

Gateshead Council General BVPI Survey

- Questionnaires were mailed out to 5,000 randomly selected addresses in Gateshead Metropolitan Borough. 2,293 responses were received representing a response rate of 46%. Reminder questionnaires were sent to all non-responders (up to two reminders sent).
- Fieldwork took place between 11 September 2003 and 24 November 2003.
- Data are weighted to household composition, age, sex and ethnicity by ATP Limited on behalf of ODPM
- Where results do not sum to 100, this may be due to multiple responses, computer rounding or the exclusion of don't knows/not stated
- Results are based on all respondents unless otherwise stated
- An asterisk (*) represents a value of less than one half of one percent, but not zero
- There are slight variations in question wording from the 2000 survey, these are highlighted where they are very different

THE QUALITY OF LIFE IN THIS AREA

Q1. **Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?**

	2003/4
<i>Base: All valid responses (2200)</i>	%
Low level of crime	81
Clean streets	60
Affordable decent housing	47
Health services.....	45
Public transport	41
Education provision.....	34
Shopping facilities	32
Activities for teenagers.....	30
Parks and open spaces.....	29
Low level of traffic congestion.....	25
Facilities for young children.....	23
Job prospects.....	22
Road and pavement repairs.....	22
Low level of pollution.....	21
Access to nature	16
Wage levels & local cost of living.....	15
Community activities	12
Sports & leisure facilities	12
Cultural facilities (eg cinemas, museums)	8
Race relations	6
Other	2
None of these.....	-

Q2. Thinking about this local area, which of the things below, if any, do you think most need improving?

Base: All valid responses (2192)

2003/4

	%
Level of crime	53
Activities for teenagers	41
Road and pavement repairs	34
Clean streets.....	34
Level of traffic congestion.....	29
Public transport.....	28
Facilities for young children	27
Affordable decent housing.....	26
Shopping facilities.....	24
Wage levels & local cost of living	22
Health services	21
Parks and open spaces	18
Job prospects	17
Sports & leisure facilities	15
Community activities.....	11
Level of pollution.....	8
Education provision	8
Cultural facilities (eg cinemas, museums).....	7
Access to nature	6
Race relations.....	5
Other.....	3
None of these	1

YOUR LOCAL AUTHORITY

Gateshead Council provides many services to the local community and also has a role in planning, supporting, encouraging or overseeing many other services. We would like to hear your views on those services.

WASTE AND LITTER SERVICES

Gateshead Council has a duty to keep clear of litter and refuse all open public land which it controls.

Q3. How satisfied or dissatisfied are you that Gateshead Council has kept this land clear of litter and refuse?

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	<i>(2170)</i>	<i>(3535)</i>
Very satisfied	20	16
Fairly satisfied.....	52	57
Neither satisfied nor dissatisfied.....	12	11
Fairly dissatisfied	11	10
Very dissatisfied.....	5	5

HOUSEHOLD WASTE COLLECTION

Gateshead Council undertakes a weekly collection of general household waste.

Q4. Please indicate whether you are satisfied or dissatisfied with . . .

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2159)	(3552)
. . . the bin provided for your general household waste.		
Very satisfied	63	67
Fairly satisfied.....	30	28
Neither satisfied nor dissatisfied.....	3	3
Fairly dissatisfied	2	2
Very dissatisfied.....	1	1

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2110)	(3505)
. . . the place you have to leave your waste for collection.		
Very satisfied	53	53
Fairly satisfied.....	35	35
Neither satisfied nor dissatisfied.....	7	6
Fairly dissatisfied	3	4
Very dissatisfied.....	2	2

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2114)	(3539)
. . . the reliability of the waste collection.		
Very satisfied	70	73
Fairly satisfied.....	25	24
Neither satisfied nor dissatisfied.....	4	3
Fairly dissatisfied	1	1
Very dissatisfied.....	1	*

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2112)	(3535)
. . . how “clean and tidy” the street is following the waste collection.		
Very satisfied	39	42
Fairly satisfied.....	45	41
Neither satisfied nor dissatisfied.....	9	8
Fairly dissatisfied	5	6
Very dissatisfied.....	3	2

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1986)	(3535)
... the collection of bulky household waste.		
Very satisfied	45	44
Fairly satisfied	34	33
Neither satisfied nor dissatisfied	13	13
Fairly dissatisfied	4	7
Very dissatisfied	3	3
<hr/>		
	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2128)	(3538)
... the waste collection service overall.		
Very satisfied	51	52
Fairly satisfied	41	40
Neither satisfied nor dissatisfied	6	6
Fairly dissatisfied	2	2
Very dissatisfied	*	*

RECYCLING FACILITIES

Gateshead Council provides a range of local recycling facilities such as paper banks, glass banks, textile banks and can banks.

Q5. Please indicate whether you are satisfied or dissatisfied with ...

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1878)	(3214)
... the location of the recycling facilities.		
Very satisfied	30	29
Fairly satisfied	44	40
Neither satisfied nor dissatisfied	16	18
Fairly dissatisfied	5	9
Very dissatisfied	4	5
<hr/>		
	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1852)	(3153)
... the items you can deposit for recycling		
Very satisfied	31	30
Fairly satisfied	47	41
Neither satisfied nor dissatisfied	15	19
Fairly dissatisfied	5	7
Very dissatisfied	2	3

Question wording in 2000 'the accessibility of recycling facilities'

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1791)	(3091)
... how "clean and tidy" the site is.		
Very satisfied	25	27
Fairly satisfied.....	49	43
Neither satisfied nor dissatisfied.....	20	24
Fairly dissatisfied	4	5
Very dissatisfied.....	1	1

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1881)	(3255)
... the provision of local recycling facilities overall		
Very satisfied	27	25
Fairly satisfied.....	48	41
Neither satisfied nor dissatisfied.....	17	21
Fairly dissatisfied	6	8
Very dissatisfied.....	3	2

DOORSTEP RECYCLING COLLECTION

Gateshead Council undertakes a fortnightly collection of waste for recycling in most areas of Gateshead, this will include all areas covered by Gateshead Council by September 2003 (except multi-storey flats)

Q6. Please indicate whether you are satisfied or dissatisfied with ...

	2003/4
	%
<i>Base: All valid responses (1922)</i>	
... the container provided for items of recycling.	
Very satisfied	27
Fairly satisfied.....	37
Neither satisfied nor dissatisfied.....	12
Fairly dissatisfied	12
Very dissatisfied.....	12

	2003/4
	%
<i>Base: All valid responses</i>	(1922)
... the place you have to leave your items for recycling awaiting collection.	
Very satisfied	36
Fairly satisfied.....	38
Neither satisfied nor dissatisfied.....	11
Fairly dissatisfied	7
Very dissatisfied.....	7

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1830)	
... the reliability of the collection of items for recycling.		
Very satisfied	47	
Fairly satisfied.....	35	
Neither satisfied nor dissatisfied.....	11	
Fairly dissatisfied	4	
Very dissatisfied.....	3	

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1868)	
... how "clean and tidy" the street is following the collection of items for recycling.		
Very satisfied	37	
Fairly satisfied.....	41	
Neither satisfied nor dissatisfied.....	13	
Fairly dissatisfied	5	
Very dissatisfied.....	4	

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1903)	
... the service for the collection of items for recycling overall		
Very satisfied	38	
Fairly satisfied.....	38	
Neither satisfied nor dissatisfied.....	14	
Fairly dissatisfied	4	
Very dissatisfied.....	5	

THE LOCAL TIP

Gateshead Council provides sites for disposing of bulky waste, that is, the local "tip" or "dump". These are Campground, Wrekenton and Cowen Road, Blaydon.

Q7. Please indicate whether you are satisfied or dissatisfied with ...

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1298)	(2136)
... the location of the site		Question wording in 2000 'the accessibility of the site'
Very satisfied	45	39
Fairly satisfied.....	43	46
Neither satisfied nor dissatisfied.....	8	11
Fairly dissatisfied	2	3
Very dissatisfied.....	2	1

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1235)	(2085)
... the opening hours of the site		
Very satisfied	55	43
Fairly satisfied.....	37	43
Neither satisfied nor dissatisfied.....	7	13
Fairly dissatisfied	1	1
Very dissatisfied.....	*	*
<hr/>		
	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1178)	(2040)
... the recycling facilities at the site		
Very satisfied	47	35
Fairly satisfied.....	39	42
Neither satisfied nor dissatisfied.....	12	19
Fairly dissatisfied	1	3
Very dissatisfied.....	*	1
<hr/>		
	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1238)	(2096)
... how clean the site is		
Very satisfied	32	32
Fairly satisfied.....	46	45
Neither satisfied nor dissatisfied.....	16	18
Fairly dissatisfied	4	4
Very dissatisfied.....	1	1
<hr/>		
	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1210)	(1988)
... how helpful the staff are		
Very satisfied	35	31
Fairly satisfied.....	39	38
Neither satisfied nor dissatisfied.....	20	24
Fairly dissatisfied	5	5
Very dissatisfied.....	1	2

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1227)	(2023)
... how "user-friendly" the site is (the ability to deposit your waste easily)		
Very satisfied	41	40
Fairly satisfied.....	42	41
Neither satisfied nor dissatisfied.....	11	14
Fairly dissatisfied	5	3
Very dissatisfied.....	1	1

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1244)	(2158)
... the local tip overall		
Very satisfied	39	33
Fairly satisfied.....	45	46
Neither satisfied nor dissatisfied.....	13	18
Fairly dissatisfied	2	2
Very dissatisfied.....	1	1

PUBLIC TRANSPORT INFORMATION

Gateshead Council has helped to set up Nexus who coordinate, with the transport operators, the following types of information about local transport services: e.g. timetables. Nexus also has a role in ensuring the information produced by private transport companies for local services are of the standard required.

Q8. Please indicate whether you are satisfied or dissatisfied with ...

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1771)	(3124)
... the amount of information		
Very satisfied	11	12
Fairly satisfied.....	42	40
Neither satisfied nor dissatisfied.....	27	25
Fairly dissatisfied	13	16
Very dissatisfied.....	8	6

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1711)	(3057)
... the clarity of information		
Very satisfied	11	13
Fairly satisfied.....	43	41
Neither satisfied nor dissatisfied.....	28	28
Fairly dissatisfied	11	14
Very dissatisfied.....	7	5

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1690)	(3036)
... the accuracy of the information		
Very satisfied	10	13
Fairly satisfied.....	40	40
Neither satisfied nor dissatisfied.....	30	31
Fairly dissatisfied	12	12
Very dissatisfied.....	9	5

	2003/4	2000/1
	%	%
<i>BVPI 103</i>		
<i>Base: All valid responses</i>	(1772)	(3165)
... the provision of public transport information overall		
Very satisfied	11	12
Fairly satisfied.....	39	40
Neither satisfied nor dissatisfied.....	27	25
Fairly dissatisfied	12	15
Very dissatisfied.....	11	7

Q9. Have you received or seen any of the information provided on local transport services, in the last 12 months?

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2037)	(3581)
Yes.....	42	41
No	58	59

THE LOCAL BUS SERVICE

Gateshead Council helped to form Nexus who have a responsibility for coordination of local bus services and the Metro for example: park and ride and late night buses. Nexus also has a role in ensuring privately run local services are meeting the needs of the local community.

Q10. Please indicate whether you are satisfied or dissatisfied with ...

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1909)	(3302)
... the frequency of buses		
Very satisfied	17	22
Fairly satisfied.....	48	47
Neither satisfied nor dissatisfied.....	12	12
Fairly dissatisfied	14	13
Very dissatisfied.....	9	7

2003/4 2000/1

	%	%
<i>Base: All valid responses</i>	(1844)	(3305)
... the number of bus stops		
Very satisfied	28	31
Fairly satisfied.....	51	49
Neither satisfied nor dissatisfied.....	12	11
Fairly dissatisfied	5	6
Very dissatisfied.....	4	3

	2003/4	2000/1
<i>Base: All valid responses</i>	(1841)	(3310)
... the state of the bus stops		
Very satisfied	12	13
Fairly satisfied.....	42	42
Neither satisfied nor dissatisfied.....	19	17
Fairly dissatisfied	17	18
Very dissatisfied.....	10	10

	2003/4	2000/1
<i>Base: All valid responses</i>	(1846)	(3266)
... whether buses arrive on time		
Very satisfied	7	14
Fairly satisfied.....	41	45
Neither satisfied nor dissatisfied.....	20	18
Fairly dissatisfied	17	14
Very dissatisfied.....	15	8

	2003/4
<i>Base: All valid responses (1890)</i>	%
... how easy buses are to get on and off	
Very satisfied	31
Fairly satisfied.....	49
Neither satisfied nor dissatisfied.....	12
Fairly dissatisfied	4
Very dissatisfied.....	3

	2003/4	2000/1
<i>BVPI 104</i>	%	%
<i>Base: All valid responses</i>	(1920)	(3360)
... the local bus service overall		
Very satisfied	15	18
Fairly satisfied.....	44	45
Neither satisfied nor dissatisfied.....	18	18
Fairly dissatisfied	12	12
Very dissatisfied.....	12	7

Q11. How frequently, if at all, do you use the local bus service?

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2174)	(3639)
Almost every day	32	34
At least once a week.....	26	29
About once a month.....	12	12
Within the last 6 months	11	9
Within the last year	5	5
Longer ago.....	5	5
Never used	9	7

CULTURAL AND RECREATIONAL ACTIVITIES AND VENUES
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Gateshead Council directly supports cultural and recreational activities and venues. The authority's licensing and planning responsibilities also make a difference to the level of private and voluntary cultural provision in your area.

Q12. Please indicate how frequently you have used the following cultural and recreational services provided or supported by Gateshead Council in the last 12 months . . .

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1948)	(3604)
Sports/Leisure facilities and events		
Almost every day	2	2
At least once a week.....	16	11
About once a month.....	11	10
Within the last 6 months	13	12
Within the last year	8	10
Longer ago.....	15	15
Never used	34	40

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2017)	(3668)
Libraries		
Almost every day	2	1
At least once a week.....	15	11
About once a month.....	22	21
Within the last 6 months	16	15
Within the last year	9	11
Longer ago.....	16	16
Never used	20	25

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1920)	(3680)
Museums and galleries		
Almost every day	*	*
At least once a week.....	1	1
About once a month.....	9	5
Within the last 6 months	21	13
Within the last year	11	11
Longer ago.....	21	22
Never used	36	48

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1898)	(3679)
Theatres / Concert halls		
Almost every day	*	*
At least once a week.....	*	*
About once a month.....	8	2
Within the last 6 months	17	8
Within the last year	11	9
Longer ago.....	22	18
Never used	41	63

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2062)	(3680)
Parks and open spaces		
Almost every day	11	4
At least once a week.....	23	12
About once a month.....	19	16
Within the last 6 months	20	21
Within the last year	8	14
Longer ago.....	7	15
Never used	11	19

Q13. **Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Gateshead Council:**

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2025)	(3405)
Sports/Leisure facilities and events		
Very satisfied	18	19
Fairly satisfied.....	39	40
Neither satisfied nor dissatisfied.....	34	34
Fairly dissatisfied	5	5
Very dissatisfied.....	3	2

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2097)	(3508)
Libraries		
Very satisfied	35	37
Fairly satisfied	38	37
Neither satisfied nor dissatisfied	24	24
Fairly dissatisfied	1	1
Very dissatisfied	1	*
<hr/>		
	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2008)	(3365)
Museums and galleries		
Very satisfied	18	20
Fairly satisfied	34	29
Neither satisfied nor dissatisfied	42	48
Fairly dissatisfied	3	2
Very dissatisfied	2	1
<hr/>		
	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1986)	(3326)
Theatres / Concert halls		
Very satisfied	14	16
Fairly satisfied	32	28
Neither satisfied nor dissatisfied	48	53
Fairly dissatisfied	4	2
Very dissatisfied	2	1
<hr/>		
	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2076)	(3441)
Parks and open spaces		
Very satisfied	27	21
Fairly satisfied	43	42
Neither satisfied nor dissatisfied	19	24
Fairly dissatisfied	7	9
Very dissatisfied	3	5

WHAT DOES YOUR COUNCIL DO?

This section summarises what some of your local authority service departments do:

Transport services

- Planning and delivering schemes to improve the transport network, including new roads, bus lanes, park and ride and traffic calming schemes
- Ensuring the efficient management of the transport network
- Providing school crossing patrols and road

Environmental services

- The collection, recycling and disposal of domestic waste
- Cleaning of streets and public places
- Provision of lighting to streets and public places
- Monitor atmospheric pollution and noise from non-domestic premises and investigate complaints

Local Authority Education service

- Community Education
- Student Awards, Grants and Loans
- Education Admission to Schools/Exclusions

Social Services

- Day Care and Home Care services
- Residential care
- Meals on wheels
- Supported living and Personal Support
- Children and Family Services

Planning services

- Prepare policies for land use and development in the Borough
- Give advice on potential development projects

Cultural and Recreational services

- Arts services
- Sports & Leisure Facilities
- Library services – including mobile libraries

Housing services

- Support and management of Council owned homes
- Maintenance of council owned homes
- Housing Advice Service
- Housing applications from homeless people
- Managing Homeless Hostels

safety education and training in schools

- Maintaining the highway, which includes roads, footpaths, cycle-ways and bridges
- Controlling car parking, including charging for on street parking in the Town Centre
- Funding bus travel to school and providing services for people with special needs

- A range of public protection activities, eg safety of premises like petrol stations, entertainment centres and shops
- Provide grounds maintenance services, such as grass cutting
- Parks and Open Spaces – playing fields, Nature Reserves, Woodland and Allotments

- Educational Psychology
- Education Welfare
- Special Education and Needs teaching
- Governor Services

- Advocacy
- Hospital Social Work
- Equipment and Aids to Daily Living
- Referral to Other Appropriate Services
- Providing information on services
- Assessment of peoples needs

- Assess and respond to planning applications
- Take appropriate action to enforce planning controls

- Museums and Heritage Services
- Cultural events and activities
- Tourism services
- Catering services
- Emergency alarm system
- Grants for disabled adaptations to homes
- Advice on improving home energy efficiency
- Housing Benefit and Council Tax benefit
- To identify and meet the current and future housing needs of local citizens

INFORMATION PROVISION

Q14. **How well informed do you think Gateshead Council keeps residents about the services and benefits it provides?**

	2003/4
	%
<i>Base: All valid responses</i>	(2121)
Keeps us very well informed	28
Keeps us fairly well informed	50
Gives us only a limited amount of information	17
Doesn't tell us much at all about what it does.....	4

OVERALL SATISFACTION WITH THE AUTHORITY AS A WHOLE

Q15. **The fire services are provided separately by the Tyne and Wear Fire and Rescue Service. Please indicate whether you or any other member of your family have used any of the following services provided by Gateshead Council in the last 12 months:**

	2003/4
	%
<i>Base: All valid responses</i>	(2293)
Transport services.....	45
Environmental services	28
Fire Service	5
Local Authority Education Services	19
Personal Social Services	10
Planning services	7
Cultural & recreational services	13
Housing services.....	20

Q16. **The fire services are provided separately by the Tyne and Wear Fire and Rescue Service. Please indicate how satisfied or dissatisfied you are overall with the following services provided by your local authority . . .**

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2008)	(3537)
Transport services		
Very satisfied	14	19
Fairly satisfied.....	44	47
Neither satisfied nor dissatisfied.....	30	20
Fairly dissatisfied	10	10
Very dissatisfied.....	3	4

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1881)	(3509)
Environmental services		
Very satisfied	17	30
Fairly satisfied	45	51
Neither satisfied nor dissatisfied	33	13
Fairly dissatisfied	4	4
Very dissatisfied	1	1

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1866)	(3439)
Fire service		
Very satisfied	35	50
Fairly satisfied	28	31
Neither satisfied nor dissatisfied	35	19
Fairly dissatisfied	1	*
Very dissatisfied	*	*

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1831)	(3315)
Local Authority Education Service		
Very satisfied	17	24
Fairly satisfied	37	41
Neither satisfied nor dissatisfied	42	30
Fairly dissatisfied	3	4
Very dissatisfied	1	1

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1824)	(3306)
Personal Social Services		
Very satisfied	11	18
Fairly satisfied	26	30
Neither satisfied nor dissatisfied	58	47
Fairly dissatisfied	3	4
Very dissatisfied	1	1

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1806)	(3210)
Planning services		
Very satisfied	9	10
Fairly satisfied	24	29
Neither satisfied nor dissatisfied	61	53
Fairly dissatisfied	4	6
Very dissatisfied.....	2	3

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1823)	(3268)
Cultural & recreational services		
Very satisfied	13	17
Fairly satisfied	30	38
Neither satisfied nor dissatisfied	52	42
Fairly dissatisfied	4	3
Very dissatisfied.....	1	1

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(1900)	(3278)
Housing services		
Very satisfied	12	13
Fairly satisfied	25	28
Neither satisfied nor dissatisfied	56	49
Fairly dissatisfied	4	6
Very dissatisfied.....	4	4

Q17. Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2152)	(3682)
Very satisfied.....	18	16
Fairly satisfied	52	60
Neither satisfied nor dissatisfied	18	17
Fairly dissatisfied.....	10	5
Very dissatisfied	2	1

HAVE THINGS GOT BETTER OR WORSE?

Q18. **Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?**

	2003/4
	%
<i>Base: All valid responses</i>	(1939)
Better.....	35
Stayed the same	54
Worse.....	11

Q19. **For each of the following services provided by Gateshead Council, do you think the service has got better or worse over the last three years, or has it stayed the same?**

	2003/4
	%
<i>Base: All valid responses</i>	(1973)
Keeping public land clear of litter and refuse	
Better.....	33
Stayed the same	52
Worse.....	14

	2003/4
	%
<i>Base: All valid responses</i>	(2097)
Collection of household waste	
Better.....	52
Stayed the same	45
Worse.....	2

	2003/4
	%
<i>Base: All valid responses</i>	(1913)
Local recycling facilities	
Better.....	61
Stayed the same	38
Worse.....	2

	2003/4
	%
<i>Base: All valid responses</i>	(1883)
Doorstep collection of items for recycling	
Better.....	77
Stayed the same	19
Worse.....	4

	2003/4
	%
<i>Base: All valid responses</i>	(1512)
Local Tips	
Better.....	29
Stayed the same	68
Worse.....	3

	2003/4
	%
<i>Base: All valid responses</i>	(1765)
Local transport information	
Better.....	17
Stayed the same	67
Worse.....	16

	2003/4
	%
<i>Base: All valid responses</i>	(1838)
Local bus service	
Better.....	17
Stayed the same	59
Worse.....	24

	2003/4
	%
<i>Base: All valid responses</i>	(1465)
Sport/leisure facilities	
Better.....	17
Stayed the same	77
Worse.....	6

	2003/4
	%
<i>Base: All valid responses</i>	(1702)
Libraries	
Better.....	25
Stayed the same	73
Worse.....	1

	2003/4
	%
<i>Base: All valid responses</i>	(1343)
Museums/galleries	
Better.....	21
Stayed the same	77
Worse.....	2

	2003/4
	%
<i>Base: All valid responses</i>	(1306)
Theatres/Concert Halls	%
Better.....	14
Stayed the same	83
Worse.....	3

	2003/4
	%
<i>Base: All valid responses</i>	(1805)
Parks & open spaces	%
Better.....	35
Stayed the same	52
Worse.....	12

COMPLAINTS HANDLING

Q20. **Have you contacted the authority with a complaint(s) in the last 12 months?**

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(2076)	(3626)
Yes	17	19
No.....	83	81

Q21. **What did the complaint you made relate to?**

Q22. **Which department(s) did you contact about the complaint(s)?**

Q23 **How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?**

	2003/4	2000/1
	%	%
<i>Base: All valid responses</i>	(291)	(690)
Very satisfied.....	15	21
Fairly satisfied	22	22
Neither satisfied nor dissatisfied	8	10
Fairly dissatisfied.....	20	20
Very dissatisfied	35	27

CHANGES IN YOUR QUALITY OF LIFE
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Q24 Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same?

	2003/4
	%
<i>Base: All valid responses</i>	(1526)
Access to nature	
Better	25
Stayed the same	69
Worse.....	5
<hr/>	
	2003/4
	%
<i>Base: All valid responses</i>	(1376)
Activities for teenagers	
Better	21
Stayed the same	42
Worse.....	37
<hr/>	
	2003/4
	%
<i>Base: All valid responses</i>	(1342)
Affordable decent housing	
Better	9
Stayed the same	56
Worse.....	35
<hr/>	
	2003/4
	%
<i>Base: All valid responses ()</i>	(1907)
Clean streets	
Better	23
Stayed the same	61
Worse.....	16
<hr/>	
	2003/4
	%
<i>Base: All valid responses</i>	(1284)
Community activities	
Better	13
Stayed the same	71
Worse.....	15
<hr/>	
	2003/4
	%
<i>Base: All valid responses</i>	(1267)
Cultural facilities (eg cinemas, museums)	
Better	21
Stayed the same	69
Worse.....	10
<hr/>	

	2003/4
	%
<i>Base: All valid responses</i>	(1263)
Education provision	
Better	22
Stayed the same	71
Worse.....	7

	2003/4
	%
<i>Base: All valid responses</i>	(1233)
Facilities for young children	
Better	15
Stayed the same	61
Worse.....	24

	2003/4
	%
<i>Base: All valid responses</i>	(1687)
Health services	
Better	20
Stayed the same	63
Worse.....	16

	2003/4
	%
<i>Base: All valid responses</i>	(1146)
Job prospects	
Better	12
Stayed the same	59
Worse.....	29

	2003/4
	%
<i>Base: All valid responses</i>	(1630)
Parks and open spaces	
Better	33%
Stayed the same	53%
Worse.....	14%

	2003/4
	%
<i>Base: All valid responses</i>	(1717)
Public transport	
Better	16
Stayed the same	59
Worse.....	25

	2003/4
	%
<i>Base: All valid responses</i>	(984)
Race relations	
Better	10
Stayed the same	72
Worse.....	17

	2003/4
	%
<i>Base: All valid responses</i>	(1779)
Road and pavement repairs	
Better	15
Stayed the same	56
Worse.....	29

	2003/4
	%
<i>Base: All valid responses</i>	(1821)
Shopping facilities	
Better	13
Stayed the same	68
Worse.....	19

	2003/4
	%
<i>Base: All valid responses</i>	(1329)
Sports & leisure facilities	
Better	13
Stayed the same	77
Worse.....	10

	2003/4
	%
<i>Base: All valid responses</i>	(1601)
The level of crime	
Better	10
Stayed the same	46
Worse.....	44

	2003/4
	%
<i>Base: All valid responses</i>	(1601)
The level of pollution	
Better	11
Stayed the same	65
Worse.....	23

	2003/4
	%
<i>Base: All valid responses</i>	(1746)
The level of traffic congestion	
Better	4
Stayed the same	38
Worse.....	58

	2003/4
	%
<i>Base: All valid responses</i>	(1341)
Wage levels & local cost of living	
Better	5
Stayed the same	55
Worse.....	40

	2003/4
	%
<i>Base: All</i>	(2293)
Safety on local roads	
Better	11
Stayed the same.....	39
Worse	24
Don't know	12
Not stated	14

ANTI-SOCIAL BEHAVIOUR

Q25. To what extent do you feel threatened by crime in this neighbourhood these days?

	2003/4
	%
<i>Base: All</i>	(2293)
A great deal	18
A fair amount	34
Not very much.....	32
Not at all.....	7
Don't know	1
Not stated	9

Q26 Thinking about this local area, how much of a problem do you think are...

	2003/4
	%
<i>Base: All valid responses</i>	(1895)
...noisy neighbours or loud parties	
A very big problem	8
A fairly big problem	11
Not a very big problem.....	37
Not a problem at all	43

	2003/4
	%
<i>Base: All valid responses</i>	(1971)
...teenagers hanging around on the streets	
A very big problem	31
A fairly big problem	32
Not a very big problem	26
Not a problem at all	10

	2003/4
	%
<i>Base: All valid responses</i>	(1908)
...vandalism, graffiti and other deliberate damage to property or vehicles	
A very big problem	32
A fairly big problem	34
Not a very big problem	25
Not a problem at all	9

	2003/4
	%
<i>Base: All valid responses</i>	(1437)
...people being attacked because of their skin colour, ethnic origin or religion	
A very big problem	12
A fairly big problem	13
Not a very big problem	37
Not a problem at all	38

	2003/4
	%
<i>Base: All valid responses</i>	(1470)
...people using or dealing drugs	
A very big problem	37
A fairly big problem	29
Not a very big problem	17
Not a problem at all	16

	2003/4
	%
<i>Base: All valid responses</i>	(1826)
...people being drunk or rowdy in public places	
A very big problem	24
A fairly big problem	29
Not a very big problem	32
Not a problem at all	15

	2003/4
	%
<i>Base: All valid responses</i>	(1542)
...people sleeping rough on the streets or in other public places	
A very big problem	7
A fairly big problem	9
Not a very big problem	29
Not a problem at all	54

	2003/4
	%
<i>Base: All valid responses</i>	(1880)
...rubbish and litter lying around	
A very big problem	14
A fairly big problem	25
Not a very big problem	43
Not a problem at all	18

	2003/4
	%
<i>Base: All valid responses</i>	(1701)
...abandoned or burnt out cars	
A very big problem	7
A fairly big problem	13
Not a very big problem	37
Not a problem at all	42

	2003/4
	%
<i>Base: All</i>	(1899)
Speeding traffic	
A very big problem.....	23
A fairly big problem.....	28
Not a very big problem	24
Not a problem at all.....	10
Don't know	3
Not stated	13

ABOUT YOURSELF

Q27 Are you male or female?

	2003/4	2000/1
	%	%
	(2083)	(3734)
Male.....	43	48
Female	57	52

Q28 What was your age on your last birthday?

	2003/4	2000/1
	%	%
	(2213)	(3734)
18-24	8	13
25-34	16	19
35-54	36	32
55+	41	36

Q29 How long have you/your household been living in your current accommodation?

	2003/4
	%
	(2057)
Under 1 year	8
1-2 years	13
3-5 years	14
6-10 years	13
11-20 years	21
21+ years	30

Q30 How long have you/your household been living in this area?

	2003/4
	%
	(2124)
Under 1 year	4
1-2 years	7
3-5 years	7
6-10 years	8
11-20 years	14
21+ years	60

Q31 In which of these ways does your household occupy your current accommodation?

	2003/4 %
	(2082)
Owned outright.....	30
Buying on mortgage	41
Rent from council	21
Rent from Housing Association/Trust	4
Rented from private landlord.....	5
Other	1

Q32 How many adults aged 18 or over are living here?

	2003/4 %
	(2293)
One.....	24
Two.....	55
Three.....	13
Four.....	5
Five.....	1
More than Five	2

Q33 Which of these activities best describes what you are doing at present?

	2003/4 %	2000/1 %
	(1988)	(3577)
Employee in full-time job (30 hours plus per week)	39	39
Employee in part-time job (under 30 hours per week)...	12	11
Self employed full or part-time	4	4
On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	*	*
Full-time education at school, college or university	2	3
Unemployed and available for work.....	2	3
Permanently sick/disabled	8	8
Wholly retired from work	26	21
Looking after the home	6	9
Doing something else (please write in).....	2	2

Q34 Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

	2003/4 %	2000/1 %
	(2128)	(3587)
Yes	39	31
No.....	61	69

Q35 Does this illness or disability limit your activities in any way?

	2003/4 %	2000/1 %
	(808)	(1092)
Yes	81	83
No.....	19	17

Q36

To which of these groups do you consider you belong to?

	2003/4	2000/1
	%	%
	(2048)	(3732)
White	96	
British	87	98
Irish.....	7	*
Any other White background	1	1
Black or Black British	2	-
Caribbean.....	*	-
African	2	*
Any other Black background	*	*
Mixed	*	*
White & Black Caribbean	*	-
White & Black African.....	*	*
White & Asian.....	*	-
Any other mixed background	*	*
Chinese	*	*
Asian or Asian British	1	*
Indian.....	*	*
Pakistani.....	*	*
Bangladeshi	*	-
Any other Asian background	*	*
Other ethnic group	*	*
