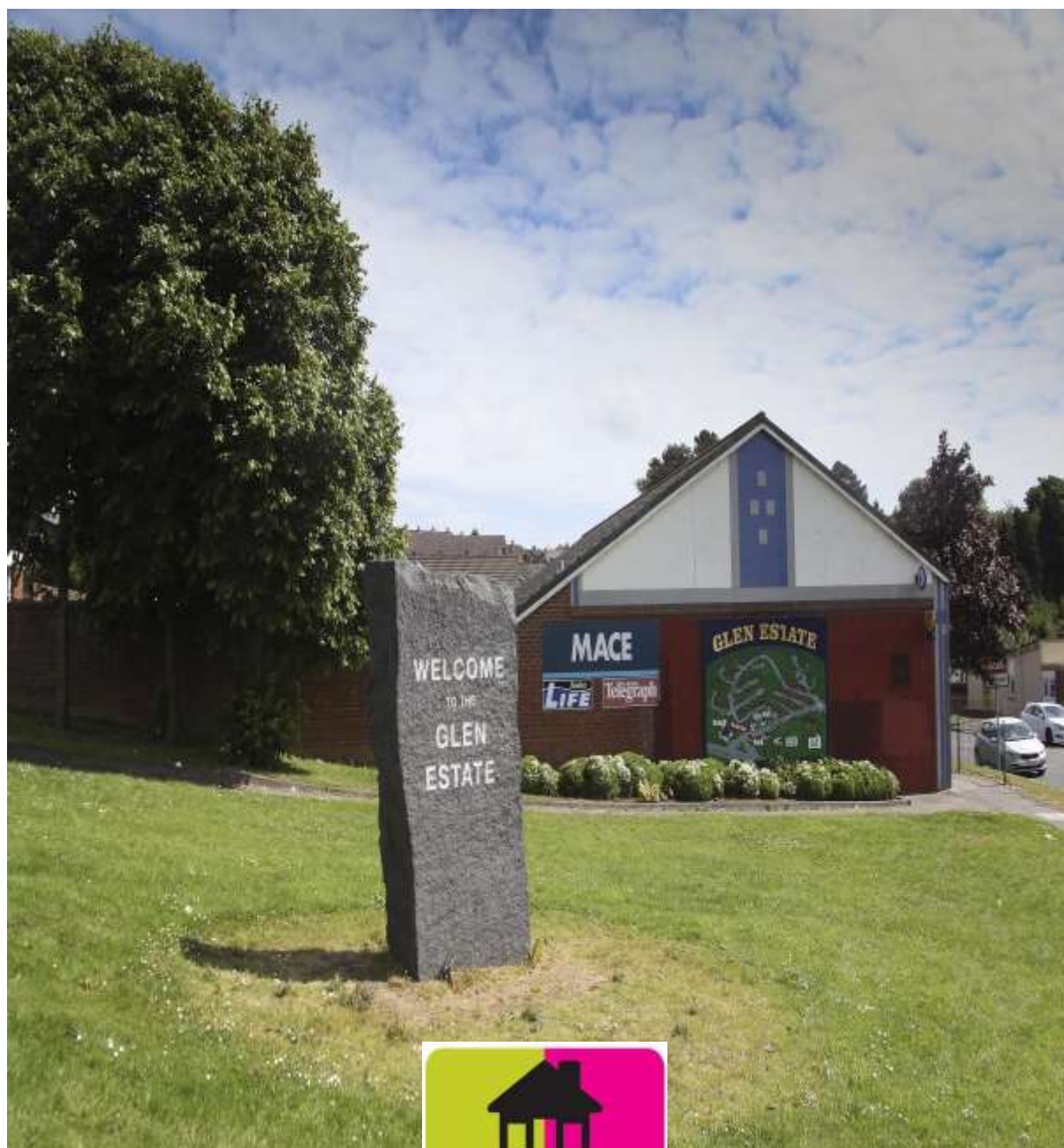


Shared Communities Survey

Glen Ward, Newtownards

Full Report Produced by the Research Unit June 2014



HousingExecutive

ACKNOWLEDGEMENTS

The Housing Executive would like to express its gratitude to all those involved in the Glen Ward shared communities' research and in particular to the residents of Glen Ward who took the time to complete the survey and without whose co-operation the survey could not have been undertaken.



Local children celebrating the opening of their community garden (SPOD funded) in June 2014

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CONTENTS

1.0	BACKGROUND TO STUDY	5
2.0	SAMPLE AND METHODOLOGY	6
3.0	RESEARCH FINDINGS	9
4.0	SUMMARY	18
Appendix 1: QUESTIONNAIRE.....		21
Appendix 2: TABULAR RESULTS		33

1.0 BACKGROUND TO STUDY

- 1.1 Glen Ward is situated on the outskirts of Newtownards' Town Centre. It comprises the Glen Estate as well as the properties located between Talbot Street and the town centre (for a map of the survey area see Figure 2.1)
- 1.2 At the time of the survey Glen Ward had approximately 1,100 properties of different tenure: Housing Executive, housing association, privately rented and owner occupied.
- 1.3 The Glen Ward Community Development Association was established in 1989 to address issues of concern for the residents of the Glen Ward area including, housing, social, recreational and environmental issues.
- 1.4 Glen Ward Community Development Association was selected by the Housing Executive's community Cohesion Unit to participate in the Shared Communities Programme in late 2013, the overall purpose of the programme being to develop shared communities where people choose to live with others regardless of their religion, race or nationality in a neighbourhood that is safe and welcoming to all, and threatening to no-one.
- 1.5 The programme is community led and provides an opportunity for residents to engage in good relations projects within their own area as well as neighbouring estates. Central to the programme is a survey designed by the Housing Executive's Research Unit, in consultation with groups selected, to assess attitudes to community relations as well as determine the needs of the community.
- 1.6 This report details the method by which the Glen Ward survey was conducted and resultant research findings.

2.0 SAMPLE AND METHODOLOGY

- 2.1 Members of the Housing Executive's Research and Community Cohesion Units met with Glen Ward Community Development Association in late 2013. Following consultation with community representatives the questionnaire design and methodology for the survey were agreed.
- 2.2 The objectives of the survey were to:
- measure satisfaction with local facilities/services;
 - identify activities or services that could be provided at a local community level;
 - assess attitudes to community relations and community safety in the area; and
 - identify areas of work needed in order to develop and implement an action plan.
- 2.3 The area to be surveyed had approximately 1,100 properties of different tenure (see Figure 2.1 for a map of the area). A random sample of 200 properties was taken.
- 2.4 Each of the 200 properties in the sample received a letter inviting the household to participate in the survey. Included with the letter was a copy of the questionnaire to be completed by the occupier and collected by Housing Executive research staff.
- 2.5 The questionnaire was designed for self-completion; however research officers helped complete questionnaires with those residents who requested assistance during the fieldwork period. A copy of the questionnaire is included in Appendix 1 (p. 21).
- 2.6 Research officers carried out the fieldwork in January and February 2014.
- 2.7 In line with organisational policy Research Unit staff carry photographic ID at all times when conducting fieldwork. Visits to properties are made at varying times of the day and a total of five attempts are made to collect surveys. However, in practice, when passing an address every opportunity is made to encourage occupants to participate. Therefore the minimum of five visits is often exceeded. If, at the end of the fieldwork period, research officers have been unable to contact a household member the address is recorded as a non-contact.
- 2.8 On completion of the fieldwork 17 addresses were identified as ineligible due to being vacant or non-existent which reduced the number of valid addresses to 183. A total of 106 completed questionnaires were returned which yielded a response rate of 58 per cent.

Table 2.1: Breakdown of response rate

	Number	%
Original target	200	
Vacant	17	
Revised target	183	100
Non contacts	54	30
Refusals	23	13
Completed questionnaires	106	58

- 2.9 A breakdown down of figures is available in the tabular results included in Appendix 2 (p. 35).
- 2.10 Due to rounding, some tables do not add to 100%. Also, for data protection purposes, and in particular where questions are considered sensitive, if the number of respondents is less than five the actual figures have been omitted and are shown as <5.
- 2.11 In some cases the base is less than 106, which may be due to some respondents not giving sufficient information when answering that question. This is recorded as non-response.

Figure 2.1: Map of the Glen Ward survey area

3.0 RESEARCH FINDINGS

3.1 HOUSEHOLD PROFILE

Characteristics of households

'Lone older' (16%) and 'two older' (10%), where at least one person is of pensionable age (65 for men; 60 for women), totalled more than one-quarter (26%) of all households surveyed. Almost one-fifth (18%) were 'two adult' households; 17 per cent were 'lone adult' and the same proportion (17%) were small family households. A further 13 per cent were 'lone parent' households. (For more information on household types see Table 1 of Appendix 2).

More than one-third (36%) of households had a member(s) with a disability which affects their normal day to day activities. Of those households (n=38) the majority (87%) have one member with a disability (Appendix Tables 2 and 3).

Characteristics of Household Reference Person¹ (HRP)

More than half (51%) of HRPs were female, the rest (49%) were male. Two-fifths (40%) of HRPs were aged between 40 and 59. A further 27 per cent of HRPs were 60 years or more at the time of the survey (20% aged 60 to 74; 7% aged 75 years or more). More than one-fifth (22%) were aged between 25 and 39 and more one-tenth (12%) were aged between 16 and 24 (Appendix Tables 4 and 5).

More than two-fifths (44%) of all HRPs were working (full-time, part-time or self-employed) at the time of the survey and one-fifth (20%) were retired. More than one-tenth (16%) of HRPs were not working and one-tenth (10%) were permanently sick or disabled; nine per cent were looking after the family home at the time of the survey (Appendix Table 6).

In terms of ethnic origin, the vast majority (99%) of HRPs were white. Four-fifths (80%) of HRPs were British and more than one-tenth (14%) were Northern Irish at the time of the survey (Appendix Tables 7 and 8).

Almost four-fifths (79%) described the religious composition of their household as Protestant. The same proportion (5% for both) either stated their household to have no religion or refused to state the religious composition of their household, (Appendix Table 9).

¹The household reference person (HRP) is the member of the household who owns or pays the rent or mortgage on the property. Where two people have equal claim (e.g. two persons cohabitating who jointly own or rent the property) the household reference person is the person with the highest annual income. The definition is for analysis purposes and does not imply any authoritative relationship within the household.

3.2 CHARACTERISTICS OF THE HOME AND AREA

Length of time living in the Glen Ward area

More than one-third (35%) of respondents had lived in their present home for more than 15 years at the time of the survey. More than one-quarter (28%) had lived in the present home for one year or more but less than five years (Appendix Table 10).

At the time of the survey more than two-fifths (45%) of respondents lived in the same local area (Glen Ward) and almost two-fifths (38%) lived outside the local area but within Ards Borough Council area immediately before moving to the Glen Ward area (Appendix Table 11).

Almost three-quarters of respondents (73%) stated they were unlikely to move from the local area in the next two years. Nine per cent reported that they were likely to move and almost one-fifth (19%) were undecided. Reasons given by respondents for moving away were too varied to infer any general factors (Appendix Table 12).

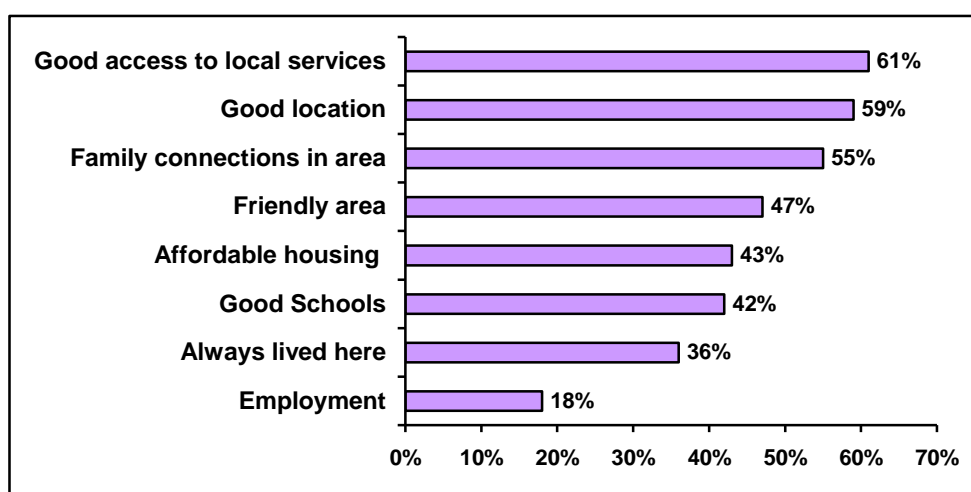
Dwelling tenure

More than two-fifths (43%) of respondents rented from the Housing Executive and more than one-third (37%) owned their own home; almost one-fifth (19%) rented from a private landlord at the time of the survey (Appendix Table 13).

Reasons for staying in the Glen Ward area

Respondents were asked why they continue to stay in the Glen Ward area and included in the questionnaire was a list of reasons. In the event, the vast majority (99%) stated at least one reason for why they continued to stay the Glen Ward area.

Figure 3.1: Respondents' reasons for staying in the Glen Ward area



As Figure 3.1 overleaf illustrates, the most common reason among respondents for staying in the Glen Ward area was because they felt there was 'good access to local services' with more than three-fifths (61%) stating that this was the case. Almost

three-fifths (59%) stated it was a 'good location' and 55 per cent stated 'family connection in the area' as reasons for staying in the Glen Ward area; 'employment' was the reason least cited among respondents (18%), (Appendix Table 14).

Community spirit in the Glen Ward area

Respondents were asked to gauge the level of community spirit in the Glen Ward area. In the event, three-fifths (60%) of respondents felt that community spirit in their area was either 'very good' or 'good'; more than one-quarter (26%) felt it was 'neither good nor poor'. A small proportion (4%) felt community spirit in the area was either 'poor' or 'very poor'; nine per cent were unsure of the level of community spirit in the area (Appendix Table 15).

3.3 SERVICES AND FACILITIES

General services and facilities

Respondents were asked about a number of services and facilities in their area and whether they found them satisfactory or unsatisfactory. The majority of respondents found many of the services and facilities in the area satisfactory. For example, 90 per cent or more of respondents found the 'primary school' (99%), 'chemists' (96%), 'dentists' (96%), 'adult education' (96%), 'higher/further education' (96%), 'sports/leisure services' (94%), 'advice services' (93%) and 'street lighting' (92%) satisfactory. Conversely, more than two-fifths (41%) of respondents stated that 'car parking' in the area was unsatisfactory. More than one-quarter of respondents also found 'street sweeping' (29%), 'play areas for children' (28%), and the 'repairing of roads and pavements' (26%) unsatisfactory; just less than one-quarter (24%) also found 'policing in the area' to be unsatisfactory (Appendix Table 16).

Level of awareness and use of the Glen Ward Community Development Association

When asked if they were aware of Glen Ward Community Development Association, almost two-thirds (65%) reported they were aware; more than one-third (34%) were not aware. Of those respondents who stated that they were aware of the community association (n=69) more than one-quarter (26%; n=18) said they attended or used activities/facilities provided at the community centre. Respondents who reported not attending/using activities/facilities were asked an open-ended question as to why. In the event, 46 respondents made 47 comments, the most common reasons given include: not interested (n=16), not enough information about what is available (n=12), not enough time (n=7) and no services for disabled people (n=6), (Appendix Tables 17 to 18b).

Future community events/activities/projects

Respondents were asked what events/activities/projects they or any member of their household would choose to attend/use if it were provided locally. A 'summer festival' was the event/activity/project with the highest level of interest, with more

than one-third (37%) stating that they and/or members of the household would attend. One-quarter or more would attend either a 'community centre' (26%) or 'keep fit classes' (25%). Survey findings show respondents would be least likely to attend a 'pensioners' Halloween party' (6%), (Appendix Table 19).

Facilities which may promote greater understanding and respect

In order to gauge residents' opinion regarding what they thought would promote greater understanding and respect between communities a list of facilities were included in the survey. Respondents were then asked to express which they thought could promote greater understanding and respect in the Glen Ward area. Table 3.1, overleaf, shows that almost three-quarters (73%) of respondents felt that 'youth activities (10+)' would be the most beneficial along with 'children specific interest clubs (aged 4+)' (72%), and 'community social events' (70%), (Appendix Table 20).

Table 3.1: What facilities do you think could promote greater understanding and respect?

	%
Youth activities (aged 10+)	73
Children's specific interest clubs (aged 4+)	72
Community social events	70
Community safety events/initiatives	67
Volunteering projects	64
Senior citizen activities (craft, lunch club etc.)	63
Newsletter covering different topics delivered door to door	62
Intergenerational events (involving residents of all ages)	62
Residents' group	62
Women's group	60
Multi-cultural events (raising awareness of different cultures)	59
Men's group	54
Know your neighbour event	53

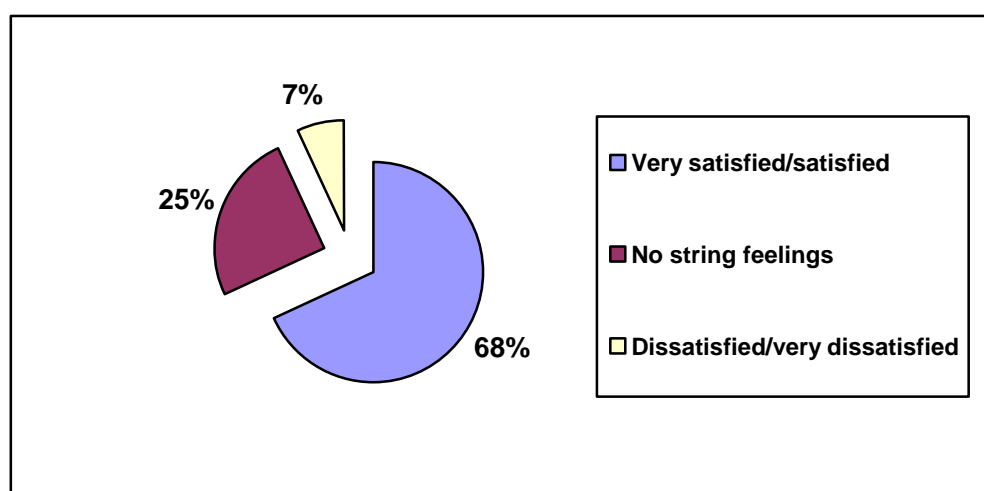
Satisfaction with Glen Ward as a place to live

Respondents were asked to rate their overall satisfaction of the Glen Ward area as a place to live. As Figure 3.2, overleaf, shows, more than two-thirds (68%) of all respondents were either 'very satisfied' or 'satisfied' with the Glen Ward area as a place to live; one-quarter (25%) had 'no strong feelings'. Seven per cent of respondents were either 'dissatisfied' or 'very dissatisfied'. Reasons given for dissatisfaction were too varied to infer any general factors (Appendix Table 21a).

Respondents were asked to state any changes they would like to see in the Glen Ward area. In total 49 respondents (46%) gave 74 comments. These were various and numbers are too small to report, however eight themes emerged which were each commented on by five or more respondents: tidy up the area (n=18) more parking (n=9), more facilities for children (n=9), more measures for tackling dog

fouling (n=8), more traffic calming measures (n=6), more police presence (n=5), deal with vacant properties (n=5) and more street bins(n=5), (Appendix Table 21b).

Figure 3.2: Level of satisfaction with the Glen Ward area as a place to live



3.4 ATTITUDES TO COMMUNITY RELATIONS

Perceptions of community relations

In the first instance, respondents were asked how concerned they were about relations between people of different community backgrounds in the Glen Ward area. The majority (86%) of respondents were 'not very concerned' or 'not at all concerned'. More than one-tenth (13%) were either 'very concerned' or 'slightly concerned'. Reasons for concern about relations between people of different community backgrounds in the Glen Ward area were too varied to infer any general factors (Appendix Tables 22).

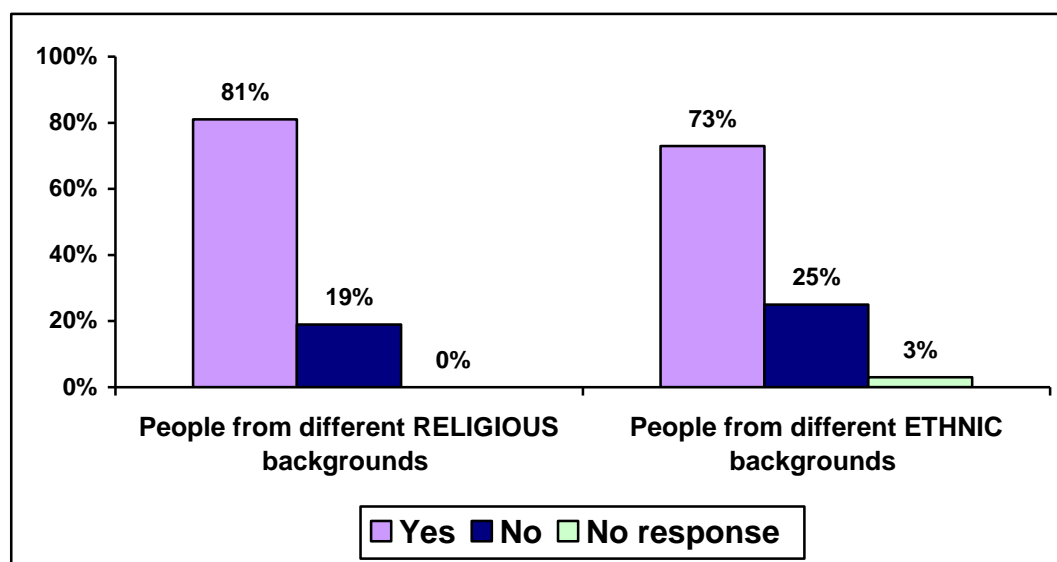
In terms of levels of concern between people of different community backgrounds in Northern Ireland as a whole; although almost three-quarters (73%) were either 'not very concerned or 'not at all concerned', a higher proportion (26%) of respondents was either 'very concerned' or 'slightly concerned' about Northern Ireland as a whole rather than their own area. Respondents were asked to state why they were concerned. In total 22 respondents (21%) gave 25 reasons why. These were various and numbers are too small to report, however three themes emerged which were each commented on by five or more respondents and related to concerns regarding the continuing community divide (Protestant/Catholic)(n=9), increasing negative attitudes towards foreign nationals (n=7) and the reluctance of many to move forward (n=6) (Appendix Table 23a and 23b).

Mixing with people from different backgrounds

In order to measure respondents' attitudes to mixing with people from different backgrounds respondents were asked if they would attend events/activities/ projects which would include people from different backgrounds. As Figure 3.3 below shows,

more than four-fifths (81%) of respondents stated they or a member of their household would attend shared events/activities/projects which would include people from different *religious* backgrounds. Fewer (73%) stated that they or a member of their household would attend shared events/activities/projects which would include people from different *ethnic* backgrounds (Appendix Table 24).

Figure 3.3: Would you or any of your household attend events/activities/project which would include people from different backgrounds?



Respondents were also asked whether they already mixed frequently, sometimes, never or haven't had the opportunity to mix with people from a different community or religious background. At the time of the survey more than three-quarters (78%) of respondents said that they or members of their household did mix with people from a different community or religious background (48% 'frequently'; 30% 'sometimes'); 11 per cent of respondents stated they never mixed with people from a different community or religious background and 10 per cent stated they hadn't had the opportunity to do so (Appendix Table 25).

Perception of community relations in the Glen Ward area

When asked about their perceptions of community relations in the Glen Ward area less than one-fifth (18%) of respondents stated that community relations were 'getting better', almost half (49%) felt they were 'about the same' and a small proportion (5%) felt they were 'getting worse'; interestingly more than one-quarter (28%) of respondents were unsure how to gauge community relations in the area (Appendix Table 26).

Moving towards a more mixed community

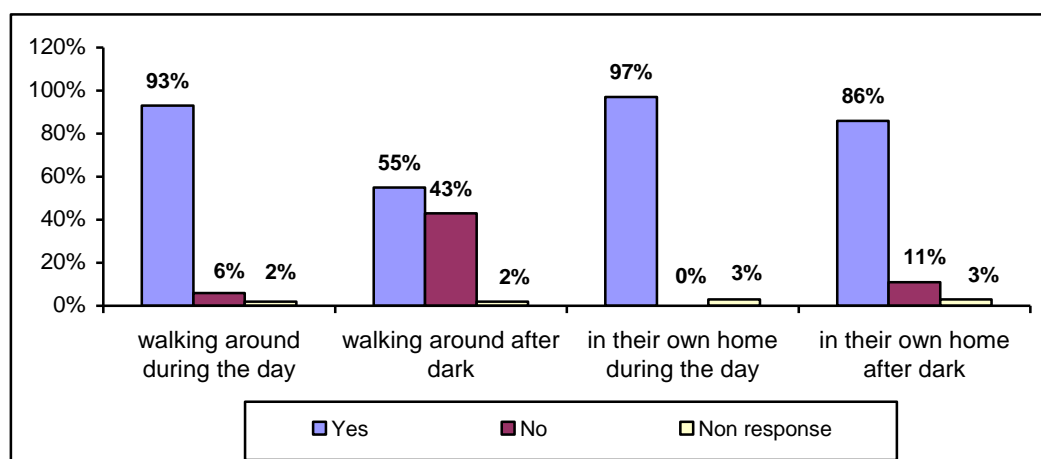
More than half (53%) of respondents would be in favour of their area moving towards a more mixed community rather than predominantly Catholic or Protestant; more than one-tenth (13%) would not be in favour. However, one-third (33%) of respondents were undecided (Appendix Table 27).

3.5 COMMUNITY SAFETY

Perception of personal safety

Respondents were asked about their feelings of personal safety in the Glen Ward area. As Figure 3.4 below illustrates, the majority of respondents (93%) felt safe walking around the area during the day. Far fewer (55%) felt safe waking around the area after dark, with more than two-fifths (43%) stating they did not feel safe walking around the area after dark (Appendix Tables28 and 29).

Figure 3.4: Respondents' perceptions of personal safety



The vast majority (97%) of respondents felt safe in their home during the day, and 86 per cent of respondents felt safe in their home after dark ; although 11 per cent did not feel safe in their own homes after dark (Appendix Tables 30 and 31).

Those respondents who reported not feeling safe to any of the pervious questions were asked an open-ended question regarding what made them feel safer. In the event, 35 respondents made 39 comments. These were various and numbers are too small to report, however four themes emerged which were each commented on by five or more respondents: more police presence (n=15), don't know (n=7), better street lighting (n=5) and too many youths/strangers about (n=5) (Appendix Table 32).

Respondents' concerns within the Glen Ward area

Respondents were given a list of issues that might affect residents living within any given neighbourhood and were asked whether they were concerned or not concerned about these issues within the Glen Ward area. Table 3.2 below shows that almost three-fifths (59%) of residents were concerned about 'damage/vandalism to property' in the area and the same proportion (59%) were concerned about 'damage/vandalism to a car or other motor vehicle'. More than half of respondents were concerned with 'underage drinking' (55%) and 'burglary and theft' (52%).

Respondents were least concerned about 'displays of flags or emblems' with one-fifth (19%) of all respondents concerned about this (Appendix Table 33).

Table 3.2: Percentage of respondents' concerned within the Glen Ward area

	%
Damage/vandalism to property	59
Damage/vandalism to a car or other motor vehicle	59
Underage drinking	55
Burglary and theft	52
Joyriding and car crime (theft and damage)	48
Teenagers causing a nuisance	44
Stray dogs and cats	44
Attacks on elderly people	43
Attacks on young people	42
Drugs (using or dealing)	41
Assaults	39
Graffiti	37
People making a noise (late at night)	33
Discrimination against ethnic minorities	31
Discrimination against people of different sexual orientation	26
Disputes with neighbours	24
Local traffic noise	23
Displays of flags and emblems	19

Base: 106

Reporting incidents of crime

Respondents were asked whether they would report all crimes to the police. In the event, more than three-quarters (76%) of respondents noted they would report all crimes to the police. Interestingly, less than half (42%) were aware of the non-emergency police number before receiving the questionnaire (Appendix Table 34).

Neighbourhood watch

When asked, almost three-quarters (72%) of all respondents thought a neighbourhood watch scheme should be introduced to the area; more than one-quarter (26%) did not. Of those respondents who felt a neighbourhood watch scheme should be introduced (n=76), almost one-third (30%; n=23) stated they would consider joining such a scheme (Appendix Tables 35 and 36).

Keeping residents informed

Less than four-fifths (78%) of respondents thought the best way to keep people aware of and interested in community activities in the area was through a community newsletter. A further nine per cent felt the best way to keep residents informed was through social networking such as Facebook or Twitter; eight per cent stated community meetings as the best means (Appendix Table 37).

3.6 ADDITIONAL COMMENTS

Finally, on completion of the questionnaire, all respondents were given the opportunity to make general comments about living in Glen Ward area and/or the research being carried out. In total 22 respondents made 26 comments. These were various and numbers are too small to report, however two themes emerged which were each commented on by five or more respondents. The first was that the area need to be cleaned up (n=10) and secondly that they were happy living in the Glen Ward area (n=9), (Appendix Table 38).

4.0 SUMMARY

- Survey findings show that ‘good access to local services’, a ‘good location’ and ‘family connection in the area’ were the most common reasons given for why respondents continued to live in the Glen Ward area.
- Survey findings also show that the majority of residents found many of the services and facilities in the Glen Ward area satisfactory. Car parking however, was the exception.
- Nevertheless, more than two-thirds were either ‘very satisfied’ or ‘satisfied’ with the Glen Ward area as a place to live, with only a small minority feeling dissatisfied. Although, when asked to state what changes they would like to see, the most common suggestions included tidying up the area, more car parking and more facilities for children.
- Almost two-thirds were aware of the Glen Ward Community Development Association. However, of those respondents who were aware, just more than one-quarter reported using/attending any of the facilities/activities provided; the main reasons given being no interest in community based activities and not enough information available about activities or events.
- Whilst proportions were relatively small, there was some interest in possible future activities that could be provided by locally and these included a ‘summer festival’ and ‘keep fit classes’.
- Moreover, respondents felt that ‘youth activities (aged 10+)’, ‘children’s specific interest clubs (aged 4+)’ and ‘community social events’ could promote greater understanding and respect between communities in the Glen Ward area.
- In terms of cross-community activities there was a willingness among residents to mix with people from different ethnic as well as religious backgrounds. Furthermore, more than three-quarters of respondents reported that they already mixed with people from different community or religious backgrounds.
- In terms of living together, however, just more than half would be in favour of their area moving towards a more mixed community rather than predominantly Protestant or Catholic.
- In general people feel safe in the Glen Ward area. However, far fewer respondents felt safe walking around the area at night than during the day; when asked what would make them feel safer, more police presence was the most common response.
- Moreover, the main concerns for residents in the area were ‘damage/vandalism to property’, ‘damage/vandalism to car’ and ‘drugs (using or

dealing)'. However, almost one-quarter of all respondents felt that a neighbourhood watch scheme should be introduced to the area, with almost one-third of those stating that they were willing to get involved in such a scheme.

- Lastly, three-fifths of all respondents felt community spirit in the area was either 'very good' or good', with the majority of respondents stating that a newsletter was the best way to keep residents informed of community activities; one in ten also stated social media as the best means.

Appendix 1

Questionnaire

Research Unit, Northern Ireland Housing Executive									
OFFICE USE ONLY									
Received	AM	PM	EVE	SAT	Punched		Schedule No:		
Coding					Validated				

GLEN WARD COMMUNITY DEVELOPMENT ASSOCIATION SURVEY

This confidential survey has been developed in partnership with Glen Ward Community Development Association and the Housing Executive Community Cohesion Unit. It is important to note that this survey is for **all residents** so whether you are a Housing Executive Tenant, a home owner or are renting from a private landlord or housing association, we would be grateful if all householders take the time to complete the survey. Please do so by circling the appropriate response(s) for each question. All information will be treated in the strictest confidence and will be used only for the purposes of this research.

Section 1: Living Here

Q1. How long have you lived in your present home?

Please circle one response only

Less than 1 year	1
1 year or more but less than 5 years	2
5 years or more but less than 10 years	3
10 years or more but less than 15 years	4
15 years or more	5

Q2. Where did you live immediately before your present home?

Please circle one response only

Same local area (Glen Ward)	1
Outside current local area but within Ards Borough Council area	2
Outside Ards Borough Council area but within Northern Ireland	3
Outside Northern Ireland, please specify	4

Q3. Do you rent or own your home?

Please circle one response only

Rent from Housing Executive	1
Rent from a housing association	2
Rent from private landlord	3
Owner occupier	4
Other, please specify	5

Q4. What are your reasons for staying in the Glen Ward area?

Please circle all that apply

Always lived here	1
Affordable housing costs	2
Family connections in the area	3
Good location	4
Good schools	5
Friendly area	6
Good access to local services	7
Employment	8
Other (<i>please specify below</i>)	9

Q5a. Would you say the level of community spirit in this area is ...?

Please circle one response only

Very good	1	Go to Q6a
Good	2	
Neither good nor poor	3	
Poor	4	Go to 5b
Very poor	5	
Don't know	888	Go to Q6a

Q5b. If you answered poor or very poor, please state why.

Q6a. Do you think you are likely to move away from the Glen Ward area in the next two years?

Please circle one response only

Yes	1	Go to Q6b
No	2	Go to Q7
Don't know	888	Go to Q7

Q6b. If yes, why do you think you are likely to move away in the next two years?

Section 2: Services and facilities in the Glen Ward Area

Q7. The following is a list of general services within the area. Please circle a response for each to indicate whether the service is satisfactory or unsatisfactory. If it is unsatisfactory, please give your main reason why.

Please circle a response on each line

	Satisfied	Unsatisfactory	Why unsatisfactory
Emptying of wheelie bins	1	2	
Repairing of roads and pavements	1	2	
Street sweeping	1	2	
Street signage	1	2	
Street lighting	1	2	
Policing of the area	1	2	
Car parking	1	2	
Play areas for children	1	2	
Doctors	1	2	
Chemists	1	2	
Dentists	1	2	
Advice services	1	2	
Primary school	1	2	
Secondary school	1	2	
Higher/Further education 16+	1	2	
Adult education	1	2	
Sport/leisure services	1	2	

Q8a. Are you aware of the Glen Ward Community Development Association community house?

Please circle one response only

Yes	1	Go to Q8b
No	2	Go to Q9

Q8b. Do you or any member of your household use/attend the services/facilities/activities provided by the Glen Ward Community Development Association?

Please circle one response only

Yes	1	Go to Q9
No	2	Go to Q8c

Q8c. If no, please state why?

Q9. If provided locally, which events/activities/projects would you or any member of your household choose to attend?

Please circle one response on each line

	Yes – one or more household members would use/attend	No – no household member would use/attend
Community Centre	1	2
Women's group	1	2
Zumba dance	1	2
Keep fit	1	2
Youth drop in	1	2
Children's summer scheme	1	2
Children's Halloween party	1	2
Children' Christmas party	1	2
Pensioner's Halloween party	1	2
Pensioner's Christmas party	1	2
Computer courses	1	2
Summer festival	1	2
Football	1	2
Other, please specify	1	2

Q10a. How satisfied or dissatisfied are you with Glen Ward as a place to live?

Please circle one response only

Very satisfied	Satisfied	No strong feelings	Dissatisfied	Very dissatisfied
1	2	3	4	5
Go to Q11			Go to Q10b	

Q10b. If dissatisfied or very dissatisfied, please state why.

Q11. Thinking about living in the Glen Ward area, please state what changes you would like to see, if any, which have not been previously mentioned in this questionnaire.

1.

2.

Section 3: Attitudes to community relations

- Q12a. How concerned are you about relations between people of different community backgrounds in the **Glen Ward** area?

Please circle one response only

Very concerned	Slightly concerned	Not very concerned	Not at all concerned
1	2	3	4
Go to Q12b		Go to Q13a	

- Q12b. If very concerned or slightly concerned, please state why.

- Q13a. How concerned are you about relations between people of different community backgrounds in **Northern Ireland** as a whole?

Please circle one response only

Very concerned	Slightly concerned	Not very concerned	Not at all concerned
1	2	3	4
Go to Q13b		Go to Q14	

- Q13b. If very concerned or slightly concerned, please state why.

- Q14. Do you or any members of your household mix with people from a different community /religious backgrounds?

Please circle one response only

Frequently	1
Sometimes	2
Haven't had the opportunity	3
Never	4

- Q15. Would you or any member of your household attend shared events/activities/projects which included people from...?

Please circle one response on each line

	Yes	No
Different religious backgrounds	1	2
Different ethnic backgrounds	1	2

Q16a. Do you think community relations in this area are...?

Please circle one response only

Getting better	1	Go to Q17a
About the same	2	Go to Q17a
Getting worse	3	Go to Q16b
Don't know	888	Go to Q17a

Q16b. If you think community relations in this area are getting worse, please state why.

Q17. What would be your view on your area moving towards a more mixed community rather than predominantly Catholic or Protestant?

Please circle one response only

I would be in favour of this	1
I would not be in favour of this	2
Don't know	888

Q18. Which of the following events/activities/projects do you think could promote greater understanding and respect between communities in this area?

Please circle on response on each line

	Yes	No
Children's specific interest clubs (aged 4+)	1	2
Youth Activities (aged 10+)	1	2
Senior citizen activities (craft, lunch club etc)	1	2
Women's Group	1	2
Men's Group	1	2
Volunteering projects	1	2
Community social events	1	2
Community safety events/initiatives	1	2
Residents Group	1	2
Newsletter covering different topics delivered door to door	1	2
Intergenerational events (involving residents of all ages)	1	2
Multicultural events (raising awareness of different cultures)	1	2
Know your neighbour event	1	2
Other, please specify	1	2

Section 4: Community safety

Q19a. The following questions are about your own personal safety within this area and by area we mean within a 15 minute walk. Do you feel safe... (If you answer "No" please state why).

Please circle one response on each line

	Yes	No	If no, why?
...walking around this area during the day? (i.e. 6.00 am to 9.00 pm)	1	2	
... walking around this area after dark? (i.e. 9.00 pm to 6.00 am)	1	2	
...in your own home during the day? (i.e. 6.00 am to 9.00 pm)	1	2	
...in your own home after dark? (i.e. 9.00 pm to 6.00 am)	1	2	

Q19b. If you have answered 'no' to any of the above what would make you feel **safer** in this area? (If you answered 'yes' to all of the above go to **Q20**)

Q20. Below is a list of issues that might affect residents living in any given area. Please state whether you are concerned/not concerned about any of the following within the Glen Ward area:

Please circle one response on each line

	Concerned	Not Concerned
Attacks on elderly people	1	2
Attacks on young people	1	2
Discrimination against ethnic minorities	1	2
Discrimination against people of a different sexual orientation	1	2
Burglary and theft	1	2
Damage/vandalism to property	1	2
Damage/vandalism to car	1	2
Stray dogs and cats	1	2
Drugs (using or dealing)	1	2
Graffiti	1	2
Joyriding and car crime (theft and damage)	1	2
Local traffic noise	1	2
People making a noise (late at night)	1	2
Under age drinking	1	2
Assaults	1	2
Displays of flags and emblems	1	2
Teenagers causing a nuisance	1	2
Disputes with neighbours	1	2
Other, please specify	1	2

Q21. The following questions are about reporting incidences of crime to the police. Please circle 'yes' or 'no' to the following:

Please circle one response on each line

	Yes	No
If I were the victim of crime I would report <u>all crimes</u> to the Police	1	2
If I were the victim of crime I would <u>only report major crimes</u> to the Police	1	2
Before receiving this survey did you know there was a non-emergency police number (0845 600 8000)	1	2

Q22a. Statistics suggest that areas/streets involved in a neighbourhood watch scheme may experience less criminal activity. Do you think a neighbourhood watch scheme should be introduced in Glen Ward area?

Please circle one response only

Yes	1	Go to Q22b
No	2	Go to Q23

Q22b. Would you or a member of your household like to get involved in a neighbourhood watch scheme?

Please circle one response only

Yes	1
No	2
Already involved	3
Don't Know	888

Q23. What do you think would be the best way for Glen Ward Community Development Association to keep people aware of events/activities/projects in the area?

Please circle one response only

Community newsletter	1
Community meetings	2
Feedback through existing community groups	3
Social Networking i.e. Facebook, Twitter	4
Other, please specify	5

Section 5: You and your household

It would be very helpful to the research if you could provide some details about yourself and the people who live with you

Under the Disability Discrimination Act (1995) a “disabled person” is defined as a person with:

“A physical or mental impairment which has a substantial and long term adverse effect on a person’s ability to carry out normal day to day activities.”

Day to day activities are normal activities carried out by most people on a regular basis. The effect of the disability must have lasted 12 months, or be likely to last at least 12 months or for the rest of the life of the person.

Q24a. Does any member in the household have any long term illnesses, health problems or disability which limits his/her daily activities or the work they can do?

Please circle one response only		
Yes	1	Go to Q24b
No	2	Go to Q25

Q24b. How many members of the household have a disability that affects their normal day-to-day activities?

Please circle one response only		
1	2	3+

Q25. How many people live in this household?

Enter number

--

Q26. Could you please complete the following table and provide details of everyone who lives here and how they are related to the **Household Reference Person (HRP)**? *This is the person who would be considered to be the head of the household.* Please circle a response for each category that applies to each person. Please start by giving the age of the Household Reference Person and then work down the categories, circling the appropriate response.

		↓	↓	↓	↓	↓	↓	↓	↓	↓
Person:	HRP	2	3	4	5	6	7	8	9	10
Age on last birthday:										
Gender										
Male	1	1	1	1	1	1	1	1	1	1
Female	2	2	2	2	2	2	2	2	2	2
Your Household	HRP	1								
Relationship to HRP: Partner (married)		2	2	2	2	2	2	2	2	2
Partner (cohabiting)		3	3	3	3	3	3	3	3	3
Partner (civil partnership)		4	4	4	4	4	4	4	4	4
Child		5	5	5	5	5	5	5	5	5
Parent		6	6	6	6	6	6	6	6	6
Other Relative		7	7	7	7	7	7	7	7	7
Lodger		8	8	8	8	8	8	8	8	8
Other non-relative		9	9	9	9	9	9	9	9	9
Employment Status										
Self Employed	1	1	1	1	1	1	1	1	1	1
Working full-time	2	2	2	2	2	2	2	2	2	2
Working part-time	3	3	3	3	3	3	3	3	3	3
Not working short term (< 1 year)	4	4	4	4	4	4	4	4	4	4
Not working long term (> 1 year)	5	5	5	5	5	5	5	5	5	5
Retired (excludes looking after home)	6	6	6	6	6	6	6	6	6	6
Student (further / higher education)	7	7	7	7	7	7	7	7	7	7
Permanent Sick/Disabled	8	8	8	8	8	8	8	8	8	8
Looking after family/home	9	9	9	9	9	9	9	9	9	9
Other, including schoolchild	10	10	10	10	10	10	10	10	10	10
Marital Status										
Single (never married)	1	1	1	1	1	1	1	1	1	1
Married (first marriage)	2	2	2	2	2	2	2	2	2	2
Re-married	3	3	3	3	3	3	3	3	3	3
Civil Partnership	4	4	4	4	4	4	4	4	4	4
Separated (but still legally married)	5	5	5	5	5	5	5	5	5	5
Divorced (but not legally remarried)	6	6	6	6	6	6	6	6	6	6
Widowed (but not legally remarried)	7	7	7	7	7	7	7	7	7	7
Ethnic Group										
White	1	1	1	1	1	1	1	1	1	1
Chinese	2	2	2	2	2	2	2	2	2	2
Irish Traveller	3	3	3	3	3	3	3	3	3	3
Indian	4	4	4	4	4	4	4	4	4	4
Pakistani	5	5	5	5	5	5	5	5	5	5
Bangladeshi	6	6	6	6	6	6	6	6	6	6
Black Caribbean	7	7	7	7	7	7	7	7	7	7
Black African	8	8	8	8	8	8	8	8	8	8
Mixed Ethnic (please specify)	9	9	9	9	9	9	9	9	9	9
Other, please specify	10	10	10	10	10	10	10	10	10	10
Black other (please specify)	11	11	11	11	11	11	11	11	11	11
Nationality										
British	1	1	1	1	1	1	1	1	1	1
Irish	2	2	2	2	2	2	2	2	2	2
Northern Irish	3	3	3	3	3	3	3	3	3	3
Portuguese	4	4	4	4	4	4	4	4	4	4
Latvian	5	5	5	5	5	5	5	5	5	5
Lithuanian	6	6	6	6	6	6	6	6	6	6
Polish	7	7	7	7	7	7	7	7	7	7
Nigerian	8	8	8	8	8	8	8	8	8	8
Other (please specify)	9	9	9	9	9	9	9	9	9	9

- Q27. The Housing Executive has a policy of promoting complete equality in the provision of housing and housing related services in Northern Ireland. In order to help monitor this it would be helpful if you would describe the religious composition of this household.

Please circle one response only

Protestant	Catholic	Mixed Religion Protestant/Catholic	Other (Specify)	None	Don't Know	Refused
1	2	3	4	5	888	777

- Q28. Are there any other comments you would like to make about living in the Glen Ward area or the research being carried out?

Thank you very much for completing the questionnaire.

A research officer will call at your door during the next few weeks to collect the completed questionnaire. The research officer will help you if you would like assistance to complete the questionnaire.

If you have any queries regarding this survey, please do not hesitate to contact Sarah McCloy in the Research Unit of the Northern Ireland Housing Executive on the following number: **028 9031 8545** or use our **Freephone Number 0800 072 0987 (no cost from landline phones, mobile providers may vary)**. Alternatively you can email queries to Sarah.McCloy@nihe.gov.uk

Appendix 2

Tabular results

TABULAR RESULTS

Table 1: Household types and their definitions

			N	%
	TWO ADULTS	Two people, related or unrelated, below pensionable age	18	18
	LONE ADULT	One person below pensionable age	17	17
	SMALL FAMILY	Any two adults, related or unrelated, living with one or two dependent children aged under 16	16	17
	LONE OLDER	Lone person of pensionable age	15	16
	LONE PARENT	Lone adult living with one or more dependent children aged under 16	13	13
	TWO OLDER	Two people, related or unrelated, at least one of whom is of pensionable age	10	10
	LARGE ADULT	Three or more adults, related or unrelated, living with or without one dependent children aged under 16	7	7
	LARGE FAMILY	Any two adults, related or unrelated, living with three or more dependent children aged under 16 or three or more adults, related or unrelated, living with two or more dependent children aged under 16	3	3
	Total		99	100
Missing	Non response	Respondents gave insufficient information to define household type	7	
Total			106	

Base: 99

Table 2: Does any member of your household have a disability?

		Number	%
	Yes	38	36
	No	66	64
	Total	104	100
Missing	Non response	<5	
Total		106	

Base: 104

Table 3: Number in household with a disability

	Number	%
One	33	87
Two	5	13
Total	38	100

Base: 38 households which have a member(s) with a disability

Table 4: Gender of HRP

		Number	%
	Female	52	51
	Male	49	49
	Total	101	100
Missing	Non response	5	
Total		106	

Base: 101

Table 5: Age group of HRP

		Number	%
	16-24	11	12
	25-39	21	22
	40-59	38	40
	60-74	19	20
	75+	6	7
	Total	95	100
Missing	Non response/refusal	11	
Total		106	

Base: 95

Table 6: Employment status of HRP

		Number	%
	Working	44	44
	Retired	20	20
	Not working	16	16
	Permanently sick/disabled	10	10
	Looking after family home	9	9
	Total	99	100
Missing	Non response	7	
Total		106	

Base: 99

Table 7: Ethnicity of HRP

		Number	%
Valid	White	100	99
	Other	<5	1
	Total	101	100
Missing	Non response	5	
Total		106	

*Base: 101***Table 8: Nationality of Household Reference Person (HRP)**

		Number	%
	British	78	80
	Northern Irish	14	14
	Other	6	6
	Total	98	100
Missing	Non response	8	
Total		106	

*Base: 98***Table 9: Religious composition of households**

		Number	%
	Protestant	81	79
	None	5	5
	Refused	5	5
	Catholic	<5	4
	Other	<5	4
	Mixed Protestant / Catholic	<5	3
	Total	102	100
Missing	Non response	<5	
Total		106	

*Base: 102***Table 10: How long have you lived in your present home?**

	Number	%
Less than 1 year	9	9
1 year or more but less than 5 years	30	28
5 years or more but less than 10 years	18	17
10 years or more but less than 15 years	12	11
15 years or more	37	35
Total	106	100

Base: 106

Table 11: Where did you live immediately before your present home?

	Number	%
Same local area (Glen Ward)	48	45
Outside local area but within Ards Borough Council area	40	38
Outside Ards Down Borough Council but within Northern Ireland	16	15
Outside Northern Ireland	<5	2
Total	106	100

*Base: 106***Table 12: Do you think you are likely to move away from the Glen Ward area in the next two years?**

	Number	%
Yes	9	9
No	77	73
Don't know	20	19
Total	106	100

*Base: 106***Table 13: Household tenure**

	Number	%
Rent from Housing Executive	46	43
Owner occupier	39	37
Rent from private landlord	20	19
Rent from a housing association	<5	1
Total	106	100

*Base: 106***Table 14: Respondents' reasons for staying in the Glen Ward area**

	Number	%
Good access to local services	65	61
Good location	63	59
Family connections in area	58	55
Friendly area	50	47
Affordable housing	46	43
Good schools	44	42
Always lived here	38	36
Employment	19	18

Base: 106

Table 15: Respondents' perception of the level of community spirit in the Glen Ward area

	Number	%
Very good	11	10
Good	53	50
Neither good nor poor	27	26
Poor	<5	2
Very poor	<5	2
Don't know	10	9
Non response	<5	1
Total	106	100

Base: 106

Table 16: Satisfaction with services and facilities in the Glen Ward area

	Satisfactory		Unsatisfactory	
	Number	%	Number	%
Primary school	105	99	0	0
Chemists	102	96	<5	3
Dentists	102	96	<5	3
Adult education	102	96	<5	2
Higher/Further education 16+	102	96	<5	3
Sport/leisure services	100	94	<5	4
Advice services	98	93	7	7
Street lighting	97	92	6	6
Doctors	93	88	11	10
Street signage	93	88	12	11
Secondary school	93	88	12	11
Emptying of wheelie bins	92	87	12	11
Policing of the area	80	76	25	24
Repairing of roads and pavements	77	73	28	26
Street sweeping	74	70	31	29
Play areas for children	73	69	30	28
Car parking	62	59	43	41

Base: 106

Table 17: Are you aware of the Glen Ward Community Development Association community house?

	Number	%
Yes	69	65
No	36	34
Non response	<5	1
Total	106	100

Base: 106

Table 18: Do you or any member of your household use/attend services/facilities/activities provided by the Glen Ward Community Development Association?

	Number	%
Yes	18	26
No	51	74
Total	69	100

Base: 69 respondents who stated they were aware of the Glen Ward Community Development Association community house at the time of the survey

Table 18b: Reasons given for not using/attending services/facilities/activities provided by the Glen Ward Community Development Association?

	Number
Not interested	16
Not enough information about what is available	12
Not enough time	7
No services for disabled people	6
Other, including: too old to attend, will attend in future	6
Total	47

Base: 47 comments made by 46 respondents

N.B. respondents could give more than one response (five respondents did not give a reason)

Table 19: What events/activities/projects would you or any members of your household consider using?

	Number	%
Summer festival	39	37
Community Centre	27	26
Keep fit	26	25
Children's Christmas party	25	24
Children's Halloween party	25	24
Children's summer scheme	24	23
Computer courses	23	22
Zumba dance	21	20
Youth drop-in	16	15
Women's group	12	11
Football	12	11
Pensioners' Christmas party	11	10
Pensioners' Halloween party	6	6
Other, including: live music and market, mother and toddler groups, events for young people	7	7

Base: 106

Table 20: Which of the following do you think could promote greater understanding and respect between communities in this area?

	Number	%
Youth activities (aged 10+)	77	73
Children's specific interest clubs (aged 4+)	76	72
Community social events	74	70
Community safety events/initiatives	71	67
Volunteering projects	68	64
Senior citizen activities (craft, lunch club etc.)	67	63
Newsletter covering different topics delivered door to door	66	62
Intergenerational events (involving residents of all ages)	66	62
Residents' group	66	62
Women's group	64	60
Multi-cultural events (raising awareness of different cultures)	63	59
Men's group	57	54
Know your neighbour event	56	53

Base: 106

Table 21a: Level of satisfaction with the Glen Ward area as a place to live

	Number	%
Very satisfied	19	18
Satisfied	53	50
No strong feeling	26	25
Dissatisfied	5	5
Very dissatisfied	<5	2
Non response	<5	1
Total	106	100

Base: 106

Table 21b: What changes would you like to see in the Glen Ward area?

	Number
Tidy up the area	18
More parking	9
More facilities for children	9
More measures to tackle dog fouling	8
More traffic calming measures	6
More police presence	5
Deal with vacant properties	5
More street bins	5
Other, including: more street lighting, gas heating, remove paramilitary flags, more road gritting	9
Total	74

Base: 74 comments made by 49 respondents

N.B. respondents could give more than one response

Table 22: How concerned are you about relations between people of different community backgrounds in the Glen Ward area?

	Number	%
Very concerned	3	3
Slightly concerned	11	10
Not very concerned	55	52
Not at all concerned	36	34
Non response	<5	1
Total	106	100

Base: 106

Table 23a: How concerned are you about relations between people of different community backgrounds in Northern Ireland as a whole?

	Number	%
Very concerned	12	11
Slightly concerned	16	15
Not very concerned	52	49
Not at all concerned	25	24
No response	<5	1
Total	106	100

Base: 106 respondents

Table 23b: Reasons given for being concerned about relations between people of different community backgrounds in Northern Ireland

	Number
Continuing community divide (Protestant/Catholic)	9
Increasing negative attitudes towards foreign nationals	7
Reluctance to move on	6
Other, including: tension due to flags/marching, hate crime on the increase	3
Total	25

Base: 25 comments made by 22 respondents

N.B. respondents could give more than one response

Table 24: Would you or any member of your household attend shared events/activities/projects which include people from...

	Different RELIGIOUS backgrounds		Different ETHNIC backgrounds	
	Number	%	Number	%
Yes	86	81	77	73
No	20	19	26	25
Non response	0	0	<5	3
Total	106	100	106	100

Base: 106

Table 25: Do you or any of your household mix with people from a different community/religious background?

	Number	%
Frequently	51	48
Sometimes	32	30
Haven't had the opportunity	11	10
Never	12	11
Total	106	100

Base: 106

Table 26: Respondents' perception of community relations in the Glen Ward area

	Number	%
Getting better	19	18
About the same	52	49
Getting worse	5	5
Don't know	30	28
Total	106	100

Base: 106

Table 27: What would be your view on your area moving towards a more mixed community rather than predominantly Catholic or Protestant?

	Number	%
I would be in favour of this	56	53
I would NOT be in favour of this	14	13
Don't know	35	33
No response	<5	1
Total	106	100

Base: 106

Table 28: Do you feel safe walking around the area during the day (i.e. 6.00am to 9.00pm)?

	Number	%
Yes	98	93
No	6	6
Non response	<5	2
Total	106	100

Base: 106

Table 29: Do you feel safe walking around the area at night (i.e. 9.00pm to 6.00am)?

	Number	%
Yes	58	55
No	46	43
Non response	<5	2
Total	106	100

Base: 106

Table 30: Do you feel safe in your own home during the day (i.e. 6.00am to 9.00pm)?

	Number	%
Yes	103	97
No	0	0
Non response	<5	3
Total	106	100

Base: 106

Table 31: Do you feel safe in your own home during a night (i.e. 9.00pm to 6.00am)?

	Number	%
Yes	91	86
No	12	11
Non response	<5	3
Total	106	100

Base: 106

Table 32: What would make you feel safer in the Glen Ward area?

	Number
More police presence	15
Don't know	7
Better street lighting	5
Too many youths/strangers about	5
Other, including: keep dogs on leads, more security cameras, being accompanied, nothing	7
Total	39

Base: 39 comments made by 35 respondents

N.B. respondents could give more than one response

Table 33: Respondents' concerns within the Glen Ward area

	Concerned		Not concerned	
	N	%	N	%
Damage/vandalism to property	62	59	41	39
Damage/vandalism to a car or other motor vehicle	62	59	41	39
Underage drinking	58	55	46	43
Burglary and theft	55	52	47	44
Joyriding and car crime (theft and damage)	51	48	51	48
Teenagers causing a nuisance	47	44	57	54
Stray dogs and cats	47	44	57	54
Attacks on elderly people	46	43	56	53
Attacks on young people	45	42	56	53
Drugs (using or dealing)	43	41	58	55
Assaults	41	39	60	57
Graffiti	39	37	63	59
People making a noise (late at night)	35	33	67	63
Discrimination against ethnic minorities	33	31	68	64
Discrimination against people of a different sexual orientation	28	26	74	70
Disputes with neighbours	25	24	77	73
Local traffic noise	24	23	78	74
Displays of flags and emblems	20	19	81	76

Base: 106**Table 34: Reporting incidents of crime to the police**

	Yes		No	
	N	%	N	%
If I were a victim of crime I would report <u>all crimes</u> to the police	81	76	23	22
If I were a victim of crime I would <u>only report major crimes</u> to the Police	23	22	79	75
Before receiving this questionnaire I knew there was a non-emergency police number	44	42	57	54

Base: 106

Table 35: Do you think a neighbourhood watch scheme should be introduced into the Glen ward area?

	Number	%
Yes	76	72
No	28	26
Non response	<5	2
Total	106	100

Base: 106 respondents

Table 36: Would you consider joining a neighbourhood watch scheme?

	Number	%
Yes	23	30
No	31	41
Don't know	21	28
Non response	<5	1
Total	76	100

Base: 76 respondents who thought a neighbourhood watch scheme should be introduced to the area

Table 37: What would be the best way for Glen Ward Community Development Association to keep people aware of events/activities/projects in the area?

	Number	%
Community newsletter	83	78
Social networking e.g. FB, Twitter	10	9
Community meetings	8	8
Non response/don't know	<5	4
Other	<5	1
Total	106	100

Base: 106

Table 38: Any other comments you would like to make about living in the Glen Ward area or the research being carried out?

	Number
Clean up the area	10
Happy living here	9
Other, including: more lockup garages, repairs required to properties, bus shelters	7
Total	26

Base: 26 comments made by 22 respondents

N.B. respondents could give more than one response



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