

ARMAGH

NEIGHBOURHOOD RENEWAL SURVEY 2009



Northern Ireland
Housing Executive

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Background to the Survey

The Northern Ireland Housing Executive (NIHE) is the regional strategic housing authority for Northern Ireland. Part of its remit is to 'conduct or promote research into any matter relating to any of its functions'¹. Research for the NIHE is carried out by the Research Unit and this work assists the NIHE in informing policy and improving services.

One of the Research Unit's key ongoing areas of research is its rolling programme of neighbourhood renewal surveys carried out annually in a number of NIHE estates. Normally, all residents are invited to participate in the research; their views are a key source of information for local district offices and community organisations trying to address the complex web of problems which characterise many of these estates.

In June 2003, the Government launched "People and Place – A strategy for Neighbourhood Renewal". The strategy seeks to target those communities throughout Northern Ireland that are experiencing the highest levels of deprivation. It is also about bringing together the work of all Government Departments, in partnership with local people, to tackle disadvantage and deprivation in all aspects of everyday life. The total population affected by deprivation throughout Northern Ireland is approximately 280,000 (one person in six)².

The Neighbourhood Renewal strategy falls within the remit of the Department for Social Development (DSD). In light of the NIHE's broad experience in undertaking research in Neighbourhood Renewal areas, the DSD Neighbourhood Renewal Team and staff from the NIHE's Research Unit met in November 2006 to discuss the DSD's objectives with regard to Neighbourhood Renewal areas and to see if there was sufficient overlap to allow the NIHE to undertake Neighbourhood Renewal Area surveys on the DSD's behalf. Following NIHE Board approval for the Research Programme in March 2007 – which included DSD-requested NRA research – representatives from the Research Unit met formally with the DSD and NISRA on 8 May 2007 to develop a way forward. The DSD confirmed the following in relation to its 36 NRAs:

- i) the need to monitor change over time at NI level; that is, closing the gap between the 36 Neighbourhood Renewal Areas and the NI average;
- ii) the need to identify local level issues for people living in the 36 Neighbourhood Renewal Areas;
- iii) that there was a considerable overlap between the questionnaires used by the NIHE in its Neighbourhood Renewal Surveys and the issues the DSD wanted to explore;
- iv) that the DSD would like a small number of additional questions/amendments which, in the event, were acceptable to NIHE;
- v) that the top 10% of deprived neighbourhoods across Northern Ireland have been identified using the New Noble Multiple Deprivation Measure. Following extensive consultation, this resulted in a total of 36 areas being targeted for action. The areas include 15 in Belfast, six in the North West and 15 in other towns and cities across Northern Ireland.

¹ Housing (NI) Order 1981, Article 6

² DSD website Urban Regeneration > Neighbourhood Renewal

DSD and NIHE in partnership

Given the Housing Executive's experience in conducting similar household surveys in deprived areas, the DSD's Neighbourhood Renewal team formally requested NIHE's assistance in undertaking surveys in Northern Ireland's 36 NRAs. In consultation with the DSD and on the basis of its priorities, eight NRAs were selected for study in 2009:

Upper Ardoyne/Ballysillan	Tullycarnet
Armagh	NW Portadown
Enniskillen	Colin
Dungannon	Rathcoole

The DSD and NIHE's Research Unit met in December 2008 to agree the questionnaire. Additional questions relating to education and crime were included at the DSD's request.

Conduct of the Survey

The project management, design, quality assurance, analysis and report-writing were the responsibility of the Research Unit. Data collection and data entry were carried out by Ipsos MORI. In January 2008, Ipsos MORI piloted the questionnaire and fieldwork commenced in March 2009 and concluded in April 2009. The draft questionnaire and final report were quality-assured by the Housing Executive's Research Unit.

Survey Objectives

The objectives of the Neighbourhood Renewal Surveys were:

- to examine the housing history, tenure, aspects of the home and satisfaction with current dwelling;
- to ascertain intention to buy or transfer from the current dwelling;
- to investigate perceptions about the image of the area and personal safety;
- to gather opinions on the impact of crime and the extent of anti-social behaviour;
- to ascertain respondents views on education;
- to determine the extent of local participation in and the impact of local Neighbourhood Renewal Initiatives;
- to investigate the socio-economic characteristics of the household.

Presentation of Findings

The findings from the survey are presented in the following sections:

Introduction

Key Findings

Chapter 1: Socio-Economic Profile

Chapter 2: Characteristics of the home and area

Chapter 3: Armagh NRA

Chapter 4: Neighbourhood Renewal

Chapter 5: Education in Armagh NRA

Appendix 1: Technical Information

Appendix 2: Questionnaire

Appendix 3: Tabular Analysis

Appendix 4: Map of Armagh NRA

KEY FINDINGS

Socio-Economic Profile

- Almost two-fifths of HRPs (39%) were working (N.I. – 51%³); 23% were retired (N.I. - 29%) and 18% were permanently sick/disabled (N.I. – 7%). Similar proportions were not working (11%) (N.I. – 8%) and looking after family/home (10%) (N.I. – 5%).
- A considerable proportion of HRPs were in receipt of benefits: Housing Benefit (39%), Income Support (26%), a Disability Benefit (24%), Retirement Pension (23%) and Child Benefit (22%).
- The ethnic origin of the majority (99%) of HRPs was white. (N.I. level – 99%)⁴.
- Large adult was the predominant household type (17%). At N.I. level the predominant household type was two older (16%)⁵.
- The average household size was 2.4, slightly smaller than the Northern Ireland average (2.5)⁶.
- One-fifth (20%) of household members were aged under 16 (a slightly lower proportion than at the NI level – 22%)⁷.
- 19% were aged over 60 (NI level – 22%)⁸.
- Average annual gross household income was between £10,000 and £15,000. However, almost one-third (30%) said their income was less than £10,000.
- Almost two-fifths (37%) of respondents said they or someone in their household had a disability that affected their normal day-to-day activities. (N.I. level – 18%)⁹.
- 94% of respondents said their household religion was Catholic.

³ N.I. House Condition Survey 2006

⁴ Family Resources Survey 2006

⁵ N.I. House Condition Survey 2006

⁶ NISRA Continuous Household Survey 2007/8

⁷ NISRA Website – Mid-Year Population Estimates (2007)

⁸ NISRA Website – Mid-Year Population Estimates (2007)

⁹ N.I Survey of Activity Limitation and Disability (2007)

Characteristics of the home

- The survey indicated a high level of tenure mix and residential stability and respondents were generally satisfied with their homes. However, there were also important issues to be addressed in terms of energy costs.
- 45% of respondents lived in owner-occupied accommodation, 38% lived in social housing (NIHE and Housing Associations), and 17% privately rented.
- More than half (51%) of respondents had lived in Armagh NRA for more than 15 years.
- 82% said they lived in a house; 11% lived in a bungalow and 7% lived in a flat.
- The most prevalent home security measures were window locks (60% of respondents' homes), security lights (31%) and door chains (21%).
- Most households surveyed (94%) had at least one smoke alarm in their dwelling.
- 42% of respondents said their household had no vehicles; 47% said they had one vehicle and 10% had two or more vehicles.
- Most respondents (93%) had full central heating in their home. The main heating source in more than four-fifths (84%) of homes represented in the survey was oil-fired with radiators. Oil-fired central heating systems were also the predominant heating sources at N.I. level (70%)¹⁰.
- Respondents reported high levels of satisfaction with various aspects of their heating system, ranging from 91% satisfied with the ease of use of the system to 81% with the amount of heat that you can get. However, only 55% were satisfied with the cost of running the system.
- More than one-fifth (22%) of respondents said they had been unable to adequately heat their home. The cost of domestic fuel (32 respondents), other priorities (28 respondents), low household income (26 respondents) and other reasons including system breakdowns (8 respondents) were factors contributing to respondents' inability to adequately heat their home.
- More than one-third (36%) of respondents had heard of the Warm Homes Scheme.
- 92% of respondents said their home was about the right size; 6% said it was too small and 3% said it was too big.
- The majority (92%) of respondents were satisfied with their home overall.

¹⁰ N.I. House Condition Survey 2006

- 11 respondents, (15% of those in social housing) said they intended to buy their home in the following two years.

Armagh NRA

- The survey indicated mixed levels of satisfaction with the area and a perception that the area had not really changed.
- Most respondents (86%) agreed that they really felt part of the community living in the area.
- 88% of respondents disagreed that they felt embarrassed to bring people to the area.
- 84% of respondents agreed that they were proud to come from the area.
- More than half (55%) of respondents thought the area was not really changing; 30% thought it was changing for the better and 15% thought it was changing for the worse.
- 14% of respondents in Armagh NRA perceived the level of ASB in their local area to be high. The equivalent figure for Northern Ireland was 14%.
- The main ASB problems identified by respondents in the area were people being drunk or rowdy in public places (31%), rubbish or litter lying about (31%) and teenagers hanging around on streets (30%). The most prevalent perceived problems at Northern Ireland level were rubbish or litter (28%) and teenagers hanging around on streets (26%).
- Almost all respondents (98%) said they felt safe walking alone in the area during the day. In contrast, fewer respondents (73%) said they felt safe walking alone in the area after dark; however, 94% said they felt safe in their own home after dark.

Neighbourhood Renewal

- The survey indicated fairly low levels of awareness among residents of neighbourhood renewal and community involvement.
- 86% of respondents were not aware that their home was within Armagh NRA.
- More than three-quarters (77%) of respondents said they were not aware of any physical changes that had improved the neighbourhood within the previous 12 months.
- The most common issues that respondents said needed to be addressed were improvements to roads/footpaths/parking/traffic control (15; 19%), the need for the area to be cleaned/graffiti and litter removed (13; 16%) and antisocial behaviour (9; 11%).
- Less than two-fifths (38%) of respondents said their area had a community/residents' association; 50% said their area did not have one and the remaining 12% did not know.
- Of those 72 respondents who said their area had a community association, 65 (90%) felt it was representative of the community as a whole.
- More than two-thirds (69%) of all respondents said they would not consider joining a local community association, compared to 19% who said they would.
- Only 13% of respondents were aware of the Housing Executive's Neighbourhood Warden Service. Of these respondents, only a small number had used the service.

Education

- Most respondents (95%) agreed that 'children in N Ireland get a good education'. (N.I. level – 89%)¹¹.
- The majority (91%) of respondents agreed that 'staying on in school is important if you want to get a good job'. (N.I. level – 84%)¹².
- More than two-thirds (67%) of respondents agreed that they had enjoyed their time at school. (N.I. level – 67%)¹³.
- More than one-quarter (26%) of respondents had one or more children of school age (4-18 years).
- All respondents (50; 100%) with children of school age agreed their child's school was welcoming to parents.
- The majority (49; 98%) of respondents agreed their child's school gave them clear information on how their child was getting on.
- All respondents (50; 100%) with children of school age agreed that making sure their child attends school regularly and on time is important.
- All respondents (50; 100%) with children of school age said helping their child with homework is important.
- Almost one-quarter (12; 24%) of respondents said they would consider taking their child out of school during term-time for a family holiday; the remainder (38; 76%) of respondents said they would not.
- Nine out of ten respondents (45; 90%) with children of school age said they feel involved personally in their child's school life.

¹¹ NISRA – N.I. Omnibus Survey 2008 – Education Module

¹² NISRA – N.I. Omnibus Survey 2008 – Education Module

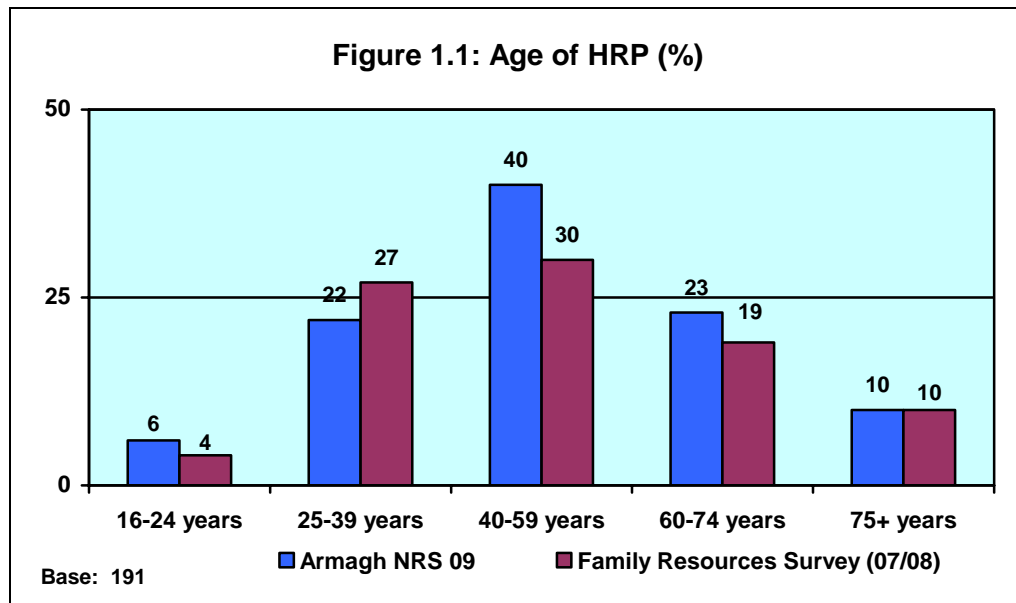
¹³ NISRA – N.I. Omnibus Survey 2008 – Education Module

1.0 SOCIO-ECONOMIC PROFILE

This chapter details the socio-economic characteristics of households within Armagh NRA.

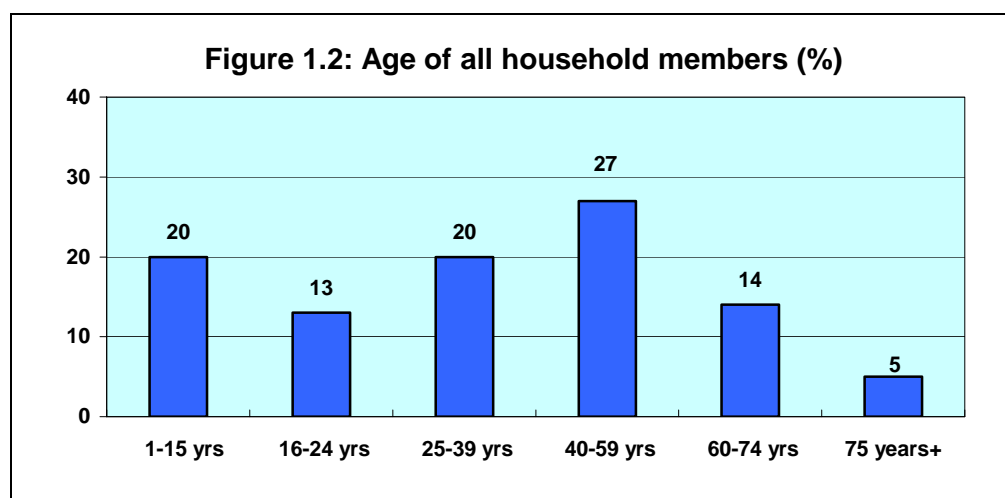
1.1 Age of Household Reference Person

The predominant age group among HRP's was 40 to 59 years (40%); Similar proportions were aged between 60 and 74 (23%) and 25 and 39 (22%). Smaller proportions were aged 75 or older (10%) and 16 to 24 (6%). Data from the 2007/8 Family Resources Survey are included in [Figure 1.1](#) below for reference ([Appendix Table 1.1-1.2](#)).



1.2 Age of all household members

In total, 453 individuals were identified as resident in the 191 households surveyed. One-third (33%) of household members were aged 24 and under (20% were aged under 16); 27% were aged between 40 and 59, 20% were aged between 25 and 39, 14% were aged between 60 and 74 and 5% were aged over 75. A small proportion of respondents refused to state the age of the remaining 1% of household members ([Figure 1.2](#); [Appendix Table 1.3](#)).

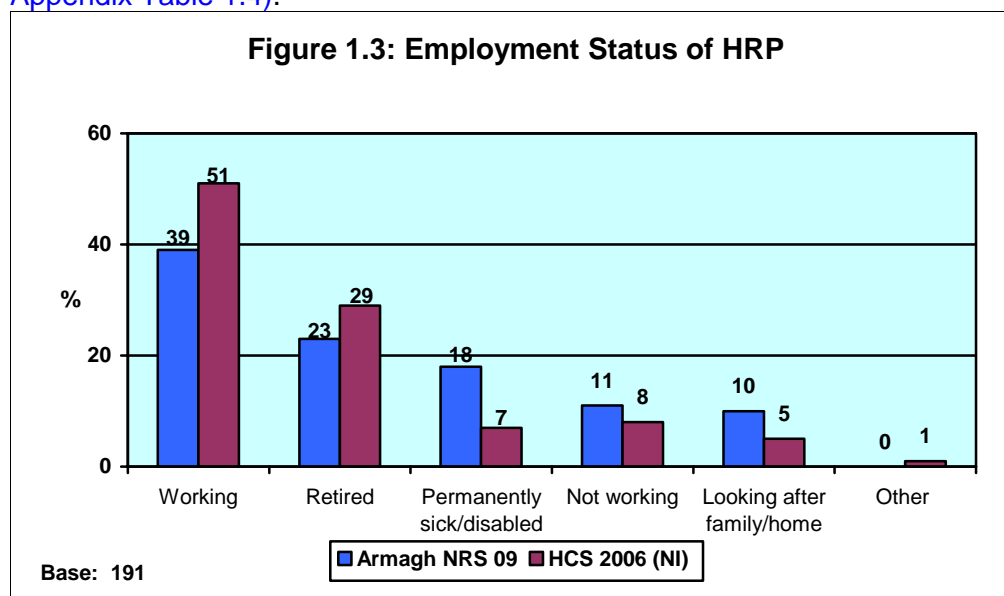


1.3 Average household size

The survey found that the average household size in Armagh NRA was 2.4, slightly smaller than the Northern Ireland average of 2.5¹⁴.

1.4 Employment Status of Household Reference Person

Almost two-fifths of HRP's (39%) were working; 23% were retired and 18% were permanently sick/disabled. Similar proportions (11%) were not working and (10%) looking after family/home. Data at the Northern Ireland level from the HCS 2006 are included in the graph below for reference (Figure 1.3, Appendix Table 1.4).



1.5 Household Type

Households were classified into eight types according to the number and ages of household members. Table 1A includes a description of each household type along with the findings from this survey and from the 2006 House Condition Survey, for comparison.

Table 1A: Household Types and Definitions	Armagh 2009 %	HCS 2006 (NI) %
Large Adult (three or more adults - related or unrelated - and no dependent children aged <16)	17	13
Lone Adult (lone person below pensionable age)	16	14
Lone Older (lone person of pensionable age - 65 years for men, 60 years for women)	15	15
Two Adults (two adults - related or unrelated - below pensionable age)	15	14
Small Family (two adults - related or unrelated - living with one or two dependent children aged <16)	15	12
Two Older (two people - related or unrelated - at least one of whom is of pensionable age)	12	16
Lone Parent (sole adult living with dependent child(ren) aged <16)	7	6
Large Family (two adults - related or unrelated - living with more than two dependent children aged <16)	4	10

¹⁴ NISRA Demography – Mid Year Population Estimates 2007

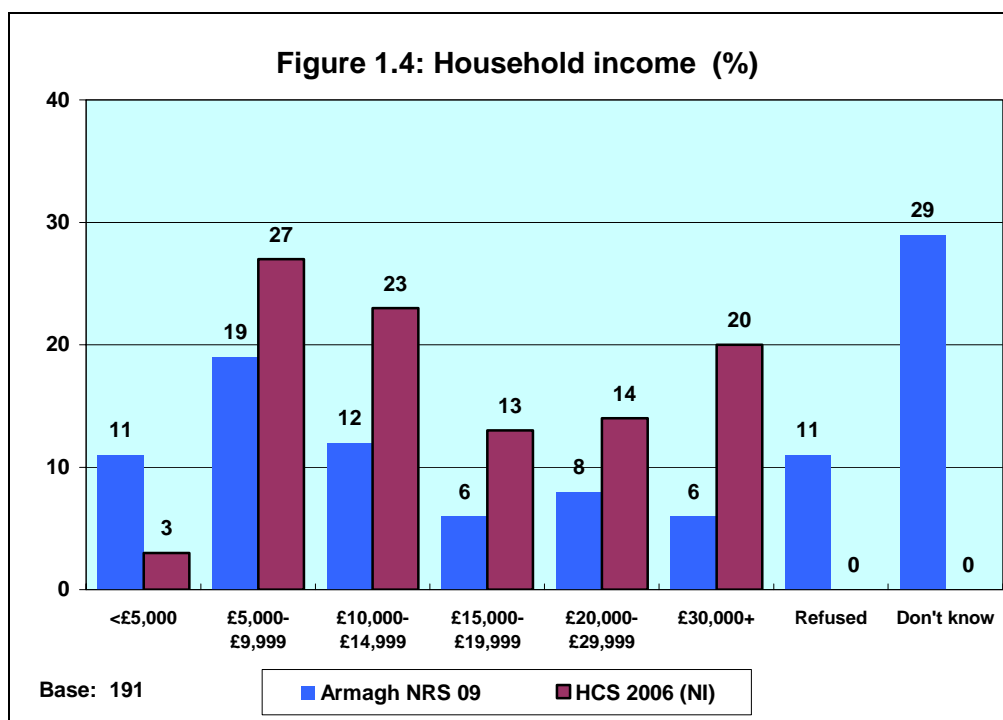
1.6 Household type comparison with House Condition Survey 2006

Table 1A shows a broadly similar pattern of distribution of household types within the Armagh Neighbourhood Renewal Area to that identified in the 2006 HCS at NI level. The largest disparity was large family households, which accounted for 4% of household types within Armagh NRA (10% in the 2006 HCS) ([Appendix Table 1.5](#)).

1.7 Annual household income

This survey defines household income as the total annual income before tax of the Household Reference Person (HRP) and partner (if applicable), including all income from savings, employment, benefits and other sources.

Almost one-third (30%) of respondents said their annual gross household income was less than £10,000. More than one-tenth (12%) said it was between £10,000 and £14,999 and 14% said it was between £15,000 and £29,999. Full income details are in the appendix tables and data from the HCS 2006 are included in the graph below for reference ([Figure 1.4](#); [Appendix Table 1.6](#)).



1.8 Benefits

The main benefits received by HRPs were Housing Benefit (39%), Income Support (26%), a disability benefit (24%), Retirement Pension (23%) and Child Benefit (22%). [Table 1B and Appendix Table 1.7](#) detail the benefits received by respondents and their partners (if applicable).

Table 1B: Benefits received	HRP	Partner
Housing Benefit	39%	4%
Income Support	26%	3%
A Disability Benefit	24%	13%
Retirement Pension	23%	16%
Child Benefit	22%	22%
Child Tax Credit	14%	10%
Pension Credit	14%	4%
Incapacity Benefit	11%	6%
Working Tax Credit	7%	6%
Jobseeker's Allowance	4%	4%
Other including Attendance Allowance	2%	0%

1.10 Long-term illness or disability

Almost two-fifths (37%) of respondents said they or someone in their household had a disability that affected their normal day-to-day activities. Of these respondents, the majority (93%) said their household had one disabled member; the remaining 7% had two or more disabled members ([Appendix Tables 1.8 and 1.9](#)).

1.11 Household Religion

The majority (94%) of HRPs described their household religion as Catholic; 2% as Protestant and 4% described their household religion as either other or none, or refused to state their household religion ([Appendix Table 1.10](#)).

1.12 Ethnic Origin and Nationality of Household Reference Person

Almost all HRPs (99%) were white ([Appendix Table 1.11](#)).

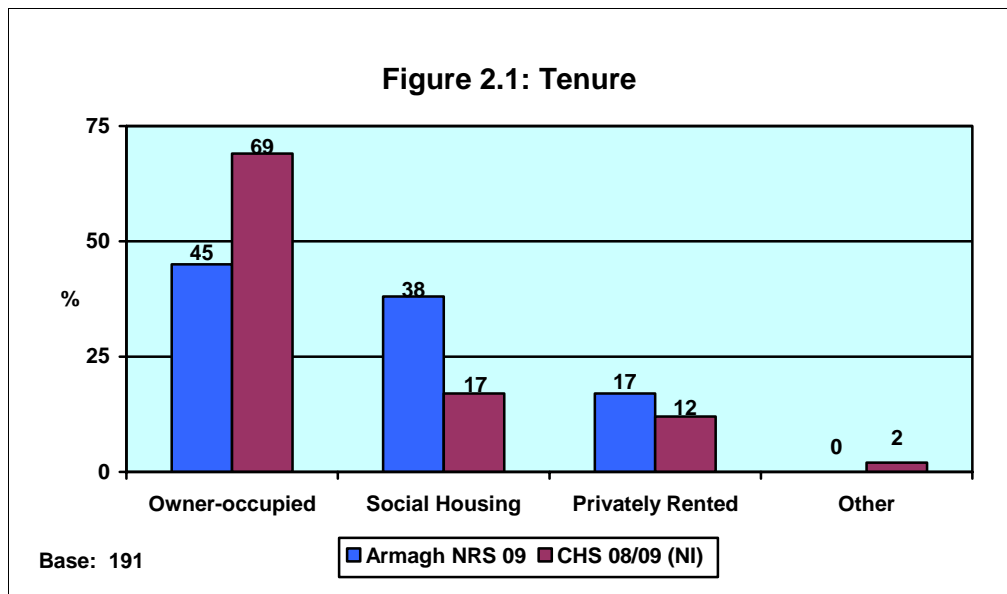
Almost three-quarters (74%) of HRPs described their nationality as Irish, 11% as British, 9% as Northern Irish, and the remainder (7%) stated other nationalities ([Appendix Table 1.12](#)).

2.0 CHARACTERISTICS OF THE HOME AND AREA

This chapter presents an analysis of some of the characteristics of homes within Armagh NRA: the tenure, length of tenure, satisfaction with aspects of accommodation and propensity to buy or transfer to/from NIHE or Housing Association properties.

2.1 Tenure

Almost half (45%) of respondents lived in the owner-occupied sector, 38% lived in social housing and 17% lived in privately rented accommodation. Data at the Northern Ireland level from the 2008/9 Continuous Household Survey are included in the graph below for reference (Figure 2.1; Appendix Table 2.1).



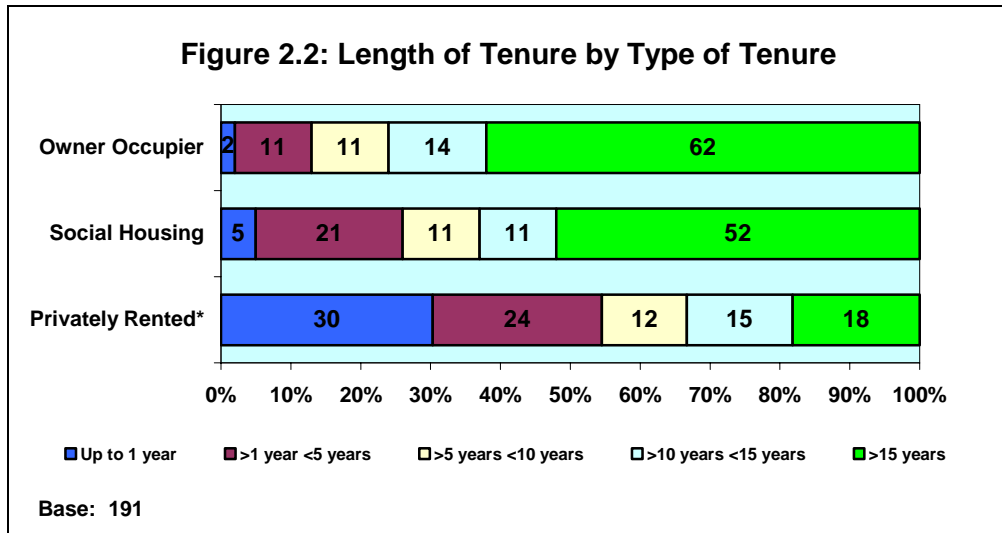
2.2 Length of time living in Armagh NRA

More than half (51%) of respondents had lived in Armagh NRA for more than 15 years. The remaining 49% had lived there for less than 15 years (Appendix Table 2.2).

2.3 More than two-thirds (69%) of respondents said they had lived within Armagh NRA immediately before moving to their present home; 18% had lived previously outside the Armagh Council area and 5% had lived outside Armagh NRA but within the Council area before moving to their present home. A further 8% had never lived anywhere else (Appendix Table 2.3).

2.4 Tenure by length of time living in Armagh NRA

Analysis of length of tenure by type of tenure shows that a higher proportion of owner-occupiers (62%) than those in social housing (52%) or privately rented (18%) tenures had lived in Armagh NRA for more than 15 years. Further detail is in Figure 2.2 and Appendix Table 2.4.



2.5 Dwelling type

More than four-fifths (82%) of respondents said they lived in a house; 11% lived in a bungalow and 7% lived in a flat ([Appendix Table 2.5](#)).

2.6 Home security

Home security measures in respondents' homes included window locks (60%), security lights (31%), door chains (21%), door viewers (10%) and burglar alarms (9%) ([Appendix Table 2.6](#)).

2.7 Smoke alarms

Most households surveyed (94%) had at least one smoke alarm: 19% had one, 56% had two and 19% had three or more smoke alarms. The remainder (6%) had no smoke alarms present ([Appendix Table 2.7](#)).

2.8 Vehicle ownership and parking

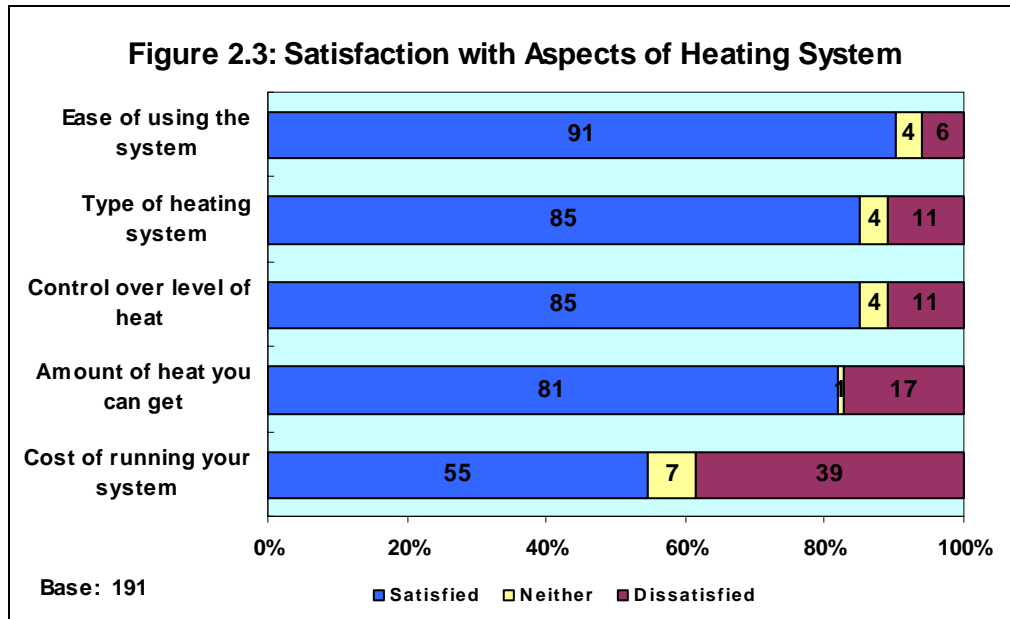
Respondents were asked how many cars or other vehicles were owned or available for use by anyone in their household. Almost half (47%) of respondents had one vehicle; 42% had none and 10% had two or more vehicles. Respondents' most common areas for parking in Armagh NRA were on the street (60%) and on a driveway (35%) ([Appendix Tables 2.8 and 2.9](#)).

2.9 Heating system

Most respondents (93%) had full central heating in their home. The main heating source in the majority of homes represented in the survey was oil-fired with radiators (84%) ([Appendix Tables 2.10 and 2.11](#)).

2.10 Satisfaction with heating system

Respondents reported high levels of satisfaction with various aspects of their heating system, ranging from 91% satisfaction with the ease of use of the system to 81% satisfaction with the amount of heat that you can get. However, almost two-fifths (39%) of respondents reported their dissatisfaction with the cost of running the system ([Figure 2.3; Appendix Table 2.12](#)).



2.11 Ability to adequately heat the home

More than one-fifth (22%) of respondents said they had been unable to adequately heat their home during the previous 12 months. The cost of domestic fuel (32 respondents), other priorities (28 respondents), low household income (26 respondents) and other reasons (8 respondents) including breakdowns and faulty heating systems were factors contributing to respondents' inability to adequately heat their home ([Appendix Tables 2.13-2.15](#)).

2.12 Warm Homes Scheme

More than one-third (36%) of respondents had heard of the Warm Homes Scheme. Analysis by tenure shows that awareness of the scheme was highest among owner-occupiers (49; 58%) and lowest among privately renting tenants (6; 18%) ([Appendix Table 2.16](#)).

2.13 Size of home

More than nine-tenths (92%) of respondents said their home was about the right size; 6% said it was too small and 3% said it was too big ([Appendix Table 2.17](#)).

2.14 Satisfaction with home

Most respondents (92%) were satisfied with their home; 4% were neither satisfied nor dissatisfied and 4% were dissatisfied. Respondents' main reasons for dissatisfaction were varied and included dwelling size and damp/condensation in home ([Appendix Tables 2.18 and 2.19](#)).

2.15 House sales and transfers

Respondents living in social housing (NIHE or Housing Association properties – 73; 38% of all respondents) were asked about their intentions to purchase or transfer/exchange their dwelling. Only 11 (15%) of these said they intended to buy their home during the next two years; the majority (59; 81%) did not intend to buy their home and a small proportion (3; 4%) were unsure ([Appendix Table 2.20](#)).

Transfer applications

Of the 62 respondents (85% of social tenants) who did not (or did not know if they did) intend to buy their home, 58 (94%) said they had not applied for a transfer from their home during the previous two years, nor did they intend to apply for a transfer from their present property within the next 12 months. Of the four respondents who had applied for a transfer, most wished to remain within the local area. The most common reason for wanting to transfer was 'size of house' ([Appendix Tables 2.21-2.24](#)).

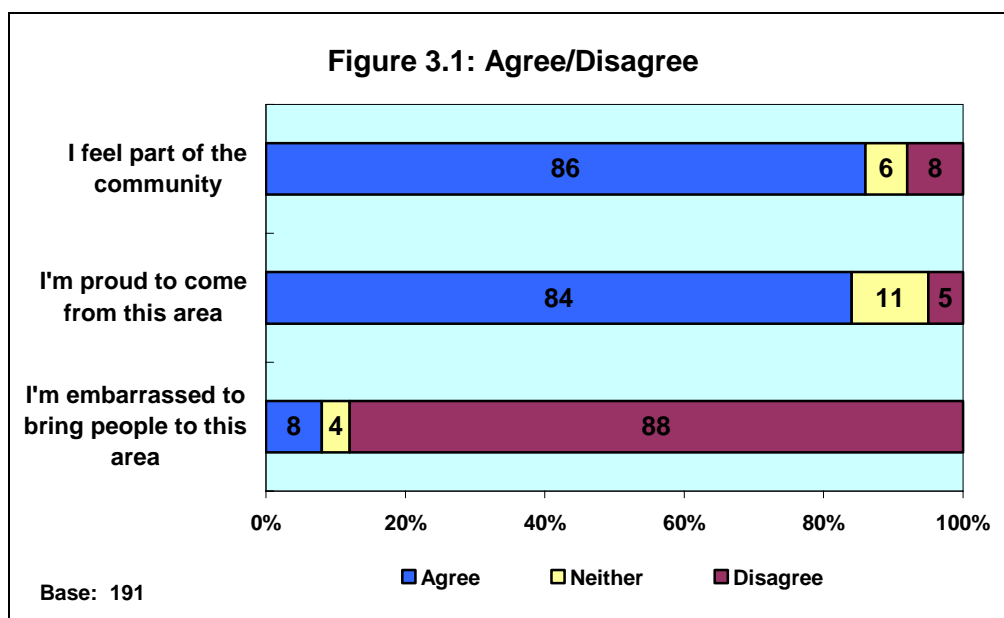
3.0 ARMAGH NRA

This chapter presents an analysis of data from questions aimed specifically at respondents' perceptions of life in Armagh NRA, including opinions of the area, crime and antisocial behaviour and sense of community safety.

3.1 Perceptions about the area

Respondents were asked how much they agreed or disagreed with a number of statements related to their perceptions of the area they lived in (Figure 3.1; Appendix Table 3.1):

- Most respondents (86%) agreed that they really felt part of the community living in the area; 6% neither agreed nor disagreed and 8% disagreed.
- More than four-fifths (84%) of respondents agreed that they were proud to come from the area; 11% neither agreed nor disagreed and 5% disagreed.
- Almost nine-tenths (88%) of respondents disagreed that they felt embarrassed to bring people to the area; 4% neither agreed nor disagreed and 8% agreed with this statement.



3.2 More than half (55%) of respondents thought the area was not really changing; 30% thought the area was changing for the better and 15% thought the area was changing for the worse (Appendix Table 3.2).

3.3 Among the 30% (57 respondents) who thought the area was changing for the better, reasons included residents taking more pride in area (17; 25%) and good neighbours (9; 13%). Among the 15% (29 respondents) who said the area was changing for the worse, the most common reasons were anti-social behaviour (12 respondents) and issues with young people (7 respondents) (Table 3A, Appendix Table 3.3).

Table 3A: Perceived reasons why the local area is changing

Changing for the Better	N	%	Changing for the Worse	N
Buying property / taking more pride in houses/ area	17	25	Anti-social behaviour / crime / teens	12
Nice area / good neighbours/ community spirit	9	13	Issues with young people	7
Improvements to area	7	10	Litter / area more dirty	5
Facilities for children	6	8	People moving in from other areas	3
Area kept cleaner / tidier/ landscaping	4	6	More cars / traffic / parking problems	2
Area quieter/calmer/less anti social behaviour or crime	4	6	Other including area is run down	4
Fewer young people in area	4	6		
Better facilities/sports facilities	4	6		
Improvements from the housing executives	2	3		
Other including less paramilitary activity	11	16		
Total	68	100	Total	33

Base: 57 respondents who gave 68 reasons

Base: 29 respondents gave 33 reasons

3.4 Perceptions of anti-social behaviour in Armagh NRA

Respondents were asked to rate how much of a problem different types of anti-social behaviour (ASB) were in their area within a 15-minute walk. In line with the latest Northern Ireland Crime Survey 2008/09 (NICS), the following seven strands of ASB were used to form a composite measure to gauge the overall perceived level of ASB in the local area and to allow comparison between levels of perceived ASB in Armagh NRA and the N Ireland level.

1. abandoned or burnt out cars;
2. noisy neighbours or loud parties;
3. people being drunk or rowdy in public places;
4. people using or dealing drugs;
5. teenagers hanging around on the streets;
6. rubbish or litter lying around; and
7. vandalism, graffiti and other deliberate damage to property.

3.5 Based on this composite measure, findings from this survey show that 14% of people in Armagh NRA perceived the level of ASB in their local area to be high. The equivalent figure for Northern Ireland was 14%.

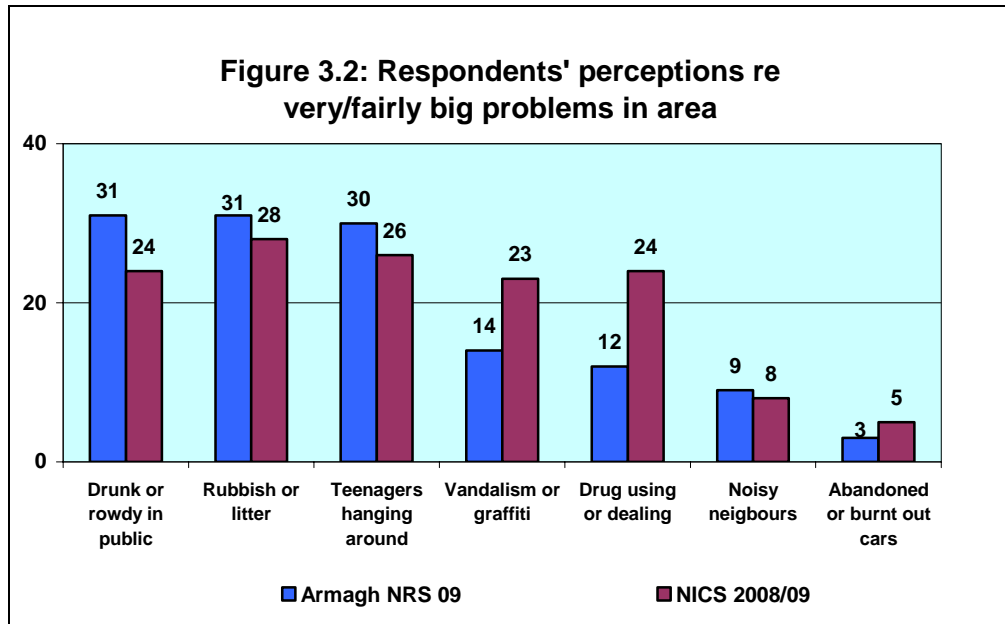
3.6 The ASB types most likely to be perceived by respondents to this survey to be very/fairly big problems in the local area were:

- people being drunk or rowdy in public places (31%);
- rubbish or litter lying around (31%); and
- teenagers hanging around on streets (30%).

The two most prevalent perceived problems at Northern Ireland¹⁵ level were:

- rubbish or litter lying around (28%) and
- teenagers hanging around on the streets (26%); (Figure 3.2; Appendix Table 3.4).

3.7 Findings from the Armagh survey show that respondents perceived noisy neighbours (9%) and abandoned or burnt out vehicles (3%) to be the least problematic ASB types. Similarly, the least prevalent perceived ASB problems at Northern Ireland level were noisy neighbours (9%) and abandoned or burnt out cars (3%).



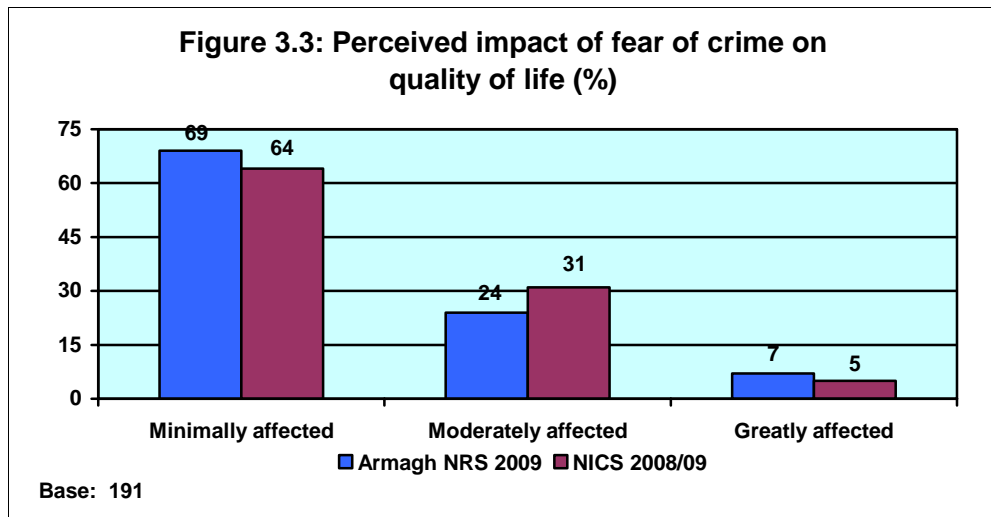
3.8 Perceptions of the effect of 'fear of crime' on quality of life

Respondents were asked to rate how much their quality of life was affected by fear of crime on a scale of 1 to 10, where 1 is no effect and 10 is a total effect. In order to standardise the results, the following conventions have been used to gauge the effect of 'fear of crime' on quality of life:

1. minimally affected (responded in the range 1 to 3);
2. moderately affected (responded in the range 4 to 7); and
3. greatly affected (responded in the range 8 to 10).

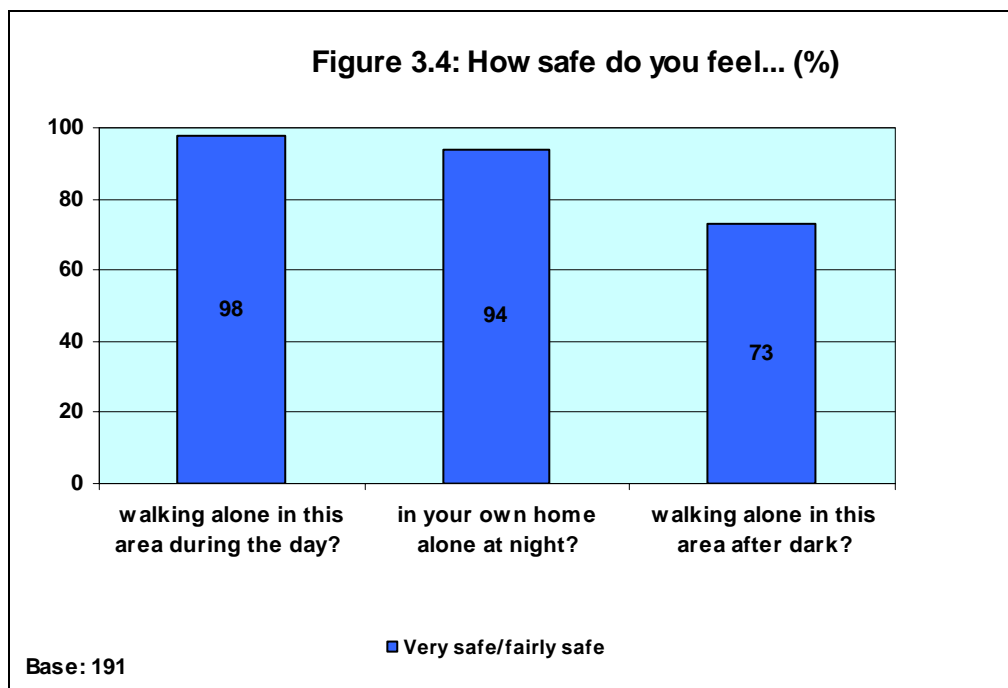
3.9 More than two-thirds (69%) of respondents in Armagh NRA felt that 'fear of crime' had a minimal impact on their quality of life and almost one-quarter (24%) said it had a moderate affect. A smaller proportion (7%) of respondents considered that their quality of life was greatly affected by their 'fear of crime' (Figure 3.3; Appendix Table 3.5).

¹⁵ NICS 2008/09: Perceptions of Crime Research and Statistical Bulletin 1/2010



3.10 Perceptions about personal safety

Almost all respondents (98%) said they felt safe walking alone in the area during the day; 94% felt safe in their own home when alone at night and 73% said they felt safe walking alone in the area at night. Respondents' reasons for not feeling safe are detailed fully in the Appendix Tables (Figure 3.4; Appendix Tables 3.6-3.10).



4.0 NEIGHBOURHOOD RENEWAL

This chapter analyses respondents' awareness of physical improvements to the area and recent neighbourhood renewal activity, assesses community involvement, measures satisfaction with services and identifies perceptions about other services, facilities or improvements needed in Armagh NRA.

4.1 Physical changes within Armagh NRA

More than three-quarters (77%) of respondents were not aware of any physical changes which had improved the neighbourhood within the previous 12 months. Among the remaining 23% (44 respondents) who were aware of physical changes, 11 (19%) mentioned structural improvements such as improvements to roads, housing, shopping and sports facilities. Details of all responses are in the appendix tables ([Appendix Tables 4.1 and 4.2](#)).

4.2 Important issues that need to be addressed in the neighbourhood

Almost two-fifths (37%) of respondents thought there were issues that needed to be addressed. The most common issues cited were the need for roads and parking (15; 19%), clean up of the area (13; 16%) and tackling anti-social behaviour (9; 11%). A full breakdown of issues identified by respondents is in the appendix tables ([Appendix Tables 4.3 and 4.4](#)).

4.3 Facilities/Services/Activities in the area

Respondents were asked about the existence of certain facilities in the area and whether anyone in their household would use them. The highest proportion (49%) of respondents was aware of sports facilities in the area. Similar proportions of respondents were aware of youth activities (34%), adult education classes (33%), IT facilities (31%), pre-school play group (31%) and child care facilities (30%). Use of these facilities varied greatly. Respondents were least aware of men's groups (3%), health awareness courses (6%), unemployment/job club (7%), extended schools (secondary) (8%) and women's groups (8%) with only a small proportion of respondents using these facilities. A summary of main responses is in [Table 4A](#) and a full breakdown is in [Appendix Table 4.5](#).

Table 4A: Awareness and use of local facilities

	Aware of... %	Would use... Number and percentage
Sports facilities	49	49 / 52%
Youth activities	34	24 / 38%
Adult education classes	33	24 / 39%
IT facilities	31	22 / 37%
Pre-school play group	31	17 / 28%
Childcare facilities	30	12 / 21%

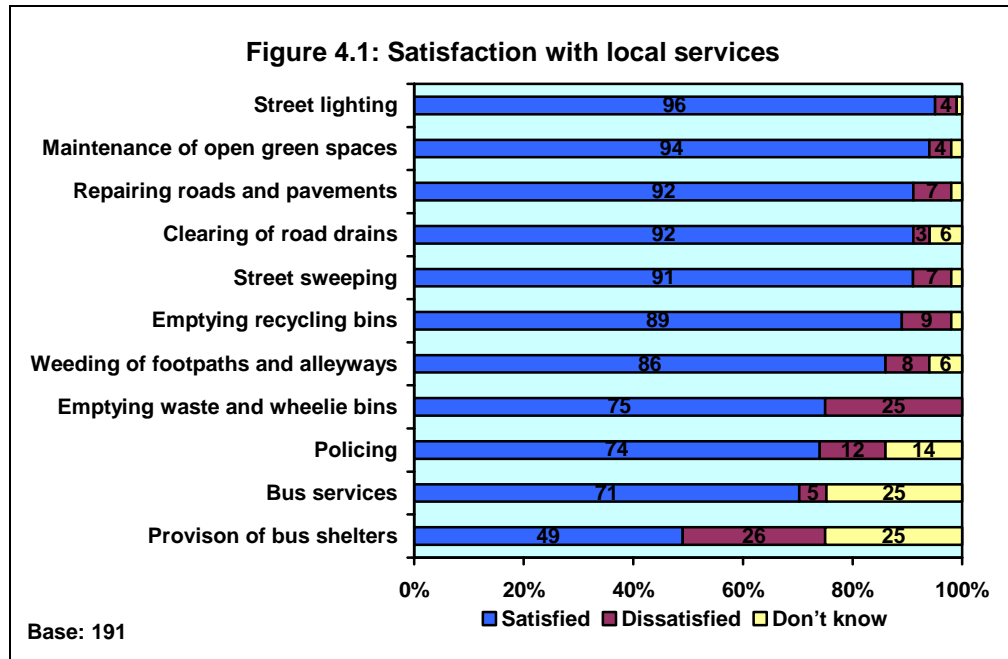
4.5 Neighbourhood Warden

Most respondents (87%) said they were not aware of the Housing Executive's Neighbourhood Warden Service. Of the 13% of respondents who were aware, only a small number (6 respondents) had used the service ([Appendix Tables 4.6-4.8](#)).

4.6 General services within the area

Respondents were asked about a number of general services provided in the area and whether they found them satisfactory or unsatisfactory. The highest level of satisfaction (96%) was with street lighting and the lowest (49%) was

with the provision of bus shelters. The reasons for dissatisfaction were varied and are detailed in the appendix tables (Figure 4.1: Appendix Tables 4.9-4.30).

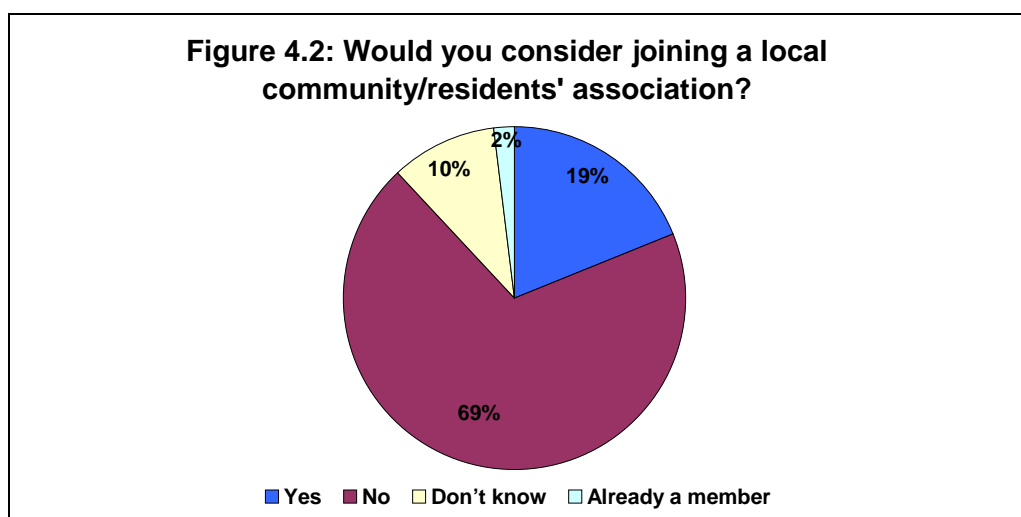


4.7 Community/Residents' Associations

Almost two-fifths (38%) of respondents said their area had a community/residents' association; half (50%) said their area did not have a community/residents association and 12% did not know if there was one in their area. Respondents were also asked to give the name of their local community/residents' association. One-third (24; 33%) of those asked did not know the name of their association. Full details are in the appendix tables (Appendix Tables 4.31 and 4.32).

Of the 72 respondents (38%) who said their area had a community/residents association, nine out of every 10 (65; 90%) felt the association was representative of the community as a whole; 7 (10%) said it was not representative. The reasons given by respondents who felt it was not representative of the community included: 'not representative of everyone' and 'cannot sort out problems in area' (Appendix Table 4.33 and 4.34).

More than two-thirds (69%) of all respondents said they would not consider joining a local community/residents' association; 19% said they would consider doing so, 10% were undecided and 2% were already members (Figure 4.2; Appendix Table 4.35).



4.8 Awareness of the local NRA

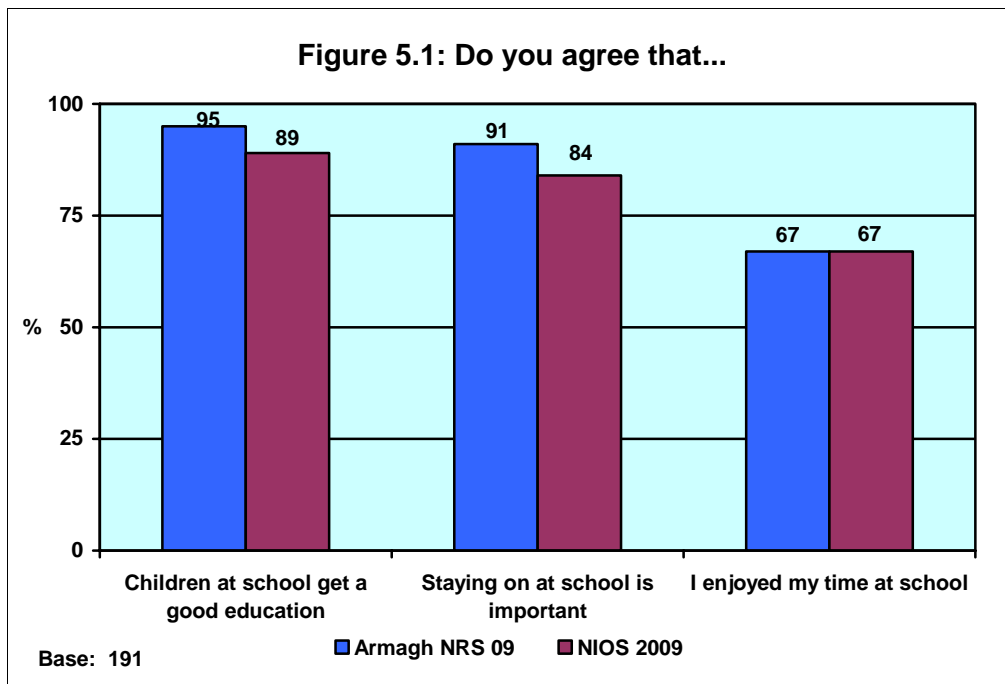
Most respondents (86%) were not aware that their home was within Armagh NRA. Of the 14% (26 respondents) that were aware, only a small number (7 respondents) had contributed to the consultation process for the development of a neighbourhood renewal action plan. The main reason cited by the majority (9 respondents) of those who had not contributed to the process was that they were unaware of the consultation process. Full details are in the appendix tables ([Appendix Tables 4.36-4.39](#)).

5.0 EDUCATION IN ARMAGH NRA

One of the main objectives of the Neighbourhood Renewal Strategy is to improve educational standards. This survey sought to ascertain respondents' views on educational services for children and their personal experiences of, and opinions on, educational provision in Armagh NRA. The results of the latest education module of the 2009 Northern Ireland Omnibus Survey¹⁶ (NIOS) have been included for information; however, since the NIOS had a much larger number of respondents, it is important to bear in mind the potential effect of sample error, particularly on Armagh NRA Survey, and therefore any conclusions based on a comparison of findings should be made with caution.

5.1 General opinions on education

Respondents were asked how much they agreed or disagreed with a series of statements relating to education in general. The majority (95%) agreed that children at school in Northern Ireland get a good education. More than nine-tenths (91%) agreed that staying on at school is important if one wants to get a good job and 67% agreed that they had enjoyed their time at school. Results from the NIOS 2009 broadly reflect these trends (Figure 5.1; Appendix Table 5.1).



5.2 Parent questions

More than one-quarter (26%) of respondents were the parent/guardian of children between the ages of 4 and 18 who were still at school. Of these, more than two-fifths (21; 42%) had one child, 19 (38%) had two children and 10 (20%) had three or more children who were at school. In order to select a child in the household for the purpose of education questions, respondents were asked what year their child (or if they had more than one child, the child whose birthday was next) was in at school (Appendix Tables 5.2 and 5.3).

¹⁶ NISRA – Northern Ireland Omnibus Survey 2009 – Education Module

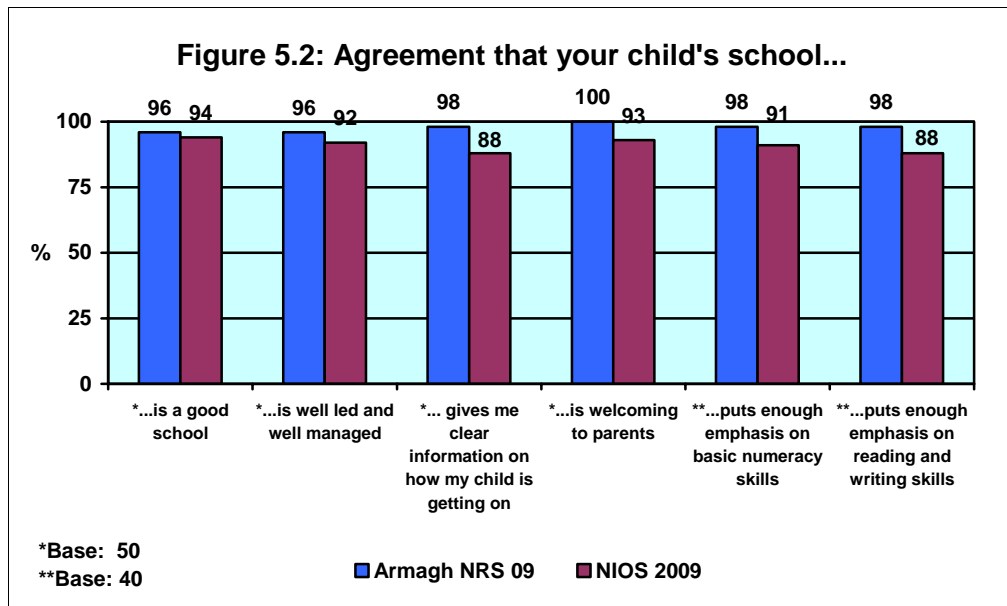
5.3 Primary/Secondary Education

More than three-quarters (38; 76%) said their child was in primary education (Years 1 to 7) and 12 (24%) said their child was in post-primary education (Years 8-14) (Appendix Table 5.4).

5.4 Parents' opinions on schools

Respondents who were parents of school-aged children (50; 26% of all respondents) were asked to state the extent to which they agreed or disagreed with a series of statements relating to their child's school. All respondents (50; 100%) agreed their child's school was welcoming to parents. The majority (49; 98%) said their child's school gives them clear information on how their child is getting on and similar proportions agreed that their child's school is a good school (48; 96%) and their child's school is well led and well managed (48; 96%).

Almost all of the 40 respondents whose child was between Year 1 to Year 7 agreed that both literacy skills (39; 98%) and numeracy skills (39; 98%) are given enough emphasis in their child's school. Results from the NIOS 2009 broadly reflect these views, illustrated in Figure 5.2 and Appendix Tables 5.5-5.6.



5.5 Importance of parental responsibilities regarding education

All respondents (50; 100%; NIOS 2009 - 94%) who had school-age children said making sure their child attends school regularly and on time is important and all (50; 100%; NIOS 2009 - 80%) said helping their child with homework is important (Appendix Table 5.7).

5.6 Term-time holidays

Almost one-quarter (12; 24%) of respondents with school-age children reported that they would consider taking their child out of school during term time, for example, for a family break or holiday. This figure was lower than that at Northern Ireland level as reported by the NIOS 2009, which found that 27% of parents would consider taking their child out of school during term time (Appendix Table 5.8).

5.7 Parental involvement

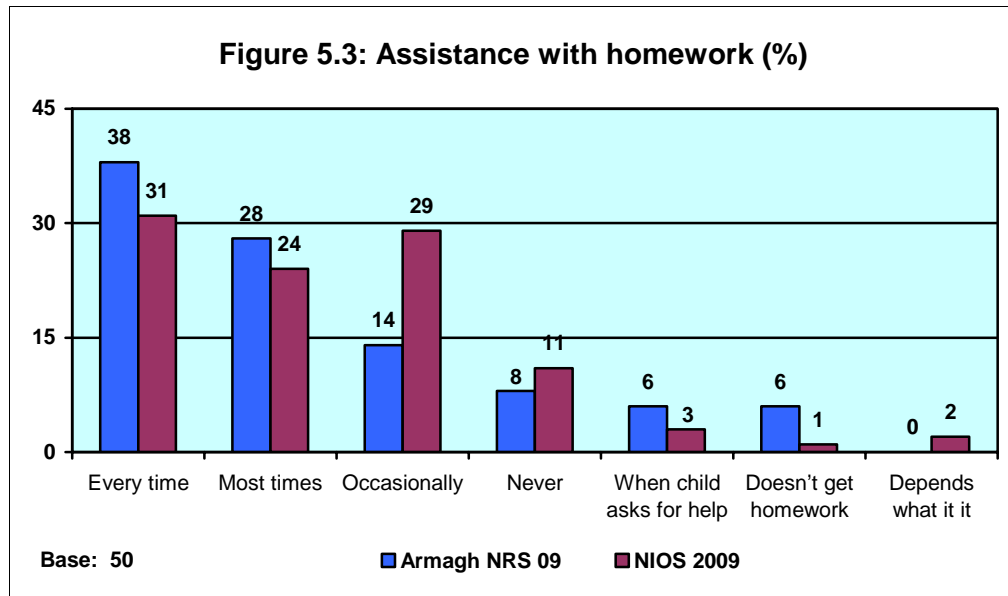
Most respondents with school-age children (45; 90%) said they felt involved in their child's school life. This figure is higher than found at Northern Ireland level where 85% of respondents felt involved. Respondents reported different levels of involvement in their child's school, for example, attendance at parent teacher meetings (45; 90%) and helping out with dinner duties/school trips (5; 10%). Findings from this survey and from the 2009 NIOS at Northern Ireland level are included in [Table 5A](#) and [Appendix Tables 5.9-5.10](#).

Table 5A: Type of parental involvement in their child's school

Activity	Armagh 2009 %	NIOS 2009 (NI) %
Attending parent teacher meetings	90	84
Helping out with dinner duties/school trips and so on	10	9
Getting involved with the Parent Teacher Association	4	20
Helping out in the classroom	4	4
Helping out with school clubs	2	6

5.8 Assistance with homework

Almost two-fifths (19; 38%) of respondents with school-age children said they help their child with their homework every time. This is illustrated in Figure 5.3 which also shows data at the Northern Ireland level from the NIOS 2009. ([Figure 5.3](#) and [Appendix Tables 5.11](#)).



5.9 Confidence helping child with homework

More than two-fifths (21; 42%) said they would always feel confident helping their child with homework. Similar proportions (14; 28%) said they would feel confident most of the time and 12 (24%) said they would feel confident some of the time helping their child with homework. A smaller proportion (3; 6%) said they never felt confident. A comparison with data from the 2009 NIOS at Northern Ireland level is in the appendix tables ([Appendix Table 5.12](#)).

5.10 Children of primary school age

Of those 50 respondents (26% of all respondents) who had children who were still at school, four-fifths (40; 80%) said they had a child attending school between Year 1 and Year 7 ([Appendix Tables 5.13](#)).

5.11 Working in schools

All respondents were asked if they had ever worked in a school; 17% said they had done so ([Appendix Table 5.14](#))

Survey Methodology

Ipsos MORI conducted interviews face-to-face with householders whose addresses had been randomly sampled from the Postal Address Database. Each household received a letter explaining the survey prior to visits by interviewers. Interviewers made up to five attempts to achieve an interview at each issued address, unless a sampled household had notified Ipsos MORI of their unwillingness to participate in the survey. At least one of the five attempts was made in the evening or at the weekend. Interviewers did not make calls on Sundays, except by prior arrangement with the respondent.

The Sample and Response Rates

The Armagh Neighbourhood Renewal Survey was based on a random sample of 380 households from all tenures in the Armagh Neighbourhood Renewal Area.

On completion of fieldwork, 45 addresses in the sample were ineligible due to being vacant, non-residential or derelict, which reduced the valid sample to 335 addresses. A total of 191 completed interviews, therefore, gave a response rate of 57% (Table 1A).

Table A1

Breakdown of response:		
	Number	%
Original target sample	380	
Vacant/Derelict/ Inaccessible/address not found	44	
Non residential	1	
Revised target sample	335	100
Non-contacts	75	22
Refusals	57	17
Other including interview terminated	12	4
Actual interviews achieved	191	57

Sample Error

The proportion of respondents who gave a particular answer was only an estimate of the proportion of all potential respondents in Armagh NRA who would have given that answer, i.e. there was a margin of error, plus or minus, known as the sample error. Table A2 shows the margins of error for various percentages in a sample size of 200 at the 95% confidence level. The 95% confidence level means that if the same survey were to be carried out 20 times, exactly the same results would be obtained in 19 of those cases.

If, for example, the percentage cited in the report is 80%, the probable sample error is $\pm 5.6\%$. Therefore, there are 95 chances in 100 that the true figure lies between 74.4% and 85.6%.

Table A2

Sample size: 200	Percentages									
	5	10	15	20	25	30	35	40	45	50
	or 95	or 90	or 85	or 80	or 75	or 70	or 65	or 60	or 55	or 50
Sample error:	3.0	4.2	5.0	5.6	6.0	6.4	6.6	6.8	6.9	6.9

Reporting Conventions

Conditions regarding the inclusion of numbers and/or percentages in findings, depending on the size of the sample or sub-sample, are set out below:

- ◆ Where the sample, or sub-sample, is 100 or more, the textual analysis (i.e. the main body of the report) includes percentages only. The tabular analysis (i.e. the appendix tables) includes both numbers and percentages.
- ◆ Where the sample, or sub-sample, is 50 or more but less than 100, both the textual and tabular analyses include numbers and percentages.
- ◆ Where the sample, or sub-sample, is less than 50, both the textual and tabular analyses include numbers, but **not** percentage figures.

Since the total achieved sample in this survey is 191 and questions were directed at sub-samples of less than 100 and also less than 50 respondents, all of the above conditions apply to sections of both the textual and tabular analyses.

ARMAGH**NEIGHBOURHOOD RENEWAL SURVEY**

Good morning/ afternoon/ evening. My name is ... and I am calling on behalf of Perceptive Insight Market Research. The Northern Ireland Housing Executive has asked Perceptive Insight to undertake a survey of people living in the Armagh area. The aim of the survey is to understand your views of the type of housing you live in and your perceptions of Armagh area as a place to live. The findings will be used by Government to assess the impact of the Neighbourhood Renewal Initiative.

All information given will be treated in the strictest confidence

Section 1 – You and your home

S1q1a How long have you lived in this area?

Please circle one response only

Less than 6 months	1
6 months or more but less than 1 year	2
1 year or more but less than 5	3
5 years or more but less than 10	4
10 years or more but less than 15	5
More than 15 years	6

S1q2 Where did you live immediately before your present home?

Please circle one response only

Within this Neighbourhood Renewal Area?	1
Outside Armagh NRA but within the Armagh Council area	2
Outside the Armagh Council area	3
Have never lived anywhere else	4

S1q3 Which of the following best describes your home? *Please circle one response only*

House	1
Flat/apartment	2
Bungalow	3
Other, <i>please specify</i>	4

S1q4 Do you rent or own your home? **PROBE TO PRECODE**

Please circle one response only

Rent from Housing Executive	1
Rent from Housing Association	2
Rent Privately	3
Owner Occupier	4
Purchased through Co-ownership	5
Other, <i>please specify</i>	6

S1q5 Does your home have any of the following.....?

Please circle one option for each

	Yes	No
Window Locks	1	2
Security Lights	1	2
Burglar Alarm	1	2
Door Chain	1	2
Door Viewer (Peep-Hole)	1	2
Other security devices, <i>please specify</i>	1	2

S1q6 How many **working** smoke alarms do you have in your home?

Please circle one response in each column

One	1
Two	2
Three or more	3
None	4

S1q9 How many cars or other vehicles are owned or available for use, by one or more members of your household?

Please circle one response only

One	2
Two	3
Three or more	4
None	1

Continue

Go to question S1q11

S1q10 Where do you usually park your **only or main** vehicle?

Please circle one response only

On the street	1
In the garage	2
On the driveway	3
Other, please specify	4

S1q11 Do you have central heating in your home?

Please circle one response only

Yes – full	1
Yes – partial	2
No	3

S1q12 What is your **main** source of heating?

Please circle one response only

Oil Fired with radiators	1
Mains Gas	2
Bottled/Tank gas	3
Economy 7	4
Electric fire (not Economy 7)	5
Solid Fuel Open Fire (with radiators)	6
Solid Fuel Open Fire (no radiators)	7
Solid Fuel Glass Fronted Fire (with radiators)	8
Solid Fuel Glass Fronted Fire (no radiators)	9
Other, <i>please specify</i>	10

SHOW CARD S1q13

S1q13 How satisfied or dissatisfied are you with each of the following aspects of your **main** heating system?

First...

Please circle one response on each line

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
...the type of heating system	1	2	3	4	5
the cost of running your system	1	2	3	4	5
the amount of heat that you can get	1	2	3	4	5
the control over the level of heat	1	2	3	4	5
the ease of use of the system	1	2	3	4	5

S1q14 In the last 12 months, have you ever been unable to adequately heat your home?

Please circle one response only

Yes	1
No	2

Go to question S1q15

Go to question S1q16

S1q15 Thinking about the last occasion, which of the following factors were responsible for your inability to adequately heat your home?

Please circle one answer for each line

	Yes	No
The cost of domestic fuel	1	2
Low household income	1	2
Money needed for other priorities	1	2
Other, <i>please specify</i>	1	2

S1q16 Have you heard of the Warm Homes Scheme (which provides a package of energy efficiency and heating measures to owner occupiers and people living in privately rented accommodation)?

PROMPT IF REQUIRED

Please circle one response only

Yes	1
No	2

S1q17 Would you say that your home is?

Please circle one response only

Too big	1
About the right size	2
Too small	3
Don't know	4

S1q18 Overall, how satisfied or dissatisfied are you with your home?

PROBE TO PRECODE

Please circle one response only

Very satisfied	1
Quite satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5

Go to Section 2

Go to question S1q19

S1q19 If dissatisfied, can you please tell us your *main* reasons why? **RECORD UP TO 2 MAIN REASONS**

1.

2.

Section 2 – Future Intentions

THE FOLLOWING QUESTIONS ARE FOR **HOUSING EXECUTIVE AND HOUSING ASSOCIATION TENANTS ONLY – CHECK S1q4 CODES 1&2.**
 IF NOT A HOUSING EXECUTIVE/ASSOCIATION TENANT PLEASE GO TO **SECTION 3**

S2q1 Do you intend to buy your home from the Housing Executive/Housing Association within the next 2 years?
Please circle one response only
Go to Section 3
Go to question S2q2
Go to question S2q2

Yes	1
No	2
Don't know	3

S2q2 Have you applied to the Housing Executive/Housing Association for a transfer from your present property in the last 2 years?
Please circle one response only
Go to question S2q4
Go to question S2q3

Yes	1
No	2

S2q3 Do you intend to apply for a Housing Executive/Housing Association transfer within the next 12 months?
Please circle one response only
Go to question S2q4
Go to Section 3

Yes	1
No	2

S2q4 If Yes, where do you wish to transfer to? **RECORD FIRST CHOICE ONLY**
Please circle one response only

Wish to transfer within your own local area	1
Wish to transfer to a different area	2
Other, please specify	3

S2q5 What are your *main reasons* for applying for a transfer? **RECORD UP TO 3 MAIN REASONS**

1	
2	
3	

Section 3 – Your Neighbourhood

THE FOLLOWING QUESTIONS ARE TO BE ANSWERED BY ALL RESPONDENTS

SHOWCARD S3q1

S3q1 To what extent do you agree or disagree with each of the following statements about your area? **READ OUT EACH STATEMENT IN TURN.**

Please circle one response on each row

Firstly.....	Strongly agree	Agree a little	Neither / nor	Disagree a little	Strongly disagree	Don't know
a ...I really feel part of the community, living in this area	1	2	3	4	5	6
b I'm embarrassed to bring people to this area	1	2	3	4	5	6
c I feel proud to come from this area	1	2	3	4	5	6

S3q2 Would you say that, *overall*, this area is...

Please circle one response only

Changing for the better	1	<i>Go to question S3q3</i>
Not really changing	2	<i>Go to question S3q4</i>
Changing for the worse	3	<i>Go to question S3q3</i>

S3q3 Why do you say that? (Please limit your responses to **3 main** reasons.)

1
2
3

SHOWCARD S3q4

S3q4 For the following things, can you tell me how much of a problem they are in your area. By area we mean within a 15 minute walk.

ROTATE AND TICK START POINT

Please circle one answer for each line

	Very big problem	Fairly big problem	Not a very big problem	No problem at all
Noisy neighbours or loud parties	1	2	3	4
Teenagers hanging around on streets	1	2	3	4
Rubbish or litter lying about	1	2	3	4
Vandalism, graffiti and other deliberate damage to property or vehicles	1	2	3	4
People using or dealing in drugs	1	2	3	4
Abandoned or burnt out cars	1	2	3	4
People being drunk or rowdy in public places	1	2	3	4

S3q5 How much is your own quality of life affected by fear of crime on a scale from 1 to 10, where 1 is no effect and 10 is a total effect on your quality of life?

Please circle one response only

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

S3q6a How safe do you feel walking alone in this area after dark? (by area we mean within a 15 minute walk). Nb – if respondent never goes out alone at night ask, how safe *would* you feel?

Very safe	Fairly safe	A bit unsafe	Very unsafe
1	2	3	4
Go to question S3q7a		Go to question S3q6b	

S3q6b Why do you feel unsafe walking alone in this area after dark?
DO NOT READ OUT – CODE ONE REASON ONLY

Too old	1
Ill/sick/disabled	2
Family responsibilities	3
Fear of being mugged or physically attacked	4
Fear of burglary/vandalism	5
Fear of becoming a victim of crime	6
Fear of being subject to or witnessing anti-social behaviour	7
Fear of receiving verbal abuse	8
Young people hanging around	9
People using or dealing drugs	10
Other specify	11

S3q7a How safe do you feel walking alone in this area during the day? Nb – if respondent never goes out alone during the day ask, how safe *would* you feel?

Very safe	Fairly safe	A bit unsafe	Very unsafe
1	2	3	4
Go to question S3q8		Go to question S3q7b	

S3q7b Why do you feel unsafe walking alone in this area during the day?

DO NOT READ OUT – CODE ONE REASON ONLY

Too old	1
Ill/sick/disabled	2
Family responsibilities	3
Fear of being mugged or physically attacked	4
Fear of burglary/vandalism	5
Fear of becoming a victim of crime	6
Fear of being subject to or witnessing anti-social behaviour	7
Fear of receiving verbal abuse	8
Young people hanging around	9
People using or dealing drugs	10
Other specify	11

S3q8 How safe do you feel when you are alone in your own home at night? Nb – if respondent is never alone at night ask, how safe *would* you feel. **PROMPT TO PRECODE**

Very safe	Fairly safe	A bit unsafe	Very unsafe
1	2	3	4

Section 4 – Neighbourhood RenewalS4q1 Are you aware of any physical changes that have *improved* your neighbourhood in the last 12 months?

Yes	1
No	2

*Please circle one response only**Go to question S4q2**Go to question S4q3*

S4q2 If yes please give details of the most recent improvements to your area.

1
2
3

S4q3 Are there any important issues in your neighbourhood that you think need to be addressed?

Yes	1
No	2

*Go to question S4q4**Go to question S4q5*

S4q4 What are the most important issues in your neighbourhood that you would like to see addressed? Please limit your responses to 3 issues

1
2
3

ASK ALL

S4q5 We would like to take this opportunity to ask you about facilities and services in your area. I am going to ask you about each type of facility or service in turn. Firstly...

- a Are you aware of <service> in your area?
- b Where is the service located/who provides the service in your area?
- c Does your household use this<service> ? **ASK FOR THOSE AWARE AT A**

Please circle a response in Section A for each facility/service aware of and say where in Section B. Used or not in Section C

	Section A		Section B	Section C	
	Aware of the facility/services		Located/provided by	Yes – one or more household member use this facility	
Mother and Toddler Group	Y	N		Y	N
Pre-School Play Group	Y	N		Y	N
Extended schools facilities (primary)	Y	N		Y	N
Extended schools facilities (post primary)	Y	N		Y	N
Childcare Facility	Y	N		Y	N
Youth Activities	Y	N		Y	N
Adult Education Classes	Y	N		Y	N
I.T. Facilities/Computer Classes	Y	N		Y	N
Unemployment/Job Club	Y	N		Y	N
Facilities for Senior Citizens	Y	N		Y	N
Women's Group	Y	N		Y	N
Men's Group	Y	N		Y	N
Exercise Classes	Y	N		Y	N
Sports facilities	Y	N		Y	N
Information Advice Services	Y	N		Y	N
Health Awareness Courses	Y	N		Y	N
Other activity, please specify	Y	N		Y	N

S4q6 Can you tell me, what facilities, services or activities would you like to see provided in the area that are not already available.

1
2
3

S4q9 Do you know about the Neighbourhood Warden Service provided by the Housing Executive?

Yes	1
No	2

Please circle one response only
Go to question S4q10
Go to question S4q13a

S4q10 Have you ever used the service?

Yes	1
No	2

Please circle one response only
Go to question S4q11
Go to question S4q13

S4q11 How satisfied or dissatisfied were you with the service you received?

Very satisfied	1
Quite satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5

Please circle one response only
Go to question S4q13
Go to question S4q12

S4q12 If dissatisfied, how could the service be improved? (please specify)

1
2

S4q13a I am going to read out a list of general services *in the area*. Please tell me whether the service is satisfactory or unsatisfactory.

S4q13b If it is unsatisfactory, **please give your main reason why.**

Firstly....	Satisfactory	Unsatisfactory	Why unsatisfactory
Emptying of general household waste wheelie bins	1	2	
Emptying of recycling bins	1	2	
Repairing of roads & pavements	1	2	
Street sweeping	1	2	
Clearing of road drains	1	2	
Street lighting	1	2	
Policing in the area	1	2	
Bus services	1	2	
Provision of bus shelters	1	2	
Maintenance of open green areas	1	2	
Weeding of footpaths and alleyways	1	2	

S4q14 Does your area have a local Community/Residents Association?

Yes	1
No	2
Don't know	8

Please circle one response only

Go to question S4q15

Go to question S4q18

Go to question S4q18

S4q15 If yes, please state the name of your local Community/Residents Association

--

S4q16 Do you feel the local Community/Residents Association is representative of the local community as a whole?

Yes	1
No	2

Please circle one response only

Go to question S4q18

Go to question S4q17

S4q17 If no – please give your main reasons why?

--

S4q18 Would you consider joining a local Community/Residents Association?

Yes	1
No	2
Don't know	3
Already a member	4

Please circle one response only

READ OUT

Neighbourhood Renewal is a Partnership between all Government Departments, Agencies, Communities and others to work together to close the gap between the quality of life for those living in the most disadvantaged areas with the rest of Northern Ireland. Your household has been selected to participate in this survey because you live within the Armagh Neighbourhood Renewal Area.

Ask all

S4q19 Were you aware that your household lies within the Armagh Neighbour Renewal Area?

Yes	1	<i>Please circle one response only</i>
No	2	<i>Go to question S4q20</i>
		<i>Go to Section 5</i>

S4q20 Neighbourhood Renewal Action Plans have been developed for your area. Did you contribute to the consultation process for the development of the Neighbourhood Renewal action plan for your area?

Yes	1	<i>Please circle one response only</i>
No	2	<i>Go to question S4q21</i>
Don't know	3	<i>Go to question S4q22</i>
		<i>Go to Section 5</i>

S4q21 If yes, please give brief details about your level of contribution to the Neighbourhood Renewal Consultation Exercise?

	Go to Section 5
--	------------------------

S4q22 If no, please tell us your main reason why you did not contribute to the consultation process?

	Go to Section 5
--	------------------------

Section 5 – Education**READ OUT**

One of the main objectives of Neighbourhood Renewal Strategy is to improve educational standards. We want high quality educational services for children and are interested in your personal experiences of, and opinions on, educational provision where you live".

Ask all respondents**SHOW CARD S5Q1**

S5q1 I am going to read out some statements about education. Can you tell me whether you agree or disagree with each one.

		Strongly agree	Agree a little	Neither / nor	Disagree a little	Strongly disagree	Don't know
a	Children at school in Northern Ireland get a good education	1	2	3	4	5	8
b	Staying on at school is important if you want to get a good job	1	2	3	4	5	8
c	I enjoyed my time at school	1	2	3	4	5	8

S5q2 May I just check are you or your partner the parent or legal guardian of any children between ages 4 and 18 who are at school?

Yes	1
No	2

Go to question S5q3

Go to question S5q13

If not parent/guardian go to question S5q13.

S5q3 How many children who are at school (aged between 4 and 18) are you the parent/legal guardian of?

Enter
number

SHOW CARD S5q4**IF ONLY ONE CHILD ASK**

S5q4 What year is the child in at school?

IF MORE THAN ONE CHILD ASK

S5q4 Thinking about the child whose birthday is next, what year is the child in at school?

Enter Year 1 to 14

To ALL parents/legal guardians of a child/children aged between 4 and 18

Questions S5q5 to S5q11 refer to the child selected at S5q4

SHOW CARD S5Q1 AGAIN

S5q5 Please indicate the extent to which you agree or disagree with the following statements.

		Strongly agree	Agree a little	Neither / nor	Disagree a little	Strongly disagree	Don't know
a	I find my child's school welcoming to parents	1	2	3	4	5	8
b	My child's school gives me clear information on how my child is getting on	1	2	3	4	5	8
c	My child's school is well led and well managed	1	2	3	4	5	8
d	My child's school is a good school	1	2	3	4	5	8

S5q6 I am now going to read out a list of responsibilities parents have told the Department of Education about. For each one can you tell me how important it is to you? **PROBE TO PRECODE**

		Very important	Quite important	Not very important	Not at all important	Don't know
a	Making sure your child attends school regularly and on time.	1	2	3	4	8
b	Helping your child with schoolwork	1	2	3	4	8

S5q7 Sometimes parents take their child out of school during term time, for example, on a family break or holiday. Would you consider doing this yourself?

Yes	1
No	2

S5q8 How involved do you personally feel in you child's school life? **PROBE TO PRECODE**

Very involved	Fairly involved	Not very involved	Not at all involved
1	2	3	4

S5q9 Thinking of your involvement with your child's school, which (if any) of the following activities do you do?

	Yes	No
Go to parent teacher meetings	1	2
Help out in the classroom	1	2
Help out with dinner duties/school trips and so on	1	2
Help out with school clubs	1	2
Get involved with the Parent Teacher Association (PTA)	1	2
None of these	1	2
Other, <i>please specify</i>	1	2

S5q10 How often do you help your child with their homework? **PROMPT TO PRECODE**

Doesn't get homework	1
Every time	2
Most times	3
Occasionally	4
Never	5
When the child/children ask for help	6

S5q11 How confident do you/would you feel helping your child with their homework? **PROBE TO PRECODE**

Always confident	Confident most of the time	Confident some of the time	Never confident
1	2	3	4

To all parents/legal guardians of a child/children in Year 1 to Year 7.

If child selected at S5q4 is in years 1 to 7 at school continue to ask S5q12 about that child.

If child at S5q4 is in years 8 to 14 at school, check if there are other children in the household ask in years 1 to 7 at school. If yes, then select the eldest of these children and ask S5q12 about that child.

Record if children in the household years 1 to 7

Yes	1	Enter school year of eldest child yrs 1 to 7	YEAR
No	2	<i>Go to S5q13</i>	

S5q12 Please indicate the extent to which you agree or disagree with the following statements.
PROBE TO PRECODE

	Strongly agree	Agree a little	Neither / nor	Disagree a little	Strongly disagree	Don't know
a My child's school puts enough emphasis on reading and writing skills	1	2	3	4	5	8
b My child's school puts enough emphasis on basic numeracy skills/sums	1	2	3	4	5	8

Ask all respondents

S5q13 Have you ever worked in a school?

Yes	1
No	2

Section 6 – You and Your Household

We need to know some details about you 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 persons 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 affect of the disability must have lasted at least 12 months, or are likely to last at least 12 months or for the rest of the life of the person affected.

S6q1 Does any member of your household have a disability which affects their normal day to day activities?

Please circle one response only

Yes	1
No	2

Go to question S6q2

Go to question S6q3

S6q2 How many members of your household have a disability that affects their normal day to day activities?

Please circle one response only

1	2	3+
---	---	----

S6q3 How many people live in this household?

Now go to question S6q4

S6q4 Could you please tell me 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 that applies to each person starting with the Household Reference Person working down the categories. [A family unit cannot span more than 2 consecutive generations (eg. Mother and child {family unit 2} living with parents {family unit 1})].

Person:	HRP	2	3	4	5	6	7	8	9	10
Age on last birthday:										
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
Family Unit										
Employment Status SHOWCARD										
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 SHOWCARD										
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 SHOWCARD										
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

SHOWCARD S6q5

S6q5 Using the letter from this card, could you tell me the approximate **total GROSS WEEKLY/MONTHLY/ANNUAL income** from all sources for yourself and your partner (if you have one). That will be the amount before deductions of income tax, National Insurance and other compulsory deductions. Please take into account any money you may have from employment including bonuses, overtime, pensions and state pensions, benefits and interests from savings. Exclude money you may receive from other members of the household.

Please circle one response only

Less than £5,000 per year
£5,000 - £9999 per year
£10,000 - £14,999 per year
£15,000 - £19,999 per year
£20,000 - £24,999 per year
£25,000 - £29,999 per year
£30,000 - £34,999 per year
£35,000 - £39,999 per year
£40,000 - £49,999 per year
£50,000 or more per year
Refused
Don't Know

SHOW CARD S6q6

S6q6 Does the Household Reference Person or partner (if applicable) receive any of the following benefits? (If no partner code N/A)

Please circle a response for each benefit the household reference person and partner, if applicable, receives.

	Household Ref Person				Partner				
	Yes	No	Ref	DK	Yes	No	Ref	N/A	DK
Child Benefit	1	2	7	9	1	2	7	8	9
A Disability Benefit	1	2	7	9	1	2	7	8	9
Incapacity Benefit	1	2	7	9	1	2	7	8	9
Housing Benefit	1	2	7	9	1	2	7	8	9
Income Support	1	2	7	9	1	2	7	8	9
Jobseeker's Allowance	1	2	7	9	1	2	7	8	9
Retirement Pension (inc works pension)	1	2	7	9	1	2	7	8	9
Working Tax Credit	1	2	7	9	1	2	7	8	9
Child Tax Credit	1	2	7	9	1	2	7	8	9
Pension Credit	1	2	7	9	1	2	7	8	9
Other Benefits, please specify	1	2	7	9	1	2	7	8	9

SHOWCARD S6q7

S6q7 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 **using the numbers on the card?**

Please circle one response only

Protestant	Catholic	Mixed Religion Protestant/Catholic	Other	None	DK
1	2	3	4	5	8

S6q8 Have you any other comments you would like to make about life in the Enniskillen Neighbourhood Renewal area?

THANK YOU VERY MUCH FOR YOUR HELP

I declare that this interview was conducted within the Market Research Society's Code of Conduct and according to instruction and that the respondent was unknown to me. I understand that all information given to me must be kept confidential.

Date:

Signed

TABULAR ANALYSIS¹

1. Socio-economic profile

Table 1.1: Age of HRP

	Number	Percent
16-24	11	6
25-39	41	22
40-59	76	40
60-74	44	23
75+	19	10
Total	191	100

Base: 191 respondents

Table 1.2: Gender of HRP by Age of HRP

	Age HRP					Total
	16-24	25-39	40-59	60-74	75+	
Male	1 9%	23 56%	39 51%	25 57%	7 37%	95 50%
Female	10 91%	18 44%	37 49%	19 43%	12 63%	96 50%
Total	11 100%	41 100%	76 100%	44 100%	19 100%	191 100%

Base: 191 respondents

Table 1.3: Age of all household members

	Number	Percent
Under 16	92	20
16-24	59	13
25-39	89	20
40-59	122	27
60-74	63	14
75+	24	5
Refused	4	1
Total	453	100

Base: 453 household members

¹ **Note on rounding:** In the main text and appendix tables percentages are rounded in an attempt to prevent readers gaining an impression of spurious accuracy. Percentages were rounded up if a percentage was .5 or more (e.g. 10.5% was rounded up to 11%). There might be more than one instance of rounding up or down. Therefore, the total column may add to more or less than 100%. However, the total column in the table will still show 100%.

Table 1.4: Employment Status HRP

	Number	Percent
Working full-time	59	31
Retired (excludes looking after home)	43	23
Permanent sick / disabled	34	18
Looking after family / home	19	10
Not working long-term (> 1 year)	16	8
Working part-time	11	6
Not working short-term (< 1 year)	6	3
Self employed	3	2
Total	191	100

Base: 191 respondents

Table 1.5: Household Type comparison with House Condition Survey 2006

Household Type Definitions	Armagh 2009 %	HCS 2006 %
Large Adult (three or more adults - related or unrelated - and no dependent children < 16)	17	13
Lone Adult (lone person below pensionable age - 65 years for men, 60 years for women)	16	14
Lone Older (lone person of pensionable age - 65 years for men, 60 years for women)	15	15
Two Adults (two people – related or unrelated – below pensionable age)	15	14
Small Family (any two adults - related or unrelated - living with 1 or 2 dependent children < 16)	15	12
Two Older (two people – related or unrelated - at least one of whom is of pensionable age)	12	16
Lone Parent (lone adult living with dependent child(ren) < 16)	7	6
Large Family (any two adults - related or unrelated - living with more than 2 dependent children < 16)	4	10

Base: 191 respondents

Table 1.6: Annual household Income

	Number	Percent
Less than £5000	21	11
£5001 to £9999	36	19
£10000 to £14999	22	12
£15000 to £19999	11	6
£20000 to £24999	5	3
£25000 to £29999	9	5
£30000 to £34999	5	3
£40000 to £49999	2	1
£50000 or more per year	4	2
Refused	21	11
Don't know	55	29
Total	191	100

Base: 191 respondents

Table 1.7: Benefits

Benefits received	Household Reference Person (%)	Partner (%)
Housing Benefit	39	4
Income Support	26	3
A Disability Benefit	24	13
Retirement Pension	23	16
Child Benefit	22	22
Child Tax Credit	14	10
Pension Credit	14	4
Incapacity Benefit	11	6
Working Tax Credit	7	6
Jobseekers Allowance	4	4
Other including attendance allowance	2	0

Base: 191 respondents

Table 1.8: Does any member of your household have a disability which affects their normal day to day activities?

	Number	Percent
Yes	70	37
No	121	63
Total	191	100

Base: 191 respondents

Table 1.9: How many members of your household have a disability which affects their normal day to day activities?

	Number	Percent
One	65	93
Two or more	5	7
Total	70	100

Base: 70 respondents with one or more disabled members of the household

Table 1.10: Household Religion

	Number	Percent
Catholic	180	94
Protestant	4	2
Other, None and Refused	7	4
Total	191	100

Base: 191 respondents

Table 1.11: Ethnicity of HRP

	Number	Percent
White	189	99
Others	2	2
Total	191	100

Base: 191 respondents

Table 1.12: Nationality of HRP

	Number	Percent
Irish	142	74
British	20	11
Northern Irish	17	9
Polish	5	3
Lithuanian	4	2
Other	3	2
Total	191	100

Base: 191 respondents

2. Characteristics of the home and area

Table 2.1: Tenure

	Number	Percent
Owner occupier	85	45
Social Housing	73	38
Rent privately	33	17
Total	191	100

Base: 191 respondents

Table 2.2: Length of time living in Armagh NRA

	Number	Percent
Up to a year	16	8
1 year or more but less than 5	32	17
5 years or more but less than 10	21	11
10 years or more but less than 15	25	13
More than 15 years	97	51
Total	191	100

Base: 191 respondents

Table 2.3: Where did you live immediately before your present home?

	Number	Percent
Within neighbourhood renewal area	132	69
Outside Armagh council area	34	18
Have never lived anywhere else	15	8
Outside neighbourhood renewal area but within Armagh council area	10	5
Total	191	100

Base: 191 respondents

Table 2.4: Tenure by Length of time living in Armagh NRA

	Tenure			Total
	Social Housing	Rent privately	Owner occupier	
Up to a year	4 5%	10 30%	2 2%	16 8%
1 year or more but less than 5 years	15 21%	8 24%	9 11%	32 17%
5 years or more but less than 10 years	8 11%	4 12%	9 11%	21 11%
10 years or more but less than 15 years	8 11%	5 15%	12 14%	25 13%
More than 15 years	38 52%	6 18%	53 62%	97 51%
Total	73 100%	33 100%	85 100%	191 100%

Base: 191 respondents

Table 2.5: Which of the following best describes your home?

	Number	Percent
House	157	82
Bungalow	21	11
Flat	13	7
Total	191	100

Base: 191 respondents

Table 2.6: Home security measures present

	Yes		No		Total	
	Number	Percent	Number	Percent	Number	Percent
Window locks	115	60	76	40	191	100
Security lights	60	31	131	69	191	100
Door chain	40	21	151	79	191	100
Door viewer	19	10	172	90	191	100
Burglar Alarm	17	9	174	91	191	100
Other including extra locks	6	3	185	97	191	100

Base: 191 respondents

Table 2.7: How many working smoke alarms in total do you have in your house?

	Number	Percent
None	12	6
One	36	19
Two	106	56
Three or more	37	19
Total	191	100

Base: 191 respondents

Table 2.8: How many cars or other vehicles are owned or available for use, by one or more of your household?

	Number	Percent
None	81	42
One	90	47
Two or more	20	10
Total	191	100

Base: 191 respondents

Table 2.9: Where do you park your only or main vehicle?

	Number	Percent
On the street	66	60
On the driveway	38	35
In the garage	6	6
Total	110	100

Base: 110 respondents with one or more vehicles available for use in the household

Table 2.10: Do you have central heating in your home?

	Number	Percent
Yes – full	178	93
Yes – partial	7	4
No	6	3
Total	191	100

Base: 191 respondents

Table 2.11: What is your main source of heating?

	Number	Percent
Oil fired with radiators	160	84
Economy 7	15	8
Solid fuel open fire – with radiators	12	6
Solid fuel glass fronted fire – with radiators	4	2
Total	191	100

Base: 191 respondents

Table 2.12: How satisfied are you with the following aspects of your heating system?

	Very satisfied		Satisfied		Neither		Dissatisfied		Very dissatisfied		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Ease of using the system	88	46	86	45	7	4	5	3	5	3	191	100
The type of heating system	87	46	75	39	7	4	14	7	8	4	191	100
The control over the level of heat	84	44	78	41	8	4	13	7	8	4	191	100
The amount of heat that you can get	79	41	77	40	2	1	23	12	10	5	191	100
The cost of running your system	41	22	62	33	13	7	52	27	23	12	191	100

Base: 191 respondents

Table 2.13: In the last 12 months, have you ever been unable to adequately heat your home?

	Number	Percent
Yes	41	22
No	150	79
Total	191	100

Base: 191 respondents

Table 2.14: Factors in your inability to heat your home?

	Yes	No	Total
	Number	Number	Number
Cost of domestic fuel	32	9	41
Other priorities	28	13	41
Low household income	26	15	41
Other	8	33	41

Base: 41 respondents who have been unable to adequately heat their home in the last 12 months

Table 2.15: Specify other reasons for your inability to heat your home

	Number
Poor faulty heating	3
Breakdowns / mechanical problems	3
House difficult to heat / cools down too quickly	1
Illness	1
Total	8

Base: 8 respondents who gave other reasons for their inability to adequately heat their home

Table 2.16: Have you heard of the Warm Homes Scheme (by tenure)?

	Tenure			All
	Social Housing	Rent Privately	Owner Occupier	
Yes	14 19%	6 18%	49 58%	69 36%
No	59 81%	27 82%	36 42%	122 64%
Total	73 100%	33 100%	85 100%	191 100%

Base: 191 respondents

Table 2.17: Would you say that your home is:

	Number	Percent
About right size	175	92
Too small	11	6
Too big	5	3
Total	191	100

Base: 191 respondents

Table 2.18: Overall, how satisfied or dissatisfied are you with your home?

	Number	Percent
Very satisfied	103	54
Satisfied	73	38
Neither satisfied nor dissatisfied	8	4
Dissatisfied	6	3
Very dissatisfied	1	1
Total	191	100

Base: 191 respondents

Table 2.19: Reasons for dissatisfaction with home

	Number
Dwelling too small	3
Do not like the area	2
Other including damp	3
Total	8

Base: 7 respondents who were dissatisfied with the home who gave 8 reasons

Table 2.20: Do you intend to buy your home from the Housing Executive / Housing Association within the next 2 years?

	Number	Percent
Yes	11	15
No	59	81
Don't know	3	4
Total	73	100

Base: 73 respondents who were Housing Executive or Housing Association tenants

Table 2.21: Have you applied to the Housing Executive / Housing Association for a transfer from your present property in the last 2 years?

	Number	Percent
Yes	4	7
No	58	94
Total	62	100

Base: 62 respondents who did not (or did not know if they) intend to buy their home

Table 2.22: Do you intend to apply for a Housing Executive / Housing Association transfer within the next 12 months?

	Number	Percent
No	58	100
Total	58	100

Base: 58 respondents who did not intend to apply for a transfer

Table 2.23: Where do you wish to transfer?

	Number
Within the local area	3
To a different area	1
Total	4

Base: 4 respondents who had applied for a transfer within the next 12 months

Table 2.24: Reasons for transfer

	Number
Home too small	2
Other	3
Total	5

Base: 4 respondents who gave 5 reasons for wanting to transfer/apply for a transfer

3. Armagh NRA

Table 3.1: Perceptions about the local area

	Strongly agree		Agree a little		Neither		Disagree a little		Strongly disagree	
	N	%	N	%	N	%	N	%	N	%
I really feel part of the community	129	68	34	18	12	6	8	4	8	4
I feel proud to come from this area	125	65	36	19	20	11	2	1	8	4
I'm embarrassed to bring people to this area	8	4	7	4	8	4	27	14	141	74

Base: 191 respondents

Table 3.2: Would you say that, overall, this area is...

	Number	Percent
Not really changing	105	55
Changing for the better	57	30
Changing for the worse	29	15
Total	191	100

Base: 191 respondents

Table 3.3: Reasons why area is changing

Changing for the Better			Changing for the Worse	
	N	%		N
Buying property / taking more pride in houses / area	17	25	Anti-social behaviour / crime / teens	12
Nice area / good neighbours/ community spirit	9	13	Issues with young people	7
Improvements to area	7	10	Litter / area more dirty	5
Facilities for children	6	8	People moving in from other areas	3
Area kept cleaner / tidier/ landscaping	4	6	More cars / traffic / parking problems	2
Area quieter/calmer/less anti social behaviour or crime	4	6	Other including area is run down	4
Fewer young people in area	4	6		
Better facilities/sports facilities	4	6		
Improvements by the Housing Executive	2	3		
Other including less paramilitary activity	11	16		
Total	68	100	Total	33

Base: 57 respondents who gave 68 answers

Base: 29 respondents who gave 33 answers

Table 3.4: How much of a problem are the following issues in your area. By area we mean within a 15 minute walk.

	Very big problem	Fairly big problem	Not a very big problem	No problem at all	Total
People being drunk or rowdy in public places	17	14	23	47	100
Rubbish or litter lying about	16	15	25	45	100
Teenagers hanging around on streets	15	15	26	45	100
Vandalism, graffiti and other deliberate damage to property or vehicles	8	6	31	55	100
People using or dealing in drugs	4	8	18	70	100
Noisy neighbours or loud parties	3	6	15	76	100
Abandoned or burnt out cars	1	2	11	87	100

Base: 191 respondents

Table 3.5: How much is your own quality of life affected by fear of crime – on a scale of 1 to 10? (1='no effect' to 10='total effect')

Scale:	1	2	3	4	5	6	7	8	9	10	Total
Number	79	34	20	10	20	11	5	7	3	2	191
Percentage	41	18	10	5	10	6	3	4	2	1	100

Base: 191 respondents

Table 3.6: How safe do you feel walking alone in this area after dark?

	Number	Percent
Very safe	83	44
Fairly safe	56	29
A bit unsafe	42	22
Very unsafe	10	5
Total	191	100

Base: 191 respondents

Table 3.7: Why don't you feel safe walking around this area after dark?

	Number	Percent
Young people hanging around	15	29
Fear of becoming a victim of crime	11	21
Too old	10	19
Fear of being mugged or physically attacked	6	12
Ill/Sick/Disabled	4	10
Fear of being subject to or witnessing antisocial behaviour	4	8
People using or dealing drugs	1	2
Fear of burglary and vandalism	1	2
Total	52	100

Base: 52 respondents

Table 3.8: How safe do you feel walking alone in this area during the day?

	Number	Percent
Very safe	159	83
Fairly safe	29	15
A bit unsafe	3	2
Total	191	100

Base: 191 respondents

Table 3.9: Why don't you feel safe walking alone in this area during the day?

	Number
Fear of becoming a victim of crime	2
Too old	1
Total	3

Base: 3 respondents who don't feel safe walking alone in this area during the day

Table 3.10: How safe do you feel when you are alone in your own home at night?

	Number	Percent
Very safe	133	70
Fairly safe	46	24
A bit unsafe	11	6
Very unsafe	1	1
Total	191	100

Base: 191 respondents

4. Neighbourhood Renewal

Table 4.1: Are you aware of any physical changes that have improved your neighbourhood in the last 12 months?

	Number	Percent
Yes	44	23
No	147	77
Total	191	100

Base: 191 respondents

Table 4.2: Specify physical changes to your neighbourhood

	Number	Percent
Improvement to roads / car parking / traffic control	11	19
Housing executives improvements	9	16
Park / play area	8	14
Better shopping / sporting facilities / leisure activities/ community activities	8	14
Planting trees / plants / flowers / gardens	6	11
Improved footpaths	5	9
Area is cleaner/ less graffiti	4	7
Less anti-social behaviour	2	4
Other including street lighting	4	7
Total	57	100

Base: 44 respondents who gave 57 examples of physical changes

Table 4.3: Are there any important issues in your neighbourhood that you think need to be addressed?

	Number	Percent
Yes	71	37
No	120	63
Total	191	100

Base: 191 respondents

Table 4.4: Specify important issues that you think need to be addressed

	Responses	
	Number	Percent
Improved parking facilities / roads / footpaths / traffic control	15	19
Clean area / remove graffiti / litter	13	16
Anti social behaviour / drug abuse / problem neighbours	9	11
More policing / Greater security	7	9
Control youths better / parenting	7	9
Facilities for children / young people	6	8
Dogs roaming/ fouling	6	8
Improved housing	5	6
Improve / maintain green areas	3	4
Other	8	10
Total	79	100

Base: 71 respondents who gave 79 examples of issues they thought needed to be addressed

Table 4.5: Facilities/Services/Activities in the area

	Aware of...	Would use...	
	Percent	Percent	Number
Sports facilities	49	52	49
Youth activities	34	38	24
Adult education classes	33	39	24
IT facilities	31	37	22
Pre-school play group	31	28	17
Childcare facility	30	21	12
Mother and Toddler Group	19	25	9
Exercise Classes	16	36	11
Senior citizens facilities	15	43	12
Information/advice services	14	52	14
Extended Schools Facilities (primary)	14	37	10
Women's group	8	44	7
Extended Schools Facilities (secondary)	8	25	4
Unemployment/Job Club	7	7	1
Health Awareness Courses	6	33	4
Men's group	3	33	2
Other including social club	2	67	2

Base: 191 respondents

Table 4.6: Do you know about the Neighbourhood Warden Service provided by the Housing Executive?

	Number	Percent
Yes	24	13
No	167	87
Total	191	100

Base: 191 respondents

Table 4.7: Have you ever used the service?

	Number
Yes	6
No	18
Total	24

Base: 24 respondents who knew about the Neighbourhood Warden Service

Table 4.8: How satisfied or dissatisfied were you with the service you received?

	Number
Very/Quite satisfied	4
Neither satisfied nor dissatisfied	1
Very dissatisfied	1
Total	6

Base: 6 respondents who had used the Neighbourhood Warden Service

Table 4.9: Emptying of general household waste and wheelie bins

	Number	Percent
Satisfactory	144	75
Unsatisfactory	47	25
Total	191	100

Base: 191 respondents

Table 4.10: Why is emptying of general household waste unsatisfactory?

	Number
Should be collected weekly/ more often/ not done enough	40
Bins left / not collected	4
Hard to leave out bin for collection	2
Unhappy with collection	1
Total	47

Base: 47 respondents who had found the emptying of household waste service to be unsatisfactory

Table 4.11: Emptying of recycling bins

	Number	Percent
Satisfactory	170	89
Unsatisfactory	18	9
Don't know	3	2
Total	191	100

Base: 191 respondents

Table 4.12: Why is emptying of recycling bins unsatisfactory?

	Number
More frequent collection is needed	7
Don't always lift / empty bins	6
Other including leave litter on street	5
Total	18

Base: 18 respondents who had found the emptying of recycling bins to be unsatisfactory

Table 4.13: Repairing of roads and pavements

	Number	Percent
Satisfactory	175	92
Unsatisfactory	13	7
Don't know	3	2
Total	191	100

Base: 191 respondents

Table 4.14: Why is repairing of roads and pavements unsatisfactory?

	Number
Roads / pavements in poor condition	3
Never carryout repairs	2
Need more improvements / repairs	2
Other including too slow	6
Total	13

Base: 13 respondents who had found the repairing of roads and pavements service to be unsatisfactory

Table 4.15: Street sweeping

	Number	Percent
Satisfactory	174	91
Unsatisfactory	13	7
Don't know	4	2
Total	191	100

Base: 191 respondents

Table 4.16: Why is street sweeping unsatisfactory?

	Number
Clean more often	5
Don't do a good job	3
Not done/ don't come here/ never see them	3
Too much litter	2
Total	13

Base: 13 respondents who had found the street sweeping service to be unsatisfactory

Table 4.17: Clearing of road drains

	Number	Percent
Satisfactory	175	92
Unsatisfactory	5	3
Don't know	11	6
Total	191	100

Base: 191 respondents

Table 4.18: Why is clearing of road drains unsatisfactory?

	Number
Floods after heavy rain	2
Have to phone to get them cleared	1
Drains block	1
Other	1
Total	5

Base: 5 respondents who had found the clearing of road drains service to be unsatisfactory

Table 4.19: Street lighting

	Number	Percent
Satisfactory	183	96
Unsatisfactory	7	4
Don't know	1	1
Total	191	100

Base: 191 respondents

Table 4.20: Why is street lighting unsatisfactory?

	Number
More street lighting	3
Brighter lights / too dark	2
Vandalism	1
Poor maintenance / repair	1
Total	7

Base: 7 respondents who had found the provision of street lighting to be unsatisfactory

Table 4.21: Policing in the area

	Number	Percent
Satisfactory	142	74
Unsatisfactory	22	12
Don't know	27	14
Total	191	100

Base: 191 respondents

Table 4.22: Why is policing in the area unsatisfactory?

	Number
Could be better/ more police needed/ more foot patrols/ never seen	17
They don't care	3
Come too late	2
Total	22

Base: 22 respondents who had found the policing service to be unsatisfactory

Table 4.23: Bus services

	Number	Percent
Satisfactory	135	71
Don't know	47	25
Unsatisfactory	9	5
Total	191	100

Base: 191 respondents

Table 4.24: Why is bus service unsatisfactory?

	Number
Could be better/ more buses needed / there are none	4
Bus is too far away	3
More frequent/ takes too long	2
Total	9

Base: 9 respondents who had found bus services to be unsatisfactory

Table 4.25: Provision of bus shelters

	Number	Percent
Satisfactory	94	49
Unsatisfactory	50	26
Don't know	47	25
Total	191	100

Base: 191 respondents

Table 4.26: Why is the provision of bus shelters unsatisfactory?

	Number	Percent
There are none/ need more	45	90
Other including vandalised/ damaged	5	10
Total	50	100

Base: 50 respondents who had found the provision of bus shelters to be unsatisfactory

Table 4.27: Maintenance of open green spaces

	Number	Percent
Satisfactory	180	94
Unsatisfactory	8	4
Don't know	3	2
Total	191	100

Base: 191 respondents

Table 4.28: Why is the maintenance of open green spaces unsatisfactory?

	Number
Full of rubbish / needs cleaned up	4
Cut grass not lifted	2
Other including don't cut grass	2
Total	8

Base: 8 respondents who had found the maintenance of open green spaces to be unsatisfactory

Table 4.29: Weeding of footpaths and alleyways

	Number	Percent
Satisfactory	165	86
Unsatisfactory	15	8
Don't know	11	6
Total	191	100

Base: 191 respondents

Table 4.30: Why is the weeding of footpaths and alleyways unsatisfactory?

	Number
Don't see them do anything / nothing done	7
Needs done more often	7
Broken glass	1
Total	15

Base: 15 respondents who had found the weeding of footpaths and alleyways to be unsatisfactory

Table 4.31: Does your area have a community / residents association?

	Number	Percent
Yes	72	38
No	96	50
Don't know	23	12
Total	191	100

Base: 191 respondents

Table 4.32: State the name of your local community / resident association?

	Number	Percent
Drumarg Community Association	16	22
Drumbreda Residents Association	9	13
Mullacreevie Development association	7	10
Dalton Community Association	5	7
Callanbridge Residents Association	4	6
Callen Street Community Centre	4	6
St Patricks Hall Group	2	3
Tenants Association	1	1
Don't know	24	33
Total	72	100

Base: 72 respondents whose area had a community/residents association

Table 4.33: Do you feel the local community / residents association is representative of the local community as a whole?

	Number	Percent
Yes	65	90
No	7	10
Total	72	100

Base: 72 respondents whose area had a community/residents association

Table 4.34: Why do you feel the local community / residents association is not representative of the local community as a whole?

	Number
Not representative of everyone	3
Don't think they can sort out the problems in area	3
Lack of communication	1
Total	7

Base: 7 respondents who gave reasons why they felt the community group was not representative of the local community

Table 4.35: Would you consider joining a local community / residents association?

	Number	Percent
Yes	37	19
No	132	69
Don't know	19	10
Already a member	3	2
Total	191	100

Base: 191 respondents

Table 4.36: Were you aware that your household lies within Armagh NRA?

	Number	Percent
Yes	26	14
No	165	86
Total	191	100

Base: 191 respondents

Table 4.37: Did you contribute to the consultation process for the development of the Neighbourhood Renewal Action Plan?

	Number
Yes	7
No	15
Don't know	4
Total	26

Base: 26 respondents who were aware their household lies within Armagh NRA

Table 4.38: Specify your level of involvement

	Number
Attended meetings	2
Took part in a survey	2
Other including on committee	1
Total	7

Base: 37 respondents who had contributed to the consultation process

Table 4.39: Please tell us your main reason why you did not contribute to the consultation process?

	Number
Didn't know about it / wasn't told	9
Don't know / unsure	2
Didn't have time / busy	2
Waste of time / not interested	1
Ill / not well	1
Total	15

Base: 15 respondents who had not contributed to the consultation process

5. Education

Table 5.1: To what extent do you agree with the following statements relating to education?

	Strongly agree		Agree a little		Neither		Disagree a little		Strongly disagree		Don't know	
	N	%	N	%	N	%	N	%	N	%	N	%
Children at school in Northern Ireland get a good education	156	82	25	13	2	1	2	1	3	2	3	2
Staying at school is important if you want to get a good job	144	75	30	16	5	3	4	2	0	0	8	4
I enjoyed my time at school	74	39	54	28	15	8	17	9	30	16	1	1

Base: 191 respondents

Table 5.2: Are you (or your partner) the parent or legal guardian of any children between the ages of 4 and 18 who are at school

	Number	Percent
Yes	50	26
No	141	74
Total	191	100

Base: 191 respondents

Table 5.3: How many children who are at school (aged between 4 and 18) are you the parent/legal guardian of?

	Number	Percent
One	21	42
Two	19	38
Three or more	10	20
Total	50	100

Base: 50 respondents

Table 5.4: What year is your child (or if more than one child, your eldest child) in at school?

	Number	Percent
Year 1 (P1)	4	8
Year 2 (P2)	2	4
Year 3 (P3)	5	10
Year 4 (P4)	8	16
Year 5 (P5)	7	14
Year 6 (P6)	6	12
Year 7 (P7)	6	12
Year 8 (Form 1)	-	-
Year 9 (Form 2)	2	4
Year 10 (Form 3)	1	2
Year 11 (Form 4)	3	6
Year 12 (Form 5)	2	4
Year 13 (Lower sixth)	3	6
Year 14 (Upper sixth)	1	2
Total	50	100

Base: 50 respondents

Table 5.5: Please indicate the extent to which you agree or disagree with the following statements.

	Strongly agree		Agree a little		Neither		Disagree a little		Strongly disagree	
	N	%	N	%	N	%	N	%	N	%
I find my child's school welcoming to parents	44	88	6	12	0	0	0	0	0	0
My child's school gives me clear information on how my child is getting on	45	90	4	8	1	2	0	0	0	0
My child's school is a good school	44	88	4	8	1	2	1	2	0	0
My child's school is well led and well managed	42	84	6	12	1	2	1	2	0	0

Base: 50 respondents

Table 5.6: Please indicate the extent to which you agree or disagree with the following statements.

	Strongly agree	Agree a little	Neither	Disagree a little	Strongly disagree
	Number	Number	Number	Number	Number
My child's school puts enough emphasis on reading and writing skills	34	5	1	0	0
My child's school puts enough emphasis on basic numeracy skills/sums	34	5	1	0	0

Base: 40 respondents

Table 5.7: I am now going to read out a list of responsibilities parents have told the Department of Education about. For each one can you tell me how important it is to you?

	Very important		Quite important		Not very important		Not at all important	
	N	%	N	%	N	%	N	%
Making sure your child attends school regularly and on time.	47	94	3	6	0	0	0	0
Helping your child with schoolwork	45	90	5	10	0	0	0	0

Base: 50 respondents

Table 5.8: Sometimes parents take their child out of school during term time, for example, on a family break or holiday. Would you consider doing this yourself?

	Number	Percent
Yes	12	24
No	38	76
Total	50	100

Base: 50 respondents

Table 5.9: How involved do you personally feel in you child's school life?

	Number	Percent
Very involved	28	56
Fairly involved	17	34
Not very involved	5	10
Total	50	100

Base: 50 respondents

Table 5.10: Involvement in local schools

	Yes		No	
	N	%	N	%
Go to parent teacher meetings	45	90	5	10
Help out with the dinner duties/school trips and so on	5	10	45	90
Involved with Parent/Teacher Association	2	4	48	96
Help out in the classroom	2	4	48	96
Help out with school clubs	1	2	49	98

Base: 50 respondents

Table 5.11: How often do you help your child out with their homework?

	Number	Percent	NIOS 2009
Every time	19	38	31%
Most times	14	28	24%
Occasionally	7	14	29%
Never	4	8	11%
When child asks for help	3	6	3%
Depends on what it is	-	-	2%
Doesn't get homework	3	6	1%
Total	50	100	100

Base: 50 respondents

Table 5.12: How confident do you/would you feel helping your child with your homework

	Number	Percent	NIOS 2009
Always confident	21	42	19%
Confident most of the time	14	28	28%
Confident some of the time	12	24	47%
Never confident	3	6	3%
Depends on what it is	-	-	3%
Total	50	100	100

Base: 50 respondents

Table 5.13: Do you have any children in the household in Year 1 to Year 7 (combine with earlier table)

	Number	Percent
Yes	40	80
No	10	20
Total	50	100

Base: 50 respondents

Table 5.14: Have you ever worked in a school?

	Number	Percent
Yes	32	17
No	159	83
Total	191	100

Base: 191 respondents

