

3.(a) Why do you say you are satisfied with the way Stockton-on-Tees Borough Council is running the Borough?

Base: All who are satisfied with the way Stockton-on-Tees Borough Council is running the Borough (1,161, 2008; 574, 2006; 478, 2004)

	2004 %	2006 %	2008 %
General			
Good/no problems	25	23	30
<u>General appearance of area/nice area</u>	<u>21</u>	<u>20</u>	<u>18</u>
<u>Quiet area</u>	<u>26</u>	<u>18</u>	<u>17</u>
<u>Provide good services</u>	<u>15</u>	<u>11</u>	<u>11</u>
<u>Always room for improvement</u>	<u>6</u>	<u>5</u>	<u>6</u>
Crime/Safety			
Presence of community wardens	0	0	*
Low crime	0	*	*
Good visible policing	0	0	*
Feel safe in the area	0	0	*
Provision of alley gates	0	0	*

Why do you say you are dissatisfied with the way Stockton-on-Tees Borough Council is running the Borough?

Q3 (b)

Base: All who are dissatisfied with the way Stockton-on-Tees Borough Council is running the Borough (310, 2008; 204, 2006; 211, 2004)

	2004 %	2006 %	2008 %
Crime/anti-social behaviour			
Poor policing	11	7	9
Too much crime	7	4	9
Unruly youths/children	14	17	7
Vandalism	12	9	7

Q4. Thinking now about your “quality of life”. What do you think are the most important improvements needed in this area to improve your quality of life?

Base: All respondents (1,818)

	2004 %	2006 %	2008 %
Crime/Drugs			
Reducing the level of crime/anti-social behaviour	20	22	14
More/better policing	15	12	12
Reducing the trouble caused by young people	12	11	8
Less drugs in the area	8	6	4
More wardens	*	*	*

Q7.(a) Why do you say that?

Base: All who think local area will improve over the next couple of years (473, 2008, 269, 2006; 240, 2004)

	2004 %	2006 %	2008 %
Will improve:			
Crime/Anti-social behaviour			
Less crime/anti-social behaviour	17	16	15
More police	7	4	6
Wardens/more wardens	2	0	*

Q7. (b) Why do you say that?

Base: All who think local area will get worse over the next couple of years (502, 2008, 239, 2006; 243, 2004)

	2004 %	2006 %	2008 %
Will get worse:			
Crime/Anti-social behaviour			
More crime/anti-social behaviour	55	60	50
Fewer police	23	12	12
Too many drugs/ drug addicts	4	4	*

Q15 Which two or three, if any, of these things do you think are most important to Stockton-on-Tees over the next five years?

	2004 %	2006 %	2008 %
Community safety	n/a*	29	40

Q16-40 I am going to read out a number of different types of services that are provided by Stockton-on-Tees Borough Council. Using this card, I would like you to tell me how satisfied or dissatisfied you are with the quality of each service?

Base: All service users

	Base:	Satisfied	Dissatisfied	NET
Community Safety				
2008	(1,818) %	57	28	29

Q51-
55

I am now going to read out a number of different types of services that are provided locally by a range of different providers. Using this card, I would like you to tell me how satisfied or dissatisfied you are with the quality of each?

Base: All respondents who have used each service

NET Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Don'tknow/notstated

Q51 The police

(541)

2004	23	8	47	12	21	11	1
2006	37	17	44	12	15	9	2
2008	63	27	48	13	9	3	1

Q52 Local NHS hospitals

(1169)

2004	75	24	59	6	5	3	2
2006	68	33	47	7	8	4	2
2008	77	41	45	5	7	2	1

Q53 Local General

Practice Services

(GPs)

(1345)

2004	79	38	49	5	6	2	1
2006	81	48	40	4	5	2	1
2008	83	55	35	3	5	2	*

Q54 Ambulance services

(450)

2004	59	19	41	17	1	*	21
2006	69	34	36	11	1	*	18
2008	86	49	39	7	2	*	3

Q55 Fire service

(363)

2004	59	18	42	18	1	*	21
2006	73	37	36	10	*	*	16
2008	91	55	36	6	0	0	3

Q56 Looking at this list of local services, which four or five do you think are the most important to your quality of life?

	2000	2002	2004	2006	2008
	%	%	%	%	%
Refuse collection	48	33	32	41	41
Community safety	n/a	n/a	n/a	35	39

Community Safety

Q78 Now I'd like to talk about your attitudes to walking outside in this area, how safe do you feel walking outside in this area alone in the daytime?

Q79 And how safe do you feel walking outside in this area alone after dark?

Base: All respondents

(1,818)

	Q78 Daytime						Q79 After dark					
	'98	'00	'02	'04	06	08	'98	'00	'02	'04	'06	'08
	%	%	%	%	%	%	%	%	%	%	%	%
Very safe	67	56	51	69	69	56	29	17	19	24	27	17
Fairly safe	26	33	35	25	25	36	28	30	24	30	27	29
A bit unsafe	4	7	10	4	3	4	20	21	21	22	21	21
Very unsafe	1	2	3	1	2	3	14	18	24	13	14	15
<u>Never go out</u> <u>in daytime/</u> <u>after dark</u>	*	1	1	1	*	*	9	14	11	10	10	17
<u>Don't know</u>	*	*	*	0	*	*	*	*	*	*	*	-
NET	88	80	73	89	89	85	23	8	-2	19	19	10

Q80 Thinking about your local area, do you think the level of crime has got better or worse over the last three years, or has it stayed the same?

Base: All respondents (1,818)

	2006	2008
	%	%
Better	14	15
Stayed the same	48	41
Worse	31	37
Don't know	7	8
NET	-17	-22

Q81 Again thinking about this local area, how much of a problem, if at all, do you think each of the following are...

Base: All respondents (1,818)

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
NET	%	%	%	%	%
-79 Noisy neighbours or loud parties	4	6	24	65	*
-22 Teenagers hanging around the streets	14	25	29	32	*
-56 Rubbish or litter lying around	6	16	36	42	*
-46 Vandalism, graffiti and other deliberate damage to property or vehicles	7	20	32	41	*
-29 People using or dealing drugs	13	17	19	40	11
-45 People being drunk or rowdy in public places	9	18	30	42	1
-94 Abandoned or burnt out cars	1	2	10	87	1

Q84 Who did you report the crime to?

Base: All those who reported a crime (190, 2006, 303, 2008)

	2006	2008
	%	%
The police	88	95
Councillor or other council staff	2	5
Police Community Support Officer	0	2
Neighbourhood Watch	1	1
Neighbourhood enforcement Officer	-	1
Anti-social behaviour team	-	1
Tristar Homes Ltd	-	1
Other	6	3
Don't know/can't remember	6	1

Q85 Why did you not report the crime in this instance/these instances?

Base: All who did not report crime (122, 2006; 239, 2008)

	2006 %	2008 %
Could see no benefit of reporting the crime/no point	32	46
Felt that crime was not serious enough to report	30	30
Didn't think anything would get done as a result of reporting	28	22
Worried would not be taken seriously	4	8
Couldn't be bothered	3	7
Unsure of consequences of reporting the crime/did not know what could happen	2	4
Did not get around to it/left it too late	1	3
Did not know who to report it to	0	2
Other	12	3
Don't know/can't remember	2	2

Q86-Q87 Thinking about the levels of visible police patrol in the last 12 months, how satisfied or dissatisfied are you with the levels of police patrol on foot/cycle..

Base: All respondents (1,818)

	Very satisfied %	Fairly satisfied %	Neither satisfied %	Fairly satisfied %	Very dis-satisfied %	Don't know %
Q86 ... in your local area						
2008	7	38	13	25	16	1
Q87 ...in your nearest town centre						
2008	9	43	14	17	10	8

Q88.

And how satisfied or dissatisfied are you with the levels of police patrol by marked vehicles in your local area in the last 12 months?

Base: All respondents (1,818)

	%
Very satisfied	8
Fairly satisfied	43
Neither satisfied nor dissatisfied	18
Fairly dissatisfied	20
Very dissatisfied	10
Don't know	2

Q89 From this card, can you please tell me when you last saw a police officer on patrol, either on foot, cycle or in a police car in your local area?

	2004	2006	2008
	%	%	%
Within the last week	42	43	42
Within the last month	26	25	22
Within the last 6 months	12	12	13
More than 6 months ago	13	10	12
Don't know/can't remember	7	9	10