

North East Residents Survey 2012 – Stockton-on-Tees Headline Results

Overall Satisfaction with Local Area and Council

	Regional Residents Survey 2012 – Stockton	Place Survey 2008 – Stockton	Direction of Travel
Satisfied with local area as a place to live	79%	78%	↑
Feel area not changed in last 12 months	67%		
Feel area worsened in last 12 months	20%		
Feel area improved in last 12 months	11%		
Feel strongly that they belong to local area	64%	58%	↑
Satisfied with Council overall	64%	49%	↑
Would speak positively about the Council	45%		
Would speak negatively about the Council	27%		
Trust the Council	62%		
Agree Council provides good value for money	46%	36%	↑
Feel very or fairly well informed about what Stockton Council does	64%		
Do not feel very or fairly well informed about what Stockton Council does	36%		
Feel Council acts on the concerns of its residents	54%		
Feel Council takes little or no action	46%		
Know where to go to raise an issue or get help with a local problem	58%		
Feel they can influence decisions which affect their local area	30%	28%	↑

Community Cohesion/Vitality

	Residents Survey 2012 – Stockton	Place Survey 2008 – Stockton	Direction of Travel
Agree that local people pull together	34%		
Disagree that local people pull together	26%		
Feel people from different backgrounds get on well in local area	59%	73%	↓
Would be willing to work together with others on something to improve their local area	69%		
Have done some form of formal voluntary work at least once a month	21%	17%	↑
Have given unpaid, informal help at least once a month to someone who is not a relative	36%		

Community Safety

	Residents Survey 2012 – Stockton	Place Survey 2008 – Stockton	Direction of Travel
Feel safe outside in local area during day	91%	87%	↑
Feel safe outside in local area after dark	63%	46%	↑

Housing

	Residents Survey 2012 – Stockton	Place Survey 2008 – Stockton	Direction of Travel
Satisfied with their home	89%		
Satisfied with choice of housing	79%		
Satisfied with quality of housing	77%		
Percentage of social tenants dissatisfied with state of their home	15%		

Use of Council Services

	Residents Survey 2012 – Stockton	Place Survey 2008 – Stockton	Direction of Travel
Used parks and green spaces in last year	88%	83%	↑
Used tips and recycling centre in last year	77%	79%	↓
Used museums/galleries in last year	38%	35%	↑
Visited theatres/concert halls/arts venues in last year	50%	46%	↑
Percentage of social tenants who have never visited a museum/gallery	48%		

Satisfaction with Council Services

	Residents Survey 2012 – Stockton	Place Survey 2008 – Stockton	Direction of Travel
Satisfied with road repairs	41%		
Satisfied with refuse collection	88%	90%	↓
Satisfied with pavement repairs	40%		
Satisfied with winter maintenance	36%		
Dissatisfied with winter maintenance	45%		
Satisfied with doorstep recycling	81%	79%	↑
Satisfied with local tips and recycling centres	75%	74%	↑
Satisfied with parks and green spaces	75%	63%	↑
Satisfied with libraries	73%	69%	↑
Satisfied with theatres/concert halls/arts venues	43%	36%	↑
Satisfied with museums/galleries	37%	32%	↑

Contact with Council

	Residents Survey 2012 – Stockton	Place Survey 2008 – Stockton	Direction of Travel
Have been in touch with the Council in past year	51%		
Satisfied with overall contact experience with Council	62%		
Found it easy to find the right person to deal with	72%		
Found staff helpful	68%		
Satisfied with the length of time taken to deal with the enquiry	67%		
Satisfied with the ability of the staff to handle the enquiry	67%		
Satisfied with how knowledgeable staff were	66%		

Personal Circumstances/Lifestyles

	Residents Survey 2012 – Stockton	Place Survey 2008 – Stockton	Direction of Travel
Expect own finances to get worse rather than better in the next 12 months	33%		
Feel they have been affected by the current economic climate in some way	55%		
In some type of paid work	62%		
Employed full-time	45%		
Rate their health as at least fairly good	70%	71%	↓
Rate their health as poor	6%		
Average mental health score (between 7 and 35, where 7 is low)	24.7		
Give support to someone else who has a disability or health condition related to old age	30%		
Do at least 2 ½ hours of moderate intensity exercise in an average week	45%		
Have taken part in sports or recreational physical activity as a member of a sport or leisure club	25%		