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# Burrendale Neighbourhood Renewal Survey Report

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## 1.0 INTRODUCTION

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### 1.1 Background

The Research Unit, on behalf of Housing and Regeneration and Downpatrick District Office, conducted a Neighbourhood Renewal Survey in the Burrendale estate (Newcastle) during September 2009.

The aim of the survey was to evaluate residents perceptions of the estate in general, provision of services within the estate and various aspects of their homes. These findings will be used to provide feedback on issues that will be of benefit to the District Office.

### 1.2 Sample

As identified through PRAWL, the area contained a total of 247 privately-owned, Housing Executive and Housing Association properties.

### 1.3 Methodology

Each of the 247 households in the Burrendale estate received a letter inviting the household to participate in the survey. Staff from the Housing Executive's Research Unit carried out the fieldwork for the survey during September 2009.

It is Research Unit policy that, if an interview has not been achieved on the first or second visit to an address, at least one further attempt to obtain an interview must be made. These visits are to be made at varying times of the day. However, in practice, field staff would call at every opportunity when passing an address. If, at the end of the fieldwork period, staff have been unable to contact a household member, the address is recorded as a non-contact.

On commencement of fieldwork, 15 properties in the sample of addresses were found to be vacant, resulting in a revised target figure of 232 possible contacts.

### 1.4 Response Rate

Response to the survey was high at 72%.

<b>Breakdown of response:</b>		
	<b>Number</b>	<b>%</b>
Original sample	247	
Voids	15	
Revised sample	232	100
Refusals	29	13
Non-contact	35	15
Actual interviews achieved	166	72

## 1.5 Presentation of Findings

For data protection purposes, it is the policy of the Research Unit that if less than five people respond in a particular way to any given question, the exact number is not reported, as it may be possible to identify individuals. Therefore, regardless of the size of the sample or sub-sample, if the number of responses is less than five, this is indicated throughout the report, in both the textual and tabular analyses, by the sign '<5'.

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 166 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.

In line with other government bodies, the Housing Executive's Research Unit has replaced the term 'Head of Household' (HoH) with that of 'Household Reference Person' (HRP).

The HRP is the household member who:

- ◆ owns the dwelling/accommodation, or
- ◆ is legally responsible for the rent of the dwelling/accommodation, or
- ◆ is living in the dwelling/accommodation as an emolument or perquisite, or
- ◆ is living in the dwelling/accommodation by virtue of some relationship to the owner or lessee, who is not a member of the household.

In the case of a joint tenancy or joint ownership of a dwelling, the person with the higher annual income is the HRP. If both people have the same income, the older of the two is the HRP.

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## 2.0 EXECUTIVE SUMMARY

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### 2.1 Profile of Household/(Household Reference Person (HRP):

- ◆ **Household type:** The predominant household types in the Burrendale estate were lone adult (19%), large adult (15%), lone parent (13%), two adult (11%) and lone older (11%).
- ◆ **Tenure:** 45% of respondents were owner-occupiers, 39% were Housing Executive tenants, 8% were private renters, 7% were housing association tenants and 2% stated other tenures.
- ◆ **Age of household members:** 24% were aged between 40 and 59; 19% were aged under 16; 16% were aged 60 or older; 14% were 25-39 and 10% were aged between 16 and 24. The remaining 17% of respondents refused or omitted to state the age of household members.
- ◆ **Household religion:** 75% of households were Catholic, 7% were Protestant, 4% were mixed (Protestant/Catholic), 4% stated other or none as their religious affiliation and 11% refused or omitted to state their household religion.
- ◆ **Ethnic origin of household members:** 90% of household members were white, <1% stated 'other' as their ethnic origin and 10% refused or omitted to state the ethnic origin of their household members.
- ◆ **Gross weekly household income:** Income details were not available for 41% of households, due to non-response and 'refusal/don't know' responses. Of the remainder, 30% had a weekly income of more than £100, up to £200; 20% had more than £200 and 8% had £100 or less.
- ◆ **Benefits received by HRP and/or Partner:** The main benefits received by HRPs were Housing Benefit (45%), Disability Benefit (39%), Income Support (35%), Child Benefit (26%), Incapacity Benefit (21%) and Retirement Pension (17%). Almost two-thirds of HRPs (51: 31%) had partners. Partners' main benefits were: Disability Benefit (23%), Retirement Pension (21%) and Child Benefit (13%).
- ◆ **Gender of HRP:** 46% were male and 42% were female. The remaining 12% of respondents did not disclose the gender of their HRP.
- ◆ **Age of HRP:** 36% were aged between 40 and 59; 28% were 60 or older, 17% were between 25 and 39 and 2% were between 16 and 24.
- ◆ **Marital status:** 29% were married (first marriage), 27% were single (never married), 11% were separated and 10% were widowed; 9% were divorced, 2% were re-married and 12% refused or omitted to state their marital status.
- ◆ **Employment status of HRP:** 27% were working (15% full-time, 8% part-time and 4% self-employed; 22% were permanently sick/disabled, 21% were retired, 10% were looking after family/home and 7% were not working (5% long-term and 2% short-term). The remaining 12% refused or omitted to state their employment status.
- ◆ **Disability:** 39% of households surveyed had at least one family member with a physical disability; 22% had at least one member with mental health issues that affected their day-to-day activities.
- ◆ **Caring responsibilities (unpaid):** 22% of households surveyed had at least one family member with caring responsibilities; 18 household members cared for a family member/friend or neighbour for 12 hours or more per day.

## 2.2 Housing Executive Tenants:

- ◆ 86% of Housing Executive tenants did not intend to buy their home. Their main reasons were financial (55%) and too old to buy (11%).
- ◆ Of the tenants who did not intend to buy their home, 13 respondents (21%) had applied for a transfer. Almost half (7 respondents) wished to move from the Burrendale estate.

## 2.3 The Home:

- ◆ 49% of respondents had lived in the estate for more than 15 years, 16% for five to 10 years, 15% for 10 to 15 years, 13% for one to five years, and 7% for less than a year.
- ◆ 91% of households surveyed had at least one smoke alarm (43% had one, 37% had two and 11% had three smoke alarms); 9% had no smoke alarms installed.
- ◆ 52% of homes surveyed had window locks, 29% had security lights/external lights, 15% had a door chain and 12% had a 'peephole' viewer on their front door; a small proportion (7%) had a burglar alarm fitted.
- ◆ 73% of respondents were either very satisfied or satisfied with their home, 12% were neither satisfied nor dissatisfied and 15% were either dissatisfied or very dissatisfied.
- ◆ The majority of respondents thought the following aspects of their homes were very good/good: pedestrian access (85%); vehicle access (83%); windows (82%); size (78%) and number (71%) of bedrooms; kitchen layout (76%); size of garden (76%) and electrical fittings (75%).
- ◆ 88% of homes surveyed had oil-fired central heating with radiators. Fewer homes had solid fuel glass-fronted fire with radiators (8%), Economy 7 (2%) and solid fuel open fire without radiators (1%).
- ◆ 81% of respondents were satisfied with ease of use of their heating system, 79% with the amount of heat, 76% with control over the amount of heat, 74% with health factors and 65% with the cost of running the system.

## 2.4 Life on the Estate:

- ◆ 48% of respondents thought their estate was not really changing, 34% thought the estate was changing for the worse and 18% thought it was changing for the better.
- ◆ Main reasons stated by respondents who thought the estate was changing for the better were: area is quieter, home improvements and estate is cleaner/has less graffiti.
- ◆ The main reasons stated by respondents who thought the estate was changing for the worse were: drug abuse, anti-social behaviour, speeding vehicles, litter problem and alcohol abuse.
- ◆ 39% of respondents reported that they had no strong feelings about the general image of the estate; 37% were slightly or very ashamed and 24% were proud or fairly proud.
- ◆ Respondents reported high levels of satisfaction with the provision of the majority of general services in the area: with the bus service (97%), street lighting (93%), emptying of wheelie bins (92%), repairs to roads and pavements (84%) and maintenance of open green areas (77%).

- ◆ Dissatisfaction was highest with: street sweeping (49%), the provision of bus shelters (46%), policing in the area (40%), weeding of footpaths (40%) and clearing of road drains (39%).
- ◆ Only 8% of respondents were aware of the Housing Executive's neighbourhood warden service.
- ◆ Issues considered to be a major/minor problem by most respondents included: speeding vehicles/motorcycles (86%), alcohol abuse – under 18 years (68%), youths loitering (66%), unsupervised children – aged under 12 (65%), drug abuse (62%), alcohol abuse – over 18s (61%), level of vandalism (61%), nuisance from dogs: (60%) and late night parties/loud music (59%).
- ◆ Issues considered not a problem by the highest proportions of respondents included: flags and emblems (85%), intimidation (74%), abandoned vehicles (69%), car parking within the estate (59%), nuisance from ball games (56%) and the level of graffiti (55%).
- ◆ Crimes that minorities of respondents reported had been experienced during the previous 12 months included: vandalism of property (18%), verbal threats (15%), vandalism of car (10%) and burglary of home (8%).
- ◆ Almost all respondents said they felt safe in their home (96%) and walking around the area during the day (98%); most also felt safe at home after dark (79%), although fewer felt safe walking around the area after dark (63%).
- ◆ 84% of respondents were aware of the Murlough Residents' Association, although only 8% said they would consider joining. Less than two-fifths (39%) thought the Residents' Association was representative of the community as a whole.
- ◆ Facilities/improvements respondents said they would like to see provided on the estate included: youth activities/facilities (37%), speed ramps (27%), sports facilities (19%), cleaning up of the estate (18%) and facilities for older people (14%).

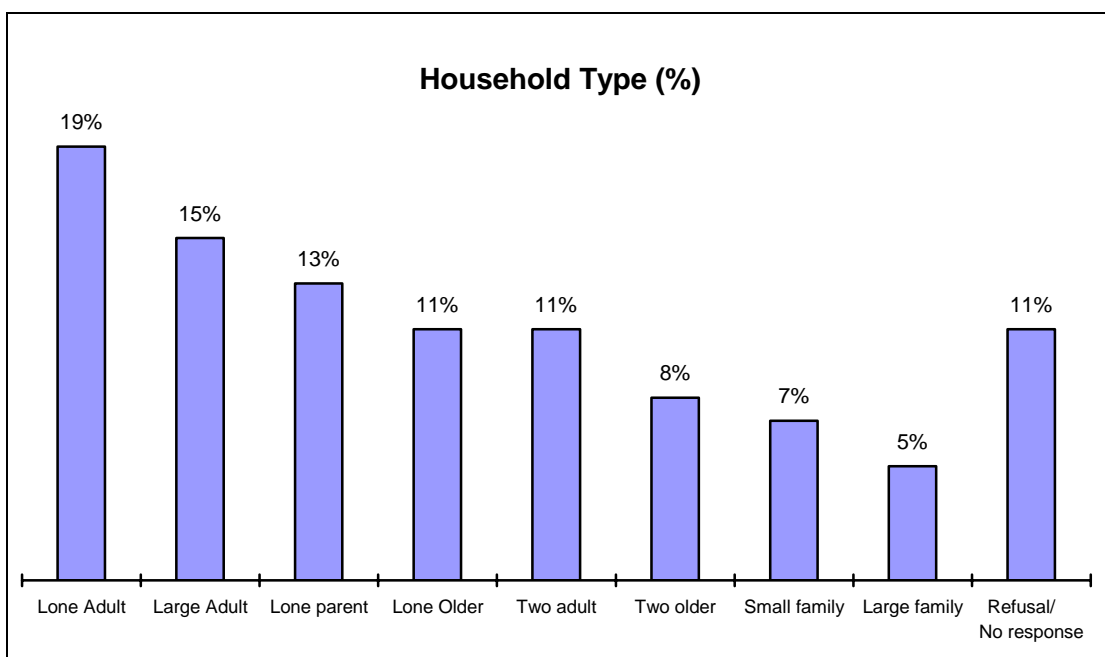
## 3.0 Household Profile

### 3.1 Household Type

From information collected through the household grid, each household represented in the survey was classified into a specific household type, based on the total number of household members and their ages. Definitions of household types are included in *Appendix Table 1*.

The predominant household types in the Burrendale estate were lone adult (19%), large adult (15%) and lone parent (13%), followed by two adult (11%), lone older (11%), two older (8%), small family (7%) and large family (5%). Insufficient information was received from 11% of respondents to enable definition of household type (Figure 1; *Appendix Table 1*).

Figure 1



Base: 166 (all respondents)

### 3.2 Number of people per household

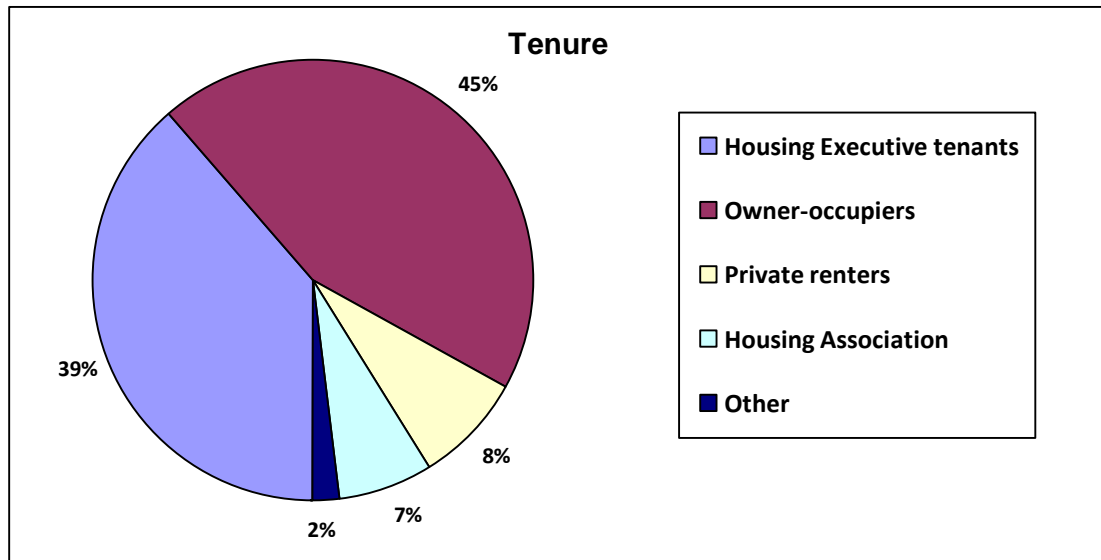
Almost one-third (32%) of households in the survey comprised one person, 26% had two persons, 21% had three persons, 10% had four persons and 7% had five or more household members. The remaining 5% of respondents either refused or omitted to provide information on the number of people in their household (*Appendix Table 2*).



### 3.3 Tenure

Almost half (45%) of households were owner-occupied and almost two-fifths (39%) rent from the Housing Executive. Smaller proportions rented privately (8%) and from a housing association (7%). The remaining 2% had purchased through co-ownership or lived in (single-let) temporary accommodation (Figure 2; Appendix Table 3).

Figure 2



Base: 166 (all respondents)

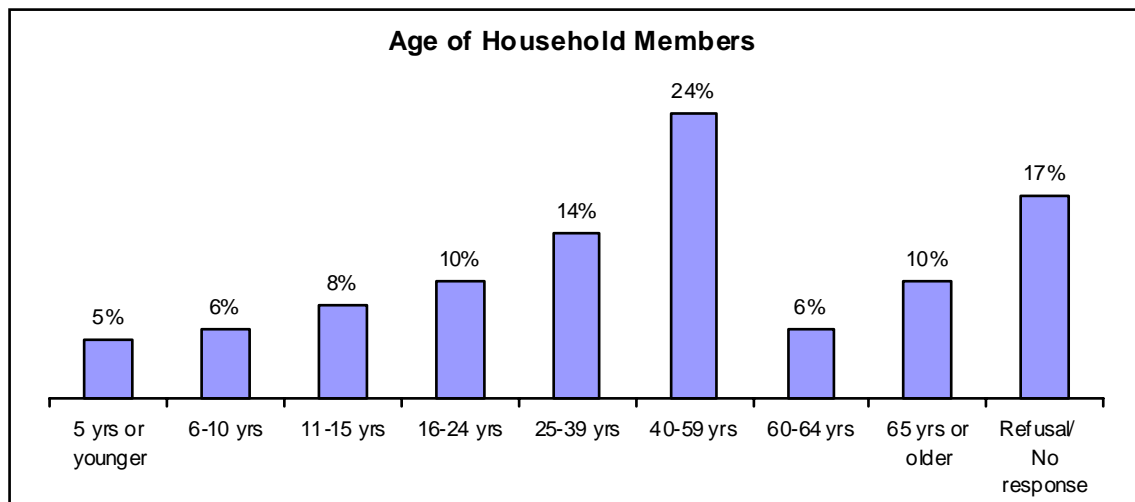
### 3.4 Household members

Respondents were asked to state the number of people living in their household and their ages. The survey gathered information on a total of 374 household members.

#### Age

Almost one-quarter (24%) of household members were aged between 40 and 59, 14% were between 25 and 39, 10% were aged between 16 and 24 and 10% were 65 or older. Smaller proportions were aged between 11 and 15 (8%), between six and 10 (6%), between 60 and 64 (6%) and five years old or younger (5%). The age of 17% of household members was not available, due to refusal or non-response (Figure 3; Appendix Table 4).

Figure 3



Base: 374 household members

### 3.5 Household religion

The religion of three-quarters (75%) of households in the Burrendale estate was described as Catholic, 7% were Protestant and 4% were of mixed religion (Protestant/Catholic). A small proportion (4%) of respondents stated that either their household religion was 'other' or they had no religious affiliation. The remaining 11% of respondents either refused or omitted to state the religion of their household (*Appendix Table 5*).

### 3.6 Ethnic origin of household members

The majority (90%) of household members were white; 10% refused or omitted to state the ethnic origin of household members and the remainder of respondents (<1%) stated 'other' as their ethnic origin (*Appendix Table 6*).

### 3.7 Gross Weekly Household Income

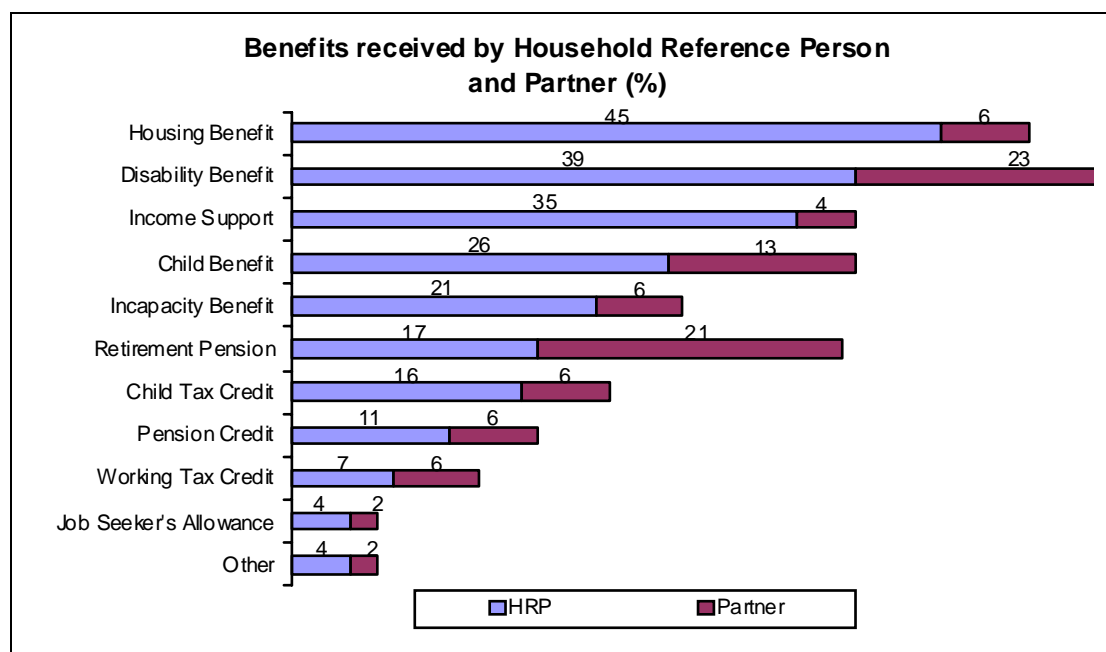
More than two-fifths (41%) of respondents did not know, refused or omitted to state the gross weekly income of their household. Of the remainder, 16% stated that their household's gross weekly income was between £141 and £200. Equal proportions (10%) had between £201 and £300 and more than £300 per week. A further 8% of households had between £121 and £140, 6% had between £101 and £120 and 5% had between £61 and £80. Smaller proportions (2%) had an income of between £81 and £100 and 1% had £60 or less per week (*Appendix Table 7*).

### 3.8 Benefits received by HRP and/or Partner

The main benefits received by HRPs were Housing Benefit (45%), Disability Benefit (39%), Income Support (35%) and Child Benefit (26%). Other benefits received by HRPs included Incapacity Benefit (21%), Retirement Pension (17%), Child Tax Credit (16%), Pension Credit (11%), Working Tax Credit (7%) and Job Seeker's Allowance (4%). A small proportion (4%) of respondents stated that their HRP was in receipt of other benefits (Carer's Allowance, Widow's Pension and Attendance Allowance).

Almost two-thirds of HRPs (51: 31%) had partners. Partners' main benefits were: Disability Benefit (23%), Retirement Pension (21%) and Child Benefit (13%) (*Figure 4; Appendix Table 8*).

**Figure 4**



Base: 139/140 respondents who gave sufficient information

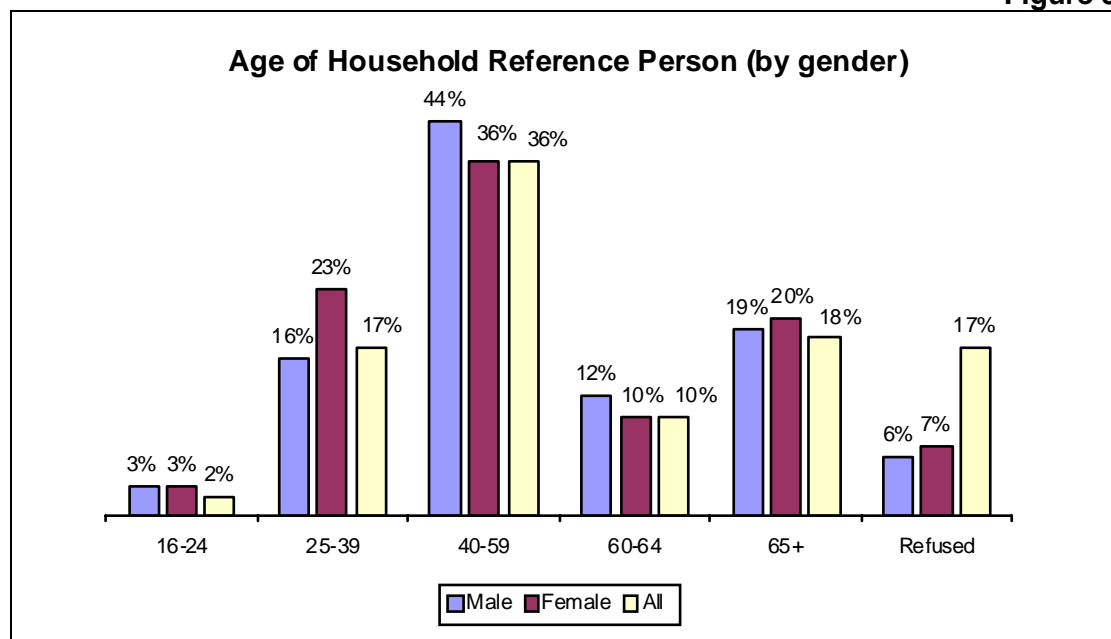
### 3.9 Gender of Household Reference Person (HRP)\*

Forty-six percent of HRPs were male and 42% were female. The remaining 12% did not disclose the gender of their HRP (*Appendix Table 9*).

### 3.10 Age of HRP

Most respondents (83%) stated the age of their HRP. More than two-thirds (36%) of HRPs were aged between 40 and 59, 18% were aged 65 or older and 17% were aged between 25 and 39. Ten percent of HRPs were aged between 60 and 64 and 2% were aged between 16 and 24 years (*Figure 5; Appendix Table 10*).

**Figure 5**



Base: 166 (all respondents)

### 3.11 Marital Status of HRP

Almost one-third (29%) of HRPs were married (first marriage), 27% were single (never married), 11% were separated and 10% were widowed. A further 9% were divorced and 2% were re-married. The remaining 12% of respondents either refused or omitted to state the marital status of their HRP (*Appendix Table 11*).

### 3.12 Employment Status of HRP

More than one-fifth (22%) of HRPs were permanently sick/disabled, 21% were retired, 15% were working full-time and 10% were looking after family/home. Smaller proportions were working part-time (8%), not working long-term (5%), self-employed (4%) and not working short-term (2%); 13% of respondents refused or omitted to state the employment status of their HRP (*Appendix Table 12*).

\* See introduction (paragraph 1.9) for the definition of the Household Reference Person (HRP).

***The following household questions were included at the request of the East Down Community Rural Network, in consultation with the Murlough Community Association.***

**3.13 Household members with a physical disability**

Almost two-fifths (64; 39%) of respondents said their household had at least one member with a disability. Among these households, 86% (55 respondents) had one disabled member, 13% (8 respondents) had two disabled members and 2% (<5) had three or more members with a disability (*Appendix Tables 13 and 14*).

**3.14 Household members with mental health issues**

More than one-fifth (37; 22%) of respondents said their household had at least one member with mental health issues. Among these households, 33 respondents had one member with mental health issues and <5 households had two or more members with mental health issues which affected their day to day activities (*Appendix Tables 15 and 16*).

**3.15 Household members with caring responsibilities (Unpaid)**

More than one-fifth (37; 22%) of respondents said their household had at least one member with caring responsibilities. Among these households, 18 respondents said a household member cared for either a family member/friend or neighbour for 12 hours or more per day, seven days a week. Of these, 15 household members had caring responsibilities 24 hours per day (*See Appendix Tables 17 and 18 for full details*).

**3.16 Type of caring responsibilities/duties carried out (Unpaid)**

The main type of caring responsibilities/duties carried out included the following: household duties (31 household members), meal preparation (30 household members), shopping (30 household members), personal care (27 household members) and gardening (23 household members) (*Appendix Table 19*).

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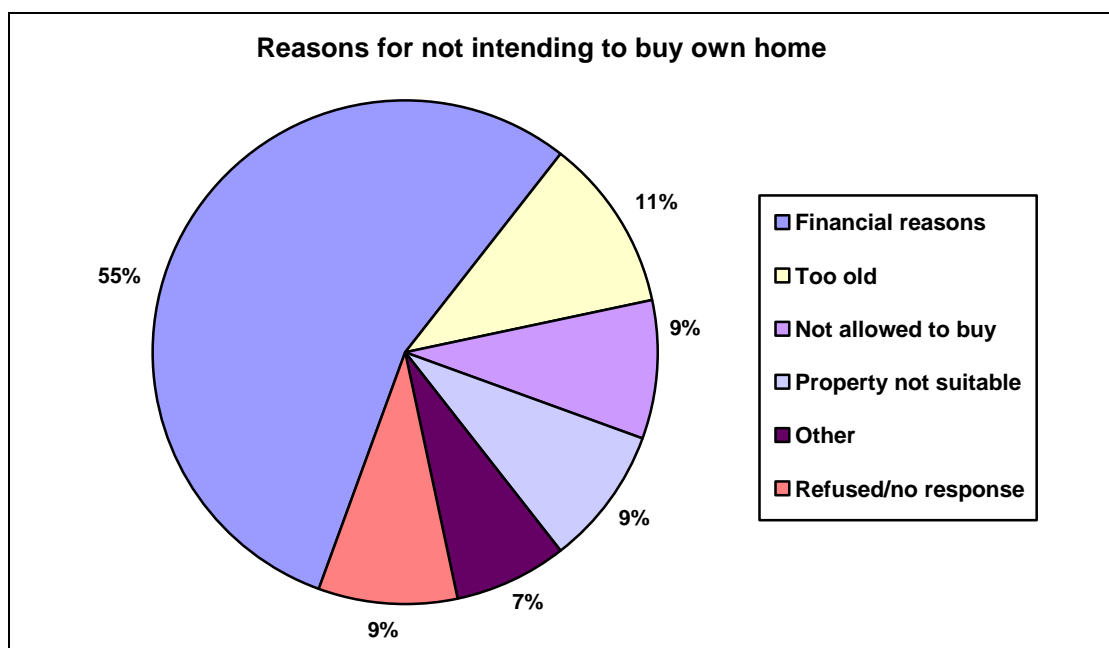
## 4.0 HOUSING EXECUTIVE TENANTS

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### 4.1 Purchase of home

Almost two-fifths (64; 39%) of all respondents were Housing Executive tenants, most of whom (55; 86%) said they did not intend to purchase their home. The main reasons cited were: financial reasons (30; 55%), too old to buy (6; 11%), not allowed to buy property (*bungalow, temporary accommodation, turned down*) (5; 9%) and property not suitable (*too small, health problems*) (5; 9%). A smaller proportion (7%) of respondents gave various other reasons for not intending to purchase their home and 9% refused or omitted to state their reasons (Figure 6; *Appendix Tables 20 and 21*).

Figure 6



Base: 55 NIHE tenants who did not intend to buy their home

### 4.2 Transfer

Of the Housing Executive tenants who did not intend to buy their home or who were unsure at the time of the survey (61; 95%), 13 (21%) had applied for a transfer from their present property. Of those who had applied for a transfer, more than half (7 respondents) wished to transfer to a different estate (*Appendix Tables 22-24*).

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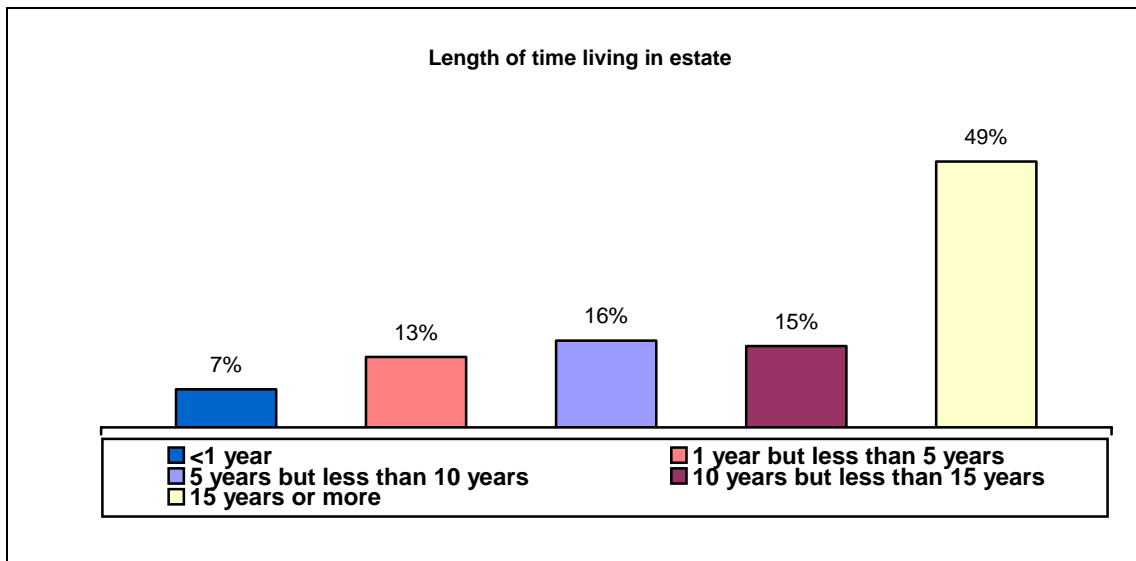
## 5.0 THE HOME

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### 5.1 Length of residence

Almost half (49%) of respondents had lived in their present home for more than 15 years; 16% for five years or more but less than 10 years, 15% had lived in their present home for 10 years or more but less than 15 years and 13% for one year or more but less than 5 years. The remaining 7% of respondents had lived in their present home for less than one year (Figure 7: *Appendix Table 25*).

Figure 7



### 5.2 Location of previous home

The location of respondents' previous home was: outside Newcastle (38%), outside Burrendale (but within Newcastle) (37%) and within the estate (25%) (*Appendix Table 26*).

### 5.3 Current property type

Almost two-thirds (65%) of respondents lived in houses, 18% lived in bungalows and 18% lived in flats (*Appendix Table 27*).

#### **5.4 Smoke alarms**

Most households surveyed (91%) had at least one smoke alarm (37% had one, 43% had two and 11% had three smoke alarms). Almost one-tenth (9%) of respondents reported that their home had no smoke alarms installed (*Appendix Table 28*).

#### **5.5 Home security**

More than half (52%) of respondents stated that they had window locks, 29% had security lights/external lights, 15% had a door chain and 12% had a 'peephole' viewer on their front door; a small proportion (7%) had a burglar alarm fitted in their home (*Appendix Table 29*).

#### **5.6 Size of home**

The majority of respondents (74%) thought their home was about the right size, 19% thought their home was too small and the remaining 7% thought their home was too big or were unsure (*Appendix Table 30*).

#### **5.7 Overall satisfaction with home**

Almost three-quarters of respondents (73%) were either very satisfied or satisfied with their home, 12% were neither satisfied nor dissatisfied and 15% were either dissatisfied or very dissatisfied (*Appendix Table 31*).

#### **5.8 Physical aspects of home**

Respondents were asked about a variety of aspects of their home (*Appendix Table 32*). The majority of respondents reported all aspects to be either very good or good:

- ◆ pedestrian access (85%)
- ◆ vehicle access (83%)
- ◆ windows (82%)
- ◆ size of bedrooms (78%)
- ◆ kitchen layout (76%)
- ◆ size of garden (76%)
- ◆ electrical fitting (75%)
- ◆ standard of bathroom (74%)
- ◆ parking provision (73%)
- ◆ kitchen fittings (72%)
- ◆ number of bedrooms (71%)
- ◆ internal doors (70%)
- ◆ dining area provision (69%)
- ◆ garden fencing (66%)
- ◆ security of dwelling (64%)
- ◆ external doors (64%)
- ◆ outside storage (60%)

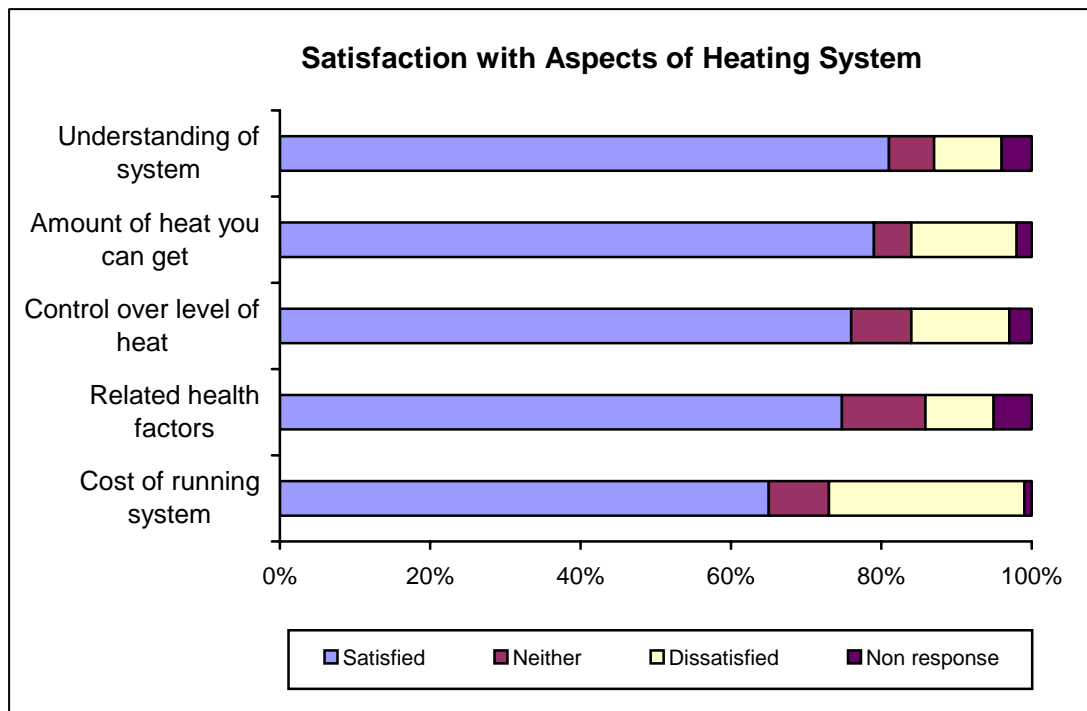
#### **5.9 Heating**

The majority (88%) of homes represented in the survey had oil-fired central heating with radiators; 8% had solid fuel open fire with radiators. Fewer homes had Economy 7 (2%) and solid fuel glass-fronted fire with radiators (1%) (*Appendix Table 33*).

**5.10** Satisfaction with aspects of heating systems was as follows:

- ◆ Ease of use of the system (81%),
- ◆ amount of heat (79%),
- ◆ control over amount of heat (76%),
- ◆ health factors (74%),
- ◆ cost of running the system (65%)(Figure 8: *Appendix Table 34*).

**Figure 8**



Base: 166 (all respondents)



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## 6.0 LIFE ON THE ESTATE

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### 6.1 Image of the estate

Almost half (48%) of respondents thought their estate was not really changing, 34% thought the estate was changing for the worse and 18% thought it was changing for the better (*Appendix Table 35*).

The respondents who felt the estate was changing for the better (30 respondents; 18%) were asked to state their main reasons (respondents could give more than one response).

Main findings were as follows:

- ◆ Area is quieter (8 respondents),
- ◆ home improvements has improved area (7 respondents),
- ◆ estate is cleaner (5 respondents),
- ◆ good neighbours (<5 respondents),
- ◆ feel safer in area (<5 respondents),
- ◆ less vandalism (<5 respondents) and
- ◆ other reasons (3 respondents).

(*Appendix Table 36*)

Respondents who felt the estate was changing for the worse (57 respondents; 34%) were asked to state their main reasons (respondents could give more than one response).

Main findings were as follows:

- ◆ Drug abuse (16 respondents; 28%),
- ◆ anti-social behaviour (15 respondents; 26%),
- ◆ littering (12 respondents; 23%),
- ◆ speeding vehicles (13 respondents; 23%),
- ◆ alcohol abuse (10 respondents; 18%),
- ◆ NIHE housing undesirables (8 respondents; 14%),
- ◆ unsupervised children out of control (6 respondents; 11%),
- ◆ problem with quads/scramblers (5 respondents; 9%),
- ◆ vandalism (5 respondents; 9%),
- ◆ estate needs cleaned up (5 respondents; 9%) and
- ◆ other various problems (34 respondents, 60%).

(*Appendix Table 37*)

Respondents were asked how they felt about the general image of the estate if friends or relatives came to visit. Almost two-fifths (39%) reported that they had no strong feelings about the image of the estate, 37% were slightly or very ashamed, and 24% were proud or fairly proud of the general image of the estate (*Appendix Table 38*).

### 6.2 Satisfaction with general services in the area

Respondents reported high levels of satisfaction with the provision of the majority of general services in the area. High proportions of respondents were satisfied with the bus service (97%), street lighting (93%), emptying of wheelie bins (92%), repairing roads and pavements (84%) and maintenance of open green areas (77%).

Dissatisfaction was highest with street sweeping (49%), the provision of bus shelters (46%), policing in area (40%), weeding of footpaths/alleyways (40%) and clearing of road drains (39%) (*See Appendix Tables 39 – 44 for full details.*)

### 6.3 Neighbourhood Warden

The Housing Executive provides a neighbourhood warden within the estate. A small proportion (14 respondents; 8%) of respondents were aware of the neighbourhood warden. Of these, <5 had used the service and a similar number were satisfied with the service provided (*Appendix Tables 45*).

### 6.4 Perceived problems within the estate

Respondents were asked to identify, from a list, issues they considered to be a major problem, minor problem or not a problem within the area. Issues considered a major/minor problem by the highest proportions of respondents included:

- ◆ speeding vehicles/motorcycles: 86% (67% major; 19% minor),
- ◆ unsupervised children: 75% (42% major; 26% minor),
- ◆ alcohol abuse – under 18: 68% (42% major; 26% minor),
- ◆ youths loitering: 66% (33% major; 33% minor),
- ◆ drug abuse: 62% (39% major; 23% minor),
- ◆ alcohol abuse – over 18 years: 61% (38% major; 23% minor),
- ◆ level of vandalism: 61% (24% major; 37% minor),
- ◆ nuisance from dogs: 60% (25% major; 35% minor),
- ◆ late night parties/loud music: 59% (31% major; 28% minor),
- ◆ illegal dumping: 54% (28% major; 26% minor),
- ◆ neighbours disputing elsewhere in the estate: 54% (21% major; 33% minor) and
- ◆ solvent abuse 51% (26% major; 25% minor).

Issues considered not a problem by the highest proportions of respondents included:

- ◆ Flags and emblems (85%),
- ◆ intimidation (74%),
- ◆ abandoned vehicles (69%),
- ◆ car parking within the estate: (59%),
- ◆ nuisance from ball games (56%),
- ◆ level of graffiti: (55%),
- ◆ theft and burglary (51%) and
- ◆ neighbours disputing in your street: (52%).

(*Appendix Table 46*)

### 6.5 Crime

Most respondents (67%) stated that neither they nor any other member of their household had experienced any crimes during the previous 12 months. Crimes that minorities of respondents reported had been experienced during the previous 12 months included: vandalism of property (18%), verbal threats (15%), vandalism of car (10%) and burglary of home (8%). Smaller proportions of respondents had experienced physical assault (6%), theft from car (4%) and theft of car (4%). The remaining 1% had experienced other crimes. Respondents who had experienced crime were asked if they had reported the incident to the police, details of which are included in *Appendix Table 47*.

### 6.6 Feelings of safety

Respondents were asked a number of questions relating to their and their family's personal safety. The data reflected a general feeling of safety in the estate with the majority of respondents feeling safe:

- ◆ walking around the area during the day (98%),
- ◆ at home during the day (96%),
- ◆ at home after dark (79%) and
- ◆ walking around the area after dark (63%).

(*Appendix Table 48*)

## 6.7 Murlough Community Association

The majority of respondents (84%) were aware of the Murlough Community Association (*Appendix Table 50*). A small proportion (8%) said they would consider joining the Murlough Community Association; 61% were not interested in joining and 24% were unsure about joining at the time of interview. Seven percent stated that they were already members and 1% omitted to answer the question (*Appendix Tables 49 and 50*).

## 6.8 Respondents who were not interested in joining the community association (101 respondents; 61%) were asked to state their main reasons.

Main reasons were as follows:

- ◆ Not interested in joining (22%),
- ◆ ineffective/unproductive (16%),
- ◆ too busy/work obligations (14%),
- ◆ no comment/non response (13%),
- ◆ too old (12%),
- ◆ health reasons (7%),
- ◆ wouldn't feel welcome (5%), and
- ◆ other various reasons (11%).

(*Appendix Table 51*)

## 6.9 Respondents who were aware of the community group (84% of all respondents) were asked if they felt the Murlough Community Association was representative of the community as a whole. Almost two-fifths (39%) of respondents felt it was representative of the community; 27% felt it was not representative and 34% were unsure. One percent omitted to answer the question (*Appendix Table 52*).

## 6.10 Respondents who felt the Murlough Community Association was not representative of the community as a whole (38 respondents; 27%) were asked to state their main reasons.

Main reasons were as follows:

- ◆ Ineffective/unproductive (12 respondents),
- ◆ no comment/personal reasons/non response (8 respondents),
- ◆ lack of communication between group and residents (6 respondents),
- ◆ need more resident involvement (5 respondents),
- ◆ some members have own agenda (5 respondents), and
- ◆ other various reasons (<5 respondents).

(*Appendix Table 53*)

## 6.11 Facilities/improvements respondents would like to see in the estate

Respondents were asked to identify, from a list, the facilities/services they would like to see provided in the area.

Responses were as follows:

- ◆ sports facilities (43%),
- ◆ information/advice services (43%),
- ◆ I.T. facilities/computer classes (40%),
- ◆ adult education classes (36%),
- ◆ exercise classes (36%),
- ◆ health awareness courses (35%),
- ◆ youth activities (34%),
- ◆ facilities for senior citizens (28%),
- ◆ women's group (27%),
- ◆ unemployment/job club (21%),
- ◆ childcare facilities (18%),
- ◆ men's group (18%)
- ◆ mother and toddler group (16%),
- ◆ pre-school play group (16%), and
- ◆ other including: facilities for disabled, health care centre and shopping centre (2%).

*(Appendix Table 54)*

Respondents were asked what they considered to be the most important facilities/services or improvements that they would like to see in the Burrendale estate area over the next few years. In total, 72% of respondents gave their views on their perceived priorities within the estate. Respondents could give more than one response to this question. Their responses included:

- ◆ Youth activities/facilities (37%),
- ◆ speed ramps (27%),
- ◆ sports facilities (19%),
- ◆ estate needs cleaned up (18%),
- ◆ facilities for elderly (14%),
- ◆ mother & toddler/child care facilities (9%),
- ◆ unemployment/job club (9%), and
- ◆ better play area for kids (8%).

*(Appendix Table 55)*

## **7.0 ADDITIONAL COMMENTS**

**7.1** On completion of the questionnaire, all respondents were given the opportunity to make general comments about their estate. In total 30% (50 respondents) commented on a number of issues concerning life on the Burrendale estate.

**7.2** Of the respondents who made comments, 26% (13 respondents) mentioned the need for speed ramps; 26% (13 respondents) felt the need for better allocation of NIHE properties due to problem tenants, problems associated with temporary accommodation and lack of housing for local people. Twelve percent (6 respondents) mentioned the problem of anti-social behaviour and 10% (5 respondents) felt quads/scramblers were a problem within the estate.

**7.3** Other comments included:

- ◆ Happy with estate,
- ◆ estate needs a face lift,
- ◆ problem with drug abuse,
- ◆ need better policing, and
- ◆ litter is a problem.

## TABULAR REPORT –BURRENDALE ESTATE

(Note: Due to rounding,, some tables do not add to 100 %. Also, in some cases where the number of responses has been less than five, the actual figures have been omitted and are shown as <5.)

**Table 1:** Household types

Definition of Household Types:		Number	%
Lone Adult	One person below pensionable age – <65 for men, <60 for women	31	19
Large Adult	Three or more adults, related or unrelated, with or without one dependent child aged under 16	24	15
Lone Parent	Lone adult living with one or more dependent children aged under 16	22	13
Two Adult	Two people, related or unrelated, below pensionable age	19	11
Lone older	Lone person of pensionable age, 65 for men, 60 for women	18	11
Two Older	Two people, related or unrelated, at least one of whom is of pensionable age	14	8
Small Family	Any two adults, related or unrelated, living with one or two dependent children aged under 16	12	7
Large Family	Any two adults, related or unrelated, living with three or more dependent children aged under 16 OR three or more adults, related or unrelated, living with two or more dependent children aged under 16	8	5
Refusal/non response	Respondent either refused to give details of household or gave insufficient information to define household type	18	11
<b>Total</b>		<b>166</b>	<b>100</b>

Base: 166 respondents

**Table 2:** Number of people in each household

	Number	%
One person	53	32
Two persons	43	26
Three persons	34	21
Four persons	17	10
Five or more persons	11	7
Refusal/non response	8	5
<b>Total</b>	<b>166</b>	<b>100</b>

Base: 166 respondents

N.B. Due to rounding, percentages do not add to 100

**Table 3:** Tenure

	Number	%
Owner Occupier	74	45
Rent from Housing Executive	64	39
Privately rented	14	8
Housing Association	11	7
Purchased through Co-Ownership	<5	1
Other (single let)	<5	1
<b>Total</b>	<b>166</b>	<b>100</b>

Base: 166 respondents

N.B. Due to rounding, percentages do not add to 100

**Table 4: Age of household members**

	Number	%
5 years old or less	20	5
6 – 10 years old	23	6
11 – 15 years old	29	8
16 – 24 years old	37	10
25 – 39 years old	54	14
40 – 59 years old	90	24
60 – 64 years old	23	6
65 or older	38	10
Refusal	32	9
Non response	28	8
<b>Total</b>	<b>374</b>	<b>100</b>

*Base: 374 household members*

**Table 5: Religion of household**

	Number	%
Catholic	125	75
Protestant	12	7
Mixed Religion Protestant/Catholic	6	4
None	5	3
Other	<5	1
Refusal	16	10
Non response	<5	1
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

*N.B. Due to rounding, percentages do not add to 100*

**Table 6: Ethnic origin of household members**

	Number	%
White	336	90
Other	<5	0
Refusal	25	7
Non response	12	3
<b>Total</b>	<b>374</b>	<b>100</b>

*Base: 374 household members*

**Table 7: Approximate weekly income of household by household type (%s)**

	Lone adult	Two adults	Lone parent	Small family	Large family	Large adult	Two older	Lone older	All households
£60 or less	3	-	-	-	-	-	-	-	1
£61 to £80	13	5	5	-	-	-	-	-	5
£81 to £100	3	5	-	-	-	-	7	6	2
£101 to £120	10	-	9	8	-	4	-	11	6
£121 - £140	16	-	14	17	-	4	-	11	8
£141 - £200	19	16	23	-	-	4	21	39	16
£201 - £300	7	5	14	25	13	8	21	-	10
>£300	7	32	5	25	-	21	-	-	10
Refusal	13	26	18	25	25	38	36	17	27
Don't know	7	11	14	-	63	17	7	17	12
Non response	3	-	-	-	-	4	7	-	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

*Base: 166 households about which there was sufficient information*

*N.B. Due to rounding, some percentages do not add to 100*

**Table 8: Benefits received by Household Reference Person and/or Partner**

	Household Reference Person		Partner	
	Number	%	Number	%
Housing Benefit	63	45	<5	6
Disability Benefit	54	39	11	23
Income Support	48	35	<5	4
Child Benefit	37	26	6	13
Incapacity Benefit	29	21	<5	6
Retirement Pension	24	17	10	21
Child Tax Credit	22	16	<5	6
Pension Credit	15	11	<5	6
Working Tax Credit	9	7	<5	6
Job Seekers Allowance	5	4	<5	2
Other benefits	5	4	<5	2

Bases: 139/140 respondents who gave sufficient information and 48 Partners

*N.B. Base numbers varied due to non response*

**Table 9: Gender of Household Reference Person**

	Number	%
Male	77	46
Female	69	42
Refusal/non response	20	12
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

**Table 10: Age of Household Reference Person**

Age groups	Male		Female		Refusal/ non response		All	
	Num	%	Num	%	Num	%	Num	%
16-24	<5	3	<5	3	-	-	4	2
25-39	12	16	16	23	-	-	28	17
40-59	34	44	25	36	<5	5	60	36
60-64	9	12	7	10	-	-	16	10
65+	15	19	14	20	-	-	29	18
Refusal/Non response	5	6	5	7	19	95	29	17
<b>Total</b>	<b>77</b>	<b>100</b>	<b>69</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

*N.B. Due to rounding, some percentages do not add to 100*



**Table 11: Marital Status of Household Reference Person**

	Number	%
Married (first marriage)	48	29
Single (never married)	45	27
Separated	19	11
Widowed	16	10
Divorced	15	9
Re-married	<5	2
Refusal	15	9
Non response	5	3
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents***Table 12: Employment details (Household Reference Person)**

	Number	%
Permanently sick/disabled	37	22
Retired (excludes looking after family/home)	35	21
Working full-time	25	15
Looking after family/home	16	10
Working part-time	13	8
Not working long-term (more than 1 year)	8	5
Self employed	7	4
Not working short-term (1 year or less)	<5	2
Refusal	15	9
Non response	6	4
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents***Table 13: Household members with a physical disability**

	Number	%
Yes	64	39
No	99	60
Refusal	<5	2
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents**NB Due to rounding, percentages do not add to 100***Table 14: Number of household members with a physical disability**

	Number	%
One	55	86
Two	8	13
Three or more	<5	2
<b>Total</b>	<b>64</b>	<b>100</b>

*Base: 64 respondents who said a member of their household had a disability**NB Due to rounding, percentages do not add to 100*

**Table 15: Household members with mental health issues that affect their day-to-day activities**

	Number	%
Yes	37	22
No	125	75
Refusal/non response	<5	2
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

*N.B. Due to rounding, percentages do not add to 100*

**Table 16: Number of household members with mental health issues**

	Number
One	33
Two or more	<5
<b>Total</b>	<b>37</b>

*Base: 37 respondents who said a member of their household had mental health issues*

**Table 17: Do you or any member of your household have any unpaid caring responsibilities?**

	Number	%
Yes	37	22
No	126	76
Refusal	<5	2
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

**Table 18: Approximate hours per week carrying out caring duties (Numbers)**

	One day	Two days	Three days	Four days	Five days	Six days	Seven days	Total
Two hours or less	-	-	<5	-	<5	-	<5	<b>6</b>
3 – 4 hours	-	<5	-	-	-	<5	5	<b>7</b>
5 – 8 hours	<5	-	<5	-	<5	-	<5	<b>5</b>
12 hours or more	-	-	<5	-	-	-	17	<b>18</b>
Non response	-	-	-	-	-	-	<5	<b>&lt;5</b>
<b>Total</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>-</b>	<b>2</b>	<b>1</b>	<b>29</b>	<b>37</b>

*Base: 37 household members*

**Table 19: Type of caring responsibilities/duties carried out**

	Number
Household duties	31
Meal preparation	30
Shopping	30
Personal care	27
Gardening	23
Other duties including staying over, driving to/from appointments	<5

*Base: 37 respondents with caring responsibilities*

**Table 20: Do you intend to buy your home from the Housing Executive?**

	Number	%
Yes	<5	5
No	55	86
Don't know	6	9
<b>Total</b>	<b>64</b>	<b>100</b>

*Base: 64 Housing Executive respondents*

**Table 21: Reasons for not wanting to buy home**

	Number	%
Financial reasons	30	55
Too old to buy	6	11
Not allowed to buy (bungalow/temp accomm./turned down)	5	9
Property not suitable (too small/health problems)	5	9
Needs to be modernised/repaired	<5	5
Prefer to rent	<5	2
May be moving	<5	2
Refusal/non response	5	9
<b>Total</b>	<b>55</b>	<b>100</b>

*Base: 55 Housing Executive respondents who do not intend to buy their own home  
N.B. Due to rounding, percentages do not add to 100*

**Table 22: Have you applied to the Housing Executive for a transfer?**

	Number	%
Yes	13	21
No	47	77
Non response	<5	2
<b>Total</b>	<b>61</b>	<b>100</b>

*Base: 61 Housing Executive respondents who have not applied to buy their home*

**Table 23: Do you intend to apply for a Housing Executive transfer?**

	Number
Yes	-
No	47
<b>Total</b>	<b>47</b>

*Base: 47 Housing Executive respondents who have not applied for a transfer*

**Table 24: Where do you wish to transfer to?**

	Number
Wish to transfer to different estate	7
Wish to transfer within own estate	5
Non response	<1
<b>Total</b>	<b>13</b>

*Base: 13 Housing Executive respondents who have applied/intend to apply for a transfer*

**Table 25: Length of residence in present home**

	Number	%
Less than one year	12	7
1 year or more but less than 5 years	22	13
5 years or more but less than 10 years	26	16
10 years or more but less than 15 years	25	15
More than 15 years	81	49
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

**Table 26: Location of previous home**

	Number	%
Outside Newcastle	63	38
Outside Burrendale (but within Newcastle)	62	37
Within Burrendale	41	25
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

**Table 27: Current property type**

	Number	%
House	107	65
Bungalow	30	18
Flat	29	18
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

*N.B. Due to rounding, percentages do not add to 100*

**Table 28: Smoke alarms installed in the home**

	Number	%
None	15	9
One	61	37
Two	71	43
Three or more	19	11
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

**Table 29: Home security**

	Number	%
Window locks	86	52
Security lights/External lights	48	29
Door chain	25	15
Door viewer/Peephole	20	12
Burglar Alarm	11	7

*Base: 166 respondents*

**Table 30: Assessment of size of home**

	Number	%
About the right size	122	74
Too small	32	19
Too big	8	5
Not sure	<5	2
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

**Table 31: Overall satisfaction with home**

	Number	%
Very satisfied	36	22
Satisfied	85	51
Neither	20	12
Dissatisfied	16	10
Very dissatisfied	9	5
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

**Table 32: Assessment of physical aspects of home (%)**

	Very Good	Good	Neither	Poor	Very Poor	No response/Refusal	N/A	Total %
Pedestrian access	25	60	2	7	2	3		100
Vehicle access	25	58	8	4	1	2	2	100
Windows	21	61	4	6	7	1		100
Size of bedrooms	19	59	11	7	4	1		100
Kitchen layout	22	54	5	10	8	1		100
Size of garden	20	56	7	6	3	1	7	100
Electrical fittings	16	59	5	15	3	2		100
Standard of bathroom	20	54	6	13	7	-		100
Parking provision	18	55	13	7	2	2	4	100
Kitchen Fittings	20	52	5	14	8	1		100
Number of bedrooms	21	50	21	7	1	1		100
Internal doors	18	52	6	15	7	4		100
Dining area	17	52	6	10	8	2	4	100
Garden fencing	18	48	11	6	8	2	6	100
Security of dwelling	11	53	7	13	12	3		100
External doors	17	47	7	11	15	3		100
Outside storage	14	46	7	14	13	2	4	100

*Base: 166 respondents*

*N.B. Due to rounding, some percentages do not add to 100*

**Table 33: Main heating system**

	Number	%
Oil fired with radiators	146	88
Solid fuel open fire (with radiators)	14	8
Economy 7	<5	2
Solid fuel glass-fronted fire (with radiators)	<5	1
Non response	<5	1
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

**Table 34: Assessment of physical aspects of heating system (%)**

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	No response	Total %
Ease of use of the system	27	54	6	4	5	4	100
The amount of heat	21	58	5	9	5	2	100
Control over the level of heat	24	52	8	8	5	3	100
Related health factors	19	55	11	5	4	5	100
Cost of running your heat	11	54	8	17	9	1	100

*Base: 166 respondents*

*N.B. Due to rounding, percentages do not add to 100*

**Table 35: Would you say the estate is ...?**

	Number	%
Not really changing	79	48
Changing for the worse	57	34
Changing for the better	30	18
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

**Table 36: Main reasons why estate is changing for the better**

	Number
Area is quieter	8
Home improvement	7
Estate is cleaner/less graffiti	5
Good neighbours	<5
Feel safer in estate	<5
Less vandalism	<5
Other reasons	3

*Base: 30 respondents who thought the estate is was changing for the better*

*N.B. Respondents could give more than one response*

**Table 37: Main reasons why estate is changing for the worse**

	Number	%
Drug abuse	16	28
Antisocial behaviour	15	26
Speeding vehicles	13	23
Litter problem	12	21
Alcohol abuse	10	18
NIHE housing undesirables	8	14
Unsupervised children out of control	6	11
Problem with quads/scramblers	5	9
Vandalism	5	9
Estate needs cleaned up	5	9
Other reasons	34	60

*Base: 57 respondents who thought the estate was changing for the worse  
N.B. Respondents could give more than one response*

**Table 38: How do you feel about the general image of the estate?**

	Number	%
Proud	8	5
Fairly proud	31	19
No strong feelings	65	39
Slightly ashamed	43	26
Very ashamed	19	11
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

**Table 39: Satisfaction with general services within the area**

	Satisfied		Dissatisfied	
	Number	%	Number	%
Bus services	161	97	5	3
Street lighting	154	93	12	7
Emptying wheelie bins	152	92	14	8
Repairing roads & pavements	140	84	26	16
Maintenance of open green areas	127	77	39	24
Clearing of road drains	100	60	65	39
Weeding of footpaths and alleyways	100	60	66	40
Policing in area	99	60	67	40
Provision of bus shelters	90	54	76	46
Street sweeping	84	51	82	49

*Base: 165/166 respondents*

*N.B. Base varied slightly due to non responses*

*N.B. Due to rounding, some percentages do not add to 100*

**Table 40: Reasons why dissatisfied with clearing of road drains**

	Number	%
Never done	16	25
Rarely done	15	23
Prone to flooding	14	22
Other including always blocked, not all the drains are cleaned and need upgraded	7	11
Non response	13	20
<b>Total</b>	<b>65</b>	<b>100</b>

*Base: 65 respondents**N.B. Due to rounding,, percentages do not add to 100***Table 41: Reasons why dissatisfied with weeded of footpaths and alleyways**

	Number	%
Never sprayed	36	55
Needs done more often	14	21
Other includes; weeds are abundant and improving	5	8
Non response	11	17
<b>Total</b>	<b>66</b>	<b>100</b>

*Base: 66 respondents**N.B. Due to rounding,, percentages do not add to 100***Table 42: Reasons why dissatisfied with policing in the area**

	Number	%
Rarely see them/ need more patrols	45	67
Never around when needed	<5	5
Problem with quads /scramblers	<5	3
Problem with anti-social behaviour	<5	3
Non response	15	22
<b>Total</b>	<b>67</b>	<b>100</b>

*Base: 67 respondents***Table 43: Reasons why dissatisfied with provision of bus shelters**

	Number	%
None in area	67	88
Not enough shelters/only one shelter	<5	4
Non response	6	8
<b>Total</b>	<b>76</b>	<b>100</b>

*Base: 76 respondents***Table 44: Reasons why dissatisfied with street sweeping**

	Number	%
Needs done more often	27	33
Never done	20	24
Problem with litter/broken glass	17	21
Other	6	7
Non response	12	15
<b>Total</b>	<b>82</b>	<b>100</b>

*Base: 82 respondents*



**Table 45: Are you aware of the neighbourhood warden service provided by the NIHE?**

	Number	%
Yes	14	8
No	152	92
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents*

**Table 46: Perceived problems within the estate**

	Major problem		Minor problem		Not a problem		Non-response	
	Num	%	Num	%	Num	%	Num	%
Speeding vehicles/motorcycles	111	67	31	19	23	14	<5	1
Alcohol abuse – under 18	70	42	43	26	51	31	<5	1
Youths loitering	54	33	55	33	55	33	<5	1
Unsupervised children – under 12	66	40	42	25	56	34	<5	1
Drug abuse	65	39	38	23	60	36	<5	2
Alcohol abuse – over 18	63	38	38	23	63	38	<5	1
Level of vandalism	39	24	62	37	63	38	<5	1
Nuisance from dogs	41	25	58	35	66	40	<5	1
Late night parties/loud music	51	31	47	28	67	40	<5	1
Illegal dumping	46	28	43	26	76	46	<5	1
Neighbour disputes elsewhere in the estate	34	21	55	33	75	45	<5	1
Solvent abuse	43	26	41	25	79	48	<5	2
Neighbour disputes in your street	31	19	48	29	86	52	<5	1
Theft and burglary	30	18	49	30	84	51	<5	2
Level of graffiti	18	11	56	34	91	55	<5	1
Nuisance from ball games	36	22	36	22	93	56	<5	1
Car parking within estate	14	8	49	30	98	59	5	3
Abandoned vehicles	10	6	38	23	115	69	<5	2
Intimidation	14	8	26	16	123	74	<5	2
Flags and emblems	5	3	17	10	141	85	<5	2

*Base: 166 respondents*

*N.B. Due to rounding, some percentages do not add to 100*

**Table 47: Household members who have experienced crime within last 12 months**

	Yes		No		Reported to police Num
	Num	%	Num	%	
Vandalism of property	29	18	137	83	12
Verbal threat	25	15	140	84	11
Vandalism of car	17	10	149	90	6
Burglary of home	14	8	152	92	9
Physical assault	10	6	155	93	7
Theft of car	7	4	159	96	<5
Theft from car	6	4	160	96	<5
Other	<5	1	164	99	<5

*Base: 166 respondents*

*N.B. Due to rounding, some percentages do not add to 100*

**Table 48: Feeling of safety in estate and home**

	Yes		No	
	Number	%	Number	%
Feel safe walking in this area during the day	162	98	4	2
Feel safe in own home during the day	159	96	6	4
Feel safe in own home after dark	131	79	35	21
Feel safe walking in this area after dark	105	63	61	37

*Base: 166 respondents***Table 49: Did you know there is a Murlough Community Association?**

	Number	%
Yes	140	84
No	26	16
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents***Table 50: Would you consider joining the Murlough Community Association?**

	Number	%
Yes	13	8
No	101	61
Don't know	39	24
Already a member	11	7
Non response	<5	1
<b>Total</b>	<b>166</b>	<b>100</b>

*Base: 166 respondents**N.B. Due to rounding,, percentages do not add to 100***Table 51: Reasons for not wanting to join the Residents' Association**

	Number	%
Not interested	22	22
Don't get anything done	16	16
Too busy/work obligations	14	14
Too old	12	12
Health reasons	7	7
Wouldn't feel welcome	5	5
Residents' Association only look after own interests	<5	4
Previously involved	<5	3
Other	<5	4
Non-response/no comment	13	13
<b>Total</b>	<b>101</b>	<b>100</b>

*Base: 101 respondents*

**Table 52: Do you feel the Murlough Community Association is representative of the community as a whole?**

	Number	%
Yes	54	39
No	38	27
Don't know	47	34
Non response	<5	1
<b>Total</b>	<b>140</b>	<b>100</b>

*Base: 140 respondents who were aware of the Murlough Community Association  
N.B. Due to rounding,, percentages do not add to 100*

**Table 53: Reasons why respondents' felt community association is not representative**

	Number
Ineffective/unproductive	12
Personal reasons/no comment/non response	8
Lack of communication between residents and group	6
Need more residents involvement	5
Some members have own agenda/only certain residents benefit	5
Other various reasons	<5
<b>Total</b>	<b>38</b>

*Base: 38 respondents who felt community association was not representative*

**Table 54: What facilities/services would you like to see provided in the area?**

	Yes		No		Non-response	
	Num	%	Num	%	Num	%
Sports facilities	72	43	87	52	7	4
Information/advice services	71	43	88	53	7	4
I.T. facilities/computer classes	67	40	92	55	7	4
Adult education classes	59	36	100	60	7	4
Exercise classes	59	36	100	60	7	4
Health awareness courses	58	35	101	61	7	4
Youth activities	56	34	103	62	7	4
Facilities for senior citizens	47	28	112	68	7	4
Women's group	45	27	113	68	8	5
Unemployment/jobs club	34	21	125	75	7	4
Childcare facilities	30	18	131	79	5	3
Men's group	30	18	129	78	7	4
Mother and toddler group	27	16	134	81	5	3
Pre-school play group	26	16	134	81	6	4
Other, including facilities for disabled, shopping centre, health care centre.	<5	2	156	94	7	4

*Base: 166 respondents  
N.B. Due to rounding, some percentages do not add to 100*

**Table 55: What are the most important facilities, services or improvements you would like to see in the Burrendale Estate over the next few years?**

<b>Main reasons</b>	<b>Number</b>	<b>%</b>
Youth activities/facilities	44	37
Speed ramps	32	27
Sports facilities	23	19
Estate needs cleaned up	21	18
Facilities for elderly	17	14
Mother & Toddlers/child care facilities	11	9
Unemployment/job club	11	9
Better play area for kids	10	8

**Base: 119 respondents who gave sufficient information**

**N.B. Respondents could give more than one response**