

## BVPI General Survey - Gateshead Council

Table 247

### The Quality of Life in this Area

**Q.1 Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2192	153	2039	2192
Weighted base	2200	148	2052	2192
Access to nature	350 16%	20 13%	330 16%	341 16%
Activities for teenagers	650 30%	39 26%	612 30%	659 30%
Affordable decent housing	1024 47%	65 44%	959 47%	1014 46%
Clean streets	1312 60%	89 60%	1223 60%	1298 59%
Community activities	266 12%	13 9%	252 12%	277 13%
Cultural facilities (eg cinemas, museums)	175 8%	11 8%	163 8%	179 8%
Education provision	749 34%	50 34%	699 34%	711 32%
Facilities for young children	509 23%	25 17%	484 24%	507 23%
Health services	1000 45%	69 47%	931 45%	1051 48%
Job prospects	491 22%	37 25%	454 22%	460 21%
Low level of crime	1789 81%	124 83%	1665 81%	1739 79%
Low level of pollution	461 21%	33 22%	428 21%	453 21%
Low level of traffic congestion	540 25%	43 29%	497 24%	535 24%
Parks and open spaces	631 29%	44 30%	587 29%	628 29%
Public transport	892 41%	55 37%	837 41%	931 42%
Race relations	138 6%	7 5%	131 6%	137 6%
Road and pavement repairs	492 22%	46 31%	446 22%	530 24%
Shopping facilities	696 32%	49 33%	647 32%	724 33%

**Fieldwork Dates : 11 September - 24 November 2003**

**Source : Market & Opinion Research International (JN: 19560)**

**MORI**

# BVPI General Survey - Gateshead Council

Table 247

## The Quality of Life in this Area

**Q.1 Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Weighted base	2200	148	2052	2192
Sports & leisure facilities	257 12%	19 13%	238 12%	249 11%
Wage levels & local cost of living	328 15%	19 13%	308 15%	300 14%
Other	46 2%	1 1%	45 2%	43 2%
None of these	-	-	-	-

# BVPI General Survey - Gateshead Council

Table 248

## The Quality of Life in this Area

### Q.2 Thinking about this local area, which of the things below, if any, do you think most need improving?

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2165	152	2013	2165
Weighted base	2179	148	2031	2165
Wage levels and local cost of living	478 22%	26 18%	452 22%	445 21%
Sports and leisure facilities	336 15%	11 8%	325 16%	311 14%
Shopping facilities	514 24%	28 19%	486 24%	566 26%
Road and pavement repairs	735 34%	81 55%	654 32%	776 36%
Race relations	120 5%	8 5%	112 6%	109 5%
Public transport	618 28%	30 20%	588 29%	631 29%
Parks and open spaces	401 18%	37 25%	364 18%	379 18%
Level of traffic congestion	641 29%	57 39%	584 29%	640 30%
Level of pollution	183 8%	24 16%	159 8%	198 9%
Level of crime	1145 53%	89 60%	1056 52%	1147 53%
Job prospects	377 17%	21 14%	356 18%	374 17%
Health services	449 21%	19 13%	431 21%	481 22%
Facilities for young children	590 27%	45 31%	545 27%	586 27%
Education provision	175 8%	9 6%	166 8%	180 8%
Cultural facilities (eg cinemas, museums)	163 7%	15 10%	147 7%	159 7%
Community activities	242 11%	12 8%	231 11%	243 11%
Clean streets	742 34%	69 47%	674 33%	748 35%
Affordable decent housing	560 26%	30 21%	530 26%	554 26%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

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# BVPI General Survey - Gateshead Council

Table 248

## The Quality of Life in this Area

**Q.2 Thinking about this local area, which of the things below, if any, do you think most need improving?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Weighted base	2179	148	2031	2165
Activities for teenagers	901 41%	65 44%	836 41%	895 41%
Access to nature	124 6%	13 9%	111 5%	123 6%
Other	72 3%	2 1%	70 3%	63 3%
None of these	12 1%	-	12 1%	13 1%

## BVPI General Survey - Gateshead Council

Table 249

### Waste and Litter Services

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

**Q.3 How satisfied or dissatisfied are you that Gateshead Council has kept this land clear of litter and refuse?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2170	150	2020	2170
Weighted base	2180	146	2034	2170
Very satisfied	433 20%	20 14%	413 20%	475 22%
Fairly satisfied	1135 52%	65 44%	1071 53%	1130 52%
Neither satisfied nor dissatisfied	255 12%	27 19%	228 11%	244 11%
Fairly dissatisfied	246 11%	22 15%	224 11%	216 10%
Very dissatisfied	110 5%	12 8%	98 5%	105 5%
Satisfied	1568 72%	84 58%	1484 73%	1605 74%
Dissatisfied	356 16%	34 23%	322 16%	321 15%
Net satisfied	1212 56%	50 34%	1161 57%	1284 59%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

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## BVPI General Survey - Gateshead Council

Table 250

### Household Waste Collection

Gateshead Council undertakes a weekly collection of general household waste.

**Q.4a Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

**The bin provided for your general household waste**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2159	154	2005	2159
Weighted base	2174	148	2026	2159
Very satisfied	1377 63%	95 64%	1282 63%	1491 69%
Fairly satisfied	656 30%	40 27%	616 30%	560 26%
Neither satisfied nor dissatisfied	64 3%	4 3%	59 3%	52 2%
Fairly dissatisfied	50 2%	6 4%	44 2%	34 2%
Very dissatisfied	28 1%	3 2%	25 1%	22 1%
Satisfied	2033 94%	135 91%	1898 94%	2051 95%
Dissatisfied	77 4%	9 6%	69 3%	56 3%
Net satisfied	1956 90%	126 85%	1830 90%	1995 92%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

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# BVPI General Survey - Gateshead Council

Table 251

## Household Waste Collection

Gateshead Council undertakes a weekly collection of general household waste.

**Q.4b Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

**The place you have to leave your waste for collection**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2110	151	1959	2110
Weighted base	2128	145	1983	2110
Very satisfied	1128 53%	81 56%	1047 53%	1206 57%
Fairly satisfied	735 35%	43 30%	691 35%	688 33%
Neither satisfied nor dissatisfied	149 7%	8 5%	141 7%	111 5%
Fairly dissatisfied	65 3%	10 7%	55 3%	58 3%
Very dissatisfied	51 2%	3 2%	48 2%	47 2%
Satisfied	1863 88%	124 86%	1739 88%	1894 90%
Dissatisfied	116 5%	13 9%	103 5%	105 5%
Net satisfied	1746 82%	111 76%	1635 82%	1789 85%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

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## BVPI General Survey - Gateshead Council

Table 252

### Household Waste Collection

Gateshead Council undertakes a weekly collection of general household waste.

**Q.4c Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

#### **The reliability of the waste collection**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2114	153	1961	2114
Weighted base	2128	146	1982	2114
Very satisfied	1489 70%	101 70%	1388 70%	1575 75%
Fairly satisfied	533 25%	40 27%	493 25%	472 22%
Neither satisfied nor dissatisfied	80 4%	4 3%	76 4%	51 2%
Fairly dissatisfied	15 1%	1 1%	15 1%	8 *
Very dissatisfied	11 1%	- -	11 1%	8 *
Satisfied	2022 95%	141 97%	1881 95%	2047 97%
Dissatisfied	26 1%	1 1%	25 1%	16 1%
Net satisfied	1996 94%	140 96%	1855 94%	2031 96%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

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## BVPI General Survey - Gateshead Council

Table 253

### Household Waste Collection

Gateshead Council undertakes a weekly collection of general household waste.

**Q.4d Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

**How 'clean and tidy' the street is following the waste collection**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2112	153	1959	2112
Weighted base	2127	148	1979	2112
Very satisfied	823 39%	55 37%	768 39%	870 41%
Fairly satisfied	960 45%	63 43%	897 45%	936 44%
Neither satisfied nor dissatisfied	183 9%	17 12%	166 8%	162 8%
Fairly dissatisfied	105 5%	8 6%	97 5%	95 4%
Very dissatisfied	55 3%	4 3%	51 3%	49 2%
Satisfied	1783 84%	118 80%	1665 84%	1806 86%
Dissatisfied	160 8%	13 9%	148 7%	144 7%
Net satisfied	1623 76%	105 71%	1518 77%	1662 79%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

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# BVPI General Survey - Gateshead Council

Table 254

## Household Waste Collection

Gateshead Council undertakes a weekly collection of general household waste.

Q.4e Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:

**The collection of bulky household waste**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1986	145	1841	1986
Weighted base	1990	137	1852	1986
Very satisfied	895 45%	69 50%	826 45%	999 50%
Fairly satisfied	685 34%	42 30%	643 35%	646 33%
Neither satisfied nor dissatisfied	264 13%	17 12%	248 13%	223 11%
Fairly dissatisfied	84 4%	6 5%	78 4%	69 3%
Very dissatisfied	61 3%	4 3%	57 3%	49 2%
Satisfied	1580 79%	111 81%	1469 79%	1645 83%
Dissatisfied	145 7%	10 7%	135 7%	118 6%
Net satisfied	1435 72%	101 73%	1334 72%	1527 77%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

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## BVPI General Survey - Gateshead Council

Table 255

### Household Waste Collection

Gateshead Council undertakes a weekly collection of general household waste.

**Q.4f Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

#### **The waste collection service overall**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2128	153	1975	2128
Weighted base	2139	147	1992	2128
Very satisfied	1084 51%	75 51%	1009 51%	1189 56%
Fairly satisfied	881 41%	56 38%	825 41%	800 38%
Neither satisfied nor dissatisfied	129 6%	12 8%	117 6%	98 5%
Fairly dissatisfied	40 2%	4 3%	35 2%	34 2%
Very dissatisfied	6 *	1 1%	5 *	7 *
Satisfied	1964 92%	130 89%	1834 92%	1989 93%
Dissatisfied	46 2%	5 3%	41 2%	41 2%
Net satisfied	1919 90%	125 85%	1793 90%	1948 92%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

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## BVPI General Survey - Gateshead Council

Table 256

### Recycling Facilities

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

**Q.5a Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

#### **The location of the recycling facilities**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1878	133	1745	1878
Weighted base	1921	132	1789	1878
Very satisfied	581 30%	40 30%	542 30%	614 33%
Fairly satisfied	854 44%	61 46%	794 44%	816 43%
Neither satisfied nor dissatisfied	305 16%	21 16%	285 16%	286 15%
Fairly dissatisfied	104 5%	9 7%	95 5%	94 5%
Very dissatisfied	76 4%	3 2%	74 4%	68 4%
Satisfied	1436 75%	100 76%	1335 75%	1430 76%
Dissatisfied	180 9%	12 9%	169 9%	162 9%
Net satisfied	1255 65%	88 67%	1167 65%	1268 68%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 257

### Recycling Facilities

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

**Q.5b Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

**The items you can deposit for recycling**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1852	134	1718	1852
Weighted base	1898	134	1764	1852
Very satisfied	592 31%	43 32%	549 31%	619 33%
Fairly satisfied	888 47%	63 47%	825 47%	864 47%
Neither satisfied nor dissatisfied	289 15%	21 16%	268 15%	252 14%
Fairly dissatisfied	87 5%	3 2%	84 5%	83 4%
Very dissatisfied	43 2%	4 3%	39 2%	34 2%
Satisfied	1480 78%	106 79%	1373 78%	1483 80%
Dissatisfied	130 7%	7 5%	123 7%	117 6%
Net satisfied	1350 71%	99 74%	1251 71%	1366 74%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

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## BVPI General Survey - Gateshead Council

Table 258

### Recycling Facilities

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

**Q.5c Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

**How 'clean and tidy' the site is**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1791	128	1663	1791
Weighted base	1829	129	1700	1791
Very satisfied	464 25%	26 20%	438 26%	495 28%
Fairly satisfied	902 49%	71 55%	831 49%	880 49%
Neither satisfied nor dissatisfied	363 20%	25 19%	339 20%	315 18%
Fairly dissatisfied	76 4%	8 6%	68 4%	75 4%
Very dissatisfied	24 1%	- -	24 1%	26 1%
Satisfied	1366 75%	96 75%	1269 75%	1375 77%
Dissatisfied	100 5%	8 6%	92 5%	101 6%
Net satisfied	1266 69%	89 69%	1177 69%	1274 71%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 259

### Recycling Facilities

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

**Q.5d Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

**The provision of local recycling facilities overall**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1881	136	1745	1881
Weighted base	1933	137	1797	1881
Very satisfied	523 27%	33 24%	490 27%	560 30%
Fairly satisfied	919 48%	68 50%	850 47%	872 46%
Neither satisfied nor dissatisfied	322 17%	24 18%	298 17%	292 16%
Fairly dissatisfied	112 6%	8 6%	104 6%	102 5%
Very dissatisfied	57 3%	3 2%	54 3%	55 3%
Satisfied	1442 75%	102 74%	1340 75%	1432 76%
Dissatisfied	169 9%	11 8%	158 9%	157 8%
Net satisfied	1272 66%	91 66%	1182 66%	1275 68%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 260

### 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).

**Q.6a Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

#### **The container provided for items of recycling**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1922	133	1789	1922
Weighted base	1918	131	1788	1922
Very satisfied	519 27%	41 31%	478 27%	577 30%
Fairly satisfied	711 37%	50 38%	662 37%	720 37%
Neither satisfied nor dissatisfied	222 12%	13 10%	209 12%	204 11%
Fairly dissatisfied	232 12%	11 8%	221 12%	207 11%
Very dissatisfied	234 12%	16 12%	219 12%	214 11%
Satisfied	1230 64%	91 69%	1140 64%	1297 67%
Dissatisfied	466 24%	27 20%	439 25%	421 22%
Net satisfied	764 40%	64 49%	700 39%	876 46%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 261

### 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).

**Q.6b Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

**The place you have to leave your items for recycling awaiting collection**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1876	133	1743	1876
Weighted base	1882	131	1751	1876
Very satisfied	685 36%	58 45%	627 36%	747 40%
Fairly satisfied	711 38%	38 29%	673 38%	696 37%
Neither satisfied nor dissatisfied	214 11%	16 12%	199 11%	194 10%
Fairly dissatisfied	135 7%	12 9%	123 7%	114 6%
Very dissatisfied	137 7%	7 6%	129 7%	125 7%
Satisfied	1396 74%	96 73%	1300 74%	1443 77%
Dissatisfied	272 14%	20 15%	252 14%	239 13%
Net satisfied	1124 60%	77 58%	1048 60%	1204 64%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 262

### 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).

**Q.6c Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

#### **The reliability of the collection of items for recycling**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1830	130	1700	1830
Weighted base	1844	128	1716	1830
Very satisfied	864 47%	62 48%	802 47%	935 51%
Fairly satisfied	653 35%	39 31%	614 36%	612 33%
Neither satisfied nor dissatisfied	195 11%	15 11%	181 11%	173 9%
Fairly dissatisfied	68 4%	5 4%	63 4%	55 3%
Very dissatisfied	63 3%	7 5%	56 3%	55 3%
Satisfied	1517 82%	101 79%	1416 82%	1547 85%
Dissatisfied	132 7%	12 10%	119 7%	110 6%
Net satisfied	1385 75%	89 69%	1296 76%	1437 79%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 263

### 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).

**Q.6d Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

**How 'clean and tidy' the street is following the collection of items for recycling**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1868	131	1737	1868
Weighted base	1878	127	1750	1868
Very satisfied	694 37%	46 36%	649 37%	748 40%
Fairly satisfied	767 41%	52 41%	715 41%	740 40%
Neither satisfied nor dissatisfied	242 13%	17 13%	225 13%	207 11%
Fairly dissatisfied	94 5%	4 3%	89 5%	95 5%
Very dissatisfied	81 4%	9 7%	72 4%	78 4%
Satisfied	1462 78%	97 76%	1364 78%	1488 80%
Dissatisfied	174 9%	13 10%	161 9%	173 9%
Net satisfied	1287 69%	84 66%	1203 69%	1315 70%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 264

### 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).

**Q.6e Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

**The service for the collection of items for recycling overall**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1903	132	1771	1903
Weighted base	1910	130	1780	1903
Very satisfied	735 38%	47 36%	688 39%	805 42%
Fairly satisfied	724 38%	49 37%	675 38%	712 37%
Neither satisfied nor dissatisfied	277 14%	16 12%	261 15%	235 12%
Fairly dissatisfied	70 4%	8 6%	62 3%	63 3%
Very dissatisfied	104 5%	10 8%	94 5%	88 5%
Satisfied	1459 76%	96 74%	1363 77%	1517 80%
Dissatisfied	174 9%	19 14%	155 9%	151 8%
Net satisfied	1285 67%	77 59%	1208 68%	1366 72%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 265

### 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.

**Q.7a Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

#### **The location of the site**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1298	85	1213	1298
Weighted base	1371	81	1291	1298
Very satisfied	624 45%	36 45%	588 46%	626 48%
Fairly satisfied	592 43%	41 50%	552 43%	526 41%
Neither satisfied nor dissatisfied	112 8%	3 4%	109 8%	110 8%
Fairly dissatisfied	22 2%	1 1%	21 2%	22 2%
Very dissatisfied	21 2%	- -	21 2%	14 1%
Satisfied	1216 89%	77 95%	1139 88%	1152 89%
Dissatisfied	44 3%	1 1%	43 3%	36 3%
Net satisfied	1172 85%	76 94%	1097 85%	1116 86%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 266

### 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.

**Q.7b Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

### **The opening hours of the site**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1235	81	1154	1235
Weighted base	1297	77	1220	1235
Very satisfied	714 55%	37 49%	676 55%	696 56%
Fairly satisfied	474 37%	37 49%	436 36%	427 35%
Neither satisfied nor dissatisfied	94 7%	2 3%	92 8%	97 8%
Fairly dissatisfied	11 1%	-	11 1%	9 1%
Very dissatisfied	5 *	-	5 *	6 *
Satisfied	1187 92%	75 97%	1113 91%	1123 91%
Dissatisfied	16 1%	-	16 1%	15 1%
Net satisfied	1171 90%	75 97%	1097 90%	1108 90%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 267

### 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.

**Q.7c Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

### **The recycling facilities at the site**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1178	79	1099	1178
Weighted base	1236	76	1161	1178
Very satisfied	582 47%	34 45%	548 47%	580 49%
Fairly satisfied	481 39%	30 40%	451 39%	439 37%
Neither satisfied nor dissatisfied	150 12%	7 9%	143 12%	138 12%
Fairly dissatisfied	18 1%	4 6%	14 1%	15 1%
Very dissatisfied	5 *	- -	5 *	6 1%
Satisfied	1063 86%	64 85%	998 86%	1019 87%
Dissatisfied	24 2%	4 6%	20 2%	21 2%
Net satisfied	1039 84%	60 79%	979 84%	998 85%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 268

### 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.

**Q.7d Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

#### **How clean the site is**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1238	86	1152	1238
Weighted base	1305	84	1221	1238
Very satisfied	419 32%	19 22%	400 33%	437 35%
Fairly satisfied	607 46%	40 47%	567 46%	545 44%
Neither satisfied nor dissatisfied	208 16%	14 17%	194 16%	198 16%
Fairly dissatisfied	52 4%	12 14%	41 3%	43 3%
Very dissatisfied	20 1%	- -	20 2%	15 1%
Satisfied	1025 79%	58 70%	967 79%	982 79%
Dissatisfied	72 6%	12 14%	60 5%	58 5%
Net satisfied	953 73%	47 56%	907 74%	924 75%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 269

### 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.

**Q.7e Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

#### **How helpful the staff are**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1210	85	1125	1210
Weighted base	1271	81	1189	1210
Very satisfied	446 35%	25 31%	421 35%	469 39%
Fairly satisfied	496 39%	40 49%	456 38%	462 38%
Neither satisfied nor dissatisfied	258 20%	15 18%	243 20%	221 18%
Fairly dissatisfied	59 5%	1 1%	58 5%	44 4%
Very dissatisfied	12 1%	1 1%	11 1%	14 1%
Satisfied	942 74%	65 80%	877 74%	931 77%
Dissatisfied	70 6%	2 2%	69 6%	58 5%
Net satisfied	872 69%	63 78%	808 68%	873 72%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 270

### 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.

**Q.7f Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

**How 'user-friendly' the site is (the ability to deposit your waste easily)**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1227	82	1145	1227
Weighted base	1291	79	1212	1227
Very satisfied	527 41%	29 37%	498 41%	535 44%
Fairly satisfied	542 42%	39 49%	504 42%	496 40%
Neither satisfied nor dissatisfied	142 11%	9 11%	134 11%	138 11%
Fairly dissatisfied	70 5%	2 3%	67 6%	49 4%
Very dissatisfied	10 1%	- -	10 1%	9 1%
Satisfied	1070 83%	68 86%	1002 83%	1031 84%
Dissatisfied	79 6%	2 3%	77 6%	58 5%
Net satisfied	990 77%	66 83%	925 76%	973 79%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 271

### 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.

**Q.7g Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:**

### The local tip overall

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1244	82	1162	1244
Weighted base	1307	78	1230	1244
Very satisfied	507 39%	27 35%	480 39%	518 42%
Fairly satisfied	587 45%	35 45%	552 45%	531 43%
Neither satisfied nor dissatisfied	168 13%	14 18%	154 13%	159 13%
Fairly dissatisfied	30 2%	1 1%	30 2%	21 2%
Very dissatisfied	15 1%	1 1%	14 1%	15 1%
Satisfied	1094 84%	62 80%	1032 84%	1049 84%
Dissatisfied	45 3%	2 2%	43 4%	36 3%
Net satisfied	1049 80%	61 78%	989 80%	1013 81%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 272

### 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.

**Q.8a Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide:**

#### **The amount of information**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1771	122	1649	1771
Weighted base	1787	121	1666	1771
Very satisfied	194 11%	11 9%	183 11%	227 13%
Fairly satisfied	742 42%	53 44%	689 41%	761 43%
Neither satisfied nor dissatisfied	476 27%	34 28%	442 27%	449 25%
Fairly dissatisfied	233 13%	10 8%	223 13%	207 12%
Very dissatisfied	142 8%	14 11%	129 8%	127 7%
Satisfied	936 52%	64 52%	872 52%	988 56%
Dissatisfied	375 21%	24 19%	351 21%	334 19%
Net satisfied	561 31%	40 33%	521 31%	654 37%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 273

### 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.

**Q.8b Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide:**

#### **The clarity of the information**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1711	113	1598	1711
Weighted base	1737	114	1623	1711
Very satisfied	196 11%	10 9%	186 11%	224 13%
Fairly satisfied	743 43%	52 46%	691 43%	747 44%
Neither satisfied nor dissatisfied	493 28%	37 33%	455 28%	455 27%
Fairly dissatisfied	186 11%	10 9%	176 11%	176 10%
Very dissatisfied	119 7%	4 4%	114 7%	109 6%
Satisfied	939 54%	62 54%	877 54%	971 57%
Dissatisfied	305 18%	15 13%	290 18%	285 17%
Net satisfied	635 37%	47 42%	587 36%	686 40%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 274

### 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.

**Q.8c Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide:**

#### **The accuracy of the information**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1690	114	1576	1690
Weighted base	1723	116	1608	1690
Very satisfied	165 10%	9 8%	156 10%	192 11%
Fairly satisfied	687 40%	50 44%	637 40%	699 41%
Neither satisfied nor dissatisfied	509 30%	34 29%	475 30%	477 28%
Fairly dissatisfied	211 12%	16 14%	195 12%	192 11%
Very dissatisfied	151 9%	6 5%	145 9%	130 8%
Satisfied	852 49%	59 51%	793 49%	891 53%
Dissatisfied	362 21%	23 20%	340 21%	322 19%
Net satisfied	490 28%	37 32%	453 28%	569 34%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

# BVPI General Survey - Gateshead Council

Table 275

## 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.

**Q.8d Please indicate whether you are satisfied or dissatisfied with each of the following elements of the information on transport we provide:**

### **The provision of public transport information overall**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1772	123	1649	1772
Weighted base	1789	123	1666	1772
Very satisfied	188 11%	11 9%	178 11%	216 12%
Fairly satisfied	700 39%	52 43%	648 39%	719 41%
Neither satisfied nor dissatisfied	488 27%	34 27%	455 27%	457 26%
Fairly dissatisfied	220 12%	11 9%	209 13%	205 12%
Very dissatisfied	193 11%	16 13%	177 11%	175 10%
Satisfied	889 50%	63 51%	826 50%	935 53%
Dissatisfied	412 23%	27 22%	386 23%	380 21%
Net satisfied	477 27%	37 30%	440 26%	555 31%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

# BVPI General Survey - Gateshead Council

Table 276

## 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.

**Q.9 Have you received or seen any of the information provided on local transport services, in the last 12 months?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2037	140	1897	2037
Weighted base	2060	138	1922	2037
Yes	864 42%	48 34%	816 42%	881 43%
No	1197 58%	90 66%	1106 58%	1156 57%

# BVPI General Survey - Gateshead Council

Table 277

## 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.

**Q.10a Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service:**

### The frequency of buses

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1909	133	1776	1909
Weighted base	1911	130	1781	1909
Very satisfied	320 17%	29 22%	291 16%	339 18%
Fairly satisfied	910 48%	59 46%	850 48%	922 48%
Neither satisfied nor dissatisfied	238 12%	15 11%	223 13%	223 12%
Fairly dissatisfied	269 14%	16 13%	252 14%	258 14%
Very dissatisfied	176 9%	11 8%	165 9%	167 9%
Satisfied	1229 64%	88 68%	1141 64%	1261 66%
Dissatisfied	444 23%	27 21%	417 23%	425 22%
Net satisfied	785 41%	61 47%	724 41%	836 44%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

# BVPI General Survey - Gateshead Council

Table 278

## 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.

**Q.10b Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service:**

### **The number of bus stops**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1844	123	1721	1844
Weighted base	1864	117	1747	1844
Very satisfied	523 28%	35 30%	489 28%	546 30%
Fairly satisfied	948 51%	58 49%	890 51%	929 50%
Neither satisfied nor dissatisfied	230 12%	14 12%	216 12%	223 12%
Fairly dissatisfied	87 5%	4 3%	83 5%	82 4%
Very dissatisfied	76 4%	6 6%	69 4%	64 3%
Satisfied	1471 79%	92 79%	1379 79%	1475 80%
Dissatisfied	163 9%	10 9%	152 9%	146 8%
Net satisfied	1308 70%	82 70%	1226 70%	1329 72%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 279

### 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.

**Q.10c Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service:**

#### **The state of the bus stops**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1841	121	1720	1841
Weighted base	1864	117	1746	1841
Very satisfied	221 12%	12 10%	209 12%	244 13%
Fairly satisfied	788 42%	49 42%	739 42%	804 44%
Neither satisfied nor dissatisfied	351 19%	21 18%	329 19%	325 18%
Fairly dissatisfied	317 17%	19 16%	298 17%	292 16%
Very dissatisfied	187 10%	15 13%	172 10%	176 10%
Satisfied	1009 54%	62 53%	947 54%	1048 57%
Dissatisfied	504 27%	34 29%	470 27%	468 25%
Net satisfied	506 27%	28 24%	478 27%	580 32%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 280

### 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.

**Q.10d Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service:**

#### **Whether buses arrive on time**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1846	132	1714	1846
Weighted base	1852	129	1723	1846
Very satisfied	130 7%	9 7%	121 7%	155 8%
Fairly satisfied	752 41%	54 42%	698 41%	787 43%
Neither satisfied nor dissatisfied	379 20%	22 17%	357 21%	345 19%
Fairly dissatisfied	310 17%	22 17%	289 17%	296 16%
Very dissatisfied	281 15%	23 18%	259 15%	263 14%
Satisfied	881 48%	63 48%	818 48%	942 51%
Dissatisfied	592 32%	44 34%	547 32%	559 30%
Net satisfied	289 16%	18 14%	271 16%	383 21%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 281

### 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.

**Q.10e Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service:**

#### **How easy buses are to get on and off**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1890	132	1758	1890
Weighted base	1888	128	1761	1890
Very satisfied	591 31%	31 25%	559 32%	607 32%
Fairly satisfied	928 49%	64 50%	863 49%	923 49%
Neither satisfied nor dissatisfied	232 12%	19 15%	212 12%	208 11%
Fairly dissatisfied	84 4%	6 5%	77 4%	91 5%
Very dissatisfied	55 3%	6 5%	48 3%	61 3%
Satisfied	1518 80%	96 75%	1423 81%	1530 81%
Dissatisfied	138 7%	13 10%	126 7%	152 8%
Net satisfied	1380 73%	83 65%	1297 74%	1378 73%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 282

### 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.

**Q.10f Please indicate whether you are satisfied or dissatisfied with each of the following elements of the local bus service:**

#### **The local bus service overall**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1920	130	1790	1920
Weighted base	1930	127	1803	1920
Very satisfied	284 15%	17 14%	267 15%	312 16%
Fairly satisfied	859 44%	64 50%	795 44%	863 45%
Neither satisfied nor dissatisfied	338 18%	18 14%	321 18%	330 17%
Fairly dissatisfied	222 12%	15 12%	207 12%	201 10%
Very dissatisfied	226 12%	13 10%	213 12%	214 11%
Satisfied	1143 59%	81 64%	1062 59%	1175 61%
Dissatisfied	449 23%	28 22%	421 23%	415 22%
Net satisfied	694 36%	53 42%	641 36%	760 40%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)



## BVPI General Survey - Gateshead Council

Table 283

### 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.

**Q.11 How frequently, if at all, do you use the local bus service?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2174	152	2022	2174
Weighted base	2179	147	2032	2174
Almost every day	693 32%	44 30%	650 32%	727 33%
At least once a week	571 26%	44 30%	526 26%	574 26%
About once a month	268 12%	19 13%	249 12%	243 11%
Within the last 6 months	235 11%	12 8%	223 11%	227 10%
Within the last year	113 5%	4 3%	108 5%	92 4%
Longer ago	101 5%	7 5%	93 5%	102 5%
Never used	200 9%	17 11%	183 9%	209 10%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 284

### Cultural and Recreational Activities and Venues

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.

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

#### **Sports/Leisure facilities and events**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1948	142	1806	1948
Weighted base	1972	138	1835	1948
Almost every day	30 2%	1 1%	30 2%	30 2%
At least once a week	322 16%	26 19%	296 16%	291 15%
About once a month	221 11%	13 9%	208 11%	191 10%
Within the last 6 months	266 13%	8 6%	258 14%	243 12%
Within the last year	159 8%	10 7%	150 8%	158 8%
Longer ago	299 15%	21 15%	278 15%	289 15%
Used within past 12 months	999 51%	57 41%	942 51%	913 47%
Never used	675 34%	60 43%	615 34%	746 38%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 285

### Cultural and Recreational Activities and Venues

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.

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

#### Libraries

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2017	141	1876	2017
Weighted base	2037	140	1897	2017
Almost every day	38 2%	- -	38 2%	44 2%
At least once a week	311 15%	23 16%	288 15%	329 16%
About once a month	447 22%	41 29%	406 21%	455 23%
Within the last 6 months	317 16%	16 11%	301 16%	301 15%
Within the last year	181 9%	4 3%	177 9%	165 8%
Longer ago	330 16%	21 15%	309 16%	307 15%
Used within past 12 months	1294 64%	84 60%	1210 64%	1294 64%
Never used	413 20%	35 25%	378 20%	416 21%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 286

### Cultural and Recreational Activities and Venues

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.

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

#### **Museums and galleries**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1920	134	1786	1920
Weighted base	1943	132	1811	1920
Almost every day	9 *	-	9 1%	11 1%
At least once a week	24 1%	5 3%	19 1%	27 1%
About once a month	175 9%	5 4%	170 9%	171 9%
Within the last 6 months	406 21%	20 15%	386 21%	385 20%
Within the last year	218 11%	12 9%	207 11%	214 11%
Longer ago	412 21%	25 19%	387 21%	395 21%
Used within past 12 months	833 43%	42 32%	791 44%	808 42%
Never used	698 36%	64 49%	634 35%	717 37%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 287

### Cultural and Recreational Activities and Venues

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.

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

#### **Theatres/concert halls**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1898	139	1759	1898
Weighted base	1922	136	1786	1898
Almost every day	6 *	- -	6 *	7 *
At least once a week	8 *	1 1%	7 *	9 *
About once a month	145 8%	8 6%	138 8%	130 7%
Within the last 6 months	318 17%	26 19%	293 16%	315 17%
Within the last year	220 11%	10 7%	211 12%	233 12%
Longer ago	431 22%	24 17%	408 23%	400 21%
Used within past 12 months	698 36%	44 32%	654 37%	694 37%
Never used	794 41%	69 51%	725 41%	804 42%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 288

### Cultural and Recreational Activities and Venues

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.

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

#### **Parks and open spaces**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2062	147	1915	2062
Weighted base	2087	145	1942	2062
Almost every day	237 11%	11 8%	226 12%	222 11%
At least once a week	473 23%	24 17%	449 23%	450 22%
About once a month	402 19%	25 17%	377 19%	405 20%
Within the last 6 months	416 20%	26 18%	390 20%	406 20%
Within the last year	174 8%	15 10%	159 8%	176 9%
Longer ago	149 7%	16 11%	134 7%	154 7%
Used within past 12 months	1702 82%	101 70%	1601 82%	1659 80%
Never used	235 11%	28 19%	207 11%	249 12%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)



## BVPI General Survey - Gateshead Council

Table 289

### Cultural and Recreational Activities and Venues

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.

**Q.13a Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Gateshead Council:**

#### **Sports/leisure facilities and events**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2025	146	1879	2025
Weighted base	2046	141	1904	2025
Very satisfied	375 18%	19 13%	356 19%	376 19%
Fairly satisfied	799 39%	57 40%	742 39%	791 39%
Neither satisfied nor dissatisfied	704 34%	55 39%	649 34%	716 35%
Fairly dissatisfied	111 5%	8 5%	104 5%	94 5%
Very dissatisfied	56 3%	3 2%	53 3%	48 2%
Satisfied	1174 57%	76 54%	1098 58%	1167 58%
Dissatisfied	168 8%	11 8%	157 8%	142 7%
Net satisfied	1006 49%	65 46%	941 49%	1025 51%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

# BVPI General Survey - Gateshead Council

Table 290

## Cultural and Recreational Activities and Venues

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.

**Q.13b Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Gateshead Council:**

### Libraries

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2097	153	1944	2097
Weighted base	2104	147	1957	2097
Very satisfied	739 35%	51 34%	688 35%	803 38%
Fairly satisfied	807 38%	54 37%	753 38%	804 38%
Neither satisfied nor dissatisfied	508 24%	40 27%	468 24%	455 22%
Fairly dissatisfied	31 1%	1 1%	30 2%	24 1%
Very dissatisfied	20 1%	1 1%	19 1%	11 1%
Satisfied	1545 73%	105 71%	1441 74%	1607 77%
Dissatisfied	51 2%	2 1%	49 2%	35 2%
Net satisfied	1495 71%	103 70%	1392 71%	1572 75%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 291

### Cultural and Recreational Activities and Venues

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.

**Q.13c Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Gateshead Council:**

#### **Museums and galleries**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2008	147	1861	2008
Weighted base	2027	142	1886	2008
Very satisfied	359 18%	20 14%	340 18%	393 20%
Fairly satisfied	698 34%	36 26%	662 35%	671 33%
Neither satisfied nor dissatisfied	859 42%	80 56%	780 41%	848 42%
Fairly dissatisfied	64 3%	4 3%	61 3%	61 3%
Very dissatisfied	46 2%	2 2%	44 2%	35 2%
Satisfied	1058 52%	56 39%	1002 53%	1064 53%
Dissatisfied	110 5%	6 4%	104 6%	96 5%
Net satisfied	947 47%	50 35%	897 48%	968 48%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 292

### Cultural and Recreational Activities and Venues

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.

**Q.13d Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Gateshead Council:**

#### **Theatres/concert halls**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1986	143	1843	1986
Weighted base	2006	138	1868	1986
Very satisfied	280 14%	21 15%	259 14%	288 15%
Fairly satisfied	633 32%	35 25%	598 32%	648 33%
Neither satisfied nor dissatisfied	966 48%	73 53%	893 48%	933 47%
Fairly dissatisfied	80 4%	6 4%	74 4%	77 4%
Very dissatisfied	47 2%	3 2%	44 2%	40 2%
Satisfied	913 45%	56 40%	857 46%	936 47%
Dissatisfied	128 6%	9 7%	119 6%	117 6%
Net satisfied	785 39%	47 34%	738 40%	819 41%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 293

### Cultural and Recreational Activities and Venues

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.

**Q.13e Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Gateshead Council:**

#### **Parks and open spaces**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2076	143	1933	2076
Weighted base	2097	139	1959	2076
Very satisfied	566 27%	20 15%	546 28%	605 29%
Fairly satisfied	910 43%	60 43%	850 43%	899 43%
Neither satisfied nor dissatisfied	403 19%	40 29%	364 19%	387 19%
Fairly dissatisfied	152 7%	17 13%	134 7%	127 6%
Very dissatisfied	67 3%	2 1%	65 3%	58 3%
Satisfied	1475 70%	80 58%	1396 71%	1504 72%
Dissatisfied	219 10%	19 14%	199 10%	185 9%
Net satisfied	1257 60%	60 44%	1196 61%	1319 64%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 294

### Information Provision

**Q.14 How well informed do you think Gateshead Council keeps residents about the services and benefits it provides?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2121	149	1972	2121
Weighted base	2114	140	1974	2121
Keeps us very well informed	592 28%	28 20%	564 29%	643 30%
Keeps us fairly well informed	1067 50%	89 63%	978 50%	1071 50%
Gives us only a limited amount of information	365 17%	20 14%	345 17%	320 15%
Doesn't tell us much at all about what it does	91 4%	3 2%	88 4%	87 4%

## BVPI General Survey - Gateshead Council

Table 295

### Overall satisfaction with the Authority as a whole

**Q.15 The fire services are provided separately by 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:**

Base : All respondents

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2293	160	2133	2293
Weighted base	2293	155	2138	2293
Transport services	1041 45%	56 36%	985 46%	1044 46%
Environmental services	652 28%	40 26%	612 29%	620 27%
Fire service	112 5%	7 4%	106 5%	99 4%
Local Authority Education services	446 19%	27 18%	419 20%	437 19%
Personal social service	221 10%	15 10%	206 10%	248 11%
Planning services	162 7%	10 7%	152 7%	149 6%
Cultural & recreational services	306 13%	9 6%	297 14%	308 13%
Housing services	454 20%	31 20%	422 20%	468 20%
No services used	618 27%	47 31%	570 27%	640 28%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 296

### Overall satisfaction with the Authority as a whole

**Q.16a The fire services are provided separately by 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.**

#### **Transport services**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2008	142	1866	2008
Weighted base	2019	136	1883	2008
Very satisfied	281 14%	20 14%	262 14%	313 16%
Fairly satisfied	880 44%	57 42%	823 44%	905 45%
Neither satisfied nor dissatisfied	602 30%	47 34%	555 29%	555 28%
Fairly dissatisfied	196 10%	9 7%	187 10%	173 9%
Very dissatisfied	60 3%	3 2%	57 3%	62 3%
Satisfied	1161 58%	77 56%	1084 58%	1218 61%
Dissatisfied	257 13%	13 9%	244 13%	235 12%
Net satisfied	905 45%	64 47%	841 45%	983 49%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 297

### Overall satisfaction with the Authority as a whole

**Q.16b** The fire services are provided separately by 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.

#### Environmental services

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1881	127	1754	1881
Weighted base	1910	124	1786	1881
Very satisfied	326 17%	18 15%	308 17%	345 18%
Fairly satisfied	865 45%	54 44%	811 45%	862 46%
Neither satisfied nor dissatisfied	622 33%	39 31%	583 33%	587 31%
Fairly dissatisfied	72 4%	8 6%	64 4%	62 3%
Very dissatisfied	25 1%	5 4%	20 1%	25 1%
Satisfied	1191 62%	72 58%	1119 63%	1207 64%
Dissatisfied	97 5%	13 10%	84 5%	87 5%
Net satisfied	1094 57%	59 48%	1035 58%	1120 60%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 298

### Overall satisfaction with the Authority as a whole

**Q.16c The fire services are provided separately by 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.**

#### **Fire service**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1866	131	1735	1866
Weighted base	1900	126	1774	1866
Very satisfied	669 35%	61 48%	608 34%	698 37%
Fairly satisfied	538 28%	28 22%	510 29%	526 28%
Neither satisfied nor dissatisfied	674 35%	37 29%	637 36%	628 34%
Fairly dissatisfied	14 1%	1 1%	13 1%	9 *
Very dissatisfied	5 *	-	5 *	5 *
Satisfied	1207 64%	88 70%	1118 63%	1224 66%
Dissatisfied	20 1%	1 1%	19 1%	14 1%
Net satisfied	1187 62%	87 69%	1100 62%	1210 65%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 299

### Overall satisfaction with the Authority as a whole

**Q.16d The fire services are provided separately by 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.**

#### **Local Authority Education services**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1831	128	1703	1831
Weighted base	1869	124	1745	1831
Very satisfied	326 17%	27 21%	299 17%	354 19%
Fairly satisfied	686 37%	40 32%	646 37%	699 38%
Neither satisfied nor dissatisfied	778 42%	47 37%	731 42%	713 39%
Fairly dissatisfied	64 3%	11 9%	53 3%	51 3%
Very dissatisfied	15 1%	-	15 1%	14 1%
Satisfied	1013 54%	67 54%	946 54%	1053 58%
Dissatisfied	79 4%	11 9%	68 4%	65 4%
Net satisfied	934 50%	56 45%	878 50%	988 54%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 300

### Overall satisfaction with the Authority as a whole

**Q.16e The fire services are provided separately by 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.**

#### **Personal social service**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1824	128	1696	1824
Weighted base	1852	125	1727	1824
Very satisfied	206 11%	21 17%	185 11%	228 13%
Fairly satisfied	484 26%	37 29%	448 26%	539 30%
Neither satisfied nor dissatisfied	1083 58%	57 46%	1026 59%	984 54%
Fairly dissatisfied	56 3%	9 7%	48 3%	50 3%
Very dissatisfied	22 1%	1 1%	20 1%	23 1%
Satisfied	691 37%	57 46%	633 37%	767 42%
Dissatisfied	78 4%	10 8%	68 4%	73 4%
Net satisfied	613 33%	47 38%	565 33%	694 38%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 301

### Overall satisfaction with the Authority as a whole

**Q.16f The fire services are provided separately by 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.**

#### **Planning services**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1806	127	1679	1806
Weighted base	1848	123	1726	1806
Very satisfied	173 9%	12 10%	161 9%	171 9%
Fairly satisfied	448 24%	29 24%	419 24%	483 27%
Neither satisfied nor dissatisfied	1125 61%	76 62%	1049 61%	1065 59%
Fairly dissatisfied	72 4%	6 5%	66 4%	57 3%
Very dissatisfied	31 2%	-	31 2%	30 2%
Satisfied	621 34%	41 33%	580 34%	654 36%
Dissatisfied	102 6%	6 5%	96 6%	87 5%
Net satisfied	518 28%	35 28%	483 28%	567 31%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 302

### Overall satisfaction with the Authority as a whole

**Q.16g The fire services are provided separately by 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.**

#### **Cultural & recreational services**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1823	125	1698	1823
Weighted base	1851	121	1729	1823
Very satisfied	236 13%	9 8%	226 13%	258 14%
Fairly satisfied	564 30%	40 33%	524 30%	591 32%
Neither satisfied nor dissatisfied	956 52%	68 56%	888 51%	893 49%
Fairly dissatisfied	74 4%	3 2%	71 4%	62 3%
Very dissatisfied	21 1%	1 1%	20 1%	19 1%
Satisfied	800 43%	49 40%	751 43%	849 47%
Dissatisfied	95 5%	4 4%	90 5%	81 4%
Net satisfied	705 38%	45 37%	660 38%	768 42%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 303

### Overall satisfaction with the Authority as a whole

**Q.16h The fire services are provided separately by 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.**

#### **Housing services**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1900	127	1773	1900
Weighted base	1928	123	1805	1900
Very satisfied	224 12%	12 10%	212 12%	245 13%
Fairly satisfied	477 25%	33 27%	445 25%	521 27%
Neither satisfied nor dissatisfied	1074 56%	66 54%	1008 56%	1003 53%
Fairly dissatisfied	83 4%	10 8%	73 4%	73 4%
Very dissatisfied	69 4%	2 2%	67 4%	58 3%
Satisfied	702 36%	45 36%	657 36%	766 40%
Dissatisfied	152 8%	12 10%	140 8%	131 7%
Net satisfied	550 29%	33 27%	517 29%	635 33%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 304

### Overall satisfaction with the Authority as a whole

**Q.17 Taking everything into account, how satisfied or dissatisfied are you with the way Gateshead Council runs things?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2152	149	2003	2152
Weighted base	2160	142	2019	2152
Very satisfied	388 18%	17 12%	371 18%	423 20%
Fairly satisfied	1126 52%	80 56%	1046 52%	1140 53%
Neither satisfied nor dissatisfied	393 18%	28 20%	365 18%	358 17%
Fairly dissatisfied	207 10%	12 8%	196 10%	185 9%
Very dissatisfied	46 2%	5 4%	41 2%	46 2%
Satisfied	1514 70%	97 68%	1417 70%	1563 73%
Dissatisfied	253 12%	17 12%	236 12%	231 11%
Net satisfied	1261 58%	80 57%	1181 58%	1332 62%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 305

### Have Things Got Better or Worse?

**Q.18 Thinking about the way Gateshead Council runs things, do you think this has got better or worse over the last three years, or has it stayed the same?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1939	135	1804	1939
Weighted base	1912	133	1779	1939
Better	665 35%	48 36%	617 35%	677 35%
Stayed the same	1029 54%	70 53%	958 54%	1049 54%
Worse	219 11%	15 12%	204 11%	213 11%
Net better	446 23%	33 24%	413 23%	464 24%

## BVPI General Survey - Gateshead Council

Table 306

### Have Things Got Better or Worse?

**Q.19a** 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?

#### **Keeping public land clear of litter and refuse**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1973	139	1834	1973
Weighted base	1973	132	1841	1973
Better	661 33%	44 34%	617 33%	653 33%
Stayed the same	1031 52%	61 46%	970 53%	1032 52%
Worse	281 14%	26 20%	255 14%	288 15%
Net better	380 19%	18 14%	362 20%	365 18%

Fieldwork Dates : 11 September - 24 November 2003  
 Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 307

### Have Things Got Better or Worse?

**Q.19b** For each of the following services provided by Gateshead Council, do you think the service has got better or worse over the last 3 years, or has it stayed the same?

#### Collection of household waste

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2097	151	1946	2097
Weighted base	2083	146	1937	2097
Better	1093 52%	79 54%	1014 52%	1099 52%
Stayed the same	940 45%	65 44%	875 45%	950 45%
Worse	51 2%	3 2%	48 2%	48 2%
Net better	1042 50%	76 52%	966 50%	1051 50%

## BVPI General Survey - Gateshead Council

Table 308

### Have Things Got Better or Worse?

**Q.19c** For each of the following services provided by Gateshead Council, do you think the service has got better or worse over the last 3 years, or has it stayed the same?

#### Local recycling facilities

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1913	133	1780	1913
Weighted base	1930	131	1799	1913
Better	1170 61%	77 59%	1093 61%	1156 60%
Stayed the same	725 38%	52 40%	673 37%	717 37%
Worse	35 2%	2 2%	32 2%	40 2%
Net better	1135 59%	75 57%	1061 59%	1116 58%

## BVPI General Survey - Gateshead Council

Table 309

### Have Things Got Better or Worse?

**Q.19d** For each of the following services provided by Gateshead Council, do you think the service has got better or worse over the last 3 years, or has it stayed the same?

#### **Doorstep collection of items for recycling**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1883	134	1749	1883
Weighted base	1881	129	1751	1883
Better	1445 77%	99 76%	1346 77%	1441 77%
Stayed the same	360 19%	20 16%	339 19%	369 20%
Worse	76 4%	10 8%	66 4%	73 4%
Net better	1370 73%	89 69%	1281 73%	1368 73%

## BVPI General Survey - Gateshead Council

Table 310

### Have Things Got Better or Worse?

**Q.19e** For each of the following services provided by Gateshead Council, do you think the service has got better or worse over the last 3 years, or has it stayed the same?

#### Local Tips

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1512	108	1404	1512
Weighted base	1547	100	1446	1512
Better	455 29%	12 12%	443 31%	442 29%
Stayed the same	1051 68%	84 83%	968 67%	1032 68%
Worse	40 3%	4 4%	36 2%	38 3%
Net better	415 27%	8 8%	407 28%	404 27%

## BVPI General Survey - Gateshead Council

Table 311

### Have Things Got Better or Worse?

**Q.19f** For each of the following services provided by Gateshead Council, do you think the service has got better or worse over the last 3 years, or has it stayed the same?

#### Local transport information

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1765	123	1642	1765
Weighted base	1776	115	1661	1765
Better	299 17%	12 10%	287 17%	303 17%
Stayed the same	1196 67%	91 79%	1106 67%	1194 68%
Worse	281 16%	12 11%	268 16%	268 15%
Net better	18 1%	-1 -1%	19 1%	35 2%

## BVPI General Survey - Gateshead Council

Table 312

### Have Things Got Better or Worse?

**Q.19g** For each of the following services provided by Gateshead Council, do you think the service has got better or worse over the last 3 years, or has it stayed the same?

#### Local bus service

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1838	131	1707	1838
Weighted base	1828	121	1707	1838
Better	312 17%	20 17%	292 17%	320 17%
Stayed the same	1083 59%	81 67%	1002 59%	1090 59%
Worse	434 24%	20 16%	414 24%	428 23%
Net better	-122 -7%	* *	-122 -7%	-108 -6%

## BVPI General Survey - Gateshead Council

Table 313

### Have Things Got Better or Worse?

**Q.19h** For each of the following services provided by Gateshead Council, do you think the service has got better or worse over the last 3 years, or has it stayed the same?

#### **Sport/leisure facilities**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1465	111	1354	1465
Weighted base	1507	104	1404	1465
Better	260 17%	15 15%	245 17%	259 18%
Stayed the same	1157 77%	87 84%	1070 76%	1126 77%
Worse	90 6%	2 2%	88 6%	80 5%
Net better	170 11%	13 13%	157 11%	179 12%

## BVPI General Survey - Gateshead Council

Table 314

### Have Things Got Better or Worse?

**Q.19i** For each of the following services provided by Gateshead Council, do you think the service has got better or worse over the last 3 years, or has it stayed the same?

#### **Libraries**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1702	124	1578	1702
Weighted base	1699	117	1581	1702
Better	429 25%	54 46%	375 24%	459 27%
Stayed the same	1248 73%	63 54%	1185 75%	1221 72%
Worse	22 1%	-	22 1%	22 1%
Net better	407 24%	54 46%	353 22%	437 26%

## BVPI General Survey - Gateshead Council

Table 315

### Have Things Got Better or Worse?

**Q.19j** For each of the following services provided by Gateshead Council, do you think the service has got better or worse over the last 3 years, or has it stayed the same?

#### **Museums/galleries**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1343	92	1251	1343
Weighted base	1379	82	1297	1343
Better	294 21%	14 17%	280 22%	283 21%
Stayed the same	1059 77%	65 80%	993 77%	1031 77%
Worse	27 2%	2 3%	24 2%	29 2%
Net better	267 19%	11 14%	255 20%	254 19%

## BVPI General Survey - Gateshead Council

Table 316

### Have Things Got Better or Worse?

**Q.19k** For each of the following services provided by Gateshead Council, do you think the service has got better or worse over the last 3 years, or has it stayed the same?

#### **Theatres/concert Halls**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1306	91	1215	1306
Weighted base	1337	83	1254	1306
Better	187 14%	12 15%	175 14%	180 14%
Stayed the same	1111 83%	67 81%	1044 83%	1089 83%
Worse	39 3%	4 5%	35 3%	37 3%
Net better	148 11%	8 10%	140 11%	143 11%

## BVPI General Survey - Gateshead Council

Table 317

### Have Things Got Better or Worse?

**Q.19I** For each of the following services provided by Gateshead Council, do you think the service has got better or worse over the last 3 years, or has it stayed the same?

#### **Parks & open spaces**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1805	124	1681	1805
Weighted base	1829	119	1710	1805
Better	647 35%	39 33%	608 36%	641 36%
Stayed the same	953 52%	68 58%	885 52%	957 53%
Worse	228 12%	11 9%	217 13%	207 11%
Net better	419 23%	28 23%	391 23%	434 24%

# BVPI General Survey - Gateshead Council

Table 318

## Complaints Handling

**Q.20 Have you contacted the authority with a complaint in the last 12 months?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2076	144	1932	2076
Weighted base	2086	139	1947	2076
Yes	361 17%	24 17%	338 17%	364 18%
No	1724 83%	115 83%	1609 83%	1712 82%

## BVPI General Survey - Gateshead Council

Table 319

### Complaints Handling

#### Q.23 How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?

Base : All valid responses where a complaint has been made

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	291	22	269	291
Weighted base	291	19	272	291
Very satisfied	44 15%	3 15%	41 15%	48 16%
Fairly satisfied	64 22%	4 22%	60 22%	68 23%
Neither satisfied nor dissatisfied	23 8%	2 10%	21 8%	21 7%
Fairly dissatisfied	59 20%	4 23%	54 20%	55 19%
Very dissatisfied	101 35%	6 30%	95 35%	99 34%
Satisfied	108 37%	7 37%	101 37%	116 40%
Dissatisfied	160 55%	10 53%	150 55%	154 53%
Net satisfied	-52 -18%	-3 -15%	-49 -18%	-38 -13%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

# BVPI General Survey - Gateshead Council

Table 320

## Changes in Your Quality of Life

**Q.24a 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?**

### **Access to nature**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1526	100	1426	1526
Weighted base	1559	97	1462	1526
Better	397 25%	17 18%	379 26%	400 26%
Stayed the same	1079 69%	67 69%	1012 69%	1056 69%
Worse	83 5%	13 13%	71 5%	70 5%
Net better	313 20%	5 5%	309 21%	330 22%

## BVPI General Survey - Gateshead Council

Table 321

### Changes in Your Quality of Life

**Q.24b 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?**

#### **Activities for teenagers**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1376	95	1281	1376
Weighted base	1397	100	1297	1376
Better	290 21%	20 20%	270 21%	294 21%
Stayed the same	584 42%	44 44%	540 42%	613 45%
Worse	523 37%	36 36%	487 38%	469 34%
Net better	-233 -17%	-16 -16%	-217 -17%	-175 -13%

## BVPI General Survey - Gateshead Council

Table 322

### Changes in Your Quality of Life

**Q.24c 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?**

#### **Affordable decent housing**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1342	89	1253	1342
Weighted base	1374	88	1286	1342
Better	118 9%	5 5%	114 9%	127 9%
Stayed the same	772 56%	54 62%	717 56%	809 60%
Worse	484 35%	29 33%	455 35%	406 30%
Net better	-365 -27%	-24 -28%	-341 -27%	-279 -21%

# BVPI General Survey - Gateshead Council

Table 323

## Changes in Your Quality of Life

**Q.24d 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?**

### **Clean streets**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1907	129	1778	1907
Weighted base	1905	125	1779	1907
Better	445 23%	20 16%	425 24%	452 24%
Stayed the same	1160 61%	73 58%	1087 61%	1151 60%
Worse	300 16%	32 26%	267 15%	304 16%
Net better	146 8%	-12 -10%	158 9%	148 8%

# BVPI General Survey - Gateshead Council

Table 324

## Changes in Your Quality of Life

**Q.24e 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?**

### Community activities

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1284	93	1191	1284
Weighted base	1307	90	1217	1284
Better	174 13%	6 7%	168 14%	173 13%
Stayed the same	933 71%	68 76%	864 71%	931 73%
Worse	201 15%	15 17%	185 15%	180 14%
Net better	-27 -2%	-9 -11%	-18 -1%	-7 -1%

# BVPI General Survey - Gateshead Council

Table 325

## Changes in Your Quality of Life

**Q.24f 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?**

### **Cultural facilities (eg cinemas, museums)**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1267	85	1182	1267
Weighted base	1332	86	1246	1267
Better	283 21%	17 20%	266 21%	238 19%
Stayed the same	923 69%	57 67%	865 69%	901 71%
Worse	127 10%	12 14%	115 9%	128 10%
Net better	156 12%	5 6%	151 12%	110 9%

# BVPI General Survey - Gateshead Council

Table 326

## Changes in Your Quality of Life

**Q.24g 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?**

### Education provision

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1263	90	1173	1263
Weighted base	1300	86	1214	1263
Better	287 22%	19 23%	267 22%	296 23%
Stayed the same	923 71%	60 71%	862 71%	888 70%
Worse	90 7%	6 7%	84 7%	79 6%
Net better	197 15%	14 16%	183 15%	217 17%

## BVPI General Survey - Gateshead Council

Table 327

### Changes in Your Quality of Life

**Q.24h 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?**

#### **Facilities for young children**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1233	85	1148	1233
Weighted base	1265	80	1185	1233
Better	195 15%	5 7%	190 16%	206 17%
Stayed the same	771 61%	51 64%	720 61%	752 61%
Worse	299 24%	24 30%	275 23%	275 22%
Net better	-103 -8%	-18 -23%	-85 -7%	-69 -6%

# BVPI General Survey - Gateshead Council

Table 328

## Changes in Your Quality of Life

**Q.24i 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?**

### Health services

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1687	114	1573	1687
Weighted base	1672	106	1566	1687
Better	338 20%	28 26%	310 20%	348 21%
Stayed the same	1060 63%	64 60%	996 64%	1060 63%
Worse	274 16%	14 13%	259 17%	279 17%
Net better	64 4%	14 13%	51 3%	69 4%

## BVPI General Survey - Gateshead Council

Table 329

### Changes in Your Quality of Life

**Q.24j 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?**

#### **Job prospects**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1146	85	1061	1146
Weighted base	1200	85	1115	1146
Better	142 12%	8 10%	134 12%	111 10%
Stayed the same	711 59%	44 51%	668 60%	718 63%
Worse	347 29%	33 39%	314 28%	317 28%
Net better	-205 -17%	-25 -29%	-180 -16%	-206 -18%

# BVPI General Survey - Gateshead Council

Table 330

## Changes in Your Quality of Life

**Q.24k 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?**

### **Parks and open spaces**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1630	109	1521	1630
Weighted base	1637	107	1530	1630
Better	533 33%	25 23%	508 33%	523 32%
Stayed the same	869 53%	61 57%	808 53%	896 55%
Worse	236 14%	22 20%	214 14%	211 13%
Net better	297 18%	3 3%	294 19%	312 19%

## BVPI General Survey - Gateshead Council

Table 331

### Changes in Your Quality of Life

**Q.24I 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?**

#### **Public transport**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1717	117	1600	1717
Weighted base	1719	113	1606	1717
Better	280 16%	17 15%	264 16%	266 15%
Stayed the same	1006 59%	78 69%	928 58%	1037 60%
Worse	432 25%	18 16%	414 26%	414 24%
Net better	-152 -9%	-1 -1%	-151 -9%	-148 -9%

# BVPI General Survey - Gateshead Council

Table 332

## Changes in Your Quality of Life

**Q.24m 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?**

### Race relations

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	984	69	915	984
Weighted base	1012	66	946	984
Better	106 10%	4 6%	101 11%	107 11%
Stayed the same	731 72%	48 73%	682 72%	703 71%
Worse	176 17%	13 20%	162 17%	174 18%
Net better	-70 -7%	-9 -14%	-61 -6%	-67 -7%

# BVPI General Survey - Gateshead Council

Table 333

## Changes in Your Quality of Life

**Q.24n 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?**

### Road and pavement repairs

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1779	121	1658	1779
Weighted base	1767	118	1649	1779
Better	266 15%	11 9%	255 15%	266 15%
Stayed the same	985 56%	54 45%	931 56%	977 55%
Worse	516 29%	54 45%	462 28%	536 30%
Net better	-250 -14%	-43 -36%	-207 -13%	-270 -15%

# BVPI General Survey - Gateshead Council

Table 334

## Changes in Your Quality of Life

**Q.24o 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?**

### **Shopping facilities**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1821	126	1695	1821
Weighted base	1818	124	1694	1821
Better	239 13%	20 16%	219 13%	213 12%
Stayed the same	1241 68%	78 63%	1163 69%	1270 70%
Worse	337 19%	25 20%	312 18%	338 19%
Net better	-98 -5%	-5 -4%	-93 -6%	-125 -7%

# BVPI General Survey - Gateshead Council

Table 335

## Changes in Your Quality of Life

**Q.24p 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?**

### **Sports & leisure facilities**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1329	100	1229	1329
Weighted base	1373	100	1273	1329
Better	185 13%	11 11%	174 14%	179 13%
Stayed the same	1051 77%	84 84%	967 76%	1019 77%
Worse	137 10%	5 5%	132 10%	131 10%
Net better	48 3%	6 6%	42 3%	48 4%

# BVPI General Survey - Gateshead Council

Table 336

## Changes in Your Quality of Life

**Q.24q 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?**

### The level of crime

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1601	116	1485	1601
Weighted base	1591	112	1480	1601
Better	155 10%	10 9%	145 10%	152 9%
Stayed the same	740 46%	45 40%	695 47%	752 47%
Worse	696 44%	57 51%	640 43%	697 44%
Net better	-541 -34%	-47 -42%	-495 -33%	-545 -34%

# BVPI General Survey - Gateshead Council

Table 337

## Changes in Your Quality of Life

**Q.24r 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?**

### The level of pollution

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1483	109	1374	1483
Weighted base	1504	106	1398	1483
Better	172 11%	10 9%	163 12%	169 11%
Stayed the same	985 65%	58 55%	926 66%	976 66%
Worse	346 23%	37 35%	309 22%	338 23%
Net better	-174 -12%	-28 -26%	-147 -10%	-169 -11%

# BVPI General Survey - Gateshead Council

Table 338

## Changes in Your Quality of Life

**Q.24s 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?**

### The level of traffic congestion

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1746	120	1626	1746
Weighted base	1777	116	1661	1746
Better	72 4%	7 6%	65 4%	73 4%
Stayed the same	679 38%	32 27%	648 39%	698 40%
Worse	1026 58%	77 67%	949 57%	975 56%
Net better	-954 -54%	-70 -61%	-884 -53%	-902 -52%

## BVPI General Survey - Gateshead Council

Table 339

### Changes in Your Quality of Life

**Q.24t 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?**

#### **Wage levels & local cost of living**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1341	101	1240	1341
Weighted base	1390	100	1290	1341
Better	68 5%	3 3%	65 5%	68 5%
Stayed the same	765 55%	53 53%	712 55%	762 57%
Worse	556 40%	44 45%	512 40%	511 38%
Net better	-488 -35%	-42 -42%	-447 -35%	-443 -33%

## BVPI General Survey - Gateshead Council

Table 340

### Changes in Your Quality of Life

**Q.24u 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?**

#### **Safety on local roads**

Base : All respondents

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2293	160	2133	2293
Weighted base	2293	155	2138	2293
Better	251 11%	6 4%	246 11%	235 10%
Stayed the same	885 39%	57 37%	828 39%	909 40%
Worse	551 24%	48 31%	503 24%	527 23%
Don't know	284 12%	23 15%	260 12%	285 12%
Not stated	322 14%	21 13%	301 14%	337 15%
Net better	-299 -13%	-42 -27%	-257 -12%	-292 -13%

Fieldwork Dates : 11 September - 24 November 2003  
 Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 341

### Anti-Social Behaviour

**Q.25 To what extent do you feel threatened by crime in this neighbourhood these days?**

Base : All respondents

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2293	160	2133	2293
Weighted base	2293	155	2138	2293
A great deal	401 18%	28 18%	373 17%	404 18%
A fair amount	777 34%	53 34%	724 34%	773 34%
Not very much	726 32%	51 33%	675 32%	736 32%
Not at all	159 7%	8 5%	151 7%	136 6%
Don't know	31 1%	1 *	30 1%	35 2%
Not stated	198 9%	14 9%	184 9%	209 9%

Fieldwork Dates : 11 September - 24 November 2003  
 Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 342

### Anti-Social Behaviour

**Q.26a Thinking about this local area, how much of a problem do you think are...**

**Noisy neighbours or loud parties?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1895	137	1758	1895
Weighted base	1921	135	1786	1895
A very big problem	163 8%	14 10%	149 8%	150 8%
A fairly big problem	215 11%	12 9%	203 11%	200 11%
Not a very big problem	710 37%	49 36%	661 37%	703 37%
Not a problem at all	833 43%	60 44%	773 43%	842 44%
A problem	378 20%	26 19%	352 20%	350 18%
Not a problem	1543 80%	109 81%	1434 80%	1545 82%
Net problem	-1164 -61%	-83 -61%	-1081 -61%	-1195 -63%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 343

### Anti-Social Behaviour

**Q.26b Thinking about this local area, how much of a problem do you think are...**

**Teenagers hanging around on the streets?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1971	140	1831	1971
Weighted base	1990	137	1853	1971
A very big problem	626 31%	55 40%	571 31%	614 31%
A fairly big problem	644 32%	43 32%	601 32%	638 32%
Not a very big problem	519 26%	23 17%	496 27%	504 26%
Not a problem at all	201 10%	15 11%	186 10%	215 11%
A problem	1270 64%	99 72%	1171 63%	1252 64%
Not a problem	720 36%	38 28%	682 37%	719 36%
Net problem	550 28%	61 45%	489 26%	533 27%

Fieldwork Dates : 11 September - 24 November 2003  
 Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 344

### Anti-Social Behaviour

**Q.26c Thinking about this local area, how much of a problem do you think are...**

**Vandalism, graffiti and other deliberate damage to property or vehicles?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1908	136	1772	1908
Weighted base	1938	133	1805	1908
A very big problem	615 32%	52 39%	562 31%	598 31%
A fairly big problem	655 34%	45 34%	610 34%	634 33%
Not a very big problem	486 25%	22 17%	463 26%	483 25%
Not a problem at all	182 9%	13 10%	169 9%	193 10%
A problem	1270 66%	98 73%	1172 65%	1232 65%
Not a problem	668 34%	35 27%	632 35%	676 35%
Net problem	602 31%	62 47%	540 30%	556 29%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 345

### Anti-Social Behaviour

**Q.26d Thinking about this local area, how much of a problem do you think are...**

**People being attacked because of their skin colour, ethnic origin or religion?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1437	102	1335	1437
Weighted base	1484	107	1377	1437
A very big problem	185 12%	7 7%	177 13%	161 11%
A fairly big problem	199 13%	21 19%	178 13%	192 13%
Not a very big problem	542 37%	40 37%	503 37%	539 38%
Not a problem at all	557 38%	39 37%	518 38%	545 38%
A problem	384 26%	28 26%	356 26%	353 25%
Not a problem	1100 74%	79 74%	1021 74%	1084 75%
Net problem	-716 -48%	-51 -47%	-665 -48%	-731 -51%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 346

### Anti-Social Behaviour

**Q.26e Thinking about this local area, how much of a problem do you think are...**

**People using or dealing drugs?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1470	97	1373	1470
Weighted base	1500	96	1404	1470
A very big problem	560 37%	37 38%	523 37%	541 37%
A fairly big problem	437 29%	32 33%	405 29%	435 30%
Not a very big problem	262 17%	18 18%	244 17%	252 17%
Not a problem at all	242 16%	10 10%	232 17%	242 16%
A problem	997 66%	68 71%	928 66%	976 66%
Not a problem	504 34%	27 29%	476 34%	494 34%
Net problem	493 33%	41 43%	452 32%	482 33%

Fieldwork Dates : 11 September - 24 November 2003  
 Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 347

### Anti-Social Behaviour

**Q.26f Thinking about this local area, how much of a problem do you think are...**

**People being drunk or rowdy in public places?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1826	124	1702	1826
Weighted base	1877	123	1754	1826
A very big problem	445 24%	31 25%	413 24%	415 23%
A fairly big problem	546 29%	43 35%	502 29%	513 28%
Not a very big problem	599 32%	38 31%	561 32%	611 33%
Not a problem at all	288 15%	11 9%	277 16%	287 16%
A problem	991 53%	75 61%	916 52%	928 51%
Not a problem	886 47%	49 39%	838 48%	898 49%
Net problem	104 6%	26 21%	78 4%	30 2%

Fieldwork Dates : 11 September - 24 November 2003  
 Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 348

### Anti-Social Behaviour

**Q.26g Thinking about this local area, how much of a problem do you think are...**

**People sleeping rough on the streets or in other public places?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1542	101	1441	1542
Weighted base	1610	104	1506	1542
A very big problem	118 7%	7 7%	111 7%	107 7%
A fairly big problem	144 9%	13 13%	130 9%	144 9%
Not a very big problem	472 29%	32 31%	440 29%	465 30%
Not a problem at all	876 54%	52 50%	824 55%	826 54%
A problem	262 16%	20 20%	242 16%	251 16%
Not a problem	1348 84%	84 80%	1264 84%	1291 84%
Net problem	-1086 -67%	-63 -61%	-1022 -68%	-1040 -67%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 349

### Anti-Social Behaviour

**Q.26h Thinking about this local area, how much of a problem do you think are...**

**Rubbish and litter lying around?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1880	138	1742	1880
Weighted base	1882	134	1748	1880
A very big problem	269 14%	23 17%	246 14%	264 14%
A fairly big problem	464 25%	41 31%	422 24%	455 24%
Not a very big problem	811 43%	55 41%	756 43%	831 44%
Not a problem at all	339 18%	15 11%	324 19%	330 18%
A problem	732 39%	64 48%	668 38%	719 38%
Not a problem	1150 61%	70 52%	1080 62%	1161 62%
Net problem	-418 -22%	-6 -5%	-412 -24%	-442 -24%

Fieldwork Dates : 11 September - 24 November 2003  
 Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 350

### Anti-Social Behaviour

**Q.26i Thinking about this local area, how much of a problem do you think are...**

**Abandoned or burnt out cars?**

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1701	119	1582	1701
Weighted base	1744	120	1625	1701
A very big problem	131 7%	17 14%	113 7%	126 7%
A fairly big problem	225 13%	20 17%	205 13%	219 13%
Not a very big problem	652 37%	42 35%	610 38%	628 37%
Not a problem at all	737 42%	41 34%	696 43%	728 43%
A problem	356 20%	37 31%	318 20%	345 20%
Not a problem	1389 80%	82 69%	1306 80%	1356 80%
Net problem	-1033 -59%	-45 -38%	-988 -61%	-1011 -59%

Fieldwork Dates : 11 September - 24 November 2003  
 Source : Market & Opinion Research International (JN: 19560)

**MORI**

# BVPI General Survey - Gateshead Council

Table 351

## Anti-Social Behaviour

Q.26j Thinking about this local area, how much of a problem do you think are...

### Speeding traffic?

Base : All respondents

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2293	160	2133	2293
Weighted base	2293	155	2138	2293
A very big problem	526 23%	42 27%	484 23%	526 23%
A fairly big problem	633 28%	46 30%	586 27%	601 26%
Not a very big problem	541 24%	37 24%	504 24%	563 25%
Not a problem at all	220 10%	9 6%	211 10%	209 9%
Don't know	67 3%	2 1%	65 3%	67 3%
Not stated	307 13%	19 13%	287 13%	327 14%
A problem	1158 51%	88 57%	1071 50%	1127 49%
Not a problem	761 33%	46 30%	715 33%	772 34%
Net problem	398 17%	42 27%	356 17%	355 15%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

# BVPI General Survey - Gateshead Council

Table 352

## About Yourself

### Q.27 Are you male or female?

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2083	149	1934	2083
Weighted base	2083	144	1939	2083
Male	899 43%	57 40%	842 43%	813 39%
Female	1184 57%	87 60%	1097 57%	1270 61%

# BVPI General Survey - Gateshead Council

Table 353

## About Yourself

### Q.28 What was your age on your last birthday?

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2213	154	2059	2213
Weighted base	2213	149	2064	2213
Under 18	-	-	-	-
18 - 21	60 3%	9 6%	50 2%	18 1%
22 - 25	152 7%	5 3%	147 7%	68 3%
26 - 34	312 14%	15 10%	297 14%	218 10%
35 - 44	336 15%	21 14%	315 15%	342 15%
45 - 54	452 20%	31 21%	421 20%	392 18%
55 - 59	188 8%	14 9%	174 8%	226 10%
60 - 64	161 7%	13 9%	148 7%	210 9%
65+	552 25%	40 27%	512 25%	739 33%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 354

### About Yourself

#### Q.29 How long have you/your household been living in your current accommodation?

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2057	149	1908	2057
Weighted base	2053	145	1908	2057
Under 1 year	172 8%	14 10%	158 8%	139 7%
1 - 2 years	259 13%	18 12%	241 13%	212 10%
3 - 5 years	298 14%	17 12%	280 15%	274 13%
6 - 10 years	273 13%	19 13%	254 13%	278 14%
11 - 20 years	434 21%	30 21%	404 21%	416 20%
21+ years	617 30%	46 32%	571 30%	738 36%

## BVPI General Survey - Gateshead Council

Table 355

### About Yourself

#### Q.30 How long have you/your household been living in this area?

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2124	150	1974	2124
Weighted base	2141	146	1994	2124
Under 1 year	81 4%	10 7%	71 4%	66 3%
1 - 2 years	158 7%	6 4%	151 8%	123 6%
3 - 5 years	153 7%	9 6%	144 7%	129 6%
6 - 10 years	174 8%	9 6%	164 8%	165 8%
11 - 20 years	296 14%	21 15%	275 14%	286 13%
21+ years	1279 60%	90 61%	1189 60%	1355 64%

Fieldwork Dates : 11 September - 24 November 2003  
 Source : Market & Opinion Research International (JN: 19560)

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## BVPI General Survey - Gateshead Council

Table 356

### About Yourself

#### Q.31 In which of these ways does your household occupy your current accommodation?

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1416	102	1314	1416
Weighted base	1495	101	1394	1416
Owned outright	2 *	-	2 *	4 *
Buying on mortgage	850 57%	62 62%	788 57%	720 51%
Rent from council	421 28%	30 30%	391 28%	471 33%
Rent from Housing Association/Trust	75 5%	4 4%	71 5%	93 7%
Rented from private landlord	97 6%	1 1%	96 7%	77 5%
Other	49 3%	4 3%	46 3%	51 4%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

## BVPI General Survey - Gateshead Council

Table 357

### About Yourself

#### Q.32 How many adults aged 18 or over are living here?

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2293	160	2133	2293
Weighted base	2293	155	2138	2293
One	553 24%	39 25%	514 24%	807 35%
Two	1256 55%	76 49%	1180 55%	1163 51%
Three	301 13%	22 14%	279 13%	224 10%
Four	119 5%	14 9%	106 5%	64 3%
Five	27 1%	3 2%	25 1%	16 1%
More than five	36 2%	2 1%	34 2%	19 1%

## BVPI General Survey - Gateshead Council

Table 358

### About Yourself

#### Q.33 Which of these activities best describes what you are doing at present?

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	1988	136	1852	1988
Weighted base	1988	131	1857	1988
Employee in full-time job (30 hours plus per week)	769 39%	44 33%	725 39%	575 29%
Employee in part-time job (under 30 hours per week)	234 12%	16 12%	218 12%	235 12%
Self employed full or part-time	83 4%	6 4%	77 4%	67 3%
On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)	1 *	- -	1 *	1 *
Full-time education at school, college or university	35 2%	7 5%	28 1%	24 1%
Unemployed and available for work	37 2%	2 1%	35 2%	41 2%
Permanently sick/ disabled	154 8%	7 5%	147 8%	175 9%
Wholly retired from work	517 26%	42 32%	476 26%	711 36%
Looking after the home	125 6%	3 3%	122 7%	123 6%
Doing something else	32 2%	4 3%	28 2%	36 2%

Fieldwork Dates : 11 September - 24 November 2003  
Source : Market & Opinion Research International (JN: 19560)

**MORI**

# BVPI General Survey - Gateshead Council

Table 359

## About Yourself

### Q.34 Do you have any long-standing illness, disability or infirmity?

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2128	146	1982	2128
Weighted base	2131	144	1988	2128
Yes	830 39%	68 47%	762 38%	945 44%
No	1301 61%	75 53%	1226 62%	1183 56%

# BVPI General Survey - Gateshead Council

Table 360

## About Yourself

### Q.35 Does this illness or disability limit your activities in any way?

Base : All valid responses where long term illness or disability exists

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	808	62	746	808
Weighted base	692	51	641	808
Yes	557 81%	40 79%	517 81%	657 81%
No	134 19%	11 21%	124 19%	151 19%

# BVPI General Survey - Gateshead Council

Table 361

## About Yourself

### Q.36 To which of these groups do you consider you belong to?

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Unweighted base	2048	147	1901	2048
Weighted base	2048	142	1906	2048
White	1965 96%	136 96%	1828 96%	1935 94%
British	1790 87%	117 82%	1673 88%	1773 87%
Irish	148 7%	19 13%	129 7%	144 7%
Any other White background	27 1%	1 1%	26 1%	18 1%
Mixed	9 *	- -	9 *	8 *
White & Black Caribbean	3 *	- -	3 *	3 *
White & Black African	1 *	- -	1 *	1 *
White & Asian	1 *	- -	1 *	2 *
Any other mixed background	4 *	- -	4 *	2 *
Black or Black British	46 2%	5 4%	41 2%	66 3%
Caribbean	1 *	1 1%	* *	4 *
African	41 2%	3 2%	38 2%	53 3%
Any other Black background	5 *	1 1%	4 *	9 *
Asian or Asian British	19 1%	1 1%	18 1%	24 1%
Indian	6 *	1 1%	5 *	9 *
Pakistani	10 *	- -	10 *	9 *
Bangladeshi	2 *	- -	2 *	2 *
Any other Asian background	2 *	- -	2 *	4 *

Fieldwork Dates : 11 September - 24 November 2003

Source : Market & Opinion Research International (JN: 19560)

**MORI**

# BVPI General Survey - Gateshead Council

Table 361

## About Yourself

### Q.36 To which of these groups do you consider you belong to?

Base : All valid responses

	Total	Area		Unwtd total
		Birt-ley	Rest Gates-head	
Weighted base	2048	142	1906	2048
Other	9 *	* *	9 *	15 1%
Chinese	7 *	- -	7 *	8 *
Other ethnic group	2 *	* *	2 *	7 *