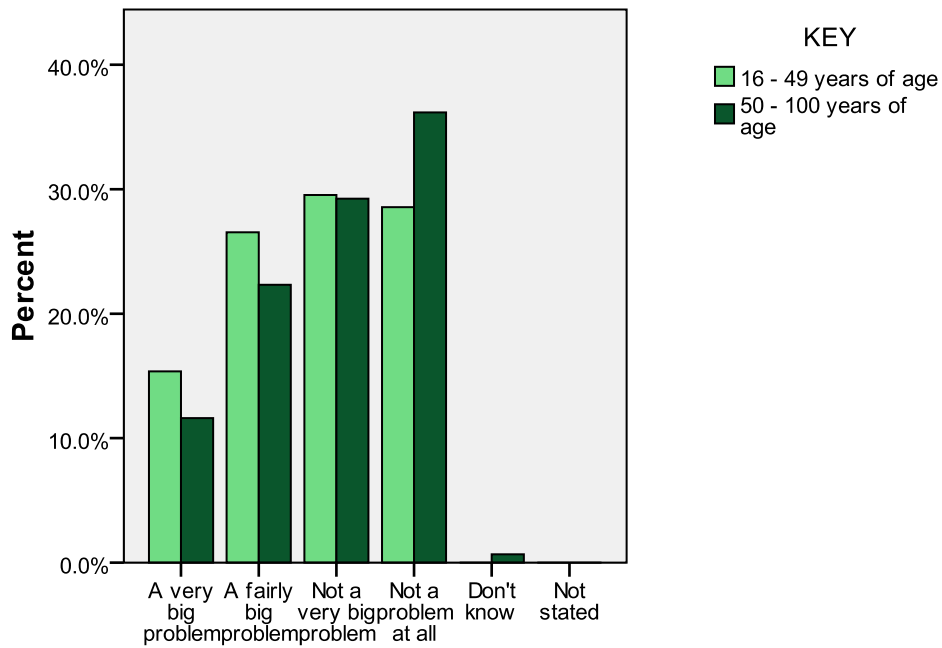
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel safe walking outside alone in their local area after dark.



There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that noisy neighbours or loud parties are a problem in their local area.

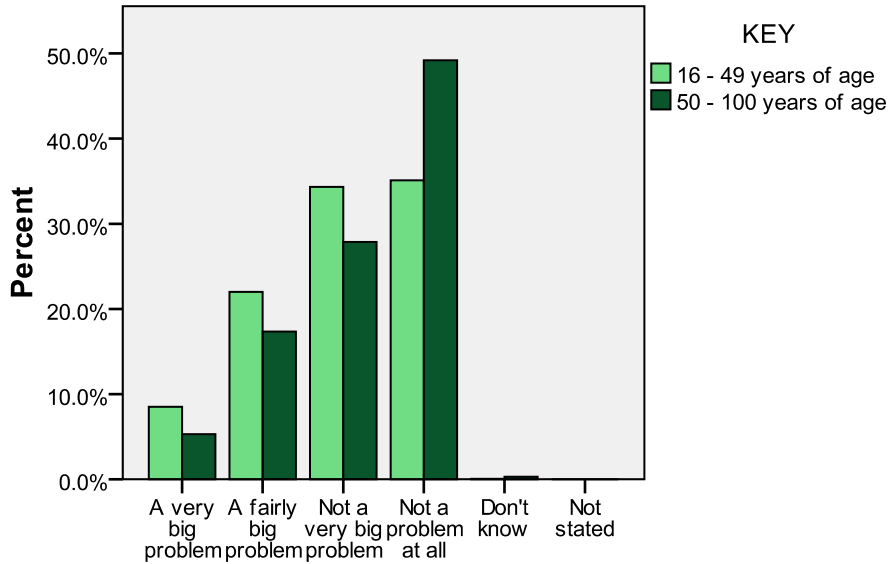


There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that teenagers hanging around the streets is a problem in their local area.



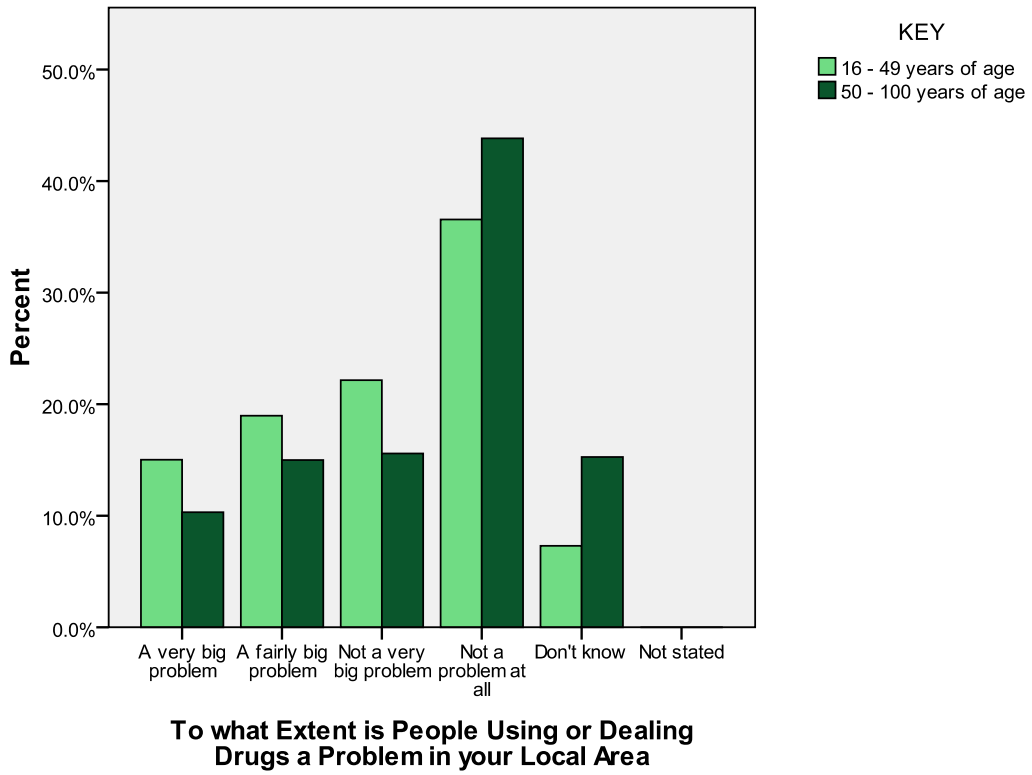
To what extent are Teenagers Hanging Around the Streets a Problem in your Local Area

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that vandalism, graffiti and other deliberate damage to property or vehicles is a problem in their local area.

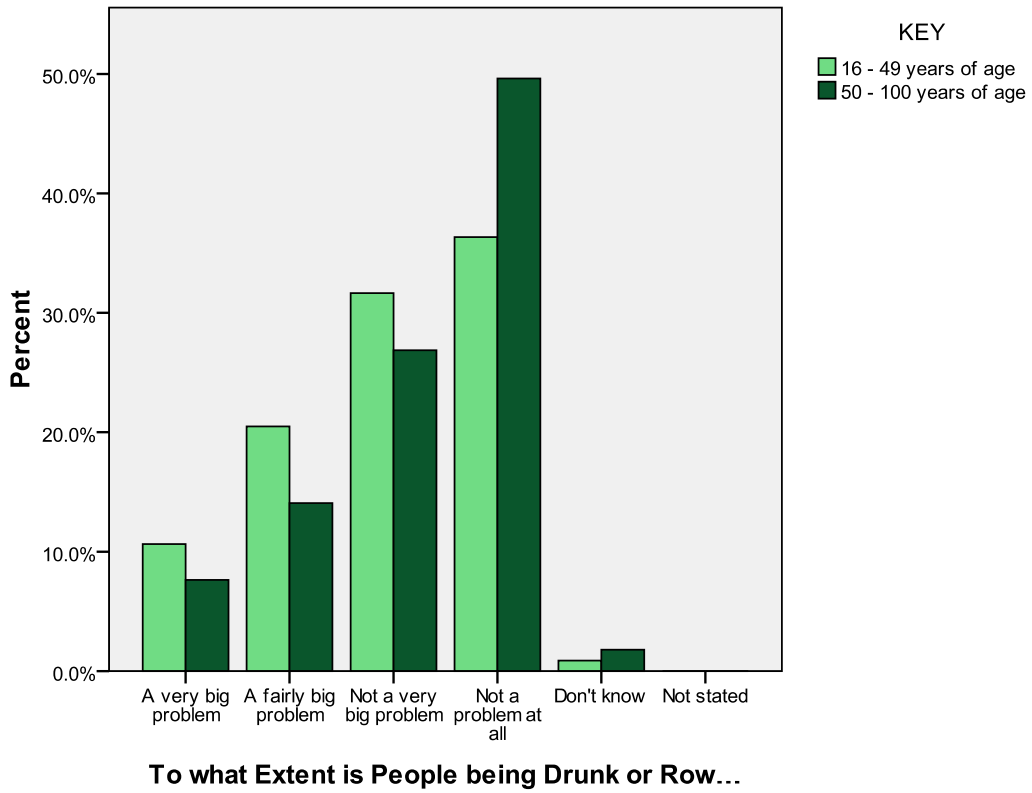


To what extent is Vandalism, Graffiti and other Deliberate Damage to Property or Vehicles a Problem in your Local Area

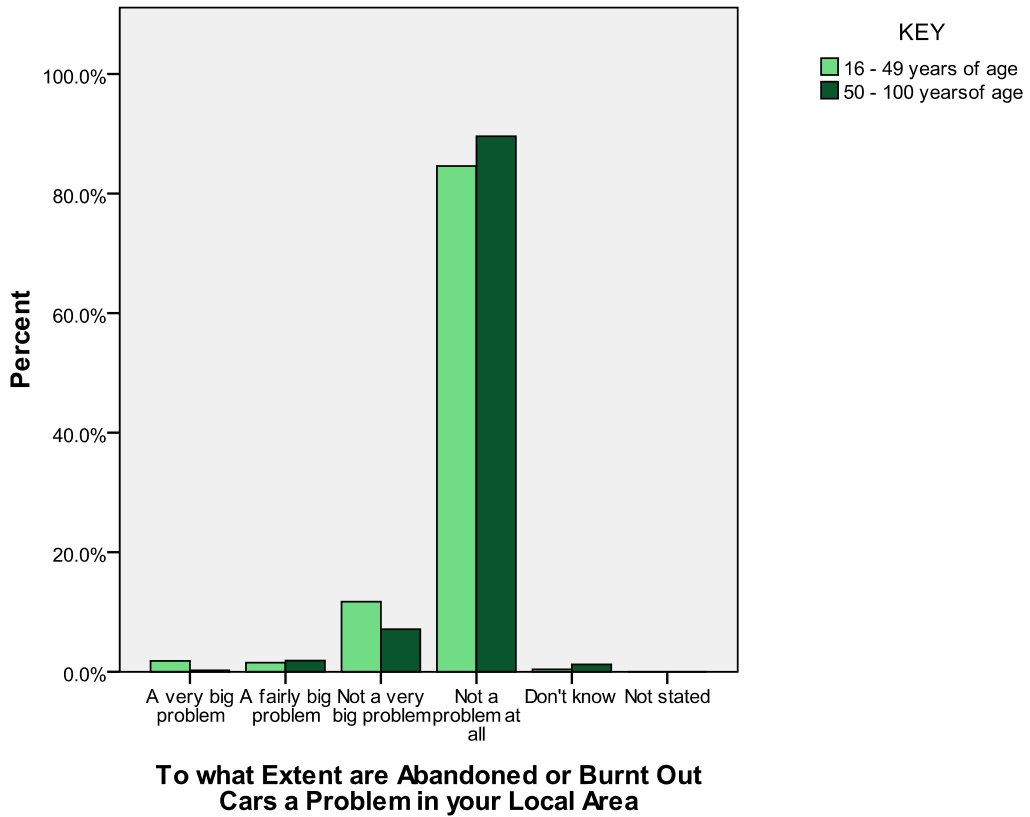
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that people using or dealing drugs is a problem in their local area.



There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that people being drunk or rowdy in public places is a problem in their local area.



There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who feel that abandoned or burnt out cars are a problem in their local area.



There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who have personally had their bicycle stolen in the last 12 months. 3.5% of residents aged 16 - 49 had experienced this compared with 0.5% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who have personally been affected by attempted burglary in the last 12 months. 2.8% of residents aged 16 - 49 had experienced this compared with 0.9% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who have personally been the victim of violent crime (e.g. punched, kicked or stabbed) in the last 12 months. 4.2% of residents aged 16 - 49 had experienced this compared with 0.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who have personally been threatened with violence in the last 12 months. 7.7% of residents aged 16 - 49 had experienced this compared with 2.1% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who have personally been attacked because of their skin colour, ethnic origin, or religion in the last 12 months. 1.0% of residents aged 16 - 49 had experienced this compared with 0.1% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who have personally been insulted or pestered whilst in a public place in the last 12 months. 9.8% of residents aged 16 - 49 had experienced this compared with 3.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who have personally been unaffected by crime in the last 12 months. 68.4% of residents aged 16 - 49 had experienced this compared with 80.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who did not report damage to their vehicle because they did not know who to report it to. 0.0% of residents aged 16 - 49 are of this opinion compared with 13.6% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who did not report vandalism to their

home because they left it too late / did not get around to it. 0.0% of residents aged 16 - 49 are of this opinion compared with 25.0% of residents aged 50+.

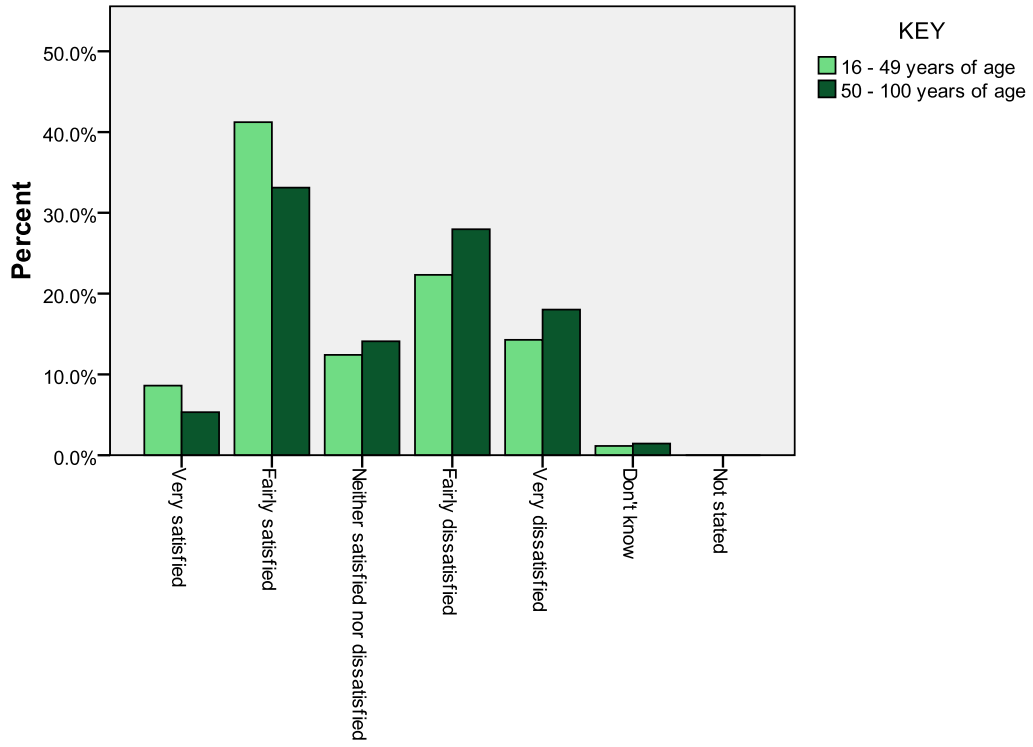
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who did not report vandalism to their home for reasons other than those offered in the Survey. 0.0% of residents aged 16 - 49 are of this opinion compared with 33.3% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who did not report being insulted or pestered whilst in a public place for reasons other than those offered in the Survey. 0.0% of residents aged 16 - 49 are of this opinion compared with 10.5% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who did not report any of the crimes they had suffered which were detailed in the Survey because they did not get around to it / left it too late. 1.1% of residents aged 16 - 49 are of this opinion compared with 7.0% of residents aged 50+.

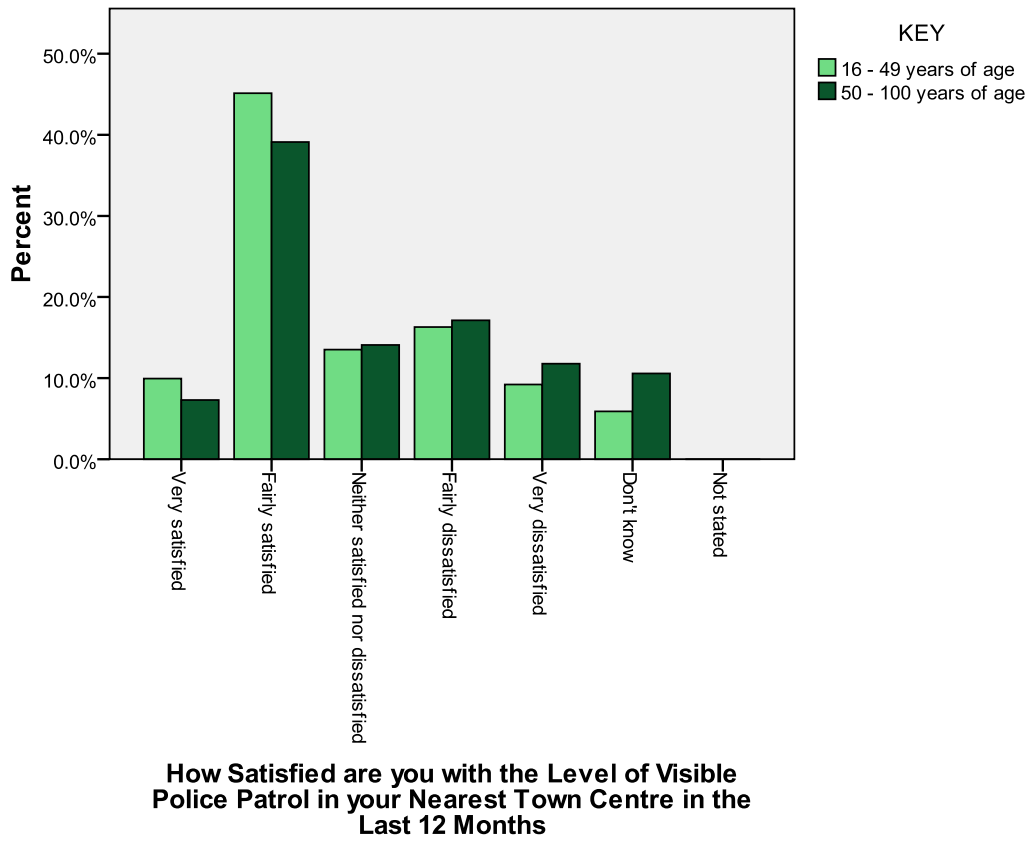
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who did not report any of the crimes they had suffered which were detailed in the Survey because of reasons other than those offered in the Survey. 1.7% of residents aged 16 - 49 are of this opinion compared with 8.8% of residents aged 50+.

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with how often they have seen a visible police patrol in their local area in the last 12 months.

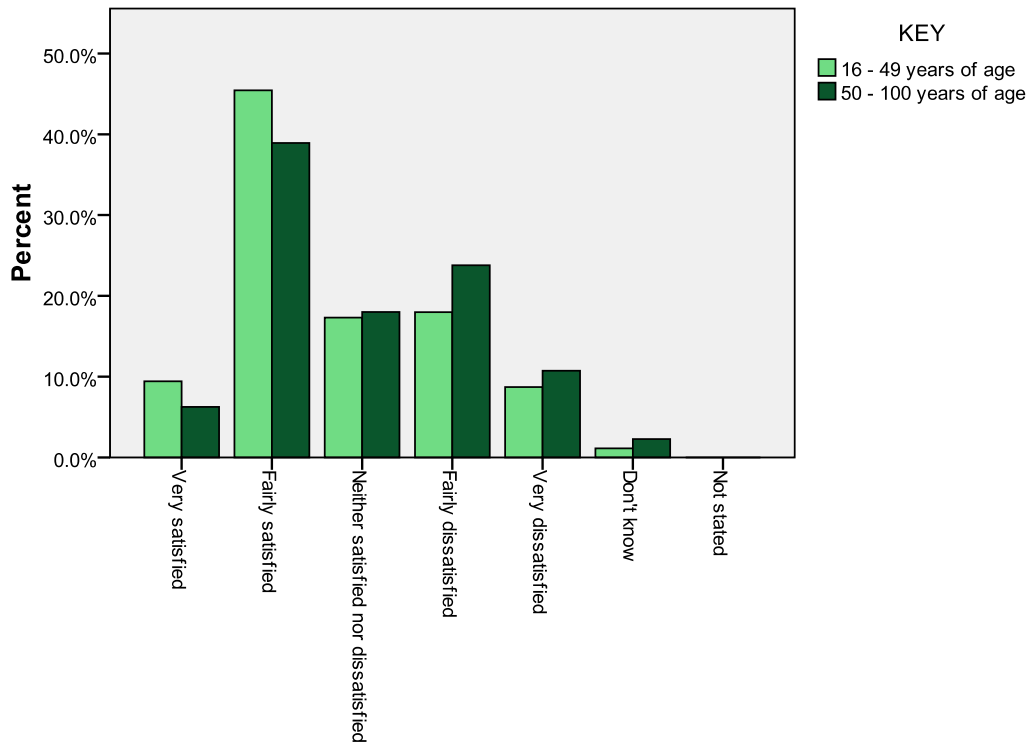


How Satisfied are you with the Level of Visible Police Patrols in your Local Area in the Last 12 Months

There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with levels of visible police patrol in their nearest town centre.

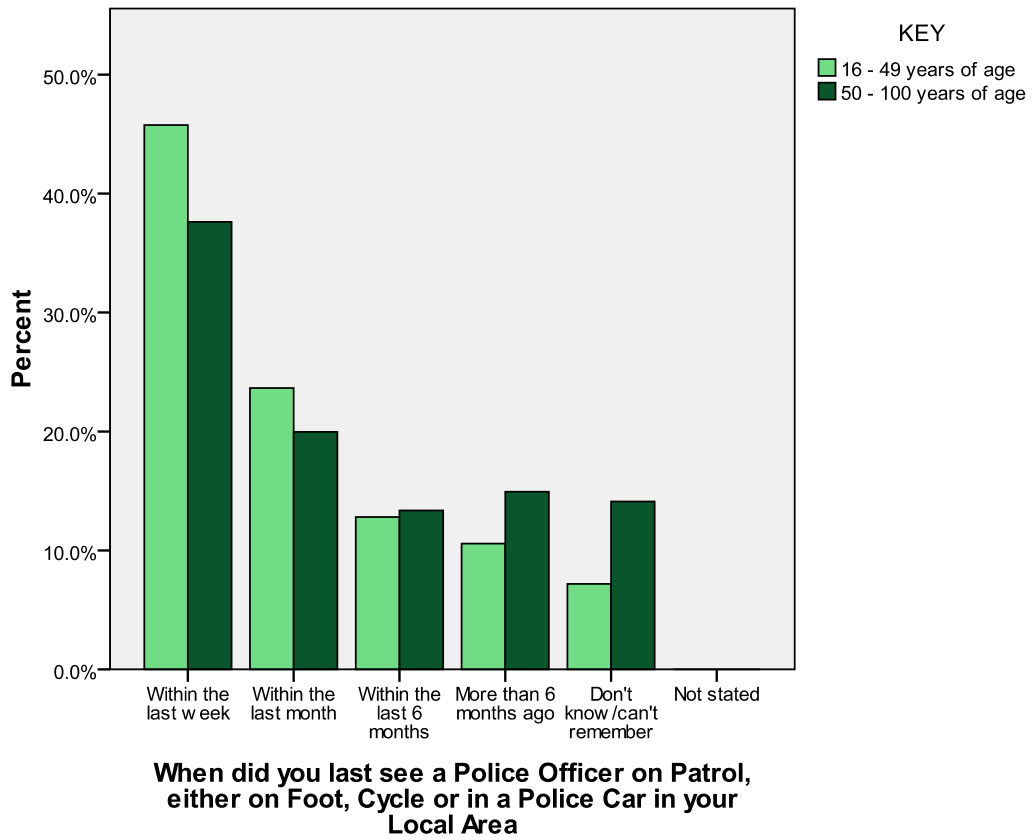


There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ who are satisfied with the levels of police patrol by marked vehicles in the last 12 months.



How Satisfied are you with the Levels of Police Patrol by Marked Vehicles in your Local Area in the Last 12 Months

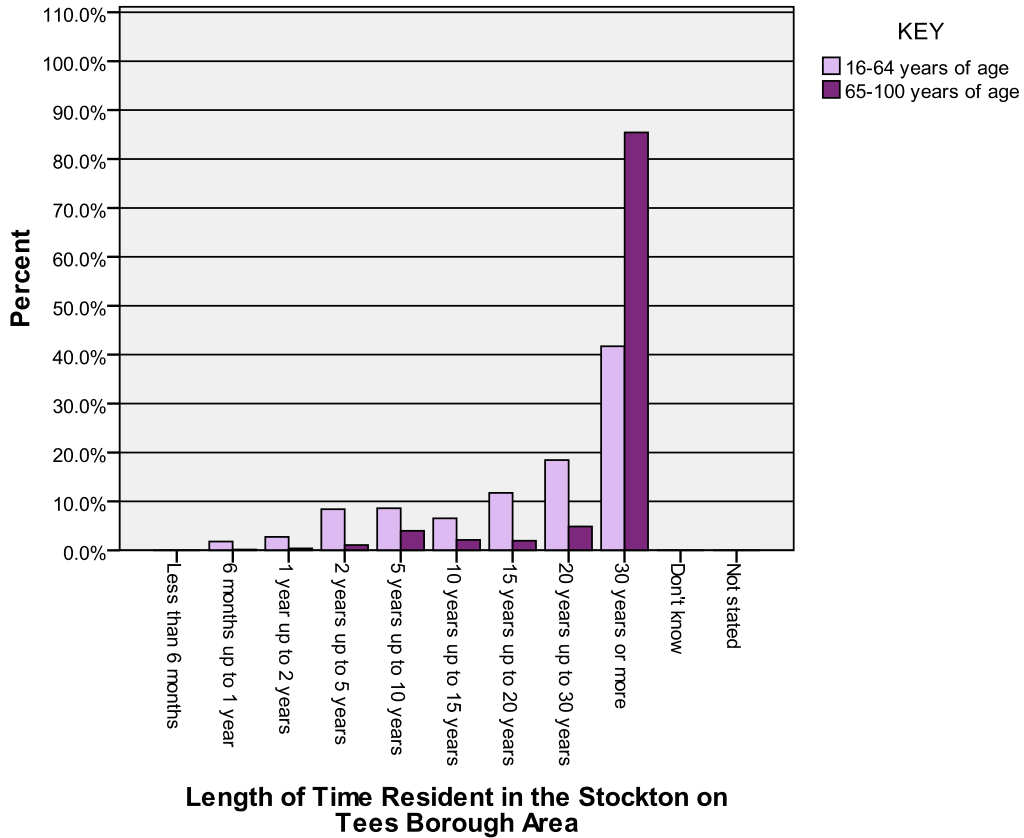
There is a statistically significant difference (i.e. the difference in results is unlikely to have occurred by chance) between the proportion of residents aged 16 - 49 and residents aged 50+ in terms of when they last saw a police officer on patrol either on foot, cycle or in a police car in their local area.



Statistically Significant Differences between Responses from Residents Aged 16 – 64 and Residents Aged 65+

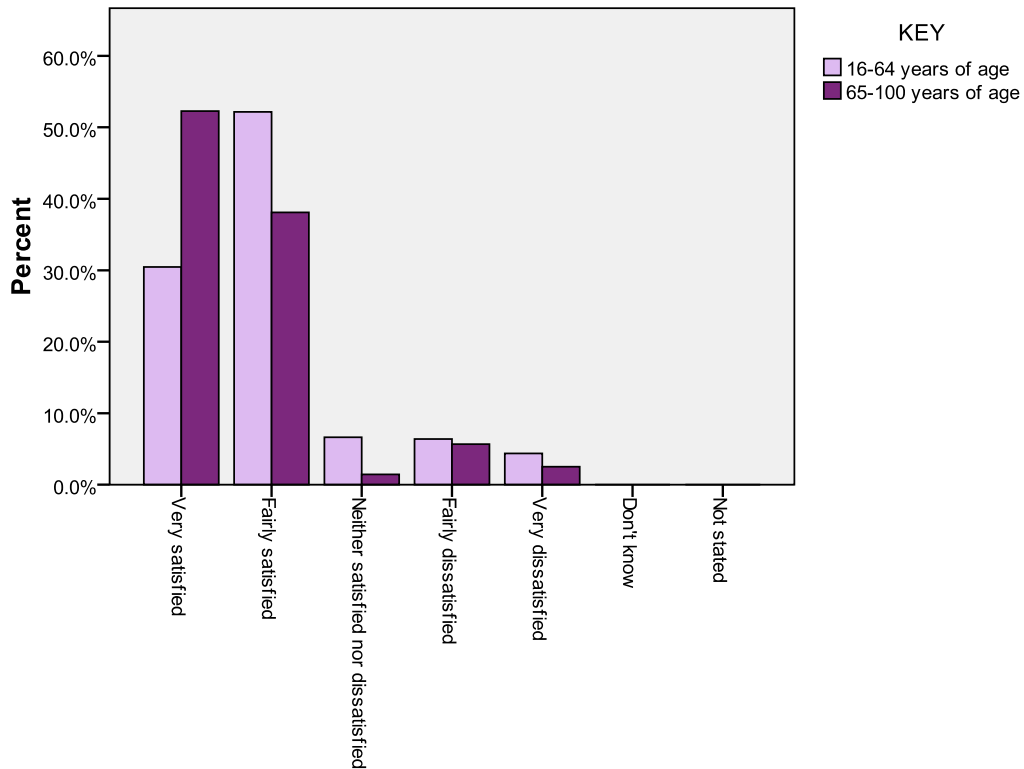
Length of Time Resident in the Borough

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have lived in the Borough for over 30 years.



Satisfaction with the Local Area as a Place to Live

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ in terms of their satisfaction with the area as a place to live.



Satisfaction with the Stockton on Tees Borough Council Area as a Place to Live

Satisfaction with the way that the Council is running the Borough

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are satisfied with the way the Council is running the Borough because of good leisure centres. 4.4% of residents aged 16 – 64 and 1.2% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are satisfied with the way the Council is running the Borough because of good community centres / good facilities in the local community. 2.5% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are satisfied with the way the Council is running the Borough because of location / access to school places. 1.9% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are satisfied with the way the Council is running the Borough because it has friendly / helpful staff. 1.5% of residents aged 16 – 64 and 4.4% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are satisfied with the way the Council is running the Borough because the Council responds well / quickly to enquiries. 1.6% of residents aged 16 – 64 and 6.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are satisfied with the way the Council is running the Borough because of good adult education classes. 0.5% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are satisfied with the way the Council is running the Borough because of new homes. 0.4% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are satisfied with the way the Council is running the Borough because of the presence of Community Wardens. 0.4% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who do not know why they are satisfied with the way the Council is running the Borough. 2.4% of residents aged 16 – 64 and 0.8% of residents aged 65+ are of this opinion.

Dissatisfaction with the way that the Council is running the Borough

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are dissatisfied with the way the Council is running the Borough because of a lack of maintenance generally. 10.0% of residents aged 16 – 64 and 1.3% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are dissatisfied with the way the Council is running the Borough because of vandalism. 9.5% of residents aged 16 – 64 and 1.3% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who they are dissatisfied with the way the Council is

running the Borough because of too much crime. 10.8% of residents aged 16 – 64 and 2.6% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who they are dissatisfied with the way the Council is running the Borough because of poor refuse / rubbish collection. 4.8% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are dissatisfied with the way the Council is running the Borough because of poor shops / closure of shops. 2.2% of residents aged 16 – 64 and 12.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are dissatisfied with the way the Council is running the Borough because Council Tax is too high. 8.2% of residents aged 16 – 64 and 2.6% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are dissatisfied with the way the Council is running the Borough generally / the Council could do better. 19.0% of residents aged 16 – 64 and 10.3% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are dissatisfied with the way the Council is running the Borough because of poor swimming pools / swimming pool closures. 2.2% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said they are dissatisfied with the way the Council is running the Borough because of poor facilities for children / teenagers. 10.4% of residents aged 16 – 64 and 3.9% of residents aged 65+ are of this opinion.

Improving Quality of Life in the Borough

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that lower unemployment in this area would improve their quality of life. 2.7% of residents aged 16 – 64 and 0.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that better job prospects for

them and their family would improve their quality of life. 5.3% of residents aged 16 – 64 and 1.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that improved services for the elderly / disabled would improve their quality of life. 1.0% of residents aged 16 – 64 and 3.4% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that better quality or cheaper housing would improve their quality of life. 3.0% of residents aged 16 – 64 and 1.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that significantly more car parking in town centres would improve their quality of life. 2.0% of residents aged 16 – 64 and 0.3% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that significantly more / cheaper bus services would improve their quality of life. 5.7% of residents aged 16 – 64 and 10.1% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that improved maintenance of footpaths would improve their quality of life. 3.5% of residents aged 16 – 64 and 6.5% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that significantly more / better schools would improve their quality of life. 5.8% of residents aged 16 – 64 and 0.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that significantly more / cheaper childcare would improve their quality of life. 2.0% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that significantly more nursery places would improve their quality of life. 2.4% of residents aged 16 – 64 and 0.3% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that reducing the level of crime

/ anti-social behaviour would improve their quality of life. 14.6% of residents aged 16 – 64 and 9.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that significantly more facilities for children aged under 13 (e.g. play areas) would improve their quality of life. 18.3% of residents aged 16 – 64 and 2.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that significantly more facilities for teenagers would improve their quality of life. 20.1% of residents aged 16 – 64 and 4.4% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that better leisure / sports facilities would improve their quality of life. 11.3% of residents aged 16 – 64 and 2.4% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that significantly more entertainment provision (cinemas, theatres, culture) would improve their quality of life. 3.4% of residents aged 16 – 64 and 1.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that better / significantly more parks / open spaces would improve their quality of life. 4.4% of residents aged 16 – 64 and 2.1% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that more investment in the local area would improve their quality of life. 4.3% of residents aged 16 – 64 and 2.3% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that improved local health services would improve their quality of life. 2.0% of residents aged 16 – 64 and 0.5% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that more / better road crossings would improve their quality of life. 0.4% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64

and residents aged 65+ who feel that improved parking generally / for residents would improve their quality of life. 0.4% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that better recycling facilities would improve their quality of life. 3.4% of residents aged 16 – 64 and 1.6% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that less graffiti would improve their quality of life. 0.8% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that reduce immigration / fewer immigrants would improve their quality of life. 0.3% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

Thoughts about why the Area would / would not improve over the Next Couple of Years

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said that they feel the area would improve over the next couple of years because property would become significantly more affordable to buy. 9.0% of residents aged 16 – 64 and 1.1% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said that they feel the area would improve over the next couple of years because schools are improving. 5.5% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that the local area will improve over the next couple of years because of more job opportunities / employment. 7.1% of residents aged 16 – 64 and 2.2% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that the local area will improve over the next couple of years because of better local health services. 1.6% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that the local area will improve over the next couple of years because of cheaper parking. 1.8% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that the local area will improve over the next couple of years because of less dumped rubbish. 1.9% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that the local area will improve over the next couple of years because of less graffiti. 1.8% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that the local area will improve over the next couple of years because of more green / open spaces. 7.1% of residents aged 16 – 64 and 2.2% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that the local area will improve over the next couple of years because of more recycling. 1.9% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

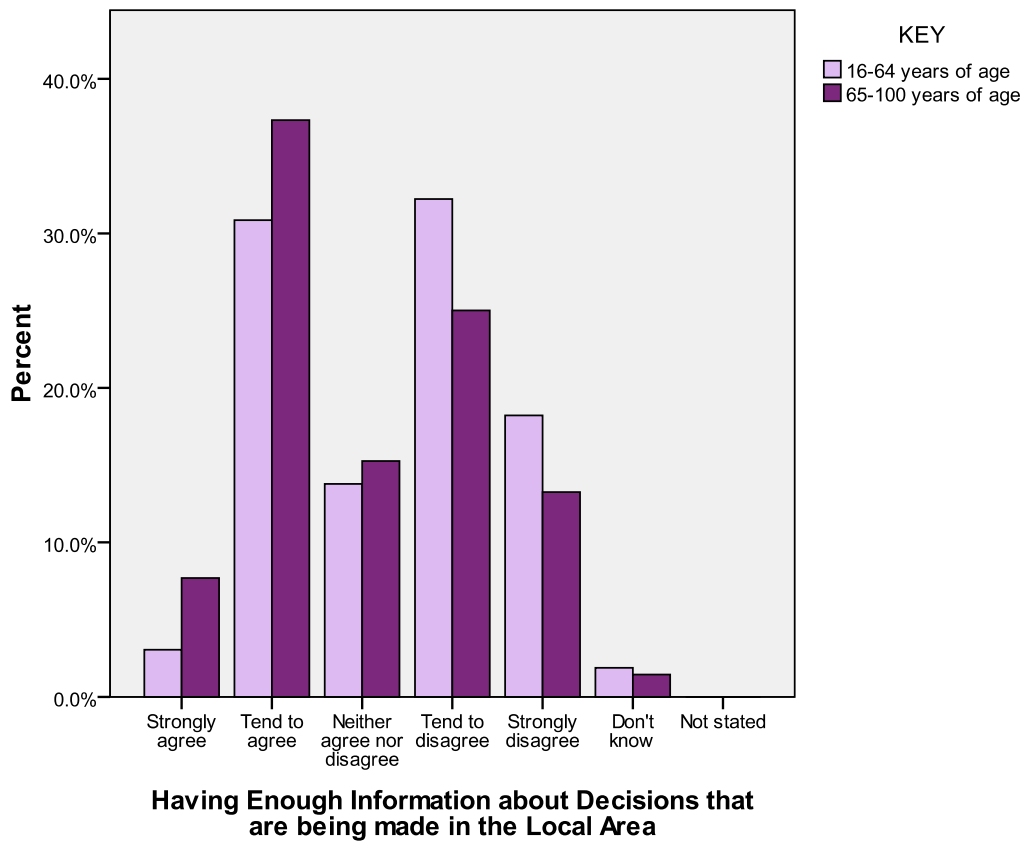
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that the local area will worsen over the next couple of years because of worse local health services. 1.7% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that the local area will worsen over the next couple of years because higher accommodation prices make it difficult to buy (property). 2.6% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that the local area will worsen over the next couple of years because of fewer facilities for young people. 18.5% of residents aged 16 – 64 and 10.3% of residents aged 65+ are of this opinion.

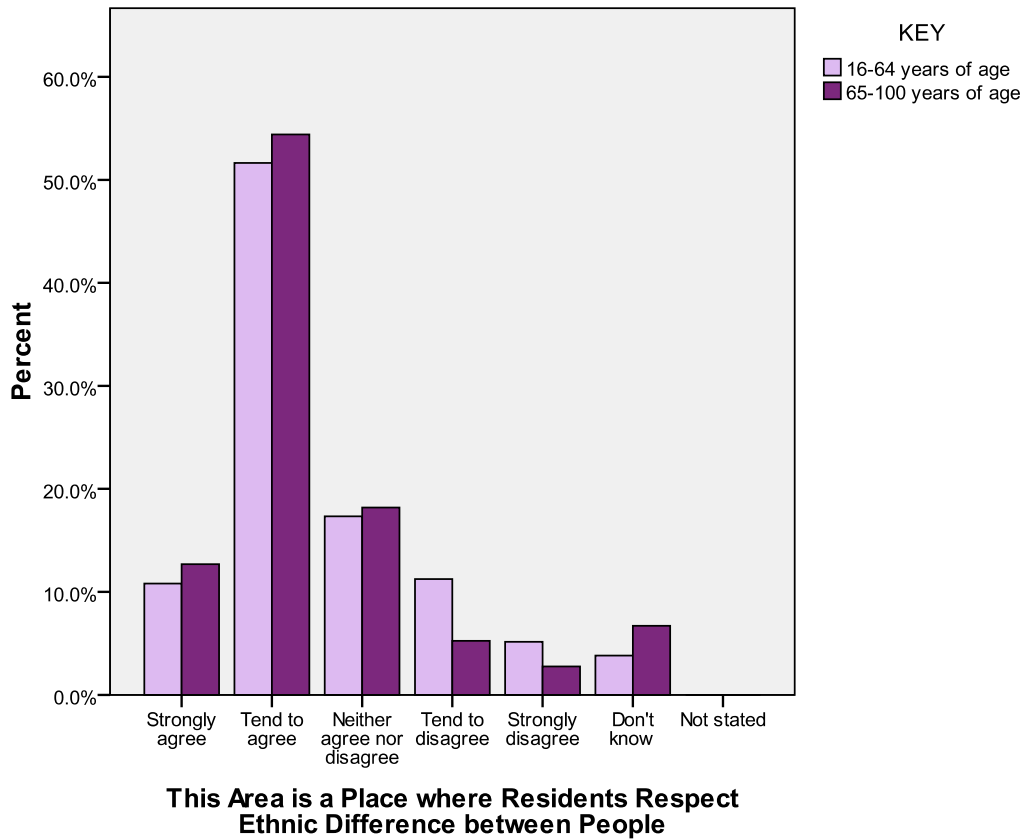
Local Democracy

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who agree that they have enough information about decision that are being made in their local area.



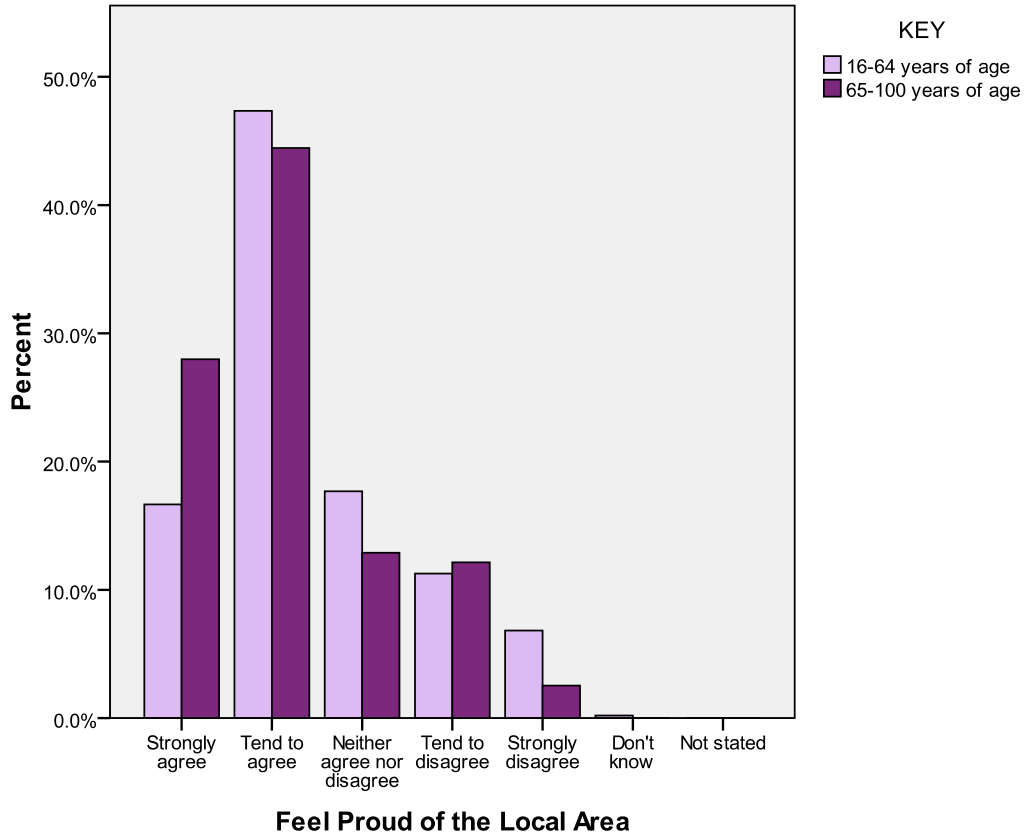
Community Cohesion

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who agree that in their local area residents respect ethnic differences between residents.



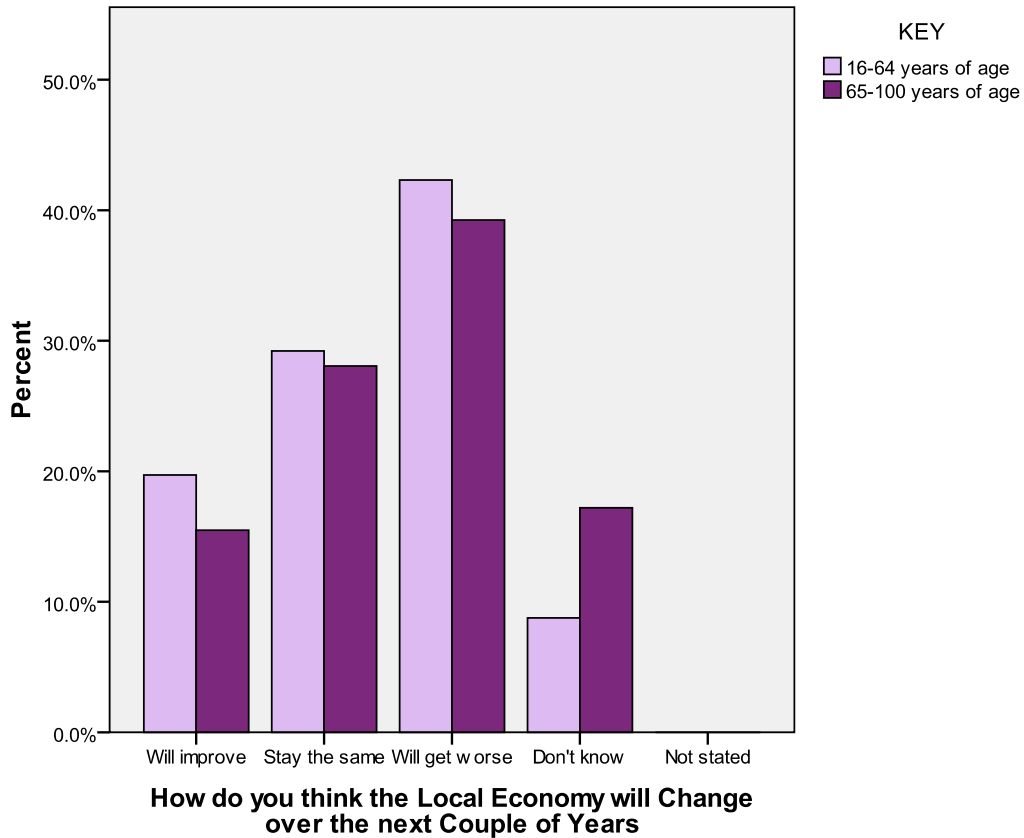
Pride in the Local Area

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who agree that they feel proud of their local area.



Change in the Local Economy over the next five years

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who did not know if, on the whole, the local economy in Stockton on Tees would improve, stay the same or get worse over the next five years.



Important Issues for Stockton on Tees over the next five years

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that attracting new business to the area is one of the one of the most important things for Stockton on Tees over the next five years. 32.4% of residents aged 16 – 64 and 40.1% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that job creation is one of the one of the most important things for Stockton on Tees over the next five years. 40.0% of residents aged 16 – 64 and 31.3% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that training for jobs is one of

the one of the most important things for Stockton on Tees over the next five years. 17.3% of residents aged 16 – 64 and 9.3% of residents aged 65+ are of this opinion.

Significantly more residents aged 65+ than residents aged 16 - 64 are of the opinion that town centres are one of the one of the most important things for Stockton on Tees over the next five years. 21.5% of residents aged 16 – 64 and 28.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that cultural and leisure facilities are one of the one of the most important things for Stockton on Tees over the next five years. 14.0% of residents aged 16 – 64 and 8.0% of residents aged 65+ are of this opinion.

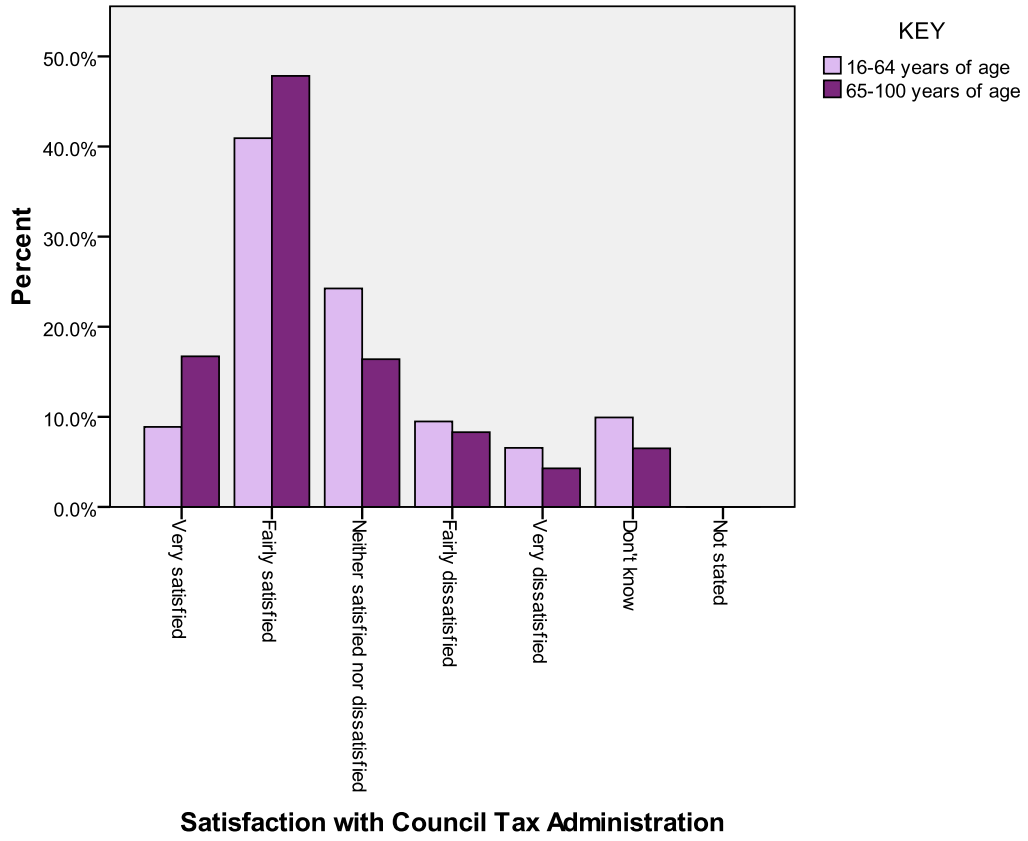
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that transport links are one of the one of the most important things for Stockton on Tees over the next five years. 14.8% of residents aged 16 – 64 and 22.3% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are of the opinion that environmental improvements are one of the one of the most important things for Stockton on Tees over the next five years. 15.7% of residents aged 16 – 64 and 11.4% of residents aged 65+ are of this opinion.

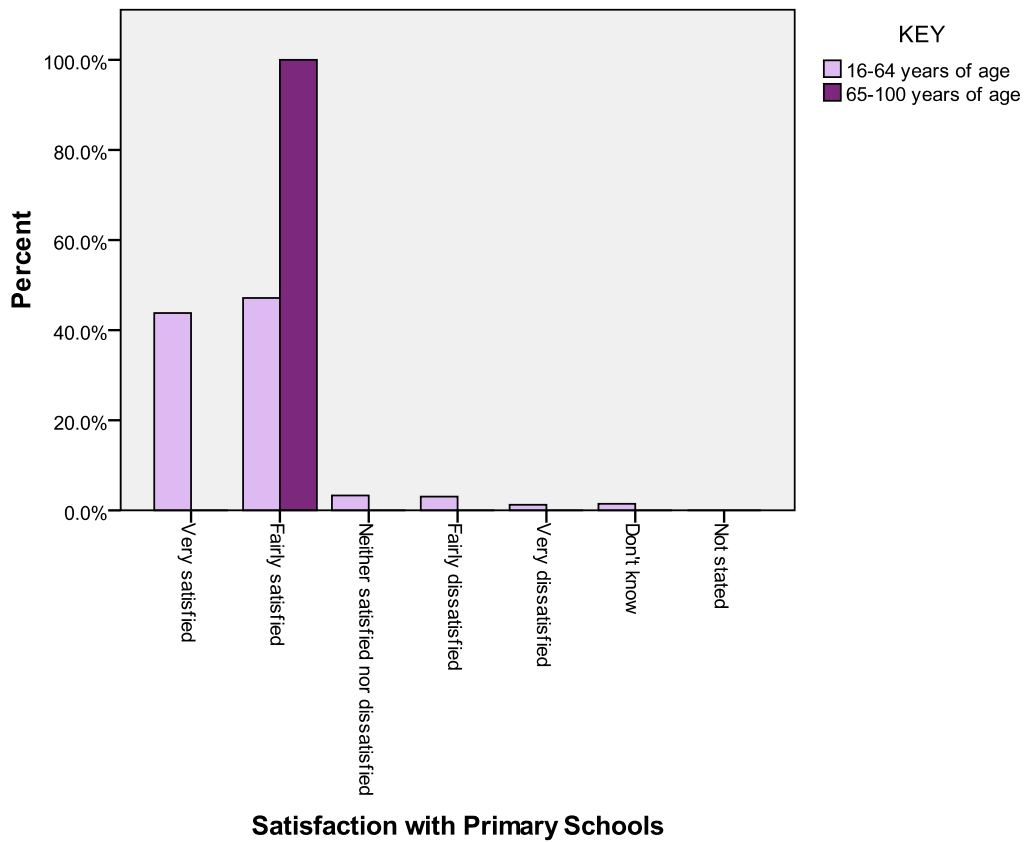
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who do not know what will be one of the most important for Stockton on Tees over the next five years. 0.2% of residents aged 16 – 64 and 2.1% of residents aged 65+ are of this opinion.

Satisfaction with Council Services

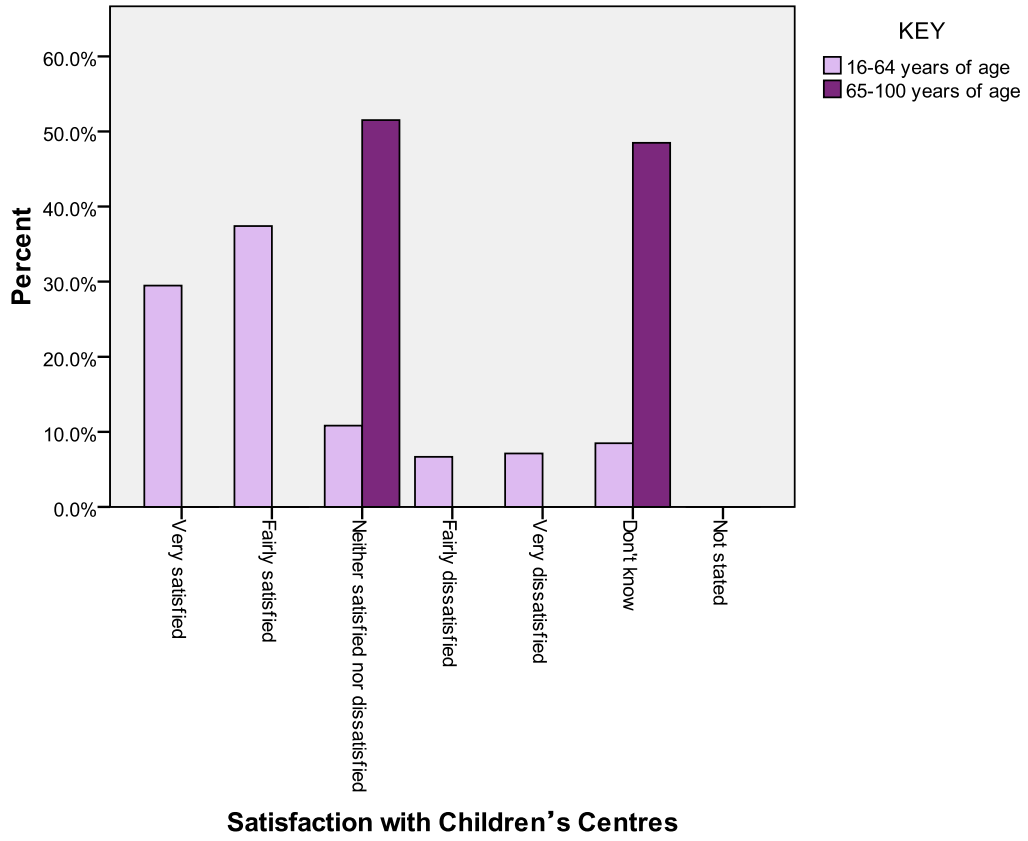
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with Council Tax administration by Stockton on Tees Borough Council.



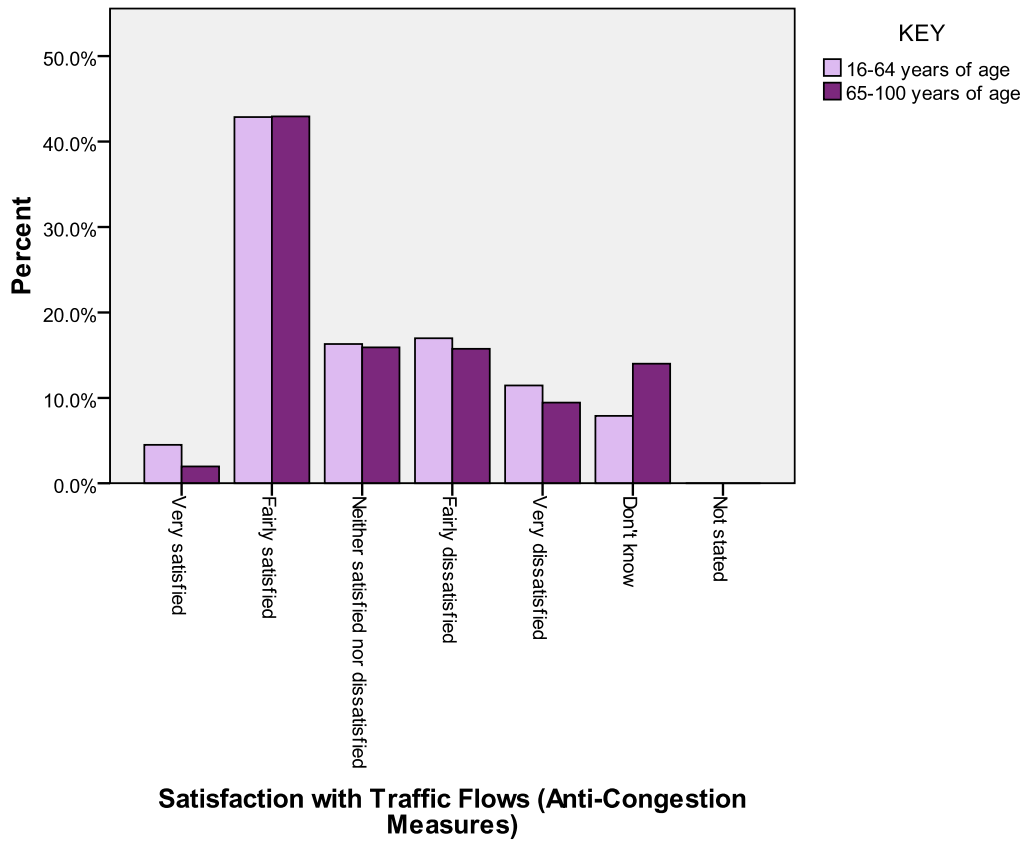
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with primary schools.



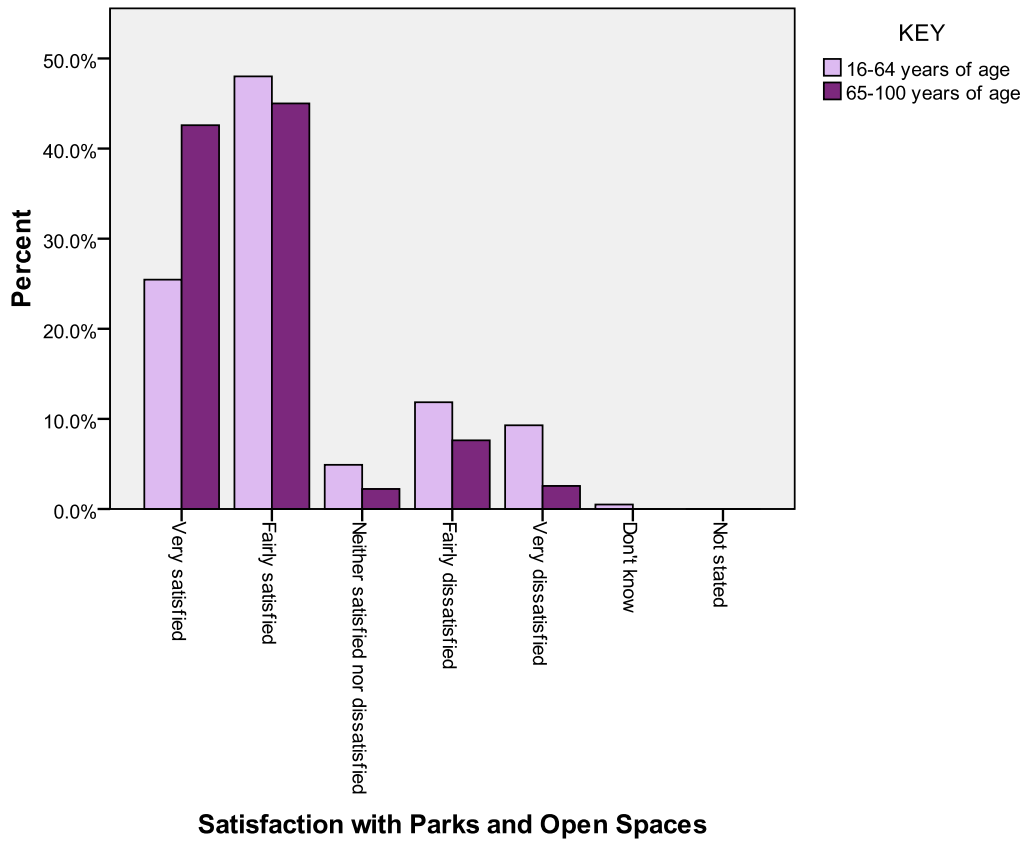
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with children's centres.



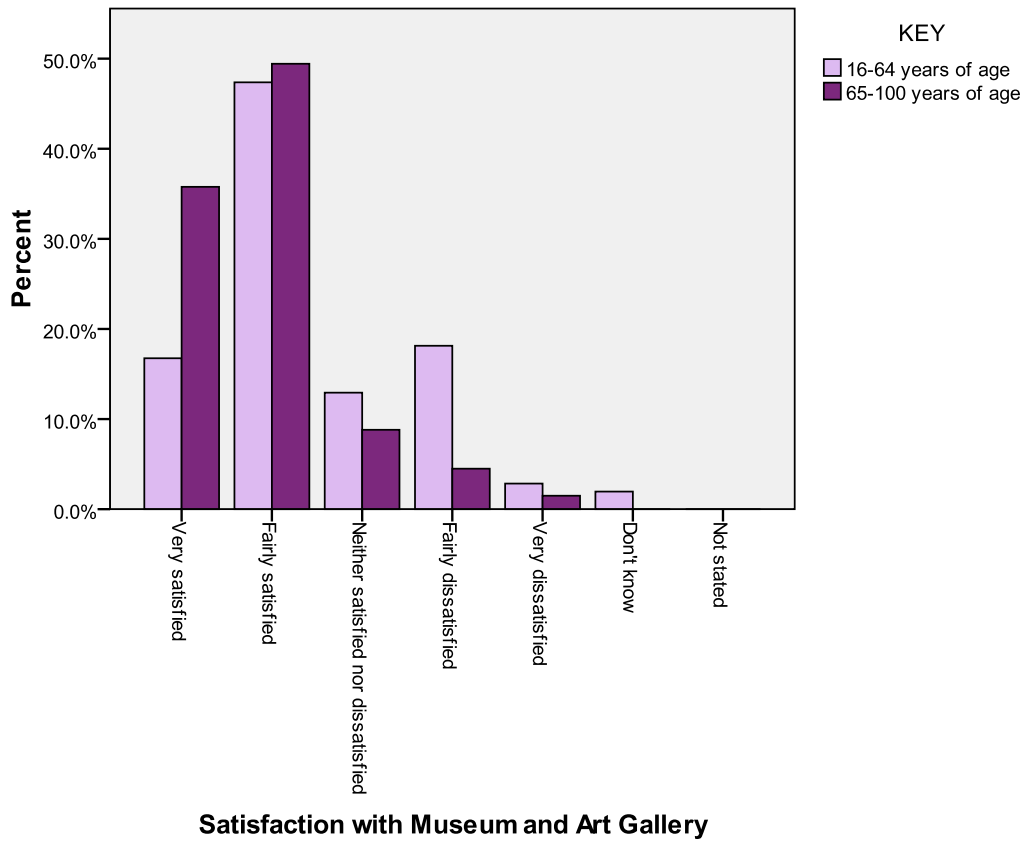
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with traffic flows (anti-congestion measures) provided by Stockton on Tees Borough Council.



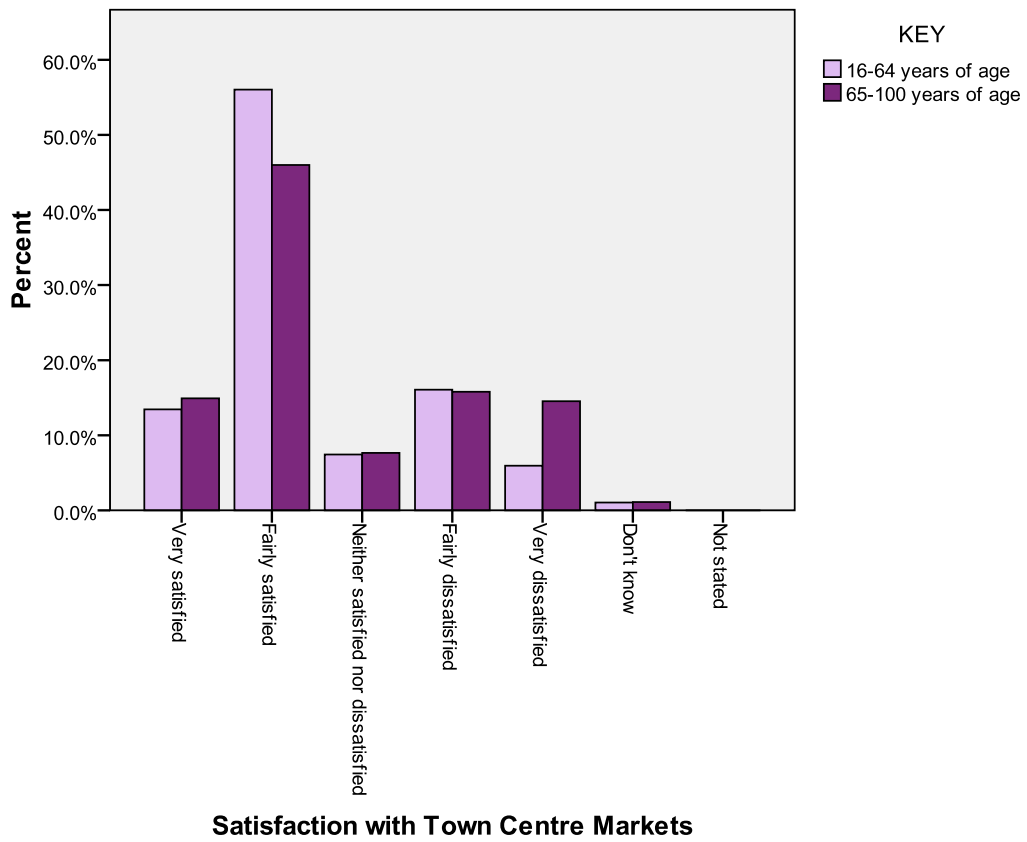
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with parks and open spaces in the Borough.



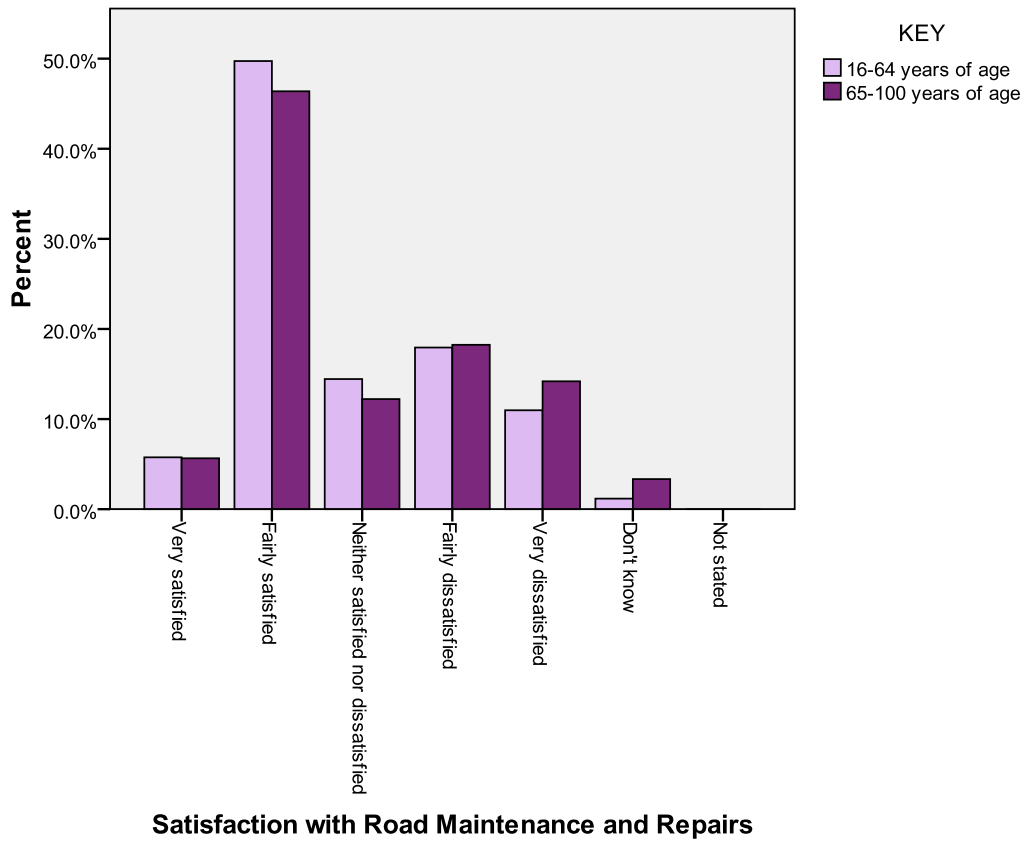
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with museum and art gallery in the Borough.



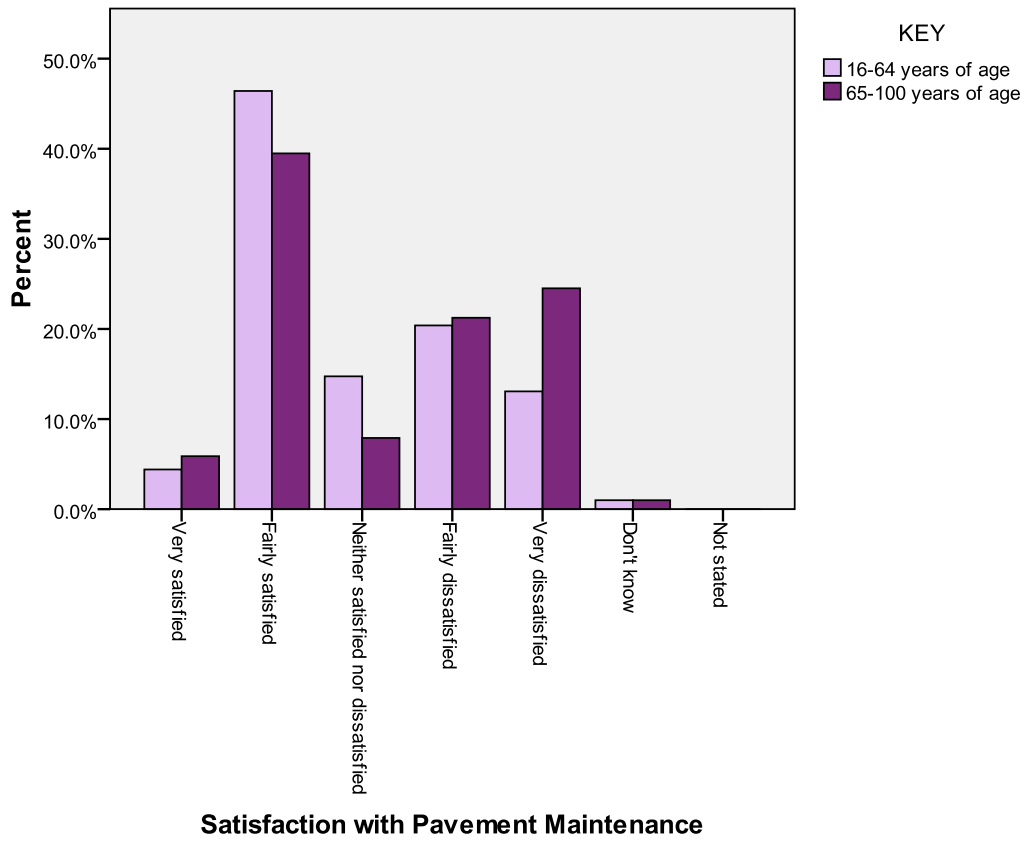
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with town centre markets.



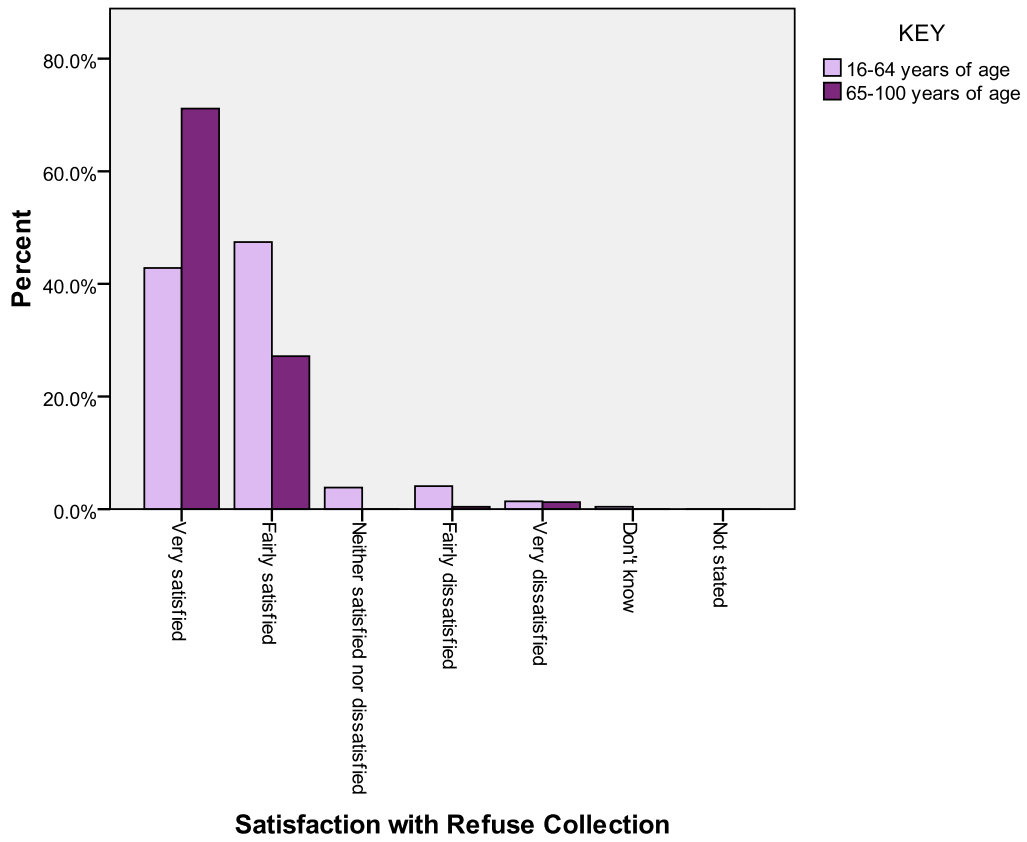
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with road maintenance and repairs in the Borough.



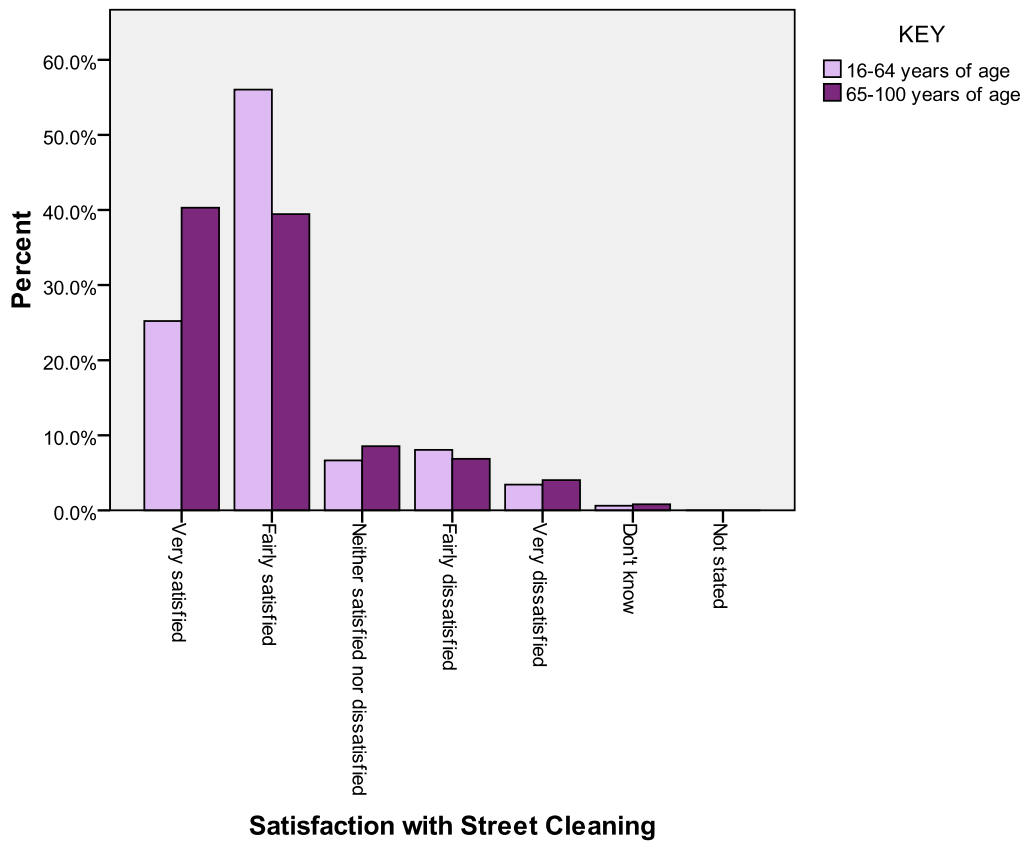
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with pavement maintenance in the Borough.



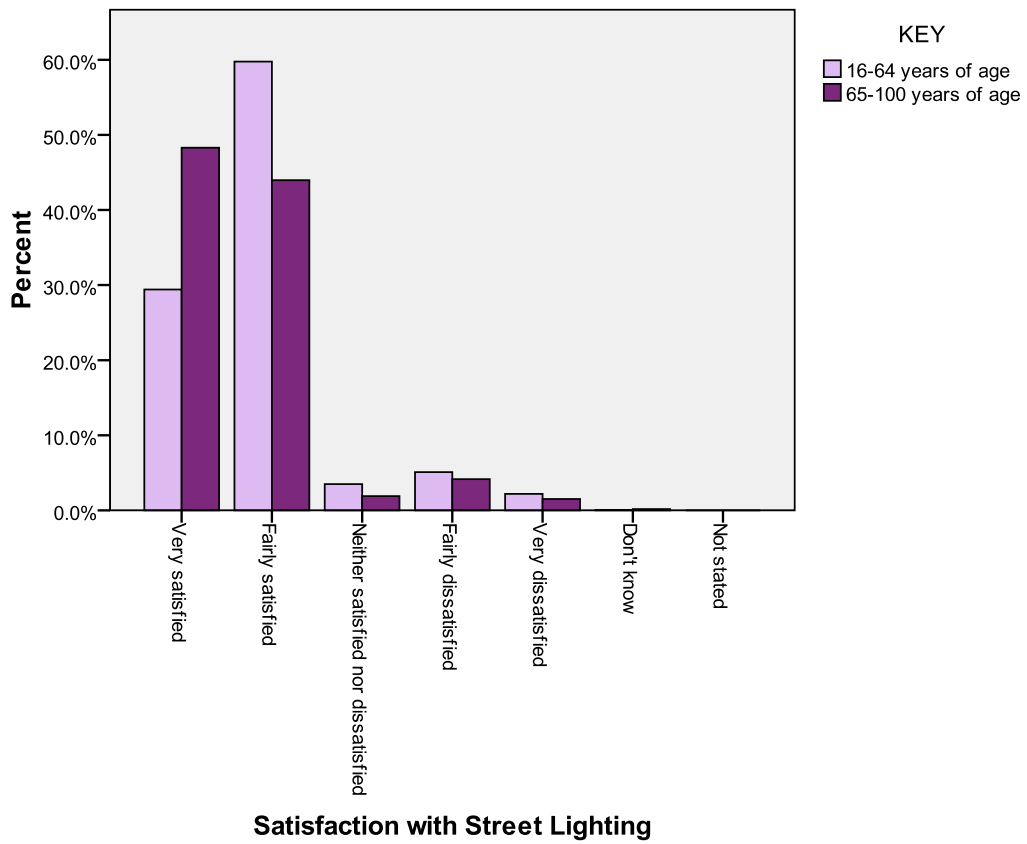
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with refuse collection in the Borough.



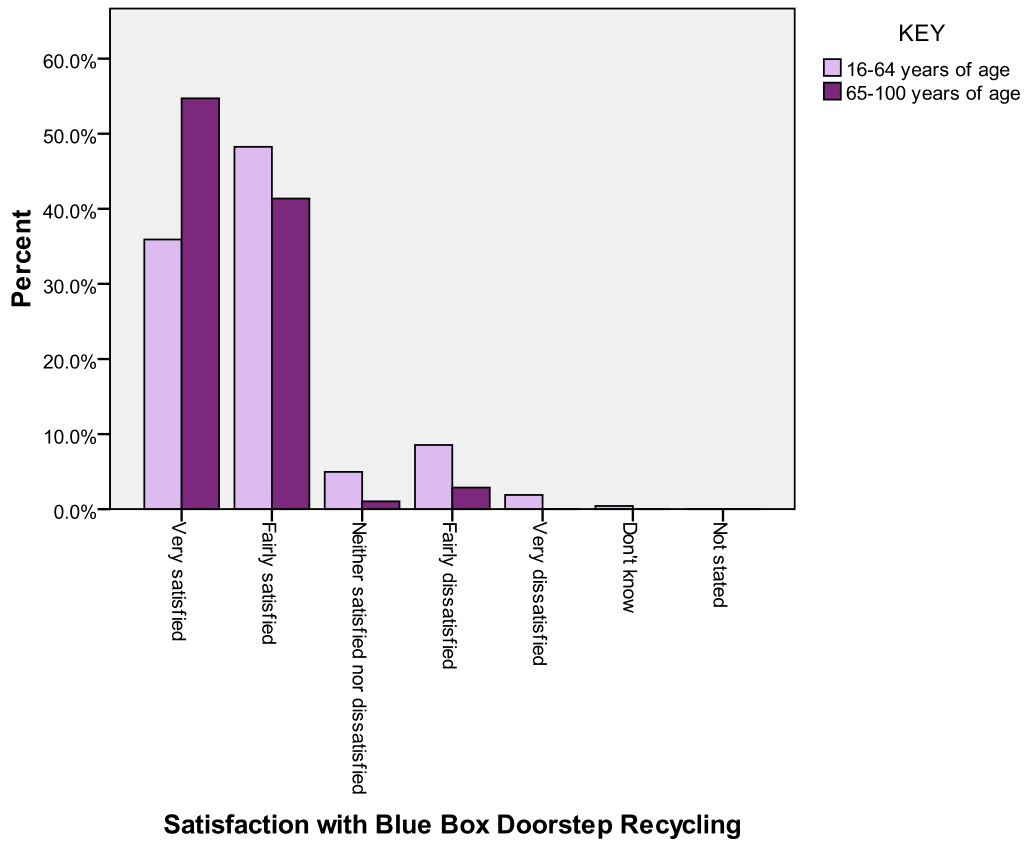
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with street cleaning in the Borough.



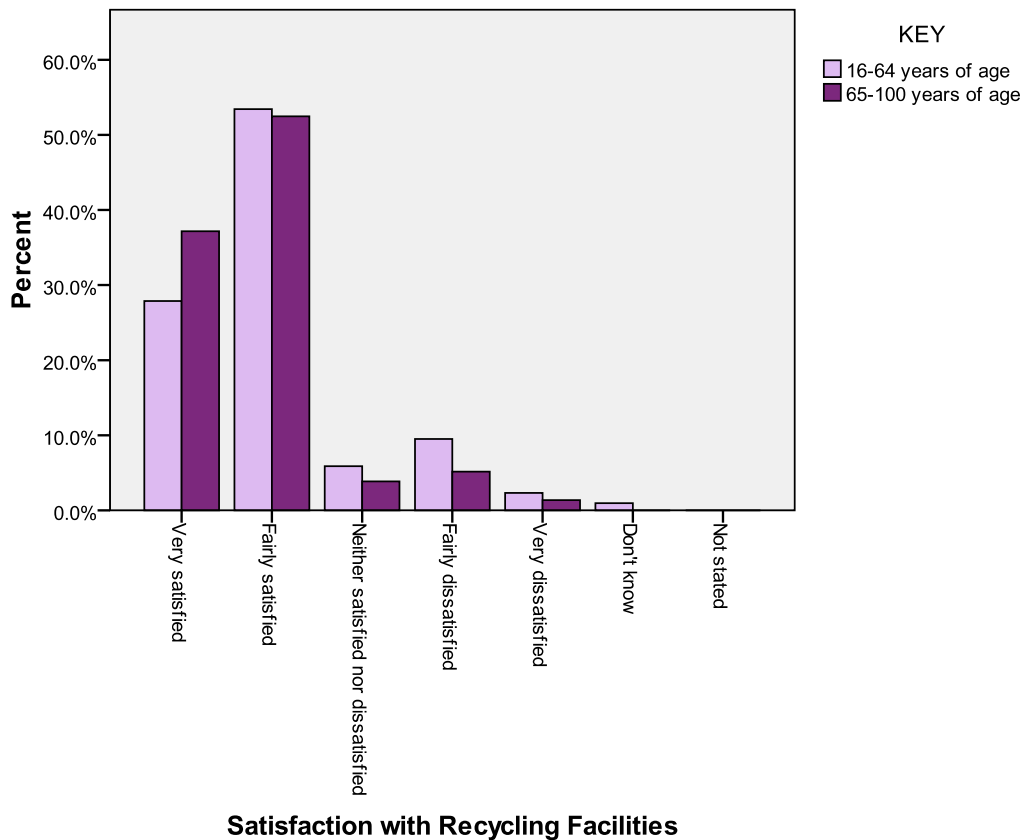
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with street lighting in the Borough.



There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with blue box doorstep recycling (for glass, tins, cans, etc.) in the Borough.



There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied recycling facilities in the Borough.



There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are dissatisfied with swimming pools because they are too far away / in inconvenient locations / they have no transport. 26.4% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are dissatisfied with town centre markets because of a lack of publicity / information. 4.0% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are dissatisfied with road maintenance / repairs because street lights are not working / not repaired. 1.7% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are dissatisfied with parks / open spaces in the

area because they are not large enough. 7.0% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

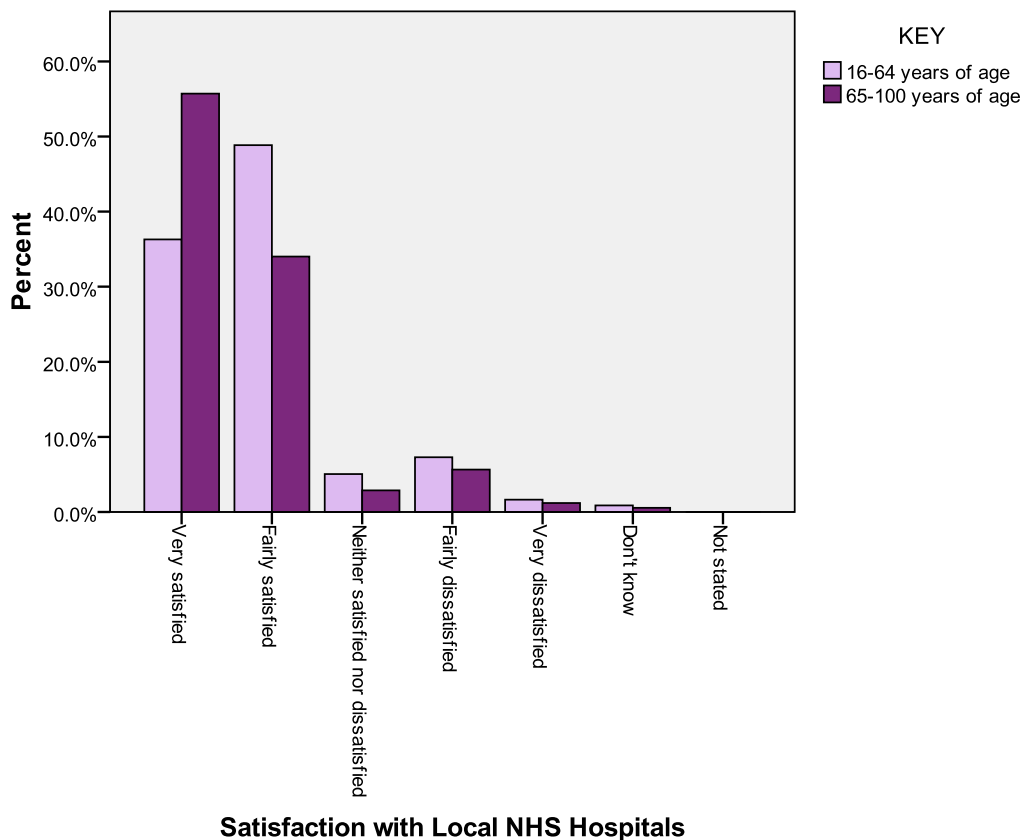
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are dissatisfied with public conveniences in the area because they are always closed / being repaired. 9.0% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are dissatisfied with car parks in the area because they are not safe / a lack of security. 4.5% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

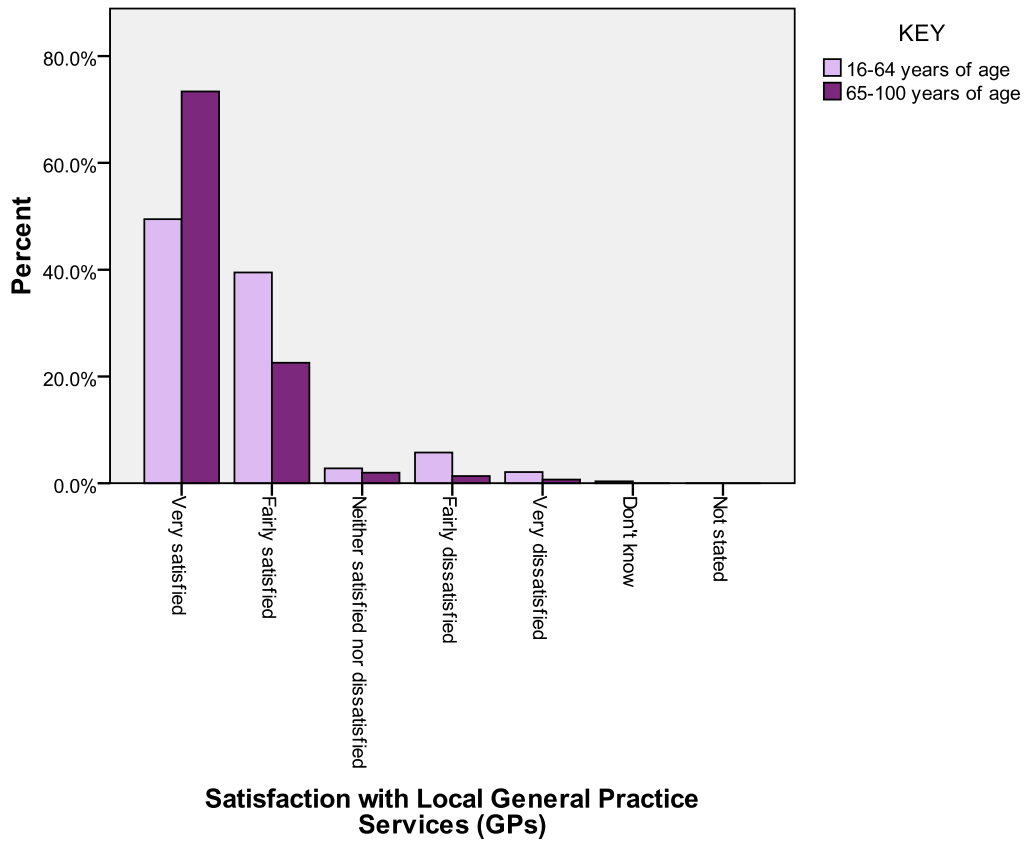
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel dissatisfied with car parks in the area because they are too expensive. 44.9% of residents aged 16 – 64 and 22.6% of residents aged 65+ are of this opinion.

Satisfaction with Local Public Service Providers

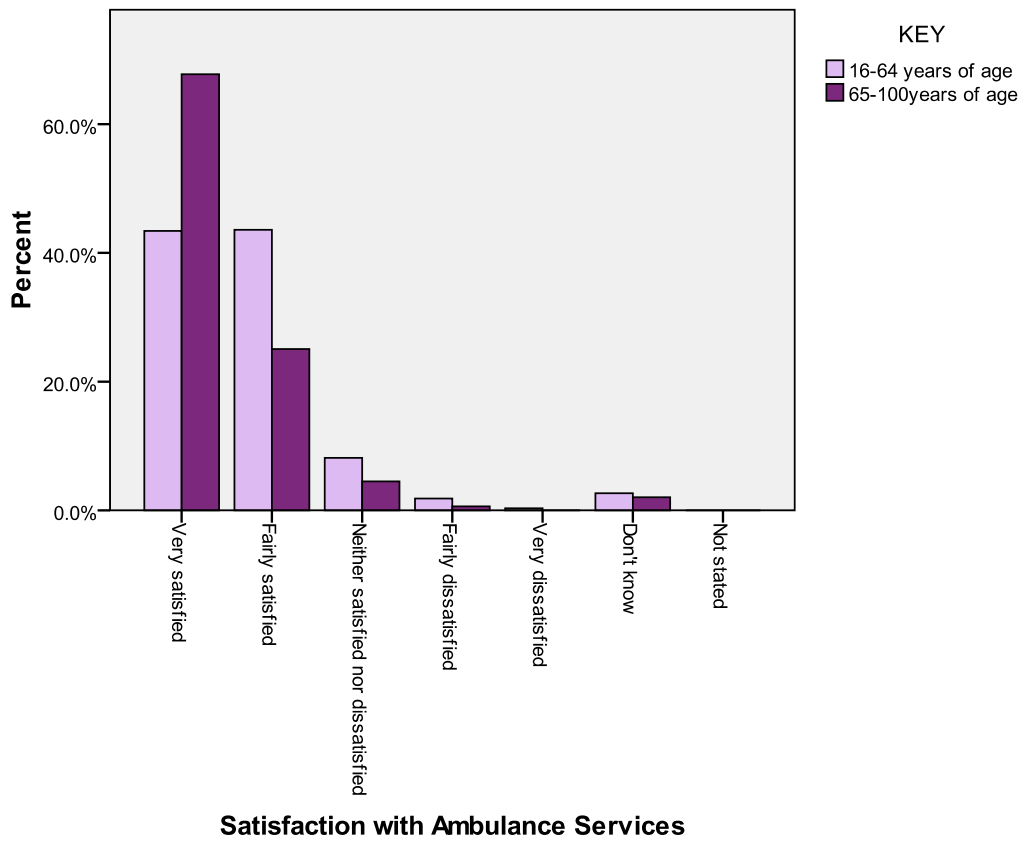
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with local NHS hospitals.



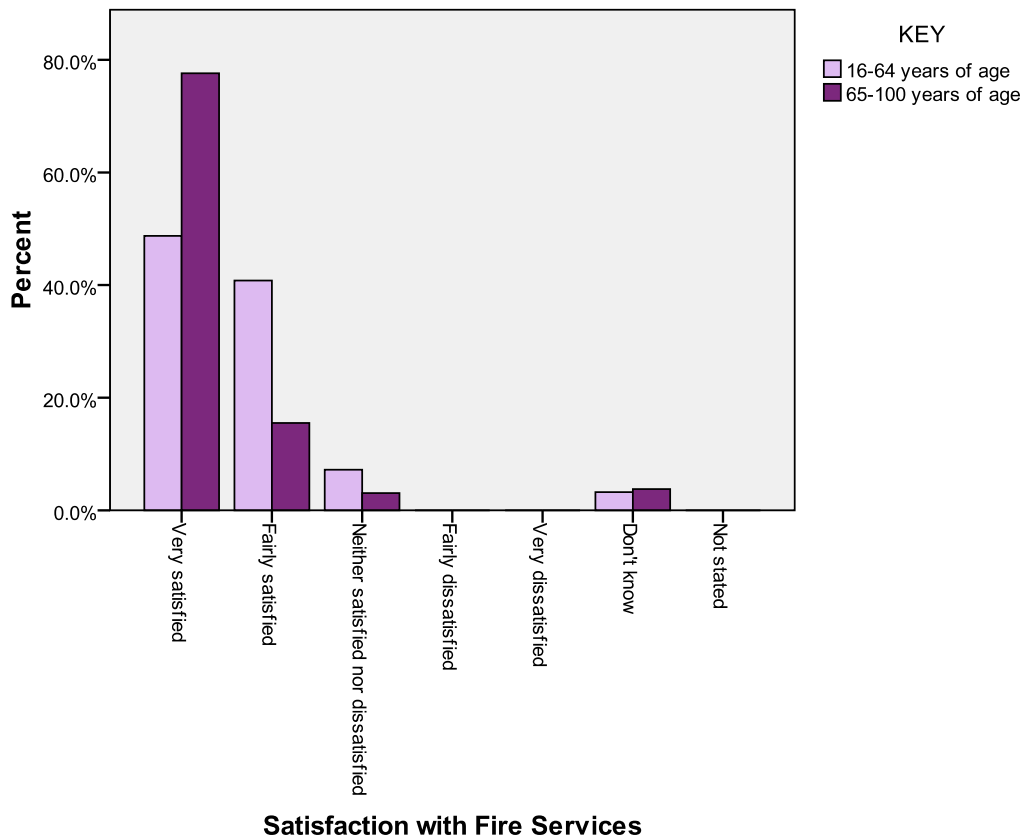
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who satisfied with local General Practice (GP) Services.



There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with Ambulance services.



There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with Fire Services.



Factors affecting Quality of Life

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider nursery schools one of the most important factors affecting their quality of life. 10.5% of residents aged 16 – 64 and 0.5% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider primary schools one of the most important factors affecting their quality of life. 18.4% of residents aged 16 – 64 and 2.1% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider secondary schools one of the most important factors affecting their quality of life. 20.5% of residents aged 16 – 64 and 2.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider youth services (e.g. Youth Centres,

Youth Café, Youth Space, etc.) one of the most important factors affecting their quality of life. 16.6% of residents aged 16 – 64 and 6.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider Children's Centres one of the most important factors affecting their quality of life. 12.4% of residents aged 16 – 64 and 0.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider support services for the elderly to be one of the most important factors affecting their quality of life. 12.5% of residents aged 16 – 64 and 43.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider traffic flows (anti-congestion measures) to be one of the most important factors affecting their quality of life. 17.8% of residents aged 16 – 64 and 8.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider community safety to be one of the most important factors affecting their quality of life. 40.0% of residents aged 16 – 64 and 34.2% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider leisure centres to be one of the most important factors affecting their quality of life. 25.4% of residents aged 16 – 64 and 9.3% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider swimming pools to be one of the most important factors affecting their quality of life. 12.9% of residents aged 16 – 64 and 4.7% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider libraries to be one of the most important factors affecting their quality of life. 7.5% of residents aged 16 – 64 and 23.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider parks and open spaces to be one of the most important factors affecting their quality of life. 32.8% of residents aged 16 – 64 and 20.7% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider events (e.g. Riverside Festival and

Fireworks Night) to be one of the most important factors affecting their quality of life. 12.6% of residents aged 16 – 64 and 4.1% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider pavement maintenance to be one of the most important factors affecting their quality of life. 15.7% of residents aged 16 – 64 and 38.6% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider refuse collection to be one of the most important factors affecting their quality of life. 37.7% of residents aged 16 – 64 and 53.9% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider street lighting to be one of the most important factors affecting their quality of life. 14.2% of residents aged 16 – 64 and 21.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who consider blue box doorstep recycling to be one of the most important factors affecting their quality of life. 14.2% of residents aged 16 – 64 and 19.1% of residents aged 65+ are of this opinion.

Use of Services Provided by Stockton on Tees Borough Council

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use / use / benefit from nursery schools provided by Stockton on Tees Borough Council. 13.1% of residents aged 16 – 64 and 1.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use / benefit from primary schools provided by Stockton on Tees Borough Council. 25.1% of residents aged 16 – 64 and 1.3% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use / benefit from secondary schools provided by Stockton on Tees Borough Council. 22.6% of residents aged 16 – 64 and 2.3% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use / benefit from youth services provided by Stockton on Tees Borough Council. 5.0% of residents aged 16 – 64 and 0.3% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64

and residents aged 65+ who use / benefit from Children's Centres provided by Stockton on Tees Borough Council. 7.5% of residents aged 16 – 64 and 0.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use / benefit from support services for elderly people provided by Stockton on Tees Borough Council. 4.9% of residents aged 16 – 64 and 21.5% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use / benefit from leisure centres provided by Stockton on Tees Borough Council. 38.9% of residents aged 16 – 64 and 14.2% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use / benefit from swimming pools provided by Stockton on Tees Borough Council. 42.4% of residents aged 16 – 64 and 13.7% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use / benefit from parks and open spaces provided by Stockton on Tees Borough Council. 52.1% of residents aged 16 – 64 and 37.6% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use / benefit from events (e.g. Riverside Festival and Fireworks' Night) provided by Stockton on Tees Borough Council. 30.1% of residents aged 16 – 64 and 9.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use / benefit from public car parks provided by Stockton on Tees Borough Council. 52.5% of residents aged 16 – 64 and 41.5% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use / benefit from blue box doorstep recycling (for glass, tins, cans, etc.) provided by Stockton on Tees Borough Council. 58.3% of residents aged 16 – 64 and 65.3% of residents aged 65+ are of this opinion.

Use of Local Public Services

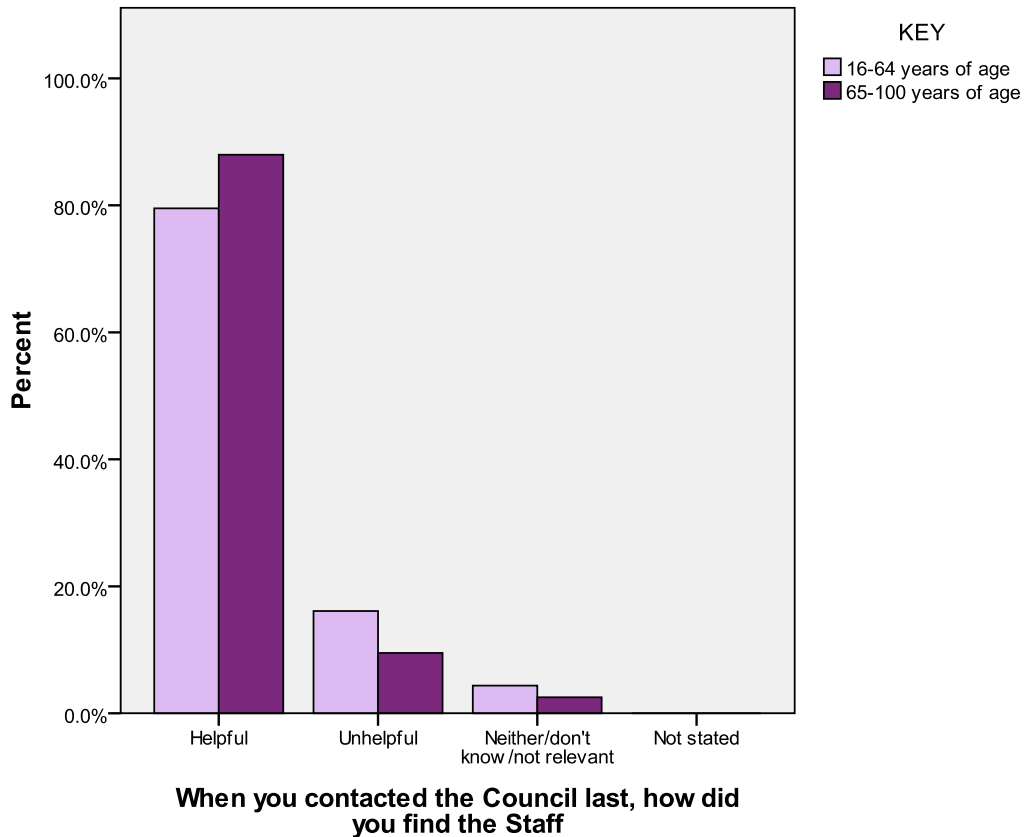
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use / benefit from local NHS hospitals. 63.7% of residents aged 16 – 64 and 71.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64

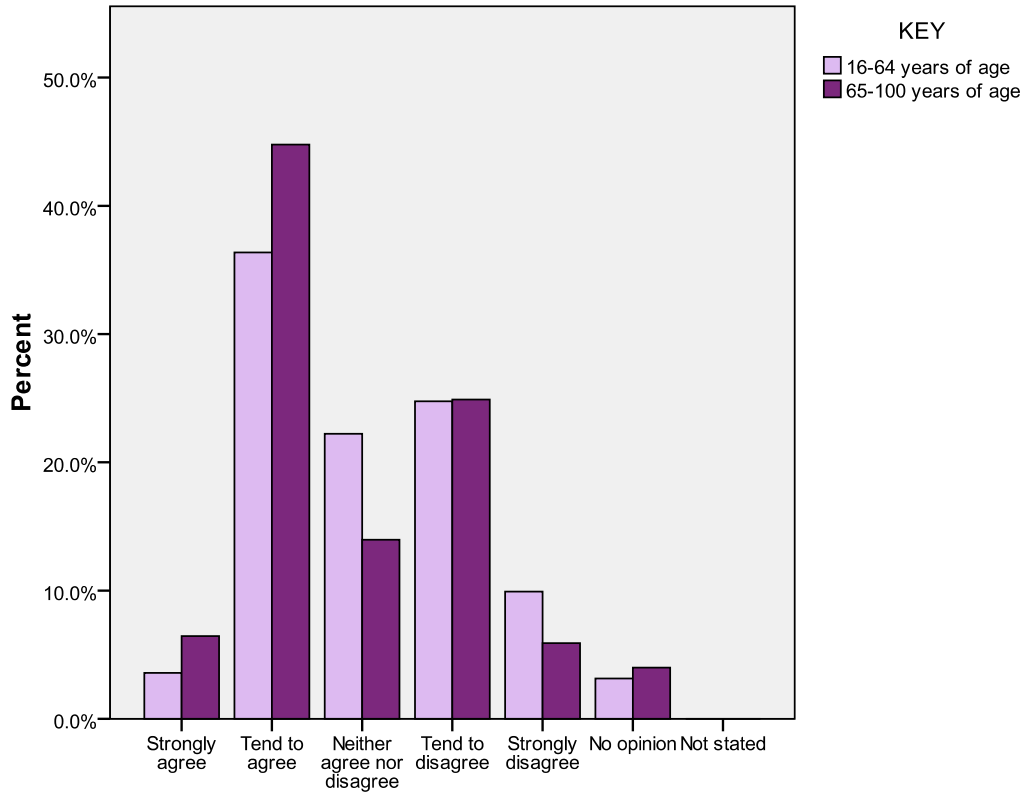
and residents aged 65+ who use / benefit from local General Practice (GP) Services. 71.0% of residents aged 16 – 64 and 81.9% of residents aged 65+ are of this opinion.

General Satisfaction with the Council

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who said that when they contacted the Council last they found the staff helpful.

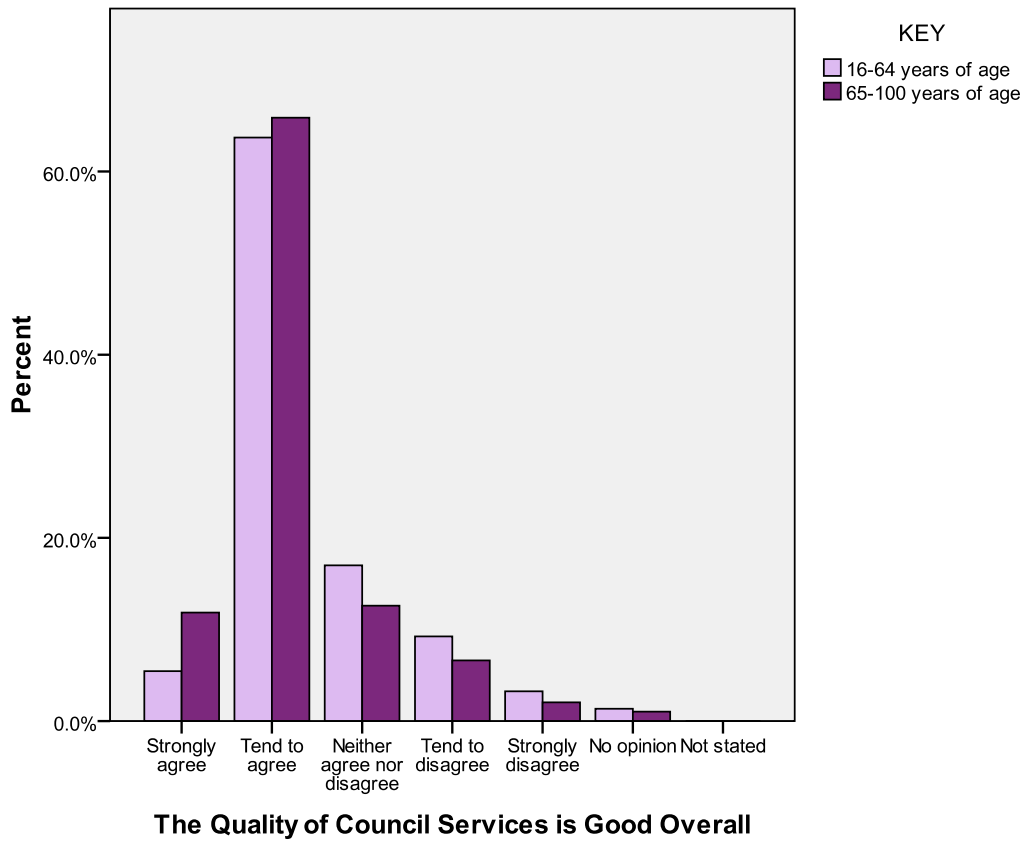


There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who agree that the Council is in touch with residents in the Borough.

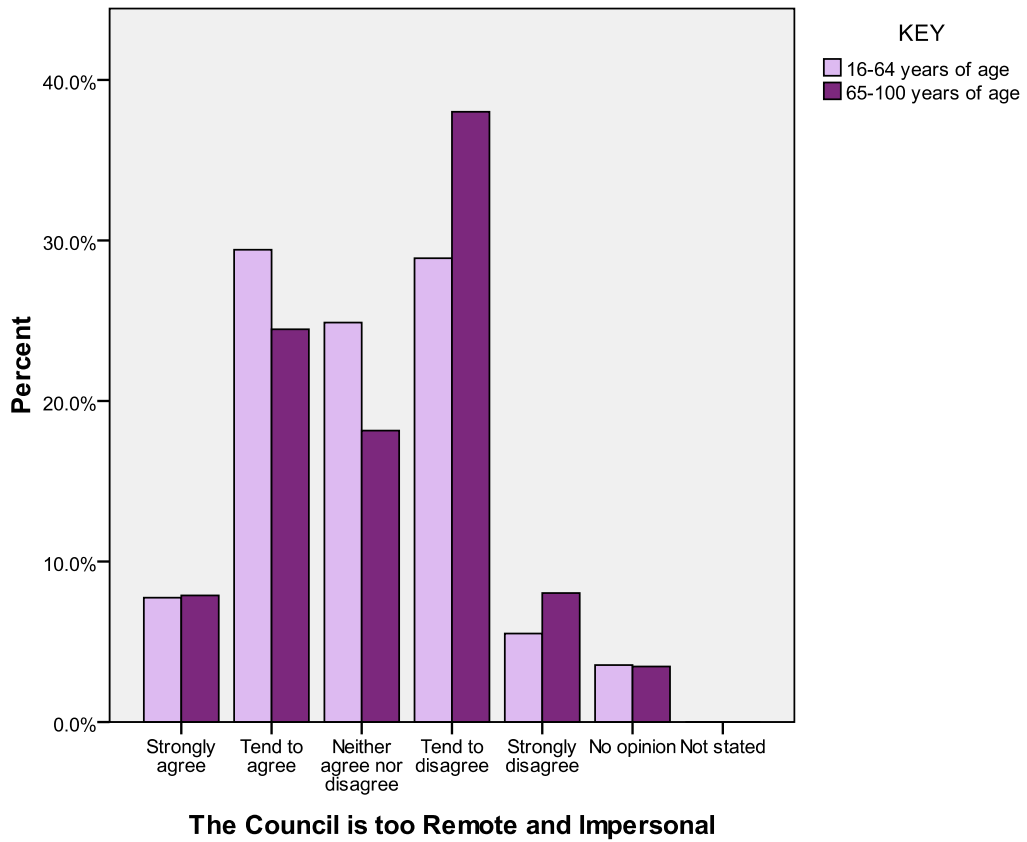


The Council is in Touch with People in the ...

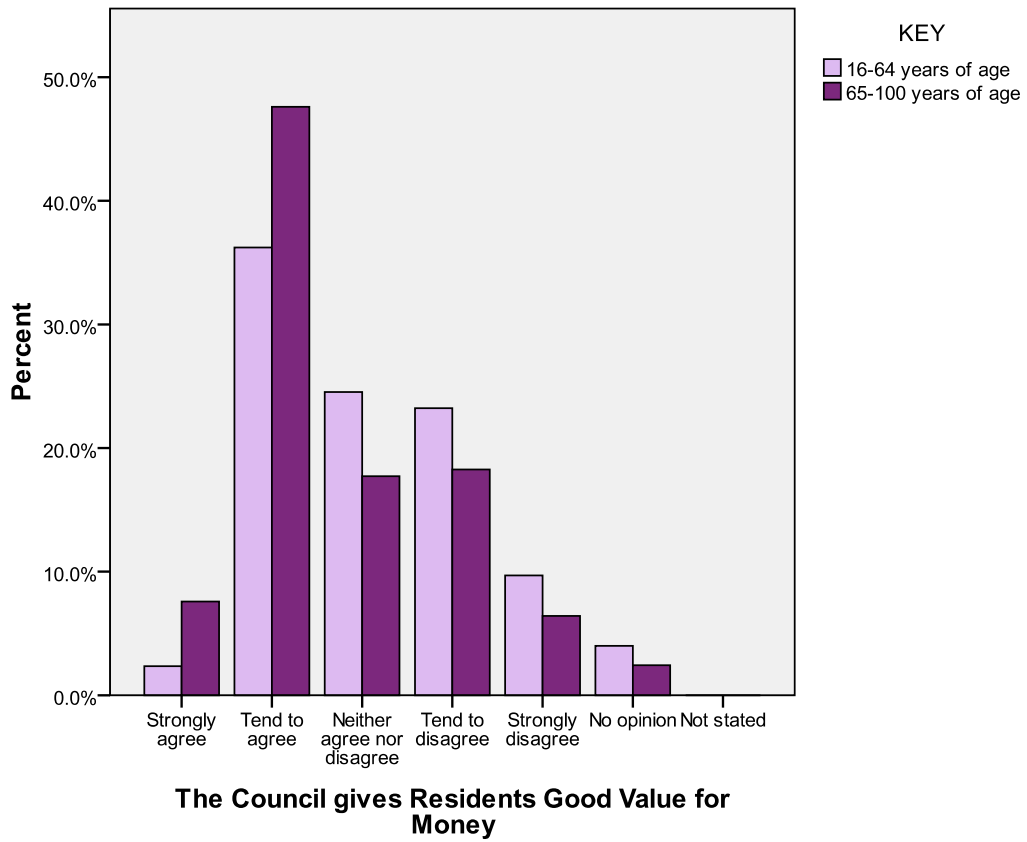
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who agree that the quality of Council services is good overall.



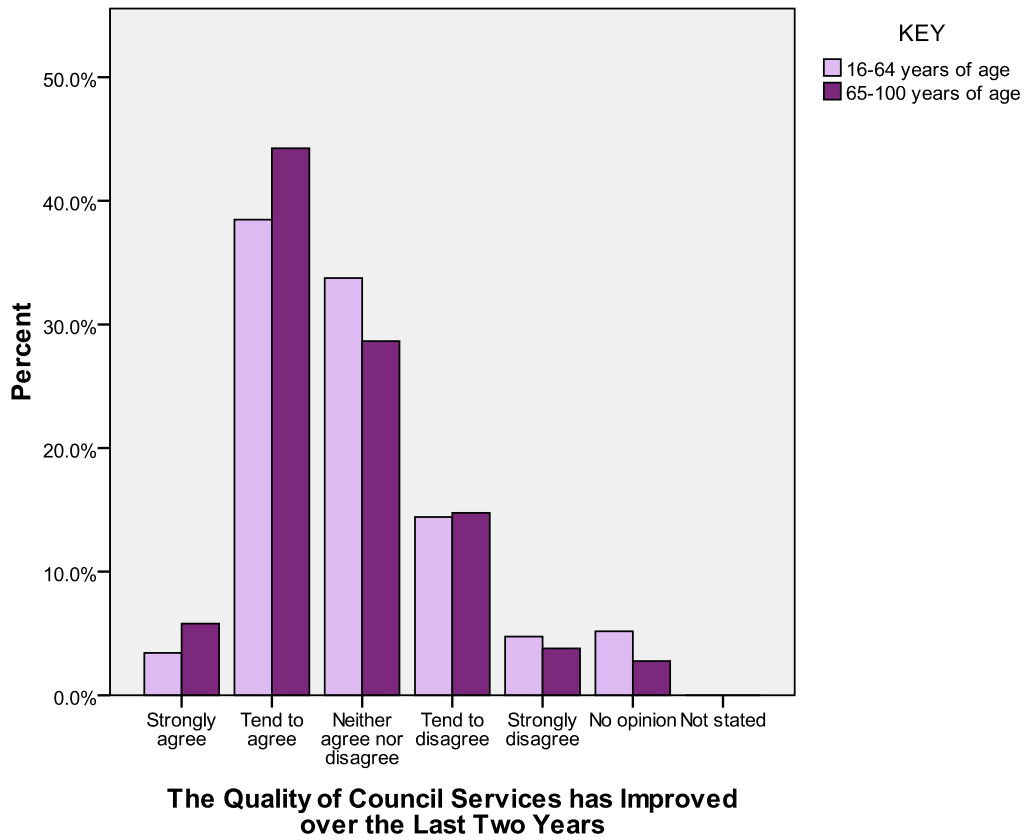
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who agree that the Council is too remote and impersonal.



There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who agree that the Council gives residents good value for money.

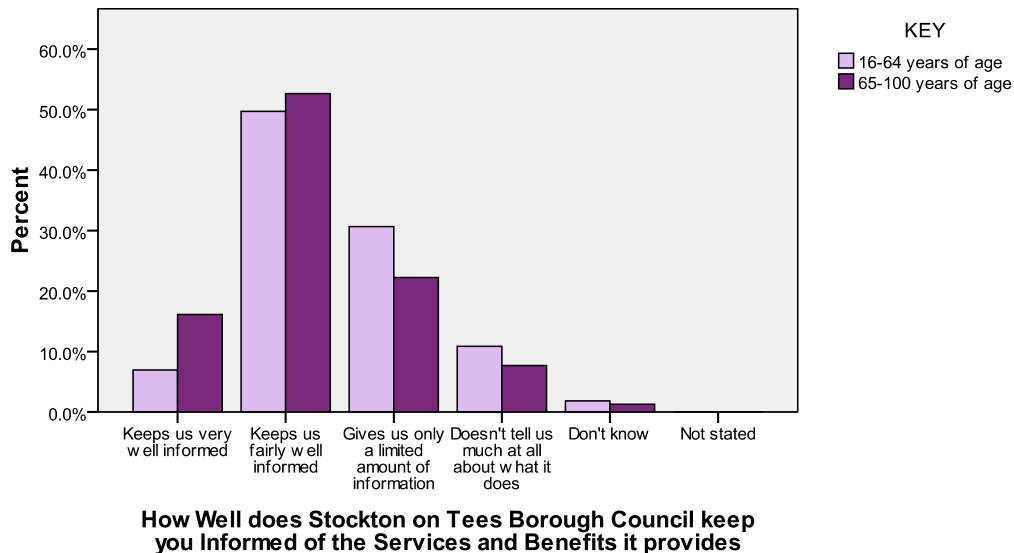


There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who agree that the quality of Council services has improved over the last two years.



Communications with and from Stockton on Tees Borough Council

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that Stockton on Tees Borough Council keeps them well informed about the services and use / benefits it provides.



There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use Stockton News to obtain most of their information about Stockton on Tees Borough Council. 62.4% of residents aged 16 – 64 and 75.9% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use local radio to obtain most of their information about Stockton on Tees Borough Council. 19.8% of residents aged 16 – 64 and 15.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who make personal contact with Councillors to obtain most of their information about Stockton on Tees Borough Council. 2.8% of residents aged 16 – 64 and 7.5% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who attend public meetings to obtain most of their

information about Stockton on Tees Borough Council. 3.3% of residents aged 16 – 64 and 6.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use the Council website to obtain most of their information about Stockton on Tees Borough Council. 14.3% of residents aged 16 – 64 and 2.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use sports centres to obtain most of their information about Stockton on Tees Borough Council. 6.4% of residents aged 16 – 64 and 1.3% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who use the website 'www.direct.gov.uk' to obtain most of their information about Stockton on Tees Borough Council. 8.0% of residents aged 16 – 64 and 0.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who obtain most of their information about Stockton on Tees Borough Council from sources other than those offered in the Survey. 0.3% of residents aged 16 – 64 and 0.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who don't know how they would in future like to find out about Stockton on Tees Borough Council. 1.5% of residents aged 16 – 64 and 0.5% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who would in future like to use the Council magazine ('Stockton News') to find out about Stockton on Tees Borough Council. 53.9% of residents aged 16 – 64 and 63.0% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who would in future like to use the local radio to find out about Stockton on Tees Borough Council. 17.6% of residents aged 16 – 64 and 10.1% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who would in future like to make personal contact with Councillors to find out about Stockton on Tees Borough Council. 5.9% of residents aged 16 – 64 and 9.8% of residents aged 65+ are of this opinion.

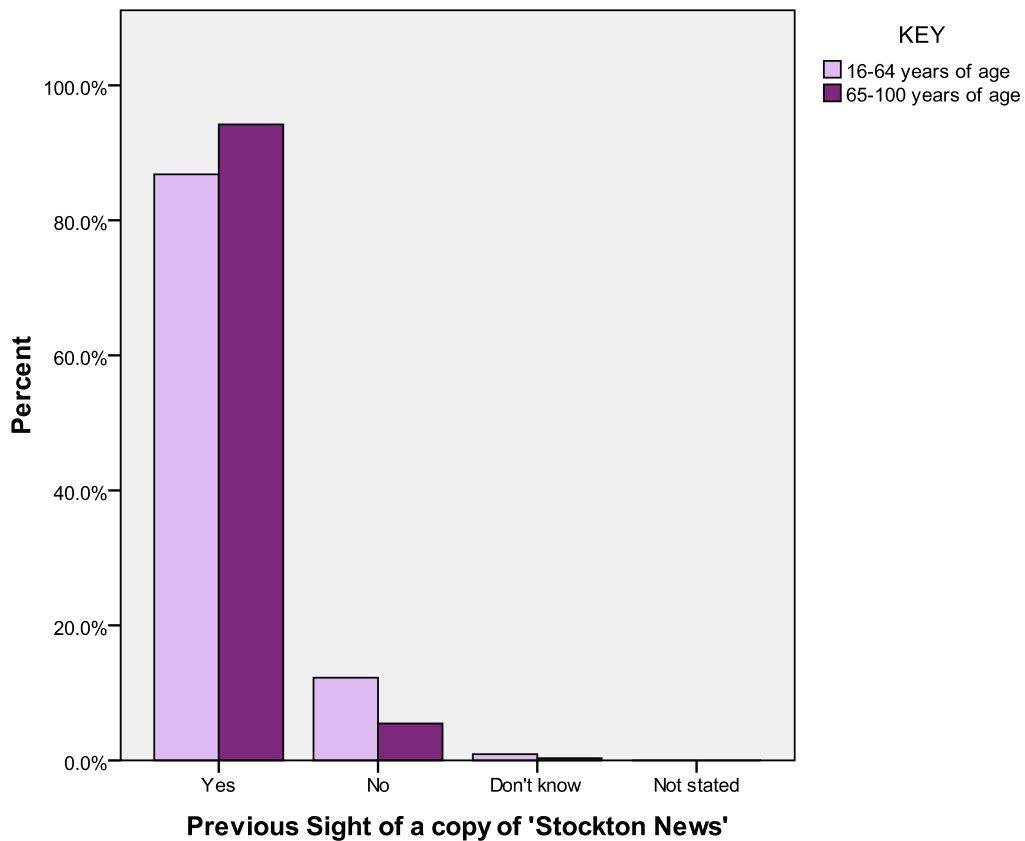
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64

and residents aged 65+ who would in future like to use the Council website to find out about Stockton on Tees Borough Council. 15.8% of residents aged 16 – 64 and 3.6% of residents aged 65+ are of this opinion.

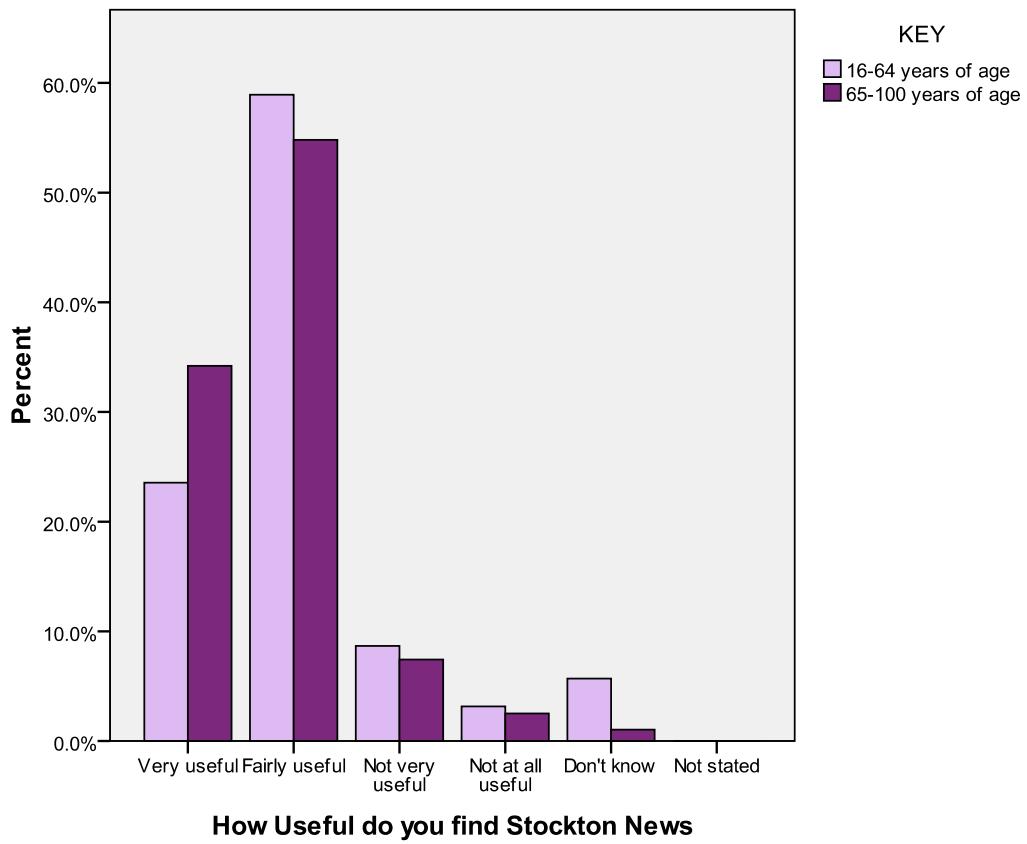
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who would in future like to use sports centres to find out about Stockton on Tees Borough Council. 2.9% of residents aged 16 – 64 and 0.8% of residents aged 65+ are of this opinion.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who would in future like to use the website 'www.direct.gov.uk' to find out about Stockton on Tees Borough Council. 6.3% of residents aged 16 – 64 and 1.0% of residents aged 65+ are of this opinion.

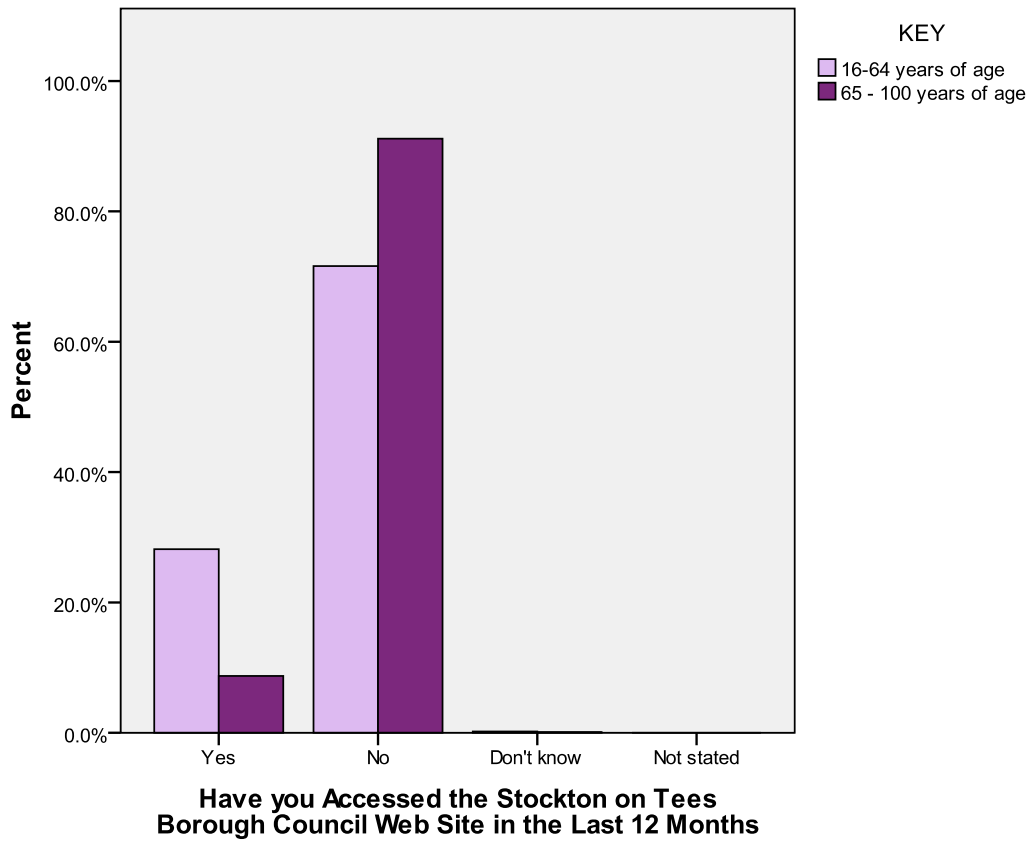
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have seen a copy of 'Stockton News' before.



There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who find 'Stockton News' useful.

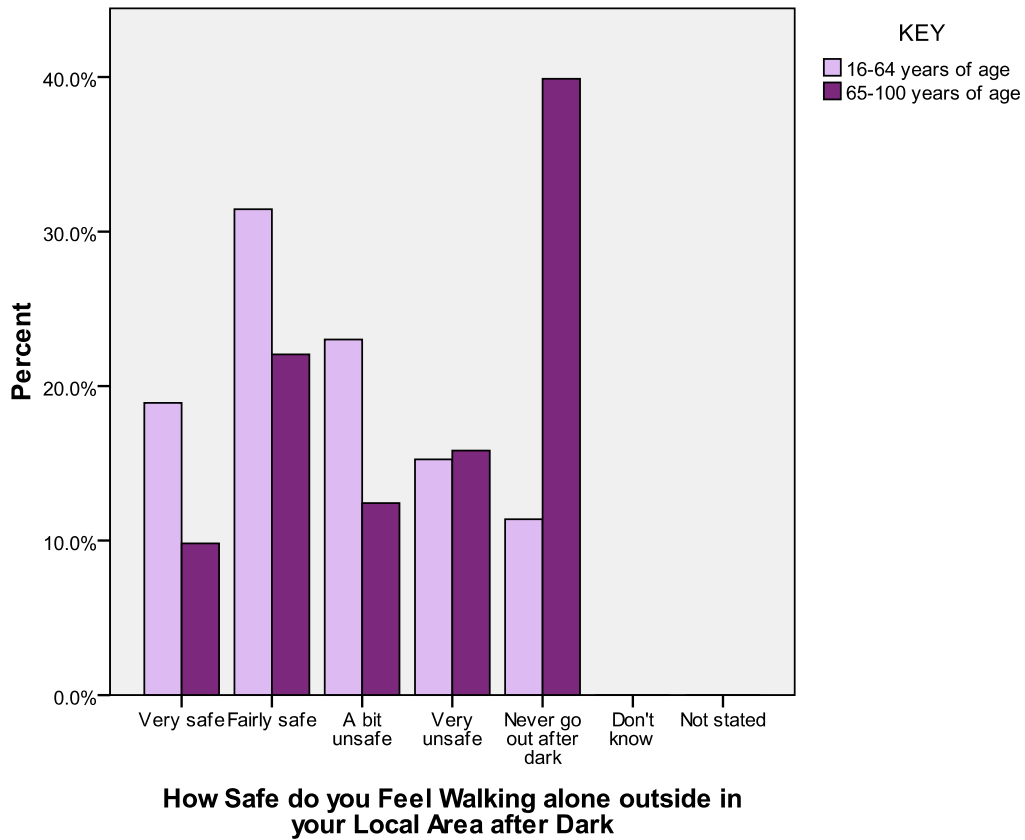


There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have accessed the Stockton on Tees Borough Council website in the last six months.

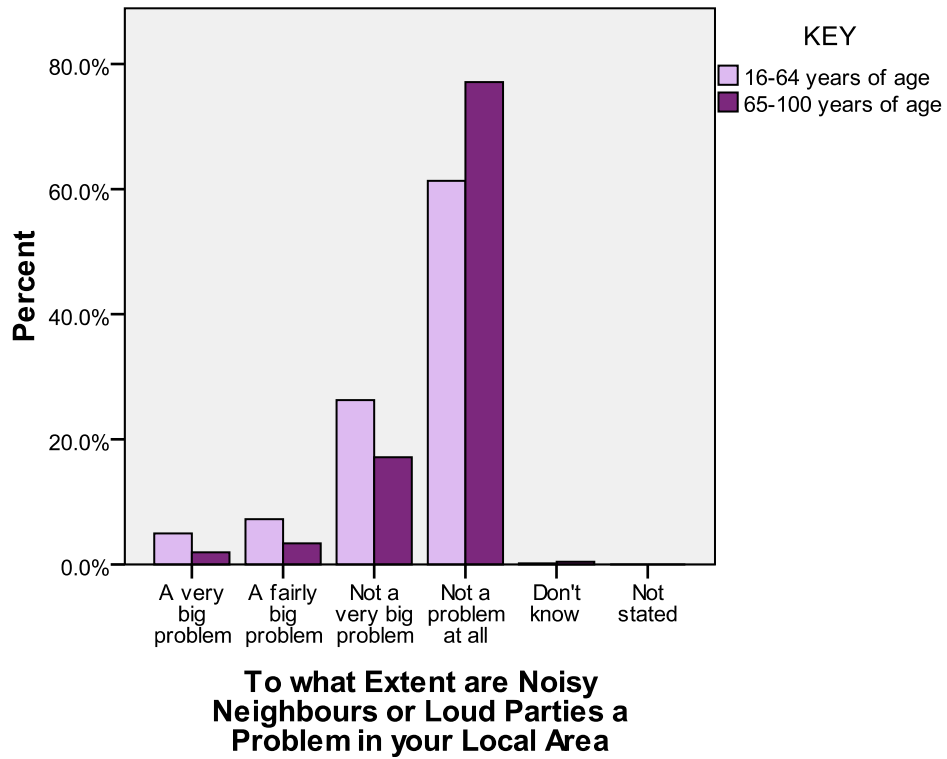


Community Safety / Anti-Social Behaviour / Crime

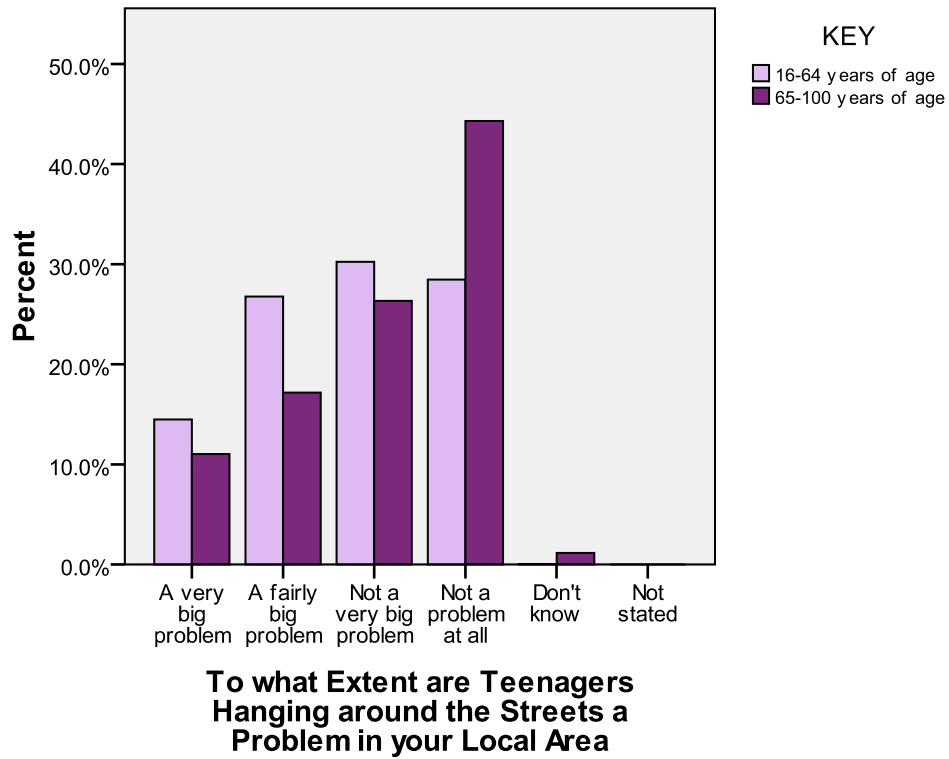
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel safe when walking alone outside in their local area after dark.



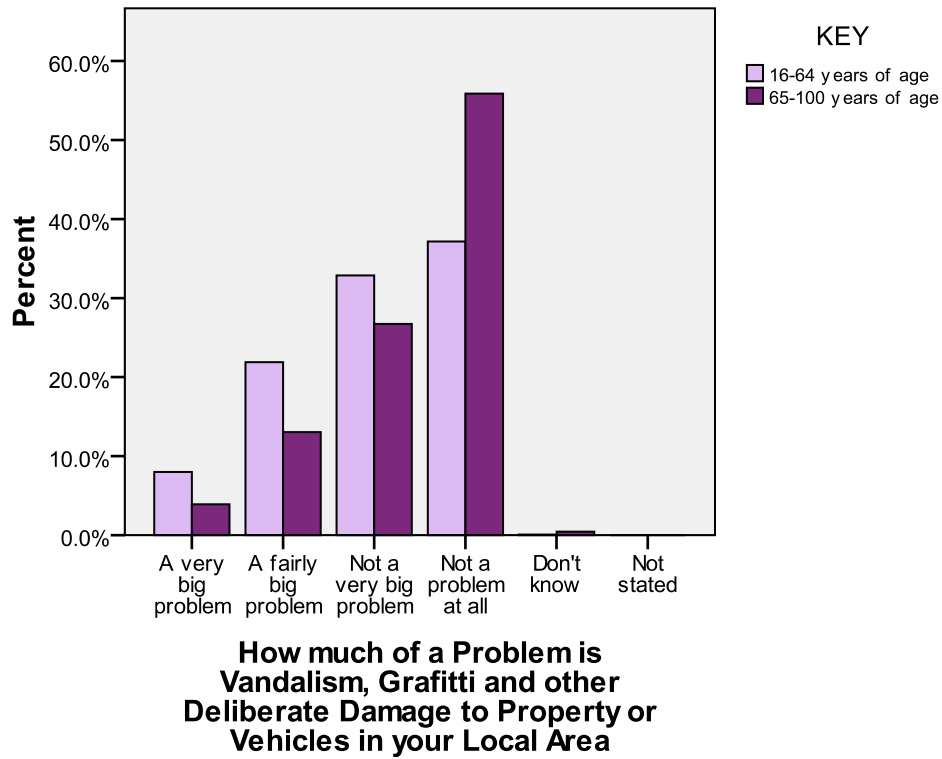
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that noisy neighbours or loud parties are a problem at all in their area.



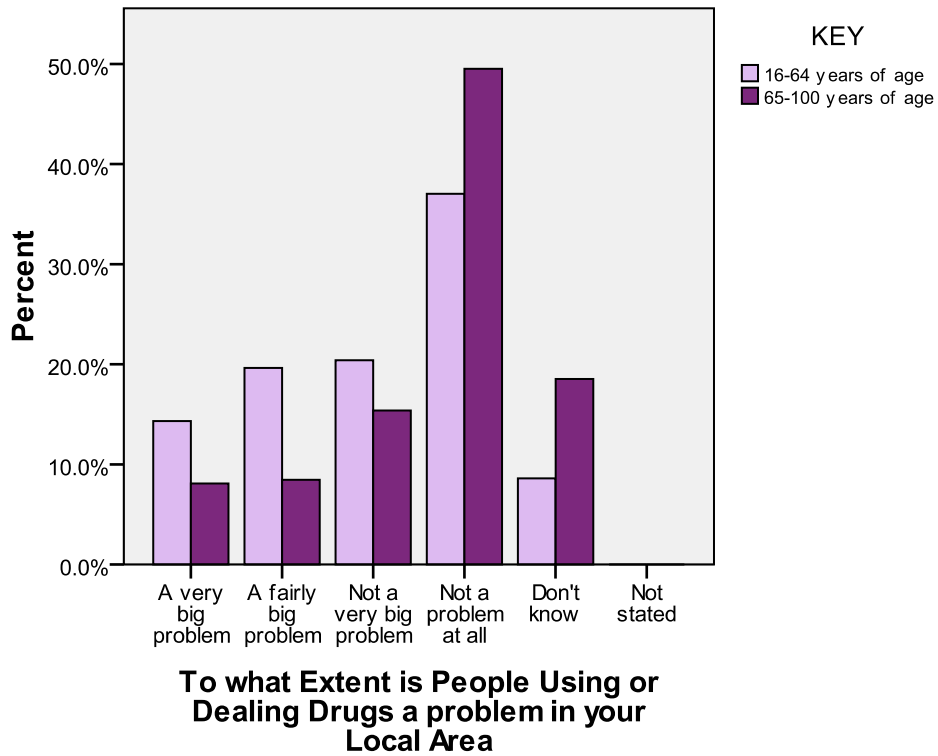
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that teenagers hanging around the streets is a problem at all in their area.



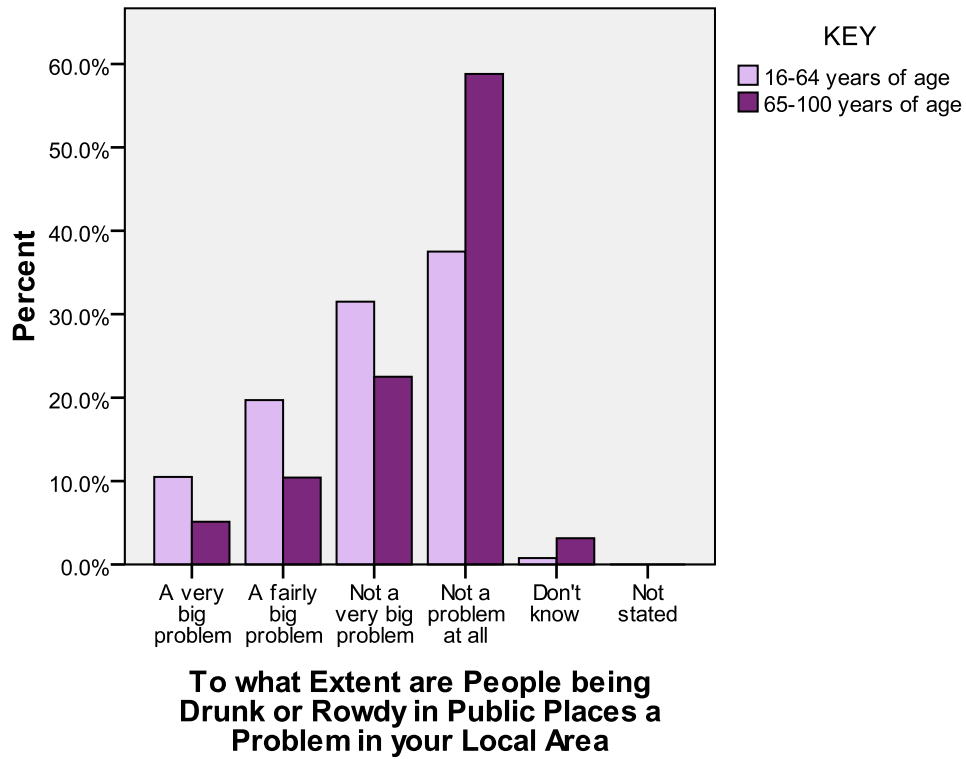
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that vandalism, graffiti and other deliberate damage to property or vehicles is a problem at all in their area.



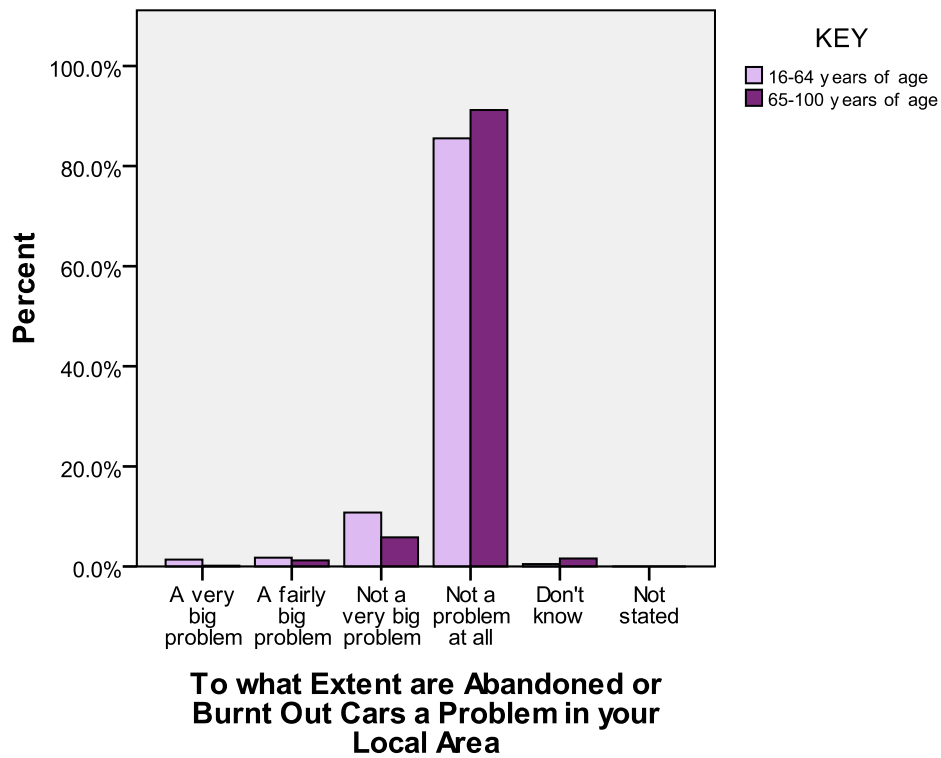
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that people using or dealing drugs is a problem at all in their area.



There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that people being rowdy or drunk in public places is a problem at all in their area.



There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who feel that abandoned and burnt out cars are not a problem in their area.



There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have personally been the victim of burglary in the last 12 months. 2.2% of residents aged 16 – 64 and 0.8% of residents aged 65+ said this.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have personally been the victim of attempted burglary in the last 12 months. 2.3% of residents aged 16 – 64 and 0.8% of residents aged 65+ said this.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have personally been attacked because of their skin colour, ethnic origin or religion in the last 12 months. 0.8% of residents aged 16 – 64 and 0.0% of residents aged 65+ said this.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have had their vehicles damaged in the last 12 months. 11.7% of residents aged 16 – 64 and 3.9% of residents aged 65+ said this.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have had their bicycle stolen in the last 12 months. 2.7% of residents aged 16 – 64 and 0.3% of residents aged 65+ said this.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have been the victim of violent crime (e.g. punched, kicked, stabbed) in the last 12 months. 3.4% of residents aged 16 – 64 and 0.5% of residents aged 65+ said this.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have been threatened with violence in the last 12 months. 6.0% of residents aged 16 – 64 and 2.6% of residents aged 65+ said this.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have been insulted or pestered whilst in a public place in the last 12 months. 8.4% of residents aged 16 – 64 and 2.6% of residents aged 65+ said this.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have been the victim of no crimes in the last 12 months. 70.4% of residents aged 16 – 64 and 86% of residents aged 65+ said this.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have reported criminal damage to their vehicle to the Police. 93.8% of residents aged 16 – 64 and 100.0% of residents aged 65+ said this.

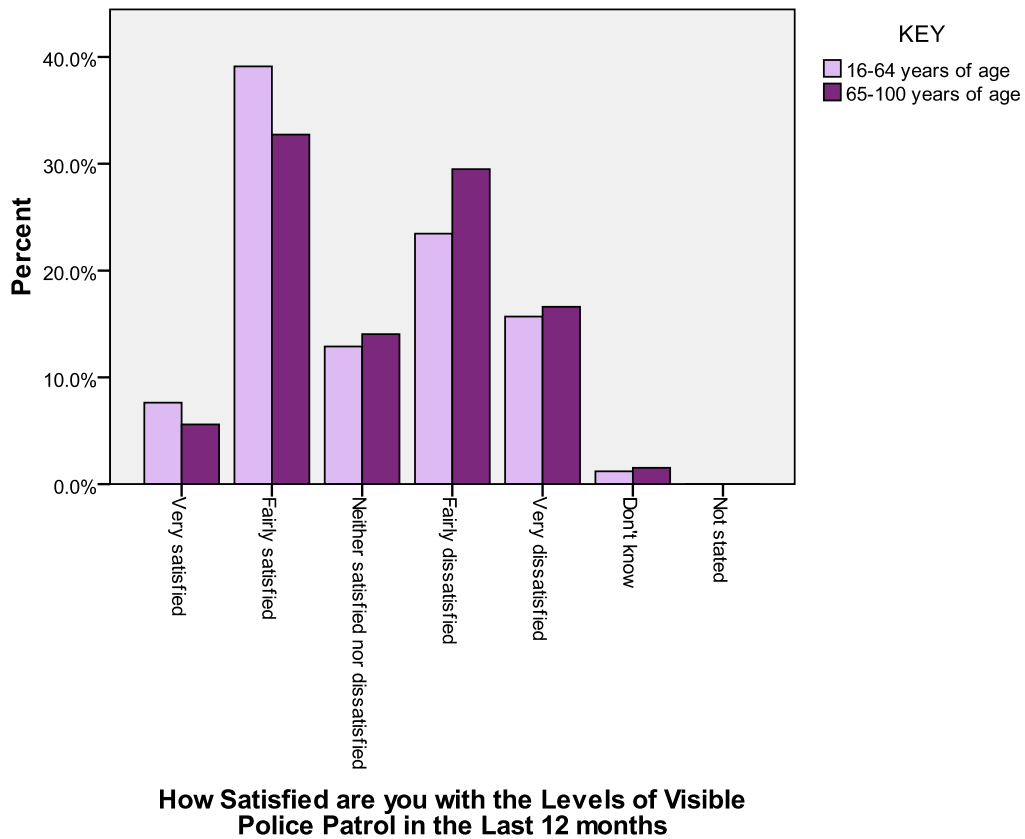
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have been the victim of violent crime in the last 12 months and who did not report it. 37.5% of residents aged 16 – 64 and 0.0% of residents aged 65+ said this.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who had been insulted or pestered whilst in a public place and who reported it to the police. 64.9% of residents aged 16 – 64 and 100.0% of residents aged 65+ said this.

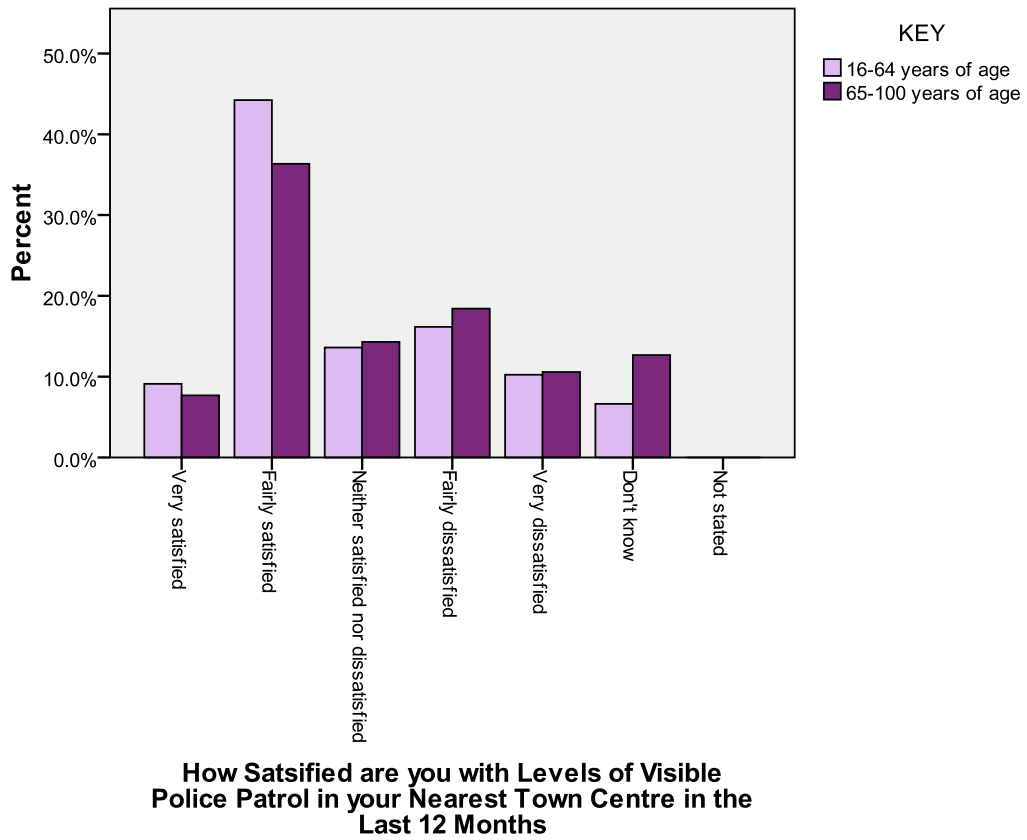
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who had been insulted or pestered whilst in a public place and who reported it to a Police Community Support Officer. 16.2% of residents aged 16 – 64 and 0.0% of residents aged 65+ said this.

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who had been threatened with violence in the last 12 months and did not report it to anyone because they felt the crime was not serious enough to report. 26.1% of residents aged 16 – 64 and 0.0% of residents aged 65+ said this.

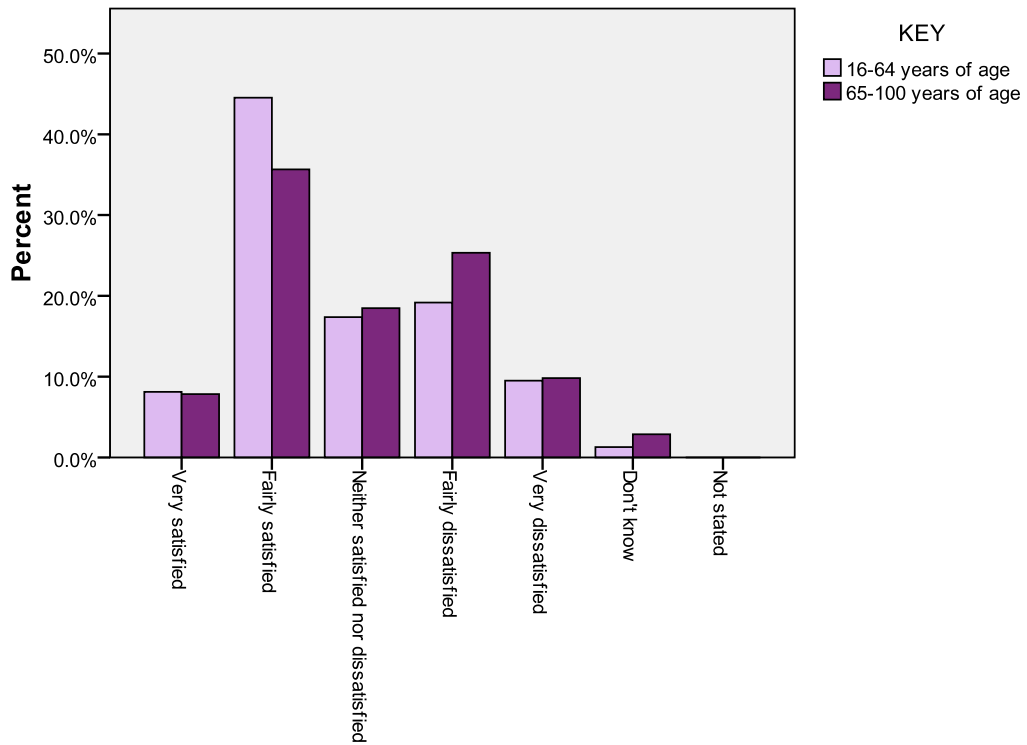
There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with the levels of visible police patrol in the last 12 months.



There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with the levels of visible police patrol in their nearest town centre in the last 12 months.



There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who are satisfied with the levels of police patrol by marked vehicle in their local area in the last 12 months.



How Satisfied are you with the Levels of Police Patrol by Marked Vehicles in your Local Area in the Last 12 Months

There is a statistically significant difference (i.e. the difference is unlikely to have occurred by chance) between the proportion of residents aged 16 - 64 and residents aged 65+ who have seen a police officer on patrol (either on foot, cycle, or in a police car) in their local area recently.

