

INNER EAST BELFAST

Neighbourhood Renewal Survey
2014



Northern Ireland
Housing Executive

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Introduction and methodology

Background to the survey

The Northern Ireland Housing Executive (NIHE) is the regional 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 on-going areas of research is its rolling programme of neighbourhood renewal surveys, carried out annually in a number of NIHE estates, regardless of tenure. Residents are invited to participate in the research; their views are a key source of information for local 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 Area (NRA) 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 NRA surveys on the DSD's behalf. Following NIHE Board approval for its research programme in March 2007 – which included DSD-requested NRA research – representatives from the Research Unit met formally with the DSD and NISRA (Northern Ireland Statistics and Research Agency) 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

¹ Housing (NI) Order 1981, Article 6

² DSD website Urban Regeneration - Neighbourhood Renewal (2001 Census of Population) – Mid-Term Review Feb 2011

action. The areas include 15 in Belfast, six in the North West and 15 in other towns and cities across Northern Ireland.

DSD and NIHE in partnership

Given the NIHE'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, four NRAs were selected for study in 2013/14:

- Inner East Belfast
(Short Strand, Lower Newtownards Road, Albertbridge Road, Alberbridege/Beersbridge, The Mount, Woodstock Road, Lower Ravenhill Road)
- Inner North Belfast
(Duncairn, Limestone Road, Mountcollyer, New Lodge, Unity/Carrick Hill)
- South West Belfast
(Sandy Row, Lower Donegall Road, The Village, Roden Street)
- Outer West Derry/Londonderry
(Ballymagroarty, Hazelbank, Rosemount, Glen)

Conduct of the survey

The project management, design, quality assurance, analysis and report writing were the responsibility of the Research Unit. Fieldwork in the Inner East Belfast NRS commenced and was completed in June 2014. A random sample of 400 households from all tenures was selected of which 33 were vacant/derelict/demolished or non-residential leaving 367 within the survey scope. A total of 174 completed interviews were achieved giving a response rate of 47% (Appendix 1).

Survey objectives

The objectives of Neighbourhood Renewal Surveys are:

- 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 NIHE/housing association 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.

The DSD requested two new objectives to be included into the forthcoming surveys;

- mental well-being assessment;
- public confidence in the police service.

Key findings

Socio-economic profile

Almost two-fifths (38%) of HRPs were in employment (26% worked full-time, 9% worked part-time and 3% were self-employed). One-quarter (25%) of respondents were retired and 16% were permanently sick/disabled.

The main four household types were lone adult (32%); lone older (17%); two adult (12%) and lone parent (11%).

More than one-third of HRPs were in receipt of Housing Benefit (37%), one-quarter in receipt of Disability Benefit (25%) and more than one-fifth in receipt of a Retirement Pension (22%).

The majority (95%) of HRPs were white (NI level – 99%³). Two per cent of respondents did not state the ethnicity of the HRP and 3% stated another ethnic origin.

The average household size was 1.86 (Northern Ireland average 2.48³).

Sixteen per cent of all household members were aged under 16 (a slightly lower proportion to the NI level – 20%⁴). A further 20% were aged 60 or over (NI level – 19%⁴).

More than one-third (34%) of households surveyed had a gross annual income of less than £10,000 (9% had less than £5,000 and 26% had £5,000- <£10,000). Sixteen per cent had a gross annual income of £20,000 or more.

Two-fifths (40%) of respondents said they or someone in their household had a disability that limited their daily activities (NI level – 37%⁵).

Two-thirds (66%) of respondents said the religious composition of the household was Protestant, 12% were Catholic and 16% other/no religion.

Characteristics of the home

The survey indicated a fairly high level of tenure mix; however, in terms of length of tenure there was a high level of residential stability.

Almost half (48%) of respondents lived in social housing (NIHE and housing associations); 32% were in owner-occupied accommodation and the remaining 20% rented privately.

More than half (53%) of respondents had lived in the Inner East Belfast NRA for 15 years or more (social housing 62% and owner occupiers 59%).

Almost three-quarters (71%) of respondents lived in a house; the remaining respondents lived in flats/apartments (24%) or bungalows (5%).

Regardless of household heating system, the majority of respondents (96%) had full central heating in their home. The main heating source for homes represented in the survey was mains gas (60%) followed by oiled fired

³ NISRA - Continuous Household Survey 2012/13

⁴ NISRA – Population and Migration Estimates (2012)

⁵ NI Survey of Activity Limitation and Disability 2007

heating with radiators (35%). Oil was the predominant home heating source at NI level (68%⁶).

There were high levels of satisfaction among respondents with various aspects of their heating system - the type of heating system (80%), the ease of using the system (79%), the amount of heat you can get (77%) and the control over the level of heat (76%). One-quarter (25%) of respondents were dissatisfied with the cost of running the heating system due to low household income.

Almost one-third (54; 31%) of respondents said they had been unable to adequately heat their home in the last 12 months. Low household income (33; 61%), the cost of domestic fuel (32; 59%) and money needed for other priorities (26; 48%) were factors contributing to respondents' inability to adequately heat their home.

Overall, more than three-quarters (76%) of respondents were satisfied/very satisfied with their home.

A very small proportion (2%) of respondents who are currently living in social housing intend to buy their home within the next two years.

Inner East Belfast NRA

The survey indicated moderate levels of satisfaction with the area and a perception that the area had not really changed, although there were a number of anti-social behaviour issues to be addressed.

More than half (55%) of respondents agreed that they really felt part of the community and 56% felt proud to come from the area

More than half (54%) of respondents disagreed that they felt embarrassed to bring people to the area.

One-fifth (20%) of respondents reported the area was changing for the better, 56% believed it was not really changing and 24% thought it was changing for the worse.

One-fifth (20%) of people in Inner East Belfast NRA perceived the level of anti-social behaviour (ASB) in their area to be high. The equivalent figure for Northern Ireland is much lower at 13%⁷.

The main problems of ASB identified by respondents in the area were 'rubbish or litter' (47%); 'teenagers hanging around the streets' (30%) and 'vandalism, graffiti and other deliberate damage to property or vehicles' (29%). 'The most prevalent perceived ASB problems at Northern Ireland level were 'rubbish and litter' (26%) and 'people using or dealing with drugs' (23%)⁸.

The majority (90%) of respondents said they felt safe walking alone in the area during the day and 80% felt safe alone in their home at night. More than two-fifths (42%) of respondents felt very/a bit unsafe walking alone in the area after dark.

⁶ NI House Condition Survey 2011

⁷ NICS 2011/12: Perceptions of Crime Research and Statistical Bulletin 2/2013

⁸ NICS 2011/12: Perceptions of Crime Research and Statistical Bulletin 2/2013

Policing in the Area

Two-thirds (66%) of respondents strongly or tended to agree that the police would treat you with respect if you contact them for any reason and almost three-fifths (56%) of respondents strongly or tended to agree that the police could be relied on to be there when you need them.

Neighbourhood renewal

The survey indicated fairly low levels of awareness of neighbourhood renewal and community involvement.

Almost three-quarters (74%) of respondents said they were not aware of physical changes that had improved the neighbourhood within the previous 12 months.

Almost half (48%) of respondents thought there were important issues that needed to be addressed in their neighbourhood. The most common issue that respondent's thought needed to be addressed in their neighbourhood was 'litter in area/entries dirty and weeds' (25%) to 'ASB' (17%) and 'removal of paramilitary symbols and marches' (11%).

The majority (92%) of all respondents were not aware of the Housing Executive's neighbourhood warden service.

Almost two-thirds (65%) of respondents said they did not know if their area had a community/residents' association; 22% said their area did have one and 13% said their area did not.

Almost three-fifths (59%) of all respondents said they would not consider joining a local community/residents' association, compared to 23% who said they did not know if they would join and 16% who said they would join.

Almost three-quarters (74%) of respondents were not aware that their household lies within the Inner East Belfast Neighbourhood Renewal Area.

Well-Being

Good mental well-being is about more than avoiding mental health problems. It means feeling good, life-satisfaction and functioning well to develop and maintain mutual relationships. To evaluate the well-being of residents within the scope of this survey, at the request of DSD, the Research Unit employed the Warwick-Edinburgh Mental Well-being Scale (WEMWBS).

WEMWBS asks individuals to indicate how often they have felt a certain way on a range of issues, such as feeling optimistic, feeling relaxed, thinking clearly, feeling confident and feeling cheerful. Based on fully completed individual responses, an overall mean score is then assigned to all respondents. The higher the overall score, the better the level of mental well-being of the population participating in the survey.

In Inner East Belfast, all HRPs (n=174) were asked to complete the WEMWBS scale. Where HRPs did not complete the WEMWBS in full, they

were then excluded from the overall score. In total, 136 HRPs completed the well-being scores. (See Table 5.1) Of these, HRPs the mean score was 46, with mean scores for males (46) and females (46).

This is similar to the Northern Ireland population mean score of 50 with the same mean scores for males and females (50⁹) (Appendix Table 5.1

Education

More than four-fifths (88%) of respondents agreed that 'staying at school is important if you want to get a good job' (NI level - 84%¹⁰).

Almost four-fifths (78%) of respondents agreed that 'children at school in Northern Ireland get a good education' (NI level – 88%¹⁰).

More than two-thirds (68%) of respondents agreed that they 'enjoyed their time at school' (NI level – 67%¹⁰).

Sixteen per cent (27) of parent/legal guardians had one or more children of school age (4-18 years). All respondents with children/guardianship (27: 100%) agreed that their child's school was welcoming to parents. Equal proportions (26; 96% in each case) agreed their child's school gives clear information on how their child was getting on; their child's school was well led and well managed and the same agreed their child's school was a good school.

All respondents (27; 100%) with children of school age agreed that making sure their child attends school regularly and on time is important.

The majority of respondents with children of school age (27; 93%) said helping their child with schoolwork was important.

Almost half (13; 48%) of respondents said they would consider taking their child out of school during term time (NIOS 2010: 24%).

All respondents (100%) with children of school age said they felt involved personally in their child's school life (70% very involved; 30% fairly involved).

⁹ Health Survey Northern Ireland: First Results from the 2011/12 Survey: Bulletin 1

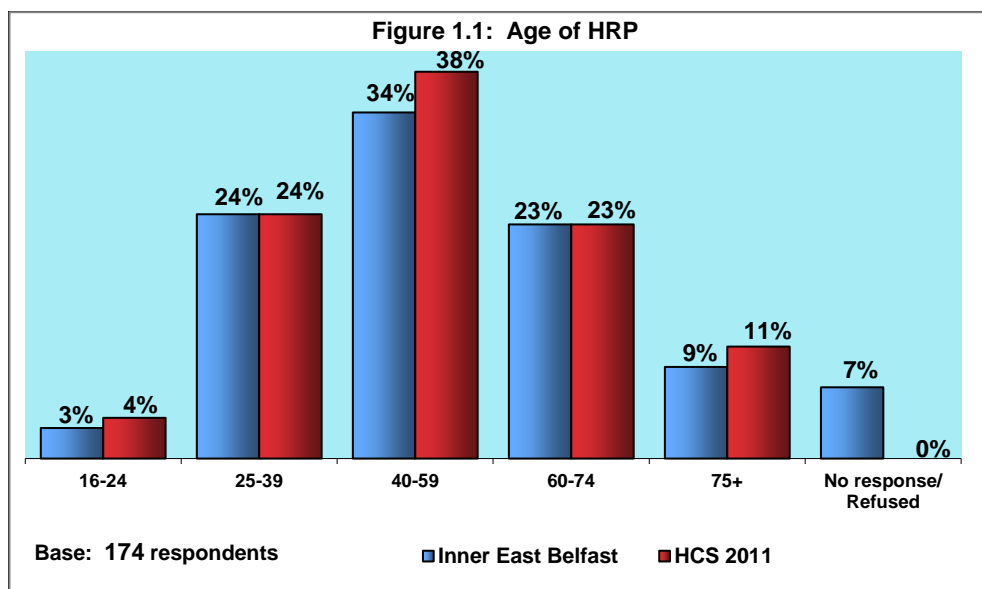
¹⁰ NISRA – NI Omnibus Survey 2011 – Education module

1.0 Socio-Economic Profile

This chapter details the socio-economic characteristics of households within the Inner East Belfast NRA.

1.1 Age of Household Reference Person/gender

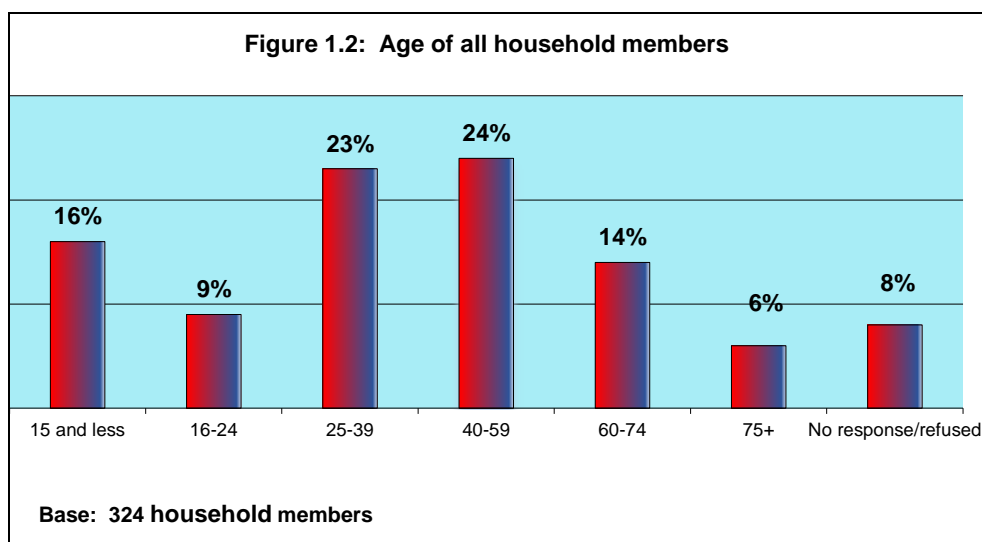
More than one-third (34%) of HRPs were aged between 40 and 59; 24% were between 25 and 39; 23% were aged between 60 and 74; 9% were aged 75 or older and 3% were aged between 16 and 24. Data from the Northern Ireland House Condition Survey (2011) are included in Figure 1.1 below for reference ([Appendix Table 1.1](#)).



More than half (52%) of HRPs were male and 46% were female. The remaining 2% of respondents did not provide information on gender. Analysis of gender by age shows that higher proportions of male HRP were aged 40-59 (63%) and aged 75+ (56%) ([Appendix Table 1.2](#)).

1.2 Age of all household members

In total, 324 individuals were identified as resident in the 174 households surveyed. Almost one-quarter (24%) of household members were aged 40 and 59, 23% were between 25 and 39; 14% were aged between 60 and 74; 16% were aged 15 and less and 6% were aged 75 or over ([Figure 1.2](#); [Appendix Table 1.3](#)).

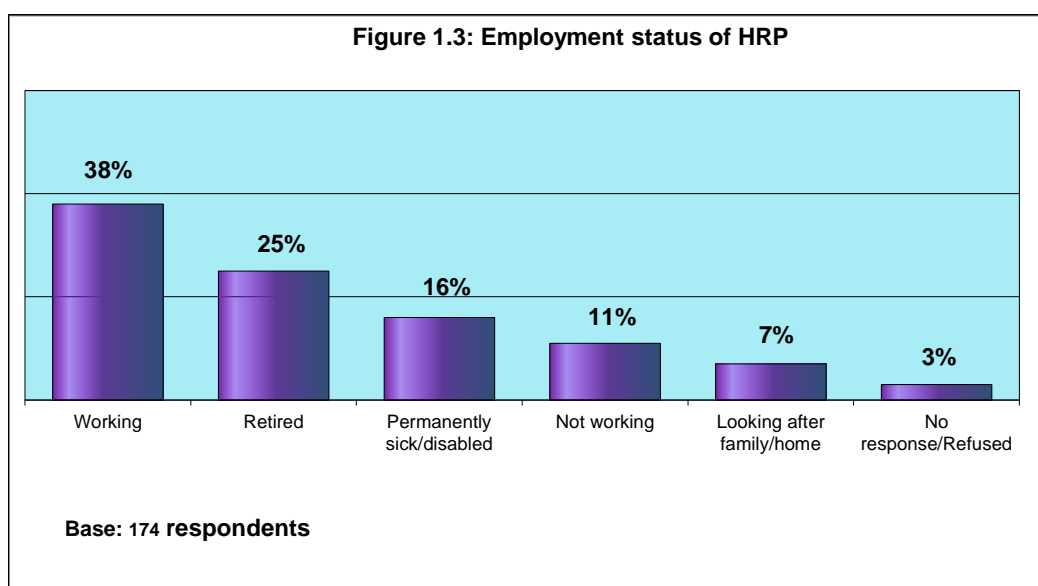


1.3 Average household size

The survey found that the mean household size in Inner East Belfast NRA was 1.86. The Northern Ireland average was 2.48¹¹.

1.4 Employment status of Household Reference Person

Almost two-fifths (38%) of HRP were in employment (26% worked full-time, 9% worked part-time and 3% were self-employed). One-quarter (25%) of respondents were retired and 16% were permanently sick/disabled. Eleven per cent were not working and 7% looked after family home (Figure 1.3, Appendix Table 1.4).



¹¹ NISRA Continuous Household Survey 2012/13

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.

Table 1A: Household types and definitions (%)

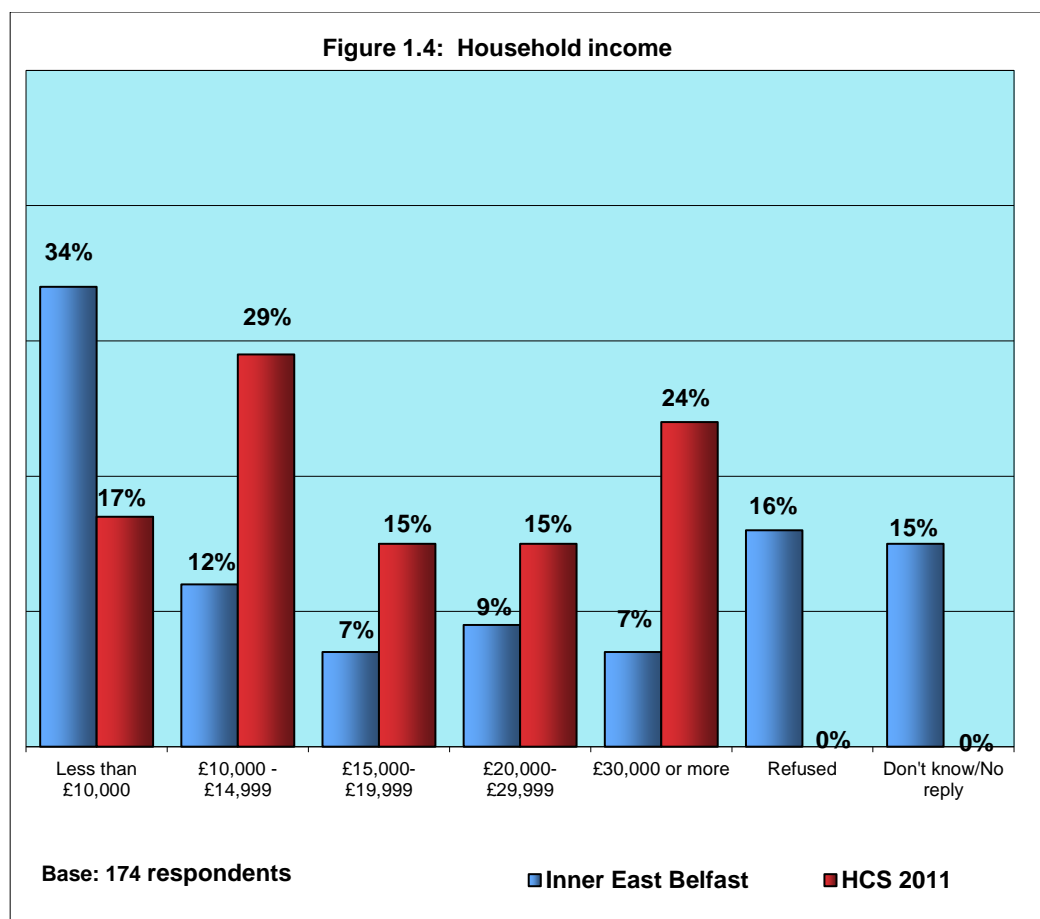
	Inner East Belfast NRA 2014 %
Lone Adult (lone person below pensionable age - 65 years for men, 60 years for women)	32
Lone Older (lone person of pensionable age – 65 years for men, 60 years for women)	17
Two Adult (two people – related or unrelated – below pensionable age)	12
Lone Parent (sole adult living with dependent child(ren) <16)	11
Large Adult (three or more adults - related or unrelated – and no dependent children <16)	8
Small Family (any two adults - related or unrelated - living with 1 or 2 dependent children < 16)	7
Two Older (two people – related or unrelated - at least one of whom is of pensionable age)	6
Large Family (any two adults - related or unrelated - living with more than 2 dependent children < 16)	2
Not enough information supplied to classify household type	5
TOTAL	100

Table 1A shows that lone adults (32%) were the predominant household type followed by lone older (17%), two adult (12%) and lone parent (11%) ([Appendix Table 1.5](#)).

1.6 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.

More than one-third (34%) of respondents said their annual gross household income was less than £10,000; 12% had between £10,000 and £14,999, 7% had between £15,000 and £19,999, and 16% had £20,000 or more. Almost one-third (31%) of respondents either did not know or refused to give any details of their household income. Full income details are in [Figure 1.4](#) and [Appendix Table 1.6](#); data from the HCS 2011 are included in the graph below for comparison (Note: the HCS 2011 had no missing data).



1.7 Benefits

The main benefits received by HRP's were Housing Benefit (37%), Disability Benefit (25%) and/or Retirement Pension (22%). [Table 1B](#) and [Appendix Table 1.7](#) detail the benefits received by respondents and their partners (51 partners) (if applicable).

Table 1B: Benefits received	Household Reference Person (%)	Partner (%)
Housing Benefit	37	2
Disability Benefit	25	4
Retirement Pension	22	17
Child Benefit	13	20
Child Tax Credit	13	9
Income Support	12	2
Pension Credit	10	2
Incapacity Benefit	4	2
Working Tax Credit	6	4
Jobseekers Allowance	7	0
Other, including Carer's Allowance	7	0

1.8 Long-term illnesses or disability

Two-fifths (40%) 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 (64; 91%) said their household had one disabled member. Six (9%) had two or more disabled members in the household ([Appendix Tables 1.8 and 1.9](#)).

1.9 Household religion

Two-thirds (66%) of HRPs described the religious composition of their household as Protestant and 12% as Catholic. Two per cent described their religion as mixed (Catholic and Protestant). The remaining 16% stated that their household had another religion or no religion and 4% refused/omitted to state the religion of their household ([Appendix Table 1.10](#)).

1.10 Ethnic origin and nationality of Household Reference Person

Almost all HRPs (95%) were white ([Appendix Table 1.11](#)).

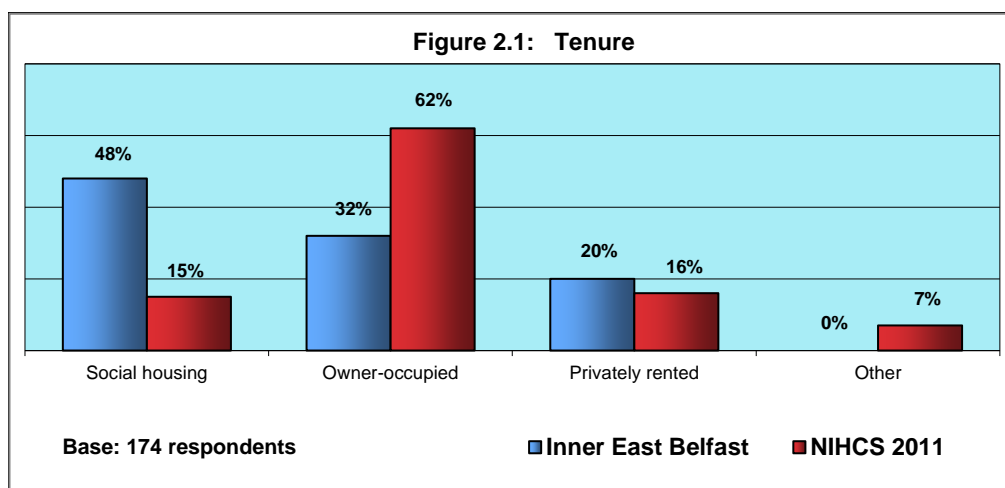
Almost two-thirds (65%) of HRPs were British, 15% were Northern Irish and 9% were Irish. A smaller proportion (8%) of respondents stated a nationality different to those mentioned previously ([Appendix Table 1.12](#)).

2.0 Characteristics of the home and area

This chapter presents an analysis of some of the characteristics of homes within the Inner East Belfast NRA, the tenure, length of tenure, satisfaction with aspects of accommodation and intention to buy or transfer to/from NIHE or housing association properties.

2.1 Tenure

Almost half (48%) of all respondents were Housing Executive/housing association tenants. Almost one-third (32%) were owner-occupiers and 20% rented privately. Data at the Northern Ireland level from the Northern Ireland House Condition Survey 2011 are included in [Figure 2.1](#) for comparison ([Appendix Table 2.1](#)).



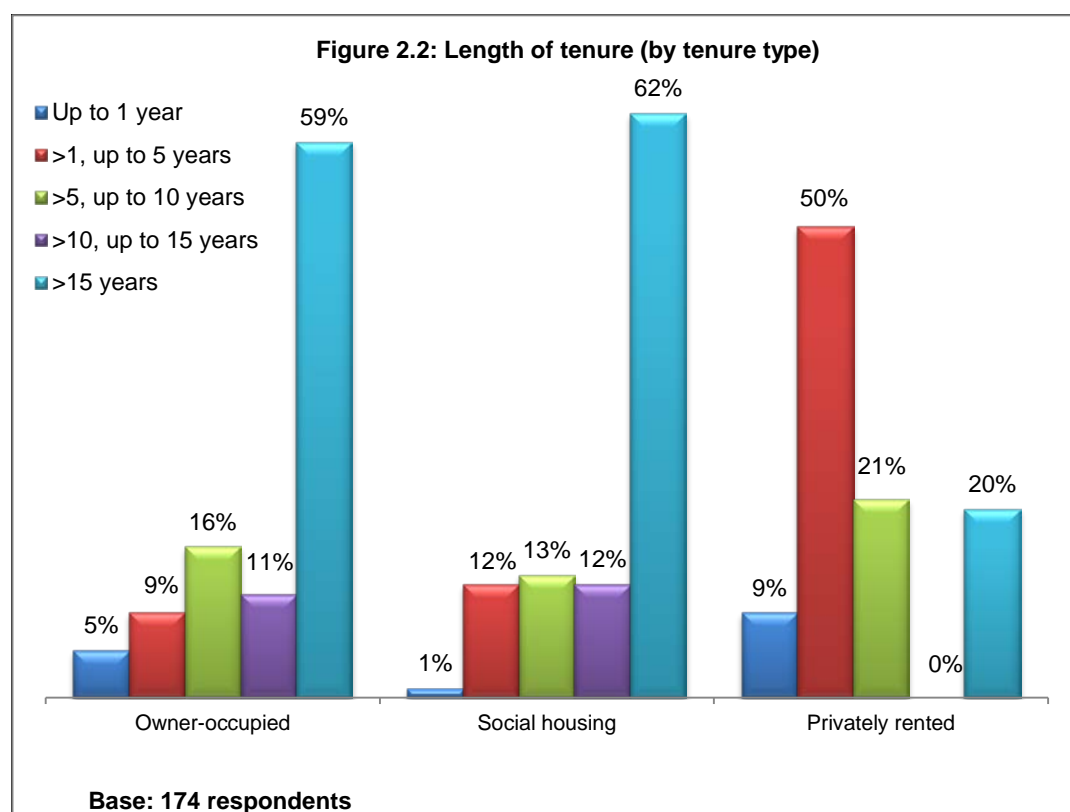
2.2 Length of time living in Inner East Belfast NRA

More than half (52%) of respondents had lived in the Inner East Belfast NRA for 15 years or more and almost half (47%) of respondents had lived in the area for less than 15 years ([Appendix Table 2.2](#)).

Almost three-fifths (57%) of respondents said they had lived within the Inner East Belfast NRA before moving to their present home. Twenty-one per cent had lived outside the Belfast Council area and 13% had lived outside the Inner East Belfast Neighbourhood Renewal area but within the Belfast Council Area. A further 9% of respondents had never lived anywhere else ([Appendix Table 2.3](#)).

2.3 Tenure by length of time living in Inner East Belfast NRA

Analysis of length of tenure-by-tenure type shows that a slightly higher proportion of people living in social housing (62%) than those in owner occupation (59%) had lived in the area 15 years or more. In the private rented sector there was a much higher level (50%) that had lived in the Inner East Belfast NRA for 1 year or more but less than five. Further detail is in [Figure 2.2](#) and [Appendix Table 2.4](#).



2.4 Dwelling type

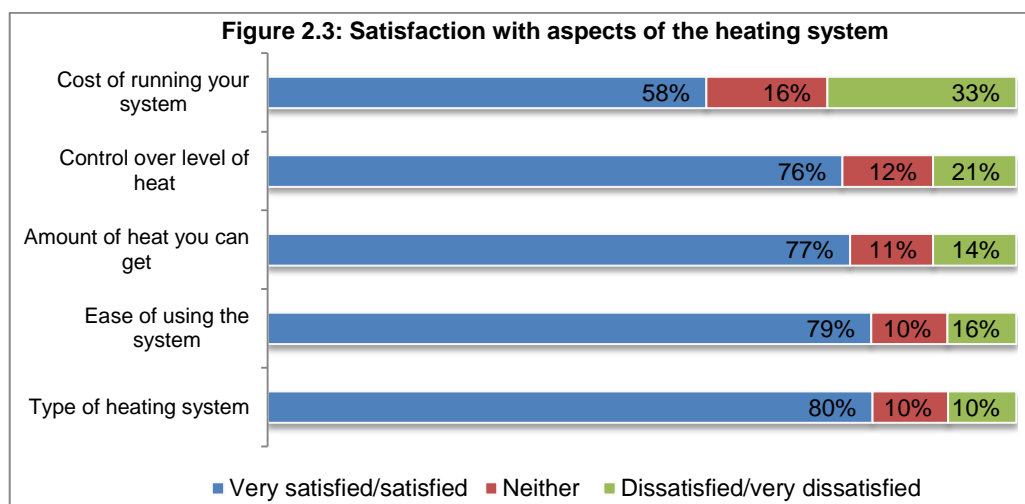
Almost three-quarters (71%) of respondents lived in houses; 24% in flats/apartments and the remaining five per cent lived in bungalows ([Appendix Table 2.5](#)).

2.5 Heating system

Almost all households (96%) had full central heating. Equal proportions of respondents (2% in each case) had partial central heating or no central heating. The main heating source in three-fifths (60%) of homes was mains gas. More than one-third (35%) of respondents had oil fired heating with radiators and few had Economy 7 heating ([Appendix Tables 2.6 and 2.7](#)).

2.6 Satisfaction with heating system

Regardless of heating source, there were high levels of satisfaction among respondents with various aspects of their heating system - the type of heating system (80%); the ease of using the system (79%); the amount of heat you can get (77%) and the control over the level of heat (76%). One-quarter (25%) of respondents were dissatisfied with the cost of running the heating system ([Figure 2.3; Appendix Table 2.8](#)).



Base: 166 respondents

Base: 174 respondents

2.7 Ability to adequately heat the home

Almost one-third (54: 31%) of respondents said they had been unable to adequately heat their home during the previous 12 months. Low household income (33; 61%), the cost of domestic fuel (32; 59%) and also money needed for other priorities (26; 48%) were factors contributing to the difficulties experienced by those respondents who had been unable to heat their homes ([Appendix Tables 2.9-2.11](#)).

2.8 Satisfaction with home

More than three-quarters (76%) of respondents were satisfied/very satisfied with their home; 8% were neither satisfied nor dissatisfied and 16% were dissatisfied/very dissatisfied. The main reason for dissatisfaction was 'repairs required'; 'too small, poor design; 'racial attacks' and 'heating expensive' ([Appendix Tables 2.12 and 2.13](#)).

2.9 House sales and transfers

Respondents living in social housing (NIHE or housing association properties – 48%; 84 respondents) were asked about their intentions to purchase or transfer/exchange their dwelling. Only two tenants said they intended to buy their home during the following two years; the majority (71: 85%) did not intend to buy their home and 13% (11) were unsure ([Appendix Table 2.14](#)).

Transfer applications

Of the 98% of respondents in social housing who did not intend or did not know if they intended to buy their home, ten (10%) had applied for a transfer from their present property during the previous two years. Of the respondents who had not applied for a transfer (90%) a small number (4; 5%) intended to apply for a transfer during the following 12 months. Most of those who wished to transfer wanted to stay within the local area (6 respondents). The main reasons for transferring were 'quieter and safer area' and 'nuisance neighbours/ASB' ([Appendix Tables 2.15-2.18](#)).

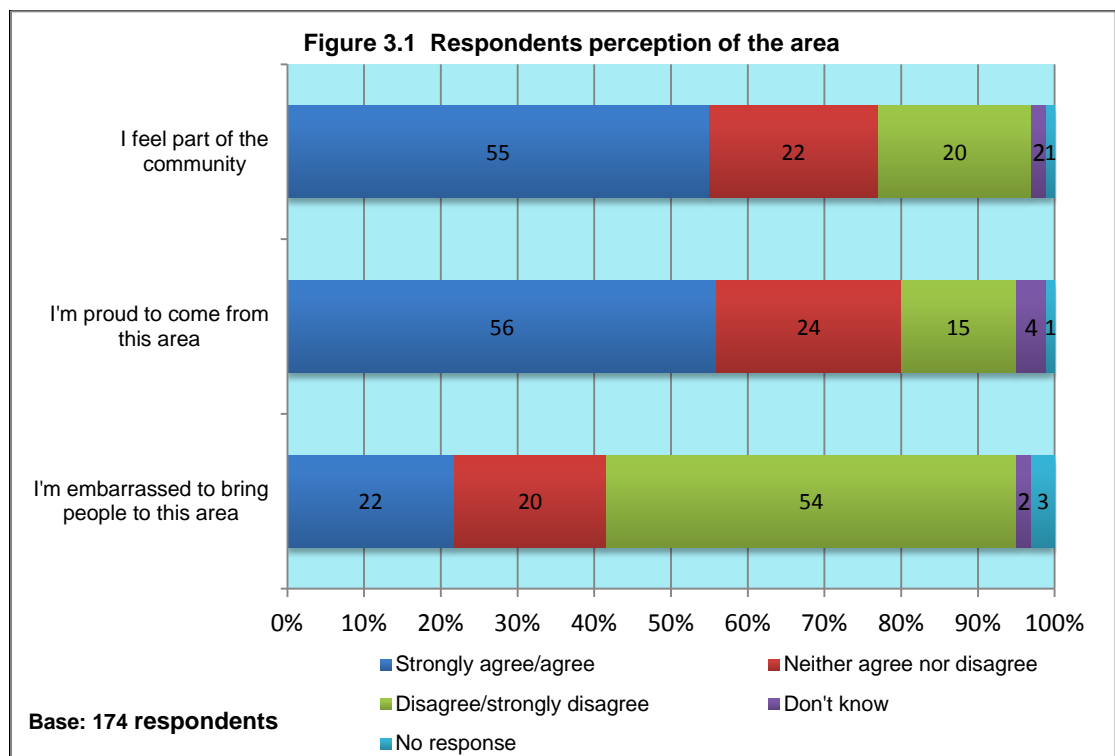
3.0 Inner East Belfast NRA

This chapter presents an analysis of data from questions aimed specifically at respondents' perceptions of life in the Inner East Belfast NRA, including opinion of the area, crime and anti-social behaviour and sense of community safety.

3.1 Perceptions about the area

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

- More than half (55%) of respondents agreed that they felt part of the community living in the area; 22% neither agreed nor disagreed and 20% disagreed.
- Almost three-fifths (56%) agreed that they were proud to come from the area; 24% neither agreed nor disagreed and 15% disagreed.
- More than half (54%) of respondents disagreed that they felt embarrassed to bring people to the area; 20% neither agreed nor disagreed and 22% agreed.



- 3.2 One-fifth (20%) of respondents thought the area overall was changing for the better; 56% thought the area was not really changing and 24% thought it was changing for the worse ([Appendix Table 3.2](#)).
- 3.3 Reasons given by the 20% (34 respondents) who thought the area was changing for the better included 'good area to live, feels safer now' (13; 30%), 'environmental works to parks/roads and alley gates fitted' (9; 21%) and 'new build and area regenerated' (8; 19%). Among the 24% (42 respondents) who said the area was changing for the worse, the most common reason was 'ASB in area' (25 respondents) and 'litter, waste and area run down' (9 respondents) ([Table 3A](#); [Appendix Table 3.3](#)).

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

Changing for the better			Changing for the worse		
	No.	%		No.	%
Good area to live, feel safer now	13	30	ASB in the area	25	36
Environmental works to parks/roads; alley gates fitted	9	21	Litter, waste and area run down	9	13
New build and area regenerated	8	19	Too many immigrants, housing undesirable and HMO properties	9	13
Area a lot cleaner	4	9	Interface violence and flag protests continue	8	11
More facilities for children	2	5	Hate racism crimes	8	11
Dealing with flag issues	1	2	Shops closing and no community spirit	7	10
No comment	6	14	Others, non-residential parking, new build, nothing for teenagers	3	4
			No comment	1	2

Base: 34 respondents who gave 43 reasons

Base: 42 respondents who gave 70 reasons

3.4 Perceptions about anti-social behaviour in Inner East Belfast 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 of their home. In line with the latest Northern Ireland Crime Survey 2011/12 (NICS), the following seven strands of ASB were used to form a composite measure¹² to gauge the overall perceived level of ASB in Inner East Belfast NRA compared to Northern Ireland as a whole ([Table 3.4A](#)).

1. abandoned or burnt out cars;
2. noisy neighbours or loud parties;

¹² Perceptions of ASB were measured using the NICS scale based on respondents' answers to the questions related to the seven ASB strands, as follows: 'very big problem'=3, 'fairly big problem'=2, 'not a very big problem'=1 and 'not a problem at all'=0. The maximum score for the seven questions was 21. Those respondents with 'high' levels of perceived anti-social behaviour scored 11 or more on this scale

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.

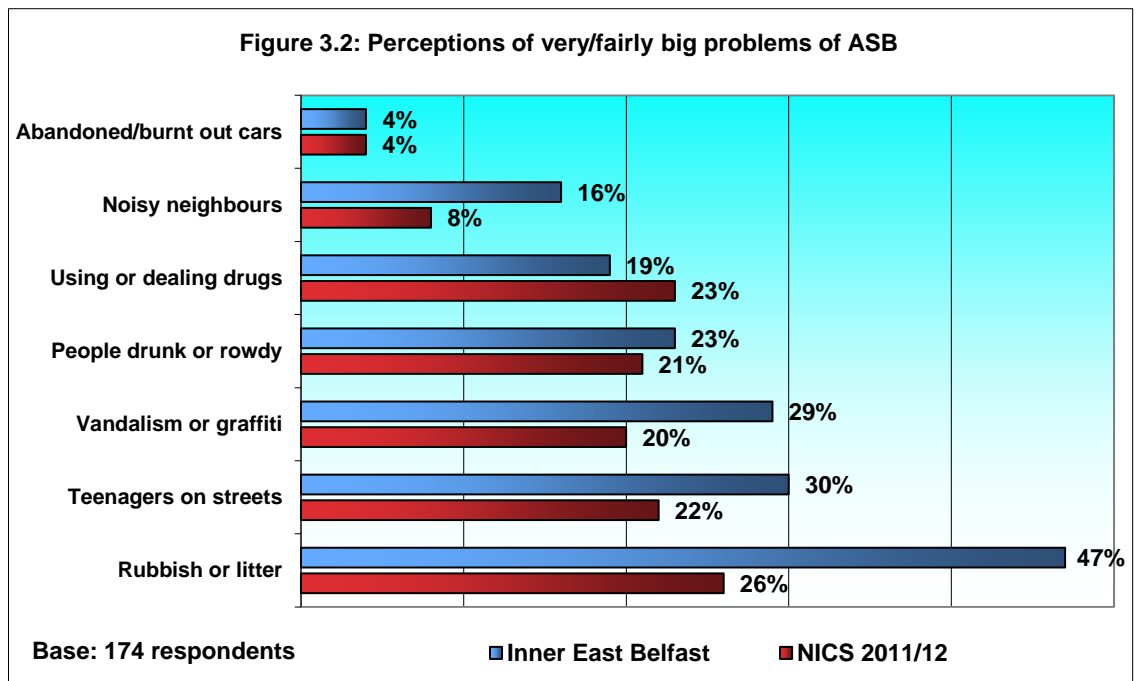
3.5 Based on this composite measure, findings from this survey shows that 20% of respondents in Inner East Belfast NRA perceived the level of ASB in their local area to be high. The equivalent figures for Northern Ireland was much lower (13%¹³) (Appendix Table 3.4B).

3.6 The two ASB types perceived by the largest proportions of respondents to be a very/fairly big problem in the local area were:

- rubbish or litter lying around (47%); and
- teenagers hanging around on street (30%)
- vandalism, graffiti and other deliberate damage to property or vehicles (29%).

The most prevalent issues perceived as a very/fairly big problem at the Northern Ireland level¹⁴ were:

- rubbish or litter lying around (26%); and
- vandalism, graffiti and other deliberate damage to property or vehicles (21%) (Figure 3.2: Appendix Table 3.4A & B).



3.7 Findings from the Inner East Belfast NRA survey show that the lowest proportions of respondents perceived the following types of ASB to be problematic: 'abandoned/burnt out cars (4%) and 'noisy neighbours or loud parties' (16%).

¹³ NICS 2011/12: Perceptions of Crime Research and Statistical Bulletin 2/2013

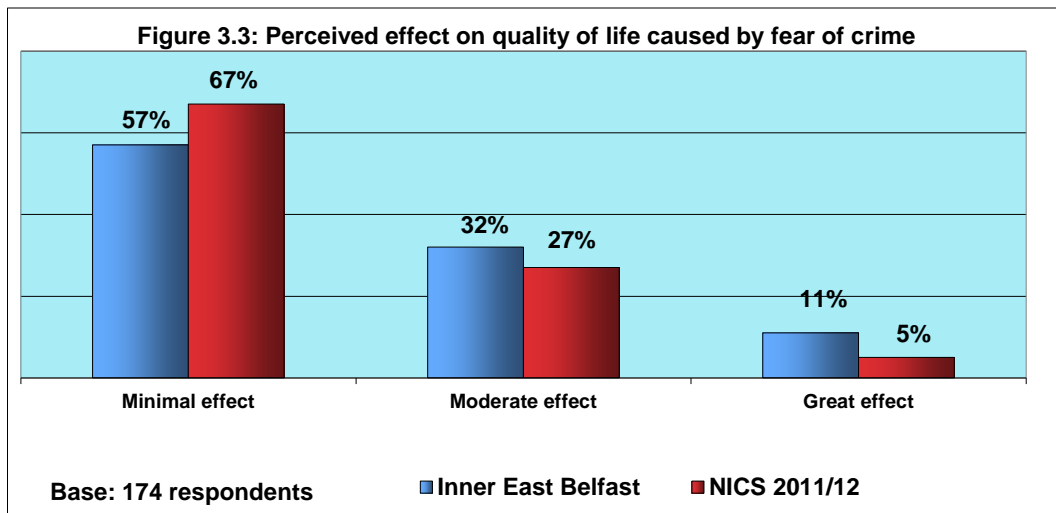
¹⁴ NICS 2011/12 Perceptions of Crime Research and Statistical Bulletin 2/2013

3.8 Perceptions about 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 being of ‘little effect’ and 10 ‘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:

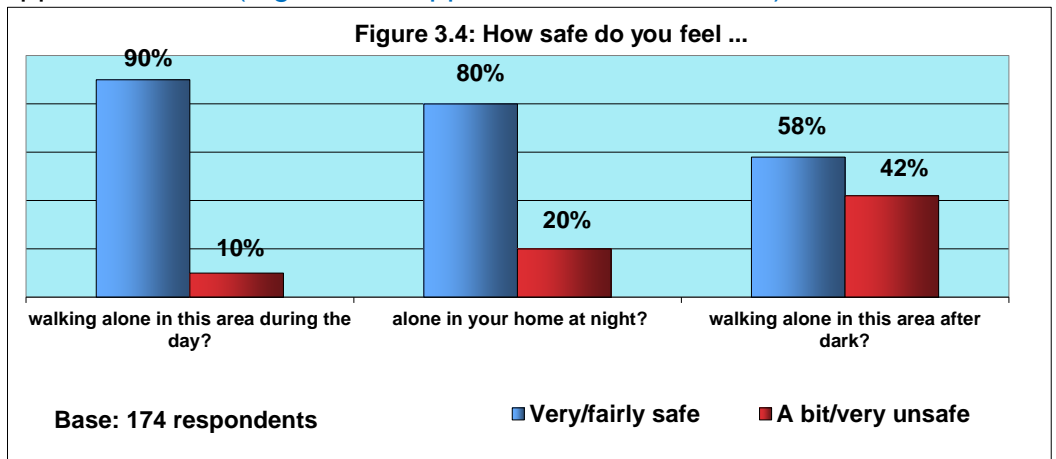
1. minimally affected (responded in the range 1 to 3);
2. moderately affected (responded in the range 4 to 7); and
3. greatly affected (responded in the range 8 to 10).

3.9 Almost three-fifths (57%) of the respondents in Inner East Belfast NRA felt that ‘fear of crime’ had a minimal impact on their quality of life (NICS 67%), almost one-third (32%) said it had a moderate effect and 11% considered that it had a great effect (Figure 3.3; Appendix Table 3.5) (NICS: 5% of respondents felt that fear of crime had a great effect on their quality of life).



3.10 Perceptions about personal safety

The majority (90%) of respondents said they felt safe walking alone in the area during the day. Four-fifths (80%) felt safe or thought they would feel safe in their own home when alone at night and almost three-fifths (58%) of respondents felt safe walking alone in the area after dark. Respondents’ reasons for not feeling safe are detailed in the appendix tables (Figure 3.4; Appendix Tables 3.6-3.10).



3.11 Policing in the area

Respondents were asked to agree or disagree with seven statements regarding public confidence with the police in their area (15 minute walk from their home). Respondents did not need to have had contact with the police to answer these questions.

Two-thirds (66%) of respondents strongly agreed or tended to agree that the police would treat them with respect if you contacted them for any reason; almost three-fifths (56%) of respondents strongly agreed or tended to agree that police can be relied on to be there when we need them. More than half (55%) of respondents strongly agreed or tended to agree that taking everything into account, they had confidence in the police in the area. Sixteen per cent strongly disagreed or tended to disagree that the police could be relied on to deal with minor crimes. Equal proportions (14%) strongly disagreed or tended to disagree that the police could be relied on to be there when you need them and the police are dealing with things that matter to people in the community (Table 3.11: Appendix 3.11).

Table 3.11 Police confidence in the area

	Strongly/ tend to agree		Neither agree or disagree		Strongly /Tend to disagree		Don't Know/No response		TOTAL	
	No	%	No	%	No	%	No	%	No	%
The Police would treat you with respect if you contact them for any reason	115	66	29	17	7	4	24	13	174	100
The Police can be relied on to be there when we need them	98	56	32	18	23	14	21	12	174	100
Taking everything into account I have confidence in the police in this area	96	55	31	18	21	12	26	15	174	100
The Police treat everyone fairly regardless of who they are	90	51	29	17	22	13	33	19	174	100
The Police understand the issues that affect this community	89	51	31	18	22	13	32	18	174	100
The Police could be relied on to deal with minor crimes	88	50	33	19	27	16	26	15	174	100
The Police are dealing with things that matter to people in the community	72	41	45	26	24	14	32	19	174	100

Base: 174 respondents

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 the Inner East Belfast NRA.

4.1 Physical changes within the Inner East Belfast NRA

Almost three-quarters (74%) of respondents were not aware of any physical changes, which had improved the neighbourhood within the previous 12 months. Physical changes identified by the remaining 26% of respondents (45) included 'better parks'; 'alley gates' and 'new housing' ([Appendix Tables 4.1 and 4.2](#)).

4.2 Important issues to be addressed in the neighbourhood

Almost half (48%) of respondents thought there were important issues that needed to be addressed ([Appendix Tables 4.3](#)). The most common issues were to 'litter in the area, entries dirty' and 'ASB'. A full breakdown of issues identified by respondents is in [Appendix Table 4.4](#).

4.3 Facilities/services/activities in the area

Respondents were asked about their awareness and use of certain facilities in the area and whether anyone in their household would use them. The highest proportions of respondents were aware of sports facilities (60%); mothers and toddler group (53%) and youth activities (51%). Use of these facilities varied greatly as shown in [Table 4A and Appendix Table 4.5](#).

Table 4A: Awareness and use of local facilities

	Percentage (%)	
	Aware of...	Would use...
Sports facilities	60	40
Mother and Toddler Group	53	16
Youth activities	51	22
Pre/extended school play group	48	13
Facilities for senior citizens	46	9
Adult education classes	39	12

Base: 174 respondents

4.4 Services needed that were not already available

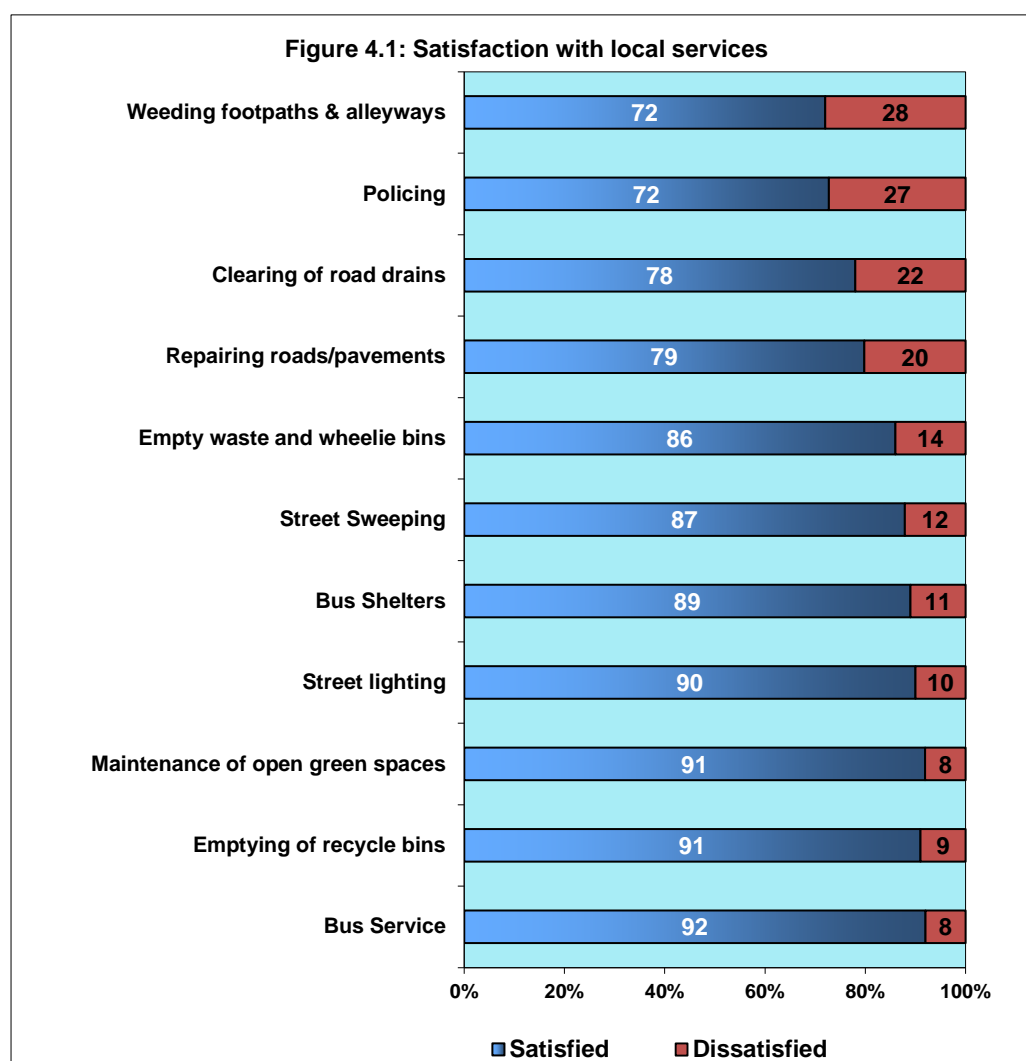
More than half (53%) of respondents gave examples of services or facilities needed in the area, 22 respondents (21%) said 'youth club/play park and outdoors sports area' and 10 respondents (9%) stated the need for 'more housing, restaurants and shops'. Almost half (48; 45%) of respondents said that there were already good facilities in the area. Responses were varied and are detailed fully in the [Appendix Table 4.6](#).

4.5 Neighbourhood warden

The majority (92%) of respondents said they were not aware of the Housing Executive's neighbourhood warden service. Of the 8% of respondents who were aware, only a small number (3) had used the service with two respondents being satisfied with the service they had received ([Appendix Tables 4.7-4.9](#)).

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. Respondents were most satisfied with the bus service (92%); emptying of recycle bins (91%) and maintenance of open green spaces (91%). Respondents were least satisfied with and weeding of footpaths and alleyways (28%) and policing (27%). The reasons for dissatisfaction were varied and are detailed in the appendix tables ([Figure 4.1: Appendix Tables 4.10-4.31](#)).



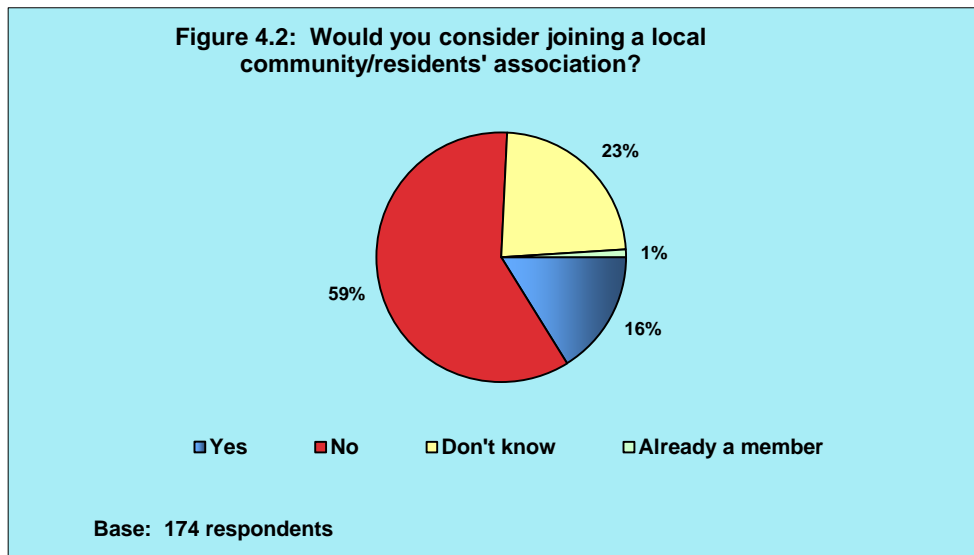
Base: 166 respondents
Base: 174 respondents

4.7 Community/residents' associations

Almost two-thirds (65%) of respondents said they did not know if their area had a community/residents' association; 22% said they had and the remaining 13% said their area did not have one. Respondents who were aware of a community/residents' association in their area were asked to name it. Their responses are listed in the appendix tables ([Appendix Tables 4.32 and 4.33](#)).

Of the 38 (22%) respondents who said their area had a community/residents' association, almost half (45%) felt it was representative of the community as a whole; 18% said it was not representative and the remaining respondents (32%) did not know ([Appendix Table 4.34](#)). The reasons given by respondents who thought the community/residents' association did not represent the community are detailed in [Appendix Table 4.35](#).

Almost three-fifths (59%) of all respondents said they would not consider joining a local community/residents' association and 16% said they would consider doing so. A further 23% of respondents were undecided and 1% were already a member of a local community/residents' association ([Figure 4.2; Appendix Table 4.36](#)).



4.8 Awareness of the local NRA

Almost three-quarters (74%) of respondents had not been aware that their home was within the Inner East Belfast NRA. Of the 26% (45 respondents) who had been aware that their home was within the Inner East Belfast NRA, no respondents had contributed to the consultation process for the development of a neighbourhood renewal action plan.

The main reasons given by the 34 respondents who had not contributed to the consultation process was that they had not known about the consultation process or were not interested ([Appendix Tables 4.37-4.39](#)).

5.0 Well-Being

Good mental well-being is about more than avoiding mental health problems. It means feeling good, life-satisfaction and functioning well to develop and maintain mutual relationships. To evaluate the well-being of residents within the scope of this survey, at the request of DSD, the Research Unit employed the Warwick-Edinburgh Mental Well-being Scale (WEMWBS).

WEMWBS asks individuals to indicate how often they have felt a certain way on a range of issues, such as feeling optimistic, feeling relaxed, thinking clearly, feeling confident and feeling cheerful. Based on fully completed individual responses, an overall mean score is then assigned to all respondents. The higher the overall score, the better the level of mental well-being of the population participating in the survey.

- 5.1 In Inner East Belfast, all HRPs (n=174) were asked to complete the WEMWBS scale. Where HRPs did not complete the WEMWBS in full, they were then excluded from the overall score. In total, 136 HRPs completed the well-being scores. (See Table 5.1) Of these, HRPs the mean score was 46, with mean scores for males (46) and females (46).

These are lower scores to the Northern Ireland population mean score of 50 with the same mean scores for males and females (50)¹⁵

Scores were only collected from those who answered 6 or more of the questions - it must be noted that this score is based on the HRP (household reference person) however this may not be the person who completed the survey). (Source: Warwick- Edinburgh Mental Wellbeing Scale).

“The Warwick-Edinburgh Mental Well-being Scale was funded by the Scottish Executive National Programme for improving mental health and well-being, commissioned by NHS Health Scotland, developed by the University of Warwick and the University of Edinburgh, and is jointly owned by NHS Health Scotland, the University of Warwick and the University of Edinburgh. Warwick-Edinburgh Mental Well-being Scale (WEMWBS) © NHS Health Scotland, University of Warwick and University of Edinburgh, 2006, all rights reserved.”

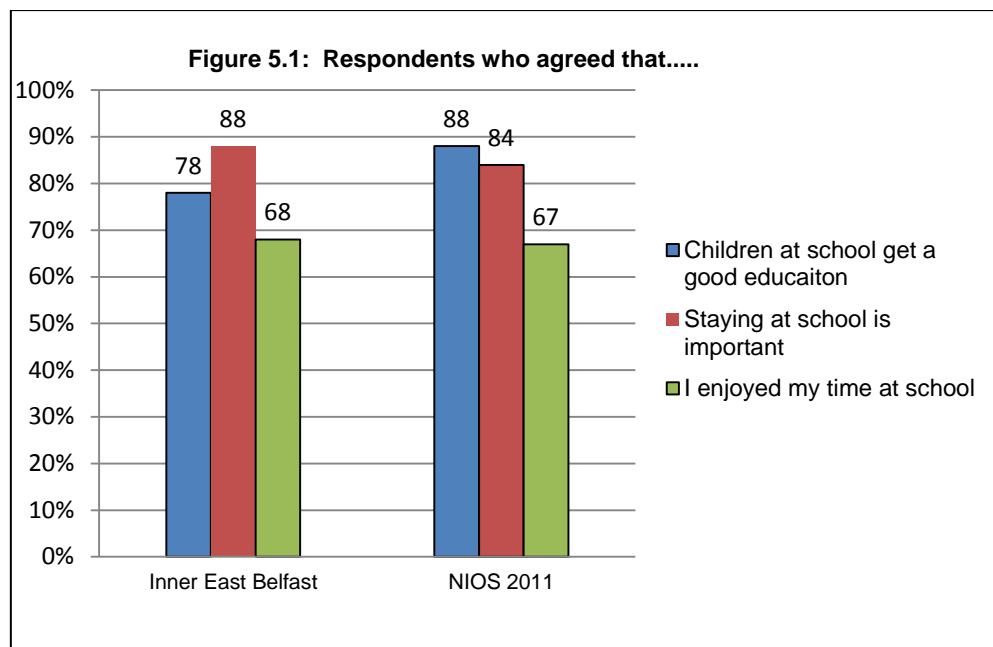
¹⁵ Health Survey Northern Ireland: First Results from the 2011/12 Survey: Bulletin 1

6.0 Education in Inner East Belfast 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 Inner East Belfast NRA. The results of the latest education module of the 2010 Northern Ireland Omnibus Survey¹⁵ (NIOS) have been included for information.

6.1 General opinions about education

Respondents were asked how much they agreed or disagreed with a series of statements relating to education in general. Almost four-fifths (78%) agreed that children at school in Northern Ireland get a good education (NIOS: 88%). More than four-fifths (88%) of respondents agreed that staying on at school is important if one wants to get a good job (NIOS: 84%) and more than two-thirds (68%) of respondents agreed that they had enjoyed their time at school (NIOS: 67%)¹⁶ (Figure 5.1; Appendix Table 6.1).



Base: 174 respondents

6.2 Parents of children aged 4-18

The survey included a series of questions on education, directed at respondents who were the parent/guardian of children aged between 4 and 18 and attending school (27; 16% of all respondents in the survey). If respondents had more than one child of school age, they were asked

¹⁶ NISRA – Northern Ireland Omnibus Survey 2011 – Education Module

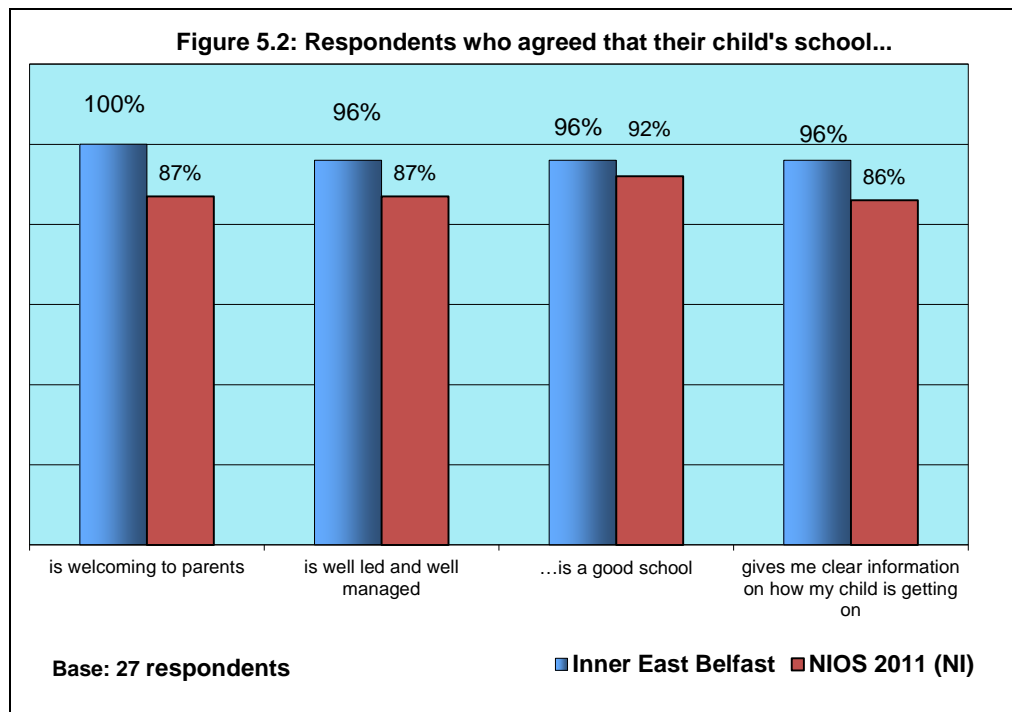
to answer the questions with particular reference to the child with the nearest upcoming birthday (Appendix Table 6.2).

6.3 Primary/secondary education

More than half (15; 56%) of respondents with school-age children said their child was in primary education (Years 1 to 7) and 12 (64%) respondents said their child was in post-primary education (Years 8 to 14) (Appendix Table 6.3).

6.4 Parents' opinions on schools

Respondents who were parents of school-aged children 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 (27; 100%) agreed that their child's school is welcoming to parents. Equal proportions of respondents (26; 96% in each case) agreed their child's school is well led and well managed; gives clear information on how their child is getting on and their child's school is a good school (Appendix Table 6.4). Results from the NIOS 2011 are illustrated in Figure 5.2.



6.5 Importance of parental responsibilities regarding education

All respondents (27; 100%; NIOS 2010 - 94%) who had school-age children said making sure their child attends school regularly and on time was very/quite important. All respondents (27; 100%; NIOS 2011 - 96%) said helping their child with homework was very/quite important (Appendix Table 6.5).

6.6 Term-time holidays

Almost half (13; 48%) 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 is much higher than the Northern Ireland level as reported by the NIOS 2011, which found that 23% of parents would consider taking their child out of school during term time ([Appendix Table 6.6](#)).

6.7 Parental involvement

All respondents (27: 100%) said they felt very/fairly involved in their child's school life (NI level – 88%). Respondents reported different levels of involvement in their child's school, ranging from 27 (100%) attending parent-teacher meetings to three (13%) helping out with school clubs/classrooms. Findings from this survey and from the 2011 NIOS at Northern Ireland level are included for reference in [Table 5A](#) and [Appendix Tables 6.7-6.9](#).

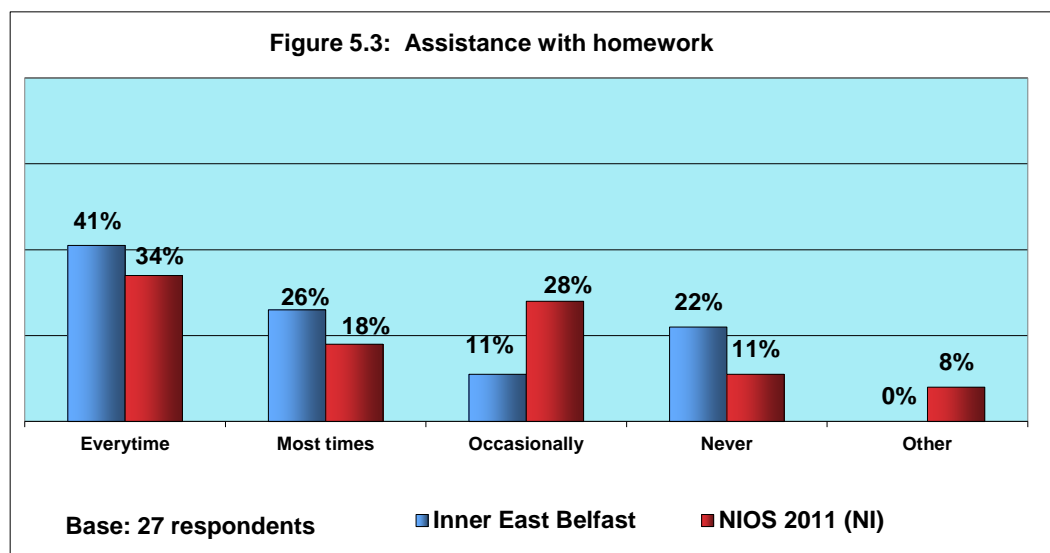
Table 5A: Type of parental involvement in child's school

Activity	Percentages %	
	Inner East Belfast 2013	NIOS 2011 (NI)
Attending parent/teacher meetings	100	85
Helping out with dinner duties/school trips and so on	26	9
Get involved with the Parent/Teacher Association (PTA)	22	12
Helping out with school clubs/classroom	13	10

Base: 27 respondents

6.8 Assistance with homework

More than two-fifth (11; 41%) of respondents with school-age children said they help their child with their homework every time; 26% (7) of respondents said they help most times and 11% (3) of respondents said they help occasionally. Six respondents (22%) said they never helped their child with their homework. This is illustrated in [Figure 5.3](#), which also shows data at the Northern Ireland level from the NIOS 2011 ([Figure 5.3](#) and [Appendix Table 6.10](#)).



6.9 Confidence helping child with homework

One-third (9: 33%) of respondents with children at school said they would always feel confident some of the time helping their child with homework. Equal proportions each (8: 30%) of respondents said they would always feel confident or confident most of the time. Two (7%) respondents said it depends what the homework is. Findings from the 2011 NIOS are included for reference in the appendix tables ([Appendix Table 6.11](#)).

6.10 Children of primary school age

Of those 27 respondents with children who were still at school, 20 (74%) had one child or more between Year 1 and Year 7, i.e. at primary school ([Appendix Tables 6.12 and 6.13](#)).

Respondents with more than one child of primary school age were asked to think about their eldest child when answering the following questions:

All respondents with children at primary school (20 out of 20) strongly agreed/agreed a little that their child's school puts enough emphasis on reading and writing skills. (2011: NIOS 87%).

All of this sub-sample of respondents (20 out of 20) agreed that their child's school puts enough emphasis on basic numeracy skills/sums (2011: NIOS 91%) ([Appendix Table 6.14](#)).

6.11 Working in schools

All respondents were asked if they had ever worked in a school: 17% said they had done so ([Appendix Table 6.15](#)).

7.0 Final Comment

- 7.1 Respondents were asked if they had any other comment they would like to make about life in the Inner East Belfast Neighbourhood Renewal area. A total of 76 respondents gave 89 comments of which were 'love living here'; 'flags intimidating need more respect' and 'rubbish and dogs fouling' ([Appendix Table 7.1](#)).

Appendix 1: Technical information

Survey methodology

The Housing Executive Research Unit sent each randomly selected household a self-complete questionnaire and letter explaining the objectives of the survey prior to doorstep visits by qualified researchers from the Housing Executive's Research Unit. Up to five attempts were made to achieve an interview at each issued address, unless a sampled household had notified the Research Unit that they did not wish 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.

The sample and response rate

A total of 12,063 properties were in the Inner East Belfast Neighbourhood Renewal Area, as identified by Pointer Address Data Base (GIS). The Housing Executive's Research Unit selected a random sample of 400 households from all tenures within the NRA using specialised software, IBM SPSS Statistics.

On completion of fieldwork, 33 addresses in the sample were identified as being ineligible due to being vacant, inaccessible or derelict, which reduced the valid sample to 367 addresses. A total of 174 completed interviews were achieved, giving a response rate of 47% (Table A1).

Table A1

Breakdown of response:		
	Number	%
Original target sample	400	
Vacant/derelict/ inaccessible/demolished	33	
Revised target sample	367	100
Refusals	30	8
Non-contacts	163	44
Actual interviews achieved	174	47

Sample error

The proportion of respondents who gave a particular answer was only an estimate of the proportion of all potential respondents in Inner East Belfast 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 for a sample size of 174 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 $\pm 6.0\%$. Therefore, there are 95 chances in 100 that the true figure lies between 74% and 86%.

Table A2




Response: 174	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:	3.2	4.5	5.3	6.0	6.5	6.8	7.1	7.3	7.4	7.5

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 174 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.

DEPARTMENT FOR SOCIAL DEVELOPMENT AND NORTHERN IRELAND HOUSING EXECUTIVE							
							
AM	PM	Evening	Sat	Schedule Number:			

INNER EAST BELFAST

NEIGHBOURHOOD RENEWAL SURVEY

The Housing Executive, on behalf of the Dept for Social Development is carrying out a survey of people living in the Inner East Belfast area. The aim of the survey is to understand your views of the type of housing you live in and your perceptions of the Inner East Belfast 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

Q1. How long have you lived in the Inner East Belfast 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 years	3
5 years or more but less than 10 years	4
10 years or more but less than 15 years	5
More than 15 years	6

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

Please circle one response only

Within the Inner East Belfast area?	1
Outside the Inner East Belfast area but within the Belfast City Council area	2
Outside the Belfast City Council area	3
Have never lived anywhere else	4

Q3. Which of the following best describes your home?

Please circle one response only

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

Q4. Do you rent or own your home?

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 here</i>	6

Q5. Do you have central heating in your home?

Please circle one response only

Yes – full	1
Yes – partial	2
No	3

Q6. 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 here</i>	10

Q7. How satisfied or dissatisfied are you with each of the following aspects of your *main* heating system?

Please circle one response for each aspect of your main heating system

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	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

Q8. In the last 12 months, have you ever been unable to adequately heat your home?

Please circle one response only

Yes	1
No	2

» *Continue to question 9*

» *Go to question 10*

Q9. 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 here</i>	1	2

Q10. Overall, how satisfied or dissatisfied are you with your home?

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*

» *Continue to question 11*

Q11. If dissatisfied, can you please tell us your *main* reasons why?

1.
2.

Section 2 – Future Intentions

THE FOLLOWING QUESTIONS ARE FOR **HOUSING EXECUTIVE AND HOUSING ASSOCIATION TENANTS ONLY**. IF YOU ARE **NOT** A HOUSING EXECUTIVE/ASSOCIATION TENANT PLEASE GO TO **SECTION 3**

- Q1. Do you intend within the next 2 years to buy your home from the Housing Executive/Housing Association?

Please circle one response only

Yes	1	» <i>Go to Section 3</i>
No	2	» <i>Continue to question 2</i>
Don't know	3	» <i>Continue to question 2</i>

- Q2. Have you applied in the last 2 years to the Housing Executive/Housing Association for a transfer from your present property?

Please circle one response only

Yes	1	» <i>Go to question 4</i>
No	2	» <i>Continue to question 3</i>

- Q3. Do you intend within the next 12 months to apply for a Housing Executive/Housing Association transfer?

Please circle one response only

Yes	1	» <i>Continue to question 4</i>
No	2	» <i>Go to Section 3</i>

- Q4. If Yes, where do you wish to transfer to?

Please circle one response only

Within the Inner East Belfast area?	1
Outside the Inner East Belfast area but within the Belfast City Council area	2
Outside the Belfast City Council area	3

- Q5. What are your *main reasons* for applying for a transfer?

1.
2.
3.

Section 3 – Your Neighbourhood

THE FOLLOWING QUESTIONS ARE FOR ALL RESPONDENTS

Q1. To what extent do you agree or disagree with each of the following statements about your area?

Please circle one response on each line

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

Q2. Would you say that, **overall**, this area is...

Please circle one response only

Changing for the better	1	» Continue to question 3
Not really changing	2	» Go to question 4
Changing for the worse	3	» Continue to question 3

Q3. Why do you say that?

1.
2.
3.

Q4. For the following types of anti-social behaviour, can you tell me how much of a problem they are in your area? By area we mean within a 15 minute walk.

Please circle one answer on each line

	Very big problem	Fairly big problem	Not a very big problem	No problem at all
Noisy neighbours or loud parties	3	2	1	0
Teenagers hanging around on streets	3	2	1	0
Rubbish or litter lying about	3	2	1	0
Vandalism, graffiti and other deliberate damage to property or vehicles	3	2	1	0
People using or dealing in drugs	3	2	1	0
Abandoned or burnt out cars	3	2	1	0
People being drunk or rowdy in public places	3	2	1	0

- Q5. 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
---	---	---	---	---	---	---	---	---	----

- Q6. How safe do you feel walking alone in this area after dark? (by area we mean within a 15-minute walk). If you never go out alone at night, how safe **would** you feel?

Please circle one response only

Very safe	Fairly safe	A bit unsafe	Very unsafe
1	2	3	4
» Go to question 8		» Continue to question 7	

- Q7. Why do you feel unsafe walking alone in this area after dark?

Please circle one response 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, please specify here	11

- Q8. How safe do you feel walking alone in this area during the day? If you never go out alone during the day, how safe **would** you feel?

Please circle one response only

Very safe	Fairly safe	A bit unsafe	Very unsafe
1	2	3	4
» Go to question 10		» Continue to question 9	

- Q9. Why do you/would you feel unsafe walking alone in this area during the day?

Please circle one response 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, please specify here	11

Q10. How safe do you feel when you are alone in your own home at night? NB – if you are never alone at night, how safe would you feel if you **were** alone in your home at night?

Please circle one response only

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

POLICING IN THE AREA

The NI Housing Executive works in partnership with other agencies including the police in order to reduce crime, anti-social behaviour and fear of crime. Public confidence in the police is an important aspect in achieving this and hence we're interested your responses to the following questions.

Q12. How much do you agree or disagree about each of the following statements about the police in your area? You don't need to have had contact with the police to answer these questions and again, by area we mean within a 15 minute walk.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
They (the police in this area) can be relied on to be there when you need them.	1	2	3	4	5	6
They (the police in this area) would treat you with respect if you had contact with them for any reason.	1	2	3	4	5	6
They (the police in this area) treat everyone fairly regardless of who they are	1	2	3	4	5	6
They (the police in this area) can be relied on to deal with minor crimes	1	2	3	4	5	6
They (the police in this area) understand the issues that affect this community	1	2	3	4	5	6
They (the police in this area) are dealing with the things that matter to people in this community	1	2	3	4	5	6
Taking everything into account I have confidence in the police in this area	1	2	3	4	5	6

Please go to Section 4.

Section 4 – Neighbourhood Renewal

- Q1. Are you aware of any physical changes that have *improved* your neighbourhood in the last 12 months?

Please circle one response only

Yes	1
No	2

» *Continue to question 2*

» *Go to question 3*

- Q2. If yes, please give details of the most recent improvements to your area.

1.
2.
3.

- Q3. Are there any important issues in your neighbourhood that you think need to be addressed?

Please circle one response only

Yes	1
No	2

» *Continue to question 4*

» *Go to question 5*

- Q4. 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.

TO ALL RESPONDENTS

- Q5 Here is a list of facilities and services *in the area*. Please tell us whether you are aware of the facility/service in your area (*Part A*). And if yes, you are aware, do you or household members use these facilities (*Part B*).

	Part A		Part B	
	Aware of the facilities/services		If yes, do you or household members use these facilities	
Mother/Toddler & Childcare Facilities	Yes	No	Yes	No
Pre/Extended School Facilities	Yes	No	Yes	No
Youth Facilities	Yes	No	Yes	No
Facilities for Senior Citizens	Yes	No	Yes	No
Education Classes	Yes	No	Yes	No
Sports Facilities	Yes	No	Yes	No

- Q6. We are interested in obtaining your views on what facilities, services or activities you would like to see provided in the area that are not already available.

1
2
3

- Q7. Do you know about the neighbourhood warden service provided by the Housing Executive?

Please circle one response only

Yes	1	» Continue to question 8
No	2	» Go to question 11

- Q8. Have you ever used the service?

Please circle one response only

Yes	1	» Continue to question 9
No	2	» Go to question 11

- Q9. How satisfied or dissatisfied were you with the service you received?

Please circle one response only

Very satisfied	1	
Quite satisfied	2	» Go to question 11
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	» Continue to question 10
Very dissatisfied	5	

Q10. If dissatisfied, how could the service be improved? **(please specify)**

1.
2.

Q11. Here is a list of general services *in the area*. Please tell us whether the service is satisfactory or unsatisfactory in Part A and if it is unsatisfactory, **please give your main reason why in Part B.**

	<i>Part A</i>		<i>Part B</i>
	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	

Q12. Does your area have a local Community/Residents' Association?

Please circle one response only

Yes	1	» Continue to question 13
No	2	» Go to question 16
Don't know	3	» Go to question 16

Q13. If yes, please state the name of your local Community/Residents Association.

--

- Q14. Do you feel the local Community/Residents Association is representative of the local community as a whole?

Please circle one response only

Yes	1	» <i>Go to question 16</i>
No	2	» <i>Continue to question 15</i>
Don't know	3	» <i>Go to question 16</i>

- Q15. If no – please give your main reasons why?

--

- Q16. Would you consider joining a local Community/Residents Association?

Please circle one response only

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

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 Inner East Belfast Neighbourhood Renewal Area.

To all respondents

- Q17. Were you aware that your household lies within the *Inner East Belfast Neighbourhood* Renewal Area?

Please circle one response only

Yes	1	» <i>Continue to question 18</i>
No	2	» <i>Go to Section 5</i>

- Q18. 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?

Please circle one response only

Yes	1	» <i>Continue to question 19</i>
No	2	» <i>Go to question 20</i>
Don't know	3	» <i>Go to Section 5</i>

- Q19. If yes, please give brief details about your level of contribution to the Neighbourhood Renewal Consultation Exercise?

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

Q20. If no, please tell us your main reason why you did not contribute to the consultation process?

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

SECTION 5: WELL-BEING

TO ALL RESPONDENTS

Below are some statements about feelings and thoughts.

Q1 Please indicate for each of the seven statements that is closest to how you feel over the last 2 weeks? (**Notice the higher number means better well-being**)

Please circle one response for each line

STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5

Section 6 – Education

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

To all respondents

- Q1. How much do you agree or disagree with each of these statements about education?

Please circle one answer on each line

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

- Q2. Are you or your partner the parent or legal guardian of any children between the ages of 4 and 18 who are at school?

Please circle one response only

Yes	1	» Continue to question 3
No	2	» Go to question 15

To respondents with school age children

- Q3. The following questions are about education. We now need you to select one child in the household for you to consider when answering these education questions. Please follow the instructions from the grid below.

If you have one child aged between 4 and 18 who is at school	» Go to question 4
If you have more than one child aged between 4 and 18 who is at school	» Please choose the child whose birthday is next and continue to question 4.

- Q4. What year is this child in at school?

Please tick one box for the child selected at question 3

P 1	P 2	P 3	P 4	P 5	P 6	P 7	1 st Year	2 nd Year	3 rd Year	4 th Year	5 th Year	Lower 6 th	Upper 6 th

Questions 5 to 11 are in relation to the child selected at Q3

- Q5. Please indicate the extent to which you agree or disagree with the following statements.

Please circle one answer on each line

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

- Q6. Here is a list of responsibilities parents have told the Department of Education about. For each one can you tell us how important it is to you?

Please circle one answer on each line

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

- Q7. 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?

Please circle one response only

Yes	1
No	2

- Q8. How involved do you personally feel in your child's school life?

Please circle one response only

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

- Q9. Thinking of your involvement with your child's school, which (if any) of the following activities do you do?

Please circle one answer on each line

	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

Q10. How often do you help your child with their homework?

Please circle one response only

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

Q11. How confident do you/would you feel helping your child with their homework?

Please circle one response only

Always confident	Confident most of the time	Confident some of the time	Never confident	Depends what it is
1	2	3	4	5

Q12. The next question applies only to respondents who are the parent/guardian of a child or children in primary school, from Year 1 (P1) to Year 7 (P7).

If you have one child in Primary School	» <i>Go to question 13</i>
If you have more than one child in primary school	» <i>Please choose the eldest of these children and continue to question 13.</i>

Q13. What year is this child in at school?

Please tick one box for the child selected at question 12

P1	P2	P3	P4	P5	P6	P7

Q14. Please indicate the extent to which you agree or disagree with the following statements (about the child in primary school between years 1 and 7)

Please circle one answer on each line

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

To all respondents

Q15. Have you ever worked in a school?

Please circle one response only

Yes	1
No	2

Section 6 – You and Your Household

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

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

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

Day to day activities are normal activities carried out by most people on a regular basis. The 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.

Q1. Does any member of your household have a disability which affects their normal day to day activities?

Please circle one response only

Yes	1	» <i>Continue to question 2</i>
No	2	» <i>Go to question 3</i>

Q2. 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+
---	---	----

Q3 How many people live in this household?

Enter number

Now please go to question 4

- Q4. Could you please complete the following table and provide details of everyone who lives here and how they are related to the **Household Reference Person (HRP)**? *This is the person who would be considered to be the head of the household.* Please circle a response for each category that applies to each person. Please start by giving the age of the Household Reference Person and then **work down the categories**, circling the appropriate response. ↓ ↓ ↓

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

- Q5. Can you please indicate 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 £96 per week	Less than £417 per month	Less than £5,000 per year	1
£97 - £192 per week	£418 - £833 per month	£5,000 - £9999 per year	2
£193 - £288 per week	£834 - £1,250 per month	£10,000 - £14,999 per year	3
£289 - £385 per week	£1,251 - £1,667 per month	£15,000 - £19,999 per year	4
£386 - £481 per week	£1,668 - £2,083 per month	£20,000 - £24,999 per year	5
£482 - £577 per week	£2,084 - £2,500 per month	£25,000 - £29,999 per year	6
£578 - £673 per week	£2,501 - £2,917 per month	£30,000 - £34,999 per year	7
£674 - £769 per week	£2,918 - £3,333 per month	£35,000 - £39,999 per year	8
£770 - £962 per week	£3,334 - £4,167 per month	£40,000 - £49,999 per year	9
£963 or more per week	£4,168 or more per month	£50,000 or more per year	10
Refused	Refused	Refused	77
Don't know	Don't know	Don't know	88

- Q6. 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 Reference Person				Partner				
	Yes	No	Refused	Don't know	Yes	No	Refused	Not applicable	Don't know
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

- Q7. The Housing Executive has a policy of promoting complete equality in the provision of housing and housing related services in Northern Ireland. In order to help monitor this it would be helpful if you would describe the religious composition of this household.

Please circle one response only

Protestant	Catholic	Mixed Religion Protestant/Catholic	Other	None	D\K	Refused
1	2	3	4	5	8	7

- Q8. Have you any other comments you would like to make about life in the Inner East Belfast Neighbourhood Renewal area?

End of Questionnaire

THANK YOU VERY MUCH FOR YOUR HELP

Appendix 3: Tabular analysis

Socio-economic profile

Table 1.1: Age of HRP

	Number	%
16-24	6	3
25-39	41	24
40-59	59	34
60-74	40	23
75+	16	9
mNo response/refused	12	7
Total	174	100

Base: 174 (all respondents)

Table 1.2: Gender of HRP by Age of HRP

		16-24	25-39	40-59	60-74	75+	Refused/ No response	Total %
Male	No.	3	17	37	22	9	0	91
	%	50	42	63	55	56	0	52
Female	No.	3	24	22	18	7	0	79
	%	50	58	37	45	44	0	46
No response	No.	0	0	0	0	0	4	4
	%	0	0	0	0	0	100	2
Total	No.	6	41	59	40	16	4	174
	%	100	100	100	100	100	100	100

Base: 174 (all respondents)

Table 1.3: Age of all household members

	Number	%
15 and less	53	16
16-24	29	9
25-39	73	23
40-59	77	24
60-74	47	14
75+	20	6
Refused/ no response	25	8
Total	324	100

Base: 324 (all respondents: 174 households)

Table 1.4: Employment status of HRP

	Number	%
Working full-time	45	26
Working part-time	16	9
Self employed	5	3
Not working long-term (>1 year)	15	9
Not working short-term (<1 year)	4	2
Retired (excludes looking after home)	43	25
Permanent sick/disabled	28	16
Looking after family/home	12	7
No response	6	3
Total	174	100

Base: 174 (all respondents)

Table 1.5: Household type

Household type definitions	Number	Inner East Belfast 2014 %
Lone Adult (lone person below pensionable age – 65 years for men, 60 years for women)	55	32
Lone Older (lone person of pensionable age – 65 years for men, 60 years for women)	29	17
Two Adults (two people – related or unrelated – below pensionable age)	20	12
Lone Parent (sole adult living with dependent child(ren) < 16)	19	11
Large Adult (three or more adults – related or unrelated – and no dependent children < 16)	14	8
Small family (any two adults – related or unrelated – living with 1 or 2 dependent children < 16)	13	7
Two Older (two people – related or unrelated – at least one of whom is of pensionable age)	10	6
Large Family (any two adults – related or unrelated – living with more than 2 dependent children < 16)	4	2
Not enough information supplied to classify household type	10	5
TOTAL	174	100

Base: 174 (all respondents)

Table 1.6: Annual household Income

	Number	%
Less than £10,000	60	34
£10,000 to £14,999	21	12
£15,000 to £19,999	12	7
£20,000 to £29,999	16	9
£30,000 or more per year	12	7
Refusal	27	16
Don't know	20	12
No response	6	3
Total	174	100

Base: 174 (all respondents)

Table 1.7: Benefits

Benefits received	Household Reference Person (%)	Partner (%)
Housing Benefit	37	2
A Disability Benefit	25	4
Retirement Pension	22	17
Child Benefit	13	20
Child Tax Credit	13	9
Income Support	12	2
Pension Credit	10	2
Incapacity Benefit	4	2
Working Tax Credit	6	4
Jobseekers Allowance	7	0
Other including Carer's Allowance	7	0

Base: 174 (all respondents): 51 (Partners)

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

	Number	%
Yes	70	40
No	103	59
No response	1	1
Total	174	100

Base: 174 (all respondents)

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

	Number	%
One	64	91
Two or more	6	9
Total	70	100

Base: 70 respondents with one or more disabled members in their household

Table 1.10: Household religion

	Number	%
Protestant	115	66
Catholic	20	12
Other/No religion	28	16
Mixed Catholic/Protestant	4	2
Refused/no response	7	4
Total	174	100

Base: 174 (all respondents)

Table 1.11: Ethnicity of HRP

	Number	%
White	165	95
Other	5	3
No response/refused	4	2
Total	174	100

Base: 174 (all respondents)

Table 1.12: Nationality of HRP

	Number	%
British	113	65
Irish	15	9
Northern Irish	27	15
Other	14	8
No response	5	3
Total	174	100

Base: 174 (all respondents)

Characteristics of the home and area

Table 2.1: Tenure

	Number	%
Social Housing	84	48
Owner Occupier	56	32
Rent privately	34	20
Total	174	100

Base: 174 (all respondents)

Table 2.2: Length of time living in Inner East Belfast NRA

	Number	%
15 years or more	91	52
10 years or more but less than 15	16	9
5 years or more but less than 10	27	16
1 year or more but less than 5	32	18
Up to 1 year	7	4
Not stated	1	1
Total	174	100

Base: 174 (all respondents)

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

	Number	%
Within this Neighbourhood Renewal Area	99	57
Outside Belfast Council area	36	21
Outside Inner East Belfast NRA but within the Belfast Council Area	22	13
Have never lived anywhere else	17	9
Total	174	100

Base: 174 (all respondents)

Table 2.4: Tenure by length of time living in Inner East Belfast NRA

	All				TOTAL
		Social Housing	Owner occupier	Rent privately	
Up to 1 year	No	1	3	3	7
	%	1	5	9	4
1 year or more but less than 5	No	10	5	17	32
	%	12	9	50	18
5 years or more but less than 10	No	11	9	7	27
	%	13	16	21	16
10 years or more but less than 15	No	10	6	0	16
	%	12	11	0	9
15 years or more	No	52	33	7	92
	%	62	59	20	53
Total	No	84	56	34	174
	%	100	100	100	100

Base: 174 (all respondents)

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

	Number	%
House	124	71
Flat/apartment	41	24
Bungalow	9	5
Total	174	100

Base: 174 (all respondents)

Table 2.6: Do you have central heating in your home?

	Number	%
Yes – full	167	96
Yes – partial	3	2
No	4	2
Total	174	100

Base: 174 (all respondents)

Table 2.7: What is your main source of heating?

	Number	%
Mains gas	105	60
Oil fired with radiators	60	35
Economy 7	8	4
Solid fuel glass fronted fire – with radiators	1	1
Total	174	100

Base: 174 (all respondents)

Table 2.8: How satisfied are you with the following aspects of your heating system?

	Very satisfied/ Satisfied		Neither		Dissatisfied / Very dissatisfied		No response		TOTAL	
	No	%	No	%	No	%	No	%	No	%
The type of heating system	140	80	17	10	16	9	1	1	174	100
Ease of using the system	139	79	17	10	17	9	1	1	174	100
The amount of heat that you can get	135	77	19	11	19	11	1	1	174	100
The control over the level of heat	133	76	21	12	19	11	1	1	174	100
The cost of running your system	102	58	27	16	43	25	2	1	174	100

Base: 174 (all respondents)

Table 2.9: In the last 12 months, have you ever been unable to adequately heat your home?

	Number	%
Yes	54	31
No	120	69
Total	174	100

Base: 174 (all respondents)

Table 2.10: Factors in your inability to heat your home?

	Yes		No	
	No	%	No	%
Low household income	33	61	21	39
Cost of domestic fuel	32	59	22	41
Money needed for other priorities	26	48	28	52
Other factors	8	15	46	85

Base: 54 (respondents who have been unable to adequately heat their home in the last 12 months)

Table 2.11: Specified other reasons for inability to heat home

	Number
System breaking down/inefficient	7
Change from oil to gas	1
Total	8

Base: 8 (respondents who gave another reason for their inability to adequately heat their home)

Table 2.12: Overall, how satisfied or dissatisfied are you with your home?

	Number	%
Very satisfied/satisfied	133	76
Neither satisfied nor dissatisfied	14	8
Dissatisfied/very dissatisfied	27	16
Total	174	100

Base: 174 (all respondents)

Table 2.13: Reasons for dissatisfaction with home

	Number
Repairs required	11
Property too small/poor design	7
Racial attacks	5
Heating expensive	5
Difficult to maintain	2
Others, flash flooding; break-ins; ASB	7
No response	1
Total	38

Base: 27 (respondents who were dissatisfied with the home who gave 38 reasons)

Table 2.14: Do you intend to buy your home from the Housing Executive / Housing Association within the next 2 years?

	Number	%
Yes	2	2
No	71	85
Don't know/no response	11	13
Total	84	100

Base: 84 (respondents who were Housing Executive or Housing Association tenants)

Table 2.15: Have you applied to the Housing Executive / Housing Association for a transfer from your present property in the last 2 years?

	Number	%
Yes	8	10
No	74	90
Total	82	100

Base: 82 (respondents who did not – or did not know if they – intend to buy their home)

Table 2.16: Do you intend to apply for a Housing Executive / Housing Association transfer within the next 12 months?

	Number	%
Yes	4	5
No	70	95
Total	74	100

Base: 74 (respondents who did not intend to apply for a transfer)

Table 2.17: Where do you wish to transfer?

	Number
Within the local area	6
To a different area	6
Total	12

Base: 12 (respondents who had applied for a transfer or who intend to apply within the next 12 months)

Table 2.18: Reason for applying for a transfer

	Number
Quieter and safer area	5
Nuisance neighbours/ASB	5
Larger house	5
Hate crime	2
Repairs required	2
Rioting during marching season	2
Total	21

Base: 12 (respondents who gave 21 comments)

Inner East Belfast NRA

Table 3.1: Perceptions about the local area

	Strongly agree/ Agree a little		Neither		Disagree a little/ Strongly disagree		Don't know		No response		TOTAL	
	No	%	No	%	No	%	No	%	No	%	No	%
I feel proud to come from this area	97	56	41	24	27	15	7	4	2	1	174	100
I really feel part of the community	95	55	39	22	34	20	4	2	2	1	174	100
I'm embarrassed to bring people to this area	39	22	35	20	94	54	3	2	3	2	174	100

Base: 174 (all respondents)

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

	Number	%
Changing for the better	34	20
Not really changing	98	56
Changing for the worse	42	24
Total	174	100

Base: 174 (all respondents)

Table 3.3: Perceived reasons why the local area is changing

Changing for the better			Changing for the worse		
	No.	%		No.	%
Good area to live, feel safer now	13	30	ASB in the area	25	36
Environmental works to parks/roads; alley gates fitted	9	21	Litter, waste and area run down	9	13
New build and area regenerated	8	19	Too many immigrants, housing undesirable and HMO properties	9	13
Area a lot cleaner	4	9	Interface violence and flag protests continue	8	11
More facilities for children	2	5	Hate racism crimes	8	11
Dealing with flag issues	1	2	Shops closing and no community spirit	7	10
No comment	6	14	Others, non-residential parking, new build, nothing for teenagers	3	4
			No comment	1	2

Base: 34 respondents who gave 43 reasons

Base: 42 respondents who gave 70 reasons

Table 3.4A: 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
Rubbish or litter lying about	26	21	29	24	100%
Teenagers hanging around on streets	16	14	32	38	100%
Vandalism, graffiti and other deliberate damage to property or vehicles	14	15	35	36	100%
People using or dealing in drugs	10	9	27	54	100%
People being drunk or rowdy in public places	10	13	36	41	100%
Noisy neighbours or loud parties	8	8	36	48	100%
Abandoned or burnt out cars	1	3	24	72	100%

Base: 174 (all respondents)

Table 3.4B: Perceptions of ASB in the Inner East Belfast NRS area

	Number	%
Score of 10 or less	140	80
Score of 11 or more	34	20
TOTAL	174	100

Base: 174 (all 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)

	Number	%
1 – 3 (minimum effect)	99	57
4 – 7 (moderate effect)	56	32
8 -10 (fear of crime)	19	11
Total	174	100

Base: 174 (all respondents)

Table 3.6: How safe do you feel walking alone in this area during the day?

	Number	%
Very safe	89	51
Fairly safe	68	39
A bit unsafe	15	9
Very unsafe	2	1
Total	174	100

Base: 174 (all respondents)

Table 3.7: Why do you not feel safe walking alone in this area during the day?

	Number
Ill/sick/disabled	2
Fear of being mugged or physically attacked	6
Fear of becoming a victim of crime	1
Fear of being subjected to or witnessing ASB	2
Family responsibilities	0
Fear of receiving verbal abuse	2
Young people hanging around	1
Fear of burglary/vandalism	1
People using or dealing drugs	1
Other, protesters	1
Total	17

Base: 17 (respondents who do not feel safe walking alone in the area during the day)

Table 3.8: How safe do you feel when you are alone in your own home at night (if you are never alone at night, how safe would you feel)?

	Number	%
Very safe	55	32
Fairly safe	83	48
A bit unsafe	27	15
Very unsafe	9	5
Total	174	100

Base: 174 (all respondents)

Table 3.9: How safe do you feel walking alone in this area after dark?

	Number	%
Very safe	26	15
Fairly safe	75	43
A bit unsafe	55	32
Very unsafe	18	10
Total	174	100

Base: 174 (all respondents)

Table 3.10: Why do you not feel safe walking around this area after dark?

	Number	%
Too old	2	3
Fear of being mugged or physically attacked	16	22
Fear of becoming a victim of crime	18	25
Ill/sick/disabled	5	7
Fear of being subject to or witnessing anti-social behaviour	4	6
Fear of receiving verbal abuse	5	7
Young people hanging around	12	16
People using or dealing drugs	2	3
Fear of burglary/vandalism	3	4
Family responsibilities	1	1
Others, strangers in area and poor street lighting, not stated	5	6
Total	73	100

Base: 73 (respondents who feel unsafe walking around the area after dark)

Table 3.11: Policing in the Area

	Strongly agree		Tend to agree		Neither agree or disagree		Tend to disagree		Strongly disagree		Don't Know		No response		TOTAL	
	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%
The Police would treat you with respect if you contact them for any reason	47	27	68	39	29	17	4	2	3	2	21	12	2	1	174	100
The Police understand the issues that affect this community	31	18	58	33	31	18	12	7	10	6	30	17	2	1	174	100
Taking everything into account I have confidence in the police in this area	33	19	63	36	31	18	8	5	13	7	24	14	2	1	174	100
The Police treat everyone fairly regardless of who they are	34	19	56	32	29	17	14	8	8	5	31	18	2	1	174	100
The Police can be relied on to be there when we need them	25	14	73	42	32	18	13	8	10	6	19	11	2	1	174	100
The Police could be relied on to deal with minor crimes	25	14	63	36	33	19	12	7	15	9	24	14	2	1	174	100
The Police are dealing with things that matter to people in the community	27	15	45	26	45	26	11	6	14	8	31	18	1	1	174	100

Neighbourhood Renewal

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

	Number	%
Yes	45	26
No	129	74
Total	174	100

Base: 174 (all respondents)

Table 4.2: Changes to neighbourhood identified by respondents

	Number	%
Better parks	13	21
Alley gates	12	19
New housing	10	16
Improved roads and traffic measures	8	13
Environmental works/parks	8	13
Area cleaner	8	13
Other, bicycle lane, murals, shops maintained	3	4
No response	1	1
Total number of responses	63	100

Base: 45 respondents that gave 63 responses

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

	Number	%
Yes	83	48
No	91	52
Total	174	100

Base: 174 (all respondents)

Table 4.4: Important issues that respondents think need to be addressed

	Number of responses	%
Litter in area/entries dirty and weeds	37	25
ASB	26	17
Removal of paramilitary symbols and marches	17	11
Dogs fouling	10	7
New/more houses and fairer allocation	10	7
Non-resident parking	9	6
More shops	7	5
Speed ramps/traffic measures/alley gates	7	5
Hate crime/too many immigrants	5	3
More police in the area	4	2
More facilities for children; gym	4	2
Other, <i>recycle bins; bins; lights; CCTV; seating area; double glazing from aircraft noise; floodgates; less bars</i>	15	10
Total number of responses	151	100

Base: 83 respondents who gave 151 responses

Table 4.5: Facilities/services/activities in the area

	Aware of... %	Those who use...	
		Number	%
Sports Facilities	60	40	38
Mother and toddler group	53	16	17
Youth Activities	51	22	25
Pre/extended school play group	48	13	16
Facilities for senior citizens	46	9	11
Adult education classes	39	12	18

Base: 174 (all respondents)

Table 4.6: Facilities/Services needed that are not already available

	Number	%
Do nothing/good facilities already	48	45
Youth club/play park and outdoor sports area	22	21
More housing; restaurants; shops	10	9
Classes i.e. computer, dance, gym; cinema; library	8	7
More police dealing with ASB	6	6
Environmental works; allotment and clean area up	4	4
Remove flags/bonfire sites	2	2
Don't know	3	3
Others, <i>regular bus service, upgrade leisure centre; resident parking</i>	3	3
Total number of responses	106	100

Base: 174 (94 respondents who gave 106 responses)

Table 4.7: Do you know about the Neighbourhood Warden Service provided by the Housing Executive?

	Number	%
Yes	14	8
No	160	92
Total	174	100

Base: 174 (all respondents)

Table 4.8: Have you ever used the service?

	Number
Yes	3
No	11
Total	14

Base: 14 respondents who knew about the Neighbourhood Warden Service

Table 4.9: How satisfied or dissatisfied were you with the service you received?

	Number
Very satisfied/quite satisfied	2
Dissatisfied/very dissatisfied	1
Total	3

Base: 3 respondents who had used the Neighbourhood Warden Service

Table 4.10: Satisfaction with emptying of general household waste and wheelie bins

	Number	%
Satisfactory	149	86
Unsatisfactory	25	14
Total	174	100

Base: 174 (all respondents)

Table 4.11: Why is emptying of general household waste unsatisfactory?

	Number
Need emptied weekly	11
Not emptied properly	8
Bins not returned, stolen	3
Rubbish left lying	2
Not stated	1
Total	25

Base: 25 respondents who found the emptying of household waste to be unsatisfactory

Table 4.12: Satisfaction with emptying of recycling bins

	Number	%
Satisfactory	159	91
Unsatisfactory	15	9
Total	174	100

Base: 174 (all respondents)

Table 4.13: Why is emptying of recycling bins unsatisfactory?

	Number
Don't always emptied	6
Rubbish left lying	6
Don't always return/stolen	2
No response	1
Total	15

Base: 15 respondents who found the emptying of recycling bins to be unsatisfactory

Table 4.14: Repairing of roads and pavements

	Number	%
Satisfactory	137	79
Unsatisfactory	36	20
No response	1	1
Total	174	100

Base: 174 (all respondents)

Table 4.15: Why is repairing of roads and pavements unsatisfactory?

	Number
Poor condition; lots of holes and uneven	21
Takes months to repair	4
No longer done	3
Too many cars parked	2
Not stated	6
Total	36

Base: 36 respondents who found the repairing of roads and pavements unsatisfactory

Table 4.16: Satisfaction with street sweeping

	Number	%
Satisfactory	151	87
Unsatisfactory	22	12
No response	1	1
Total	174	100

Base: 174 (all respondents)

Table 4.17: Why is street sweeping unsatisfactory?

	Number
Always litter/areas not covered	6
Not done often enough	7
Never see it being done	4
Areas not covered	2
Not stated	3
Total	22

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

Table 4.18: Satisfaction with clearing of road drains

	Number	%
Satisfactory	135	78
Unsatisfactory	39	22
Total	174	100

Base: 174 (all respondents)

Table 4.19: Why is clearing of road drains unsatisfactory?

	Number
Drains block/flood	16
Never see it done	11
Needs to be done more regularly	4
Not stated	8
Total	39

Base: 39 respondents who found the clearing of road drains to be unsatisfactory

Table 4.20: Satisfaction with street lighting

	Number	%
Satisfactory	156	90
Unsatisfactory	18	10
Total	174	100

Base: 174 (all respondents)

Table 4.21: Why is street lighting unsatisfactory?

	Number
Not enough lighting	9
Not bright enough	5
Often faulty	1
Not stated	3
Total	18

Base: 18 respondents who had found the provision of street lighting to be unsatisfactory

Table 4.22: Policing in the area

	Number	%
Satisfactory	125	72
Unsatisfactory	48	27
No response	1	1
Total	174	100

Base: 174 (all respondents)

Table 4.23: Why is policing in the area unsatisfactory?

	Number
Never see them	19
More policing required	5
Only in cars, no foot patrol	5
Sectarian policing	4
Only see when called or kids in area	2
Not stated	13
Total	48

Base: 48 respondents who had found the policing service to be unsatisfactory

Table 4.24: Satisfaction with bus services

	Number	%
Satisfactory	160	92
Unsatisfactory	14	8
Total	174	100

Base: 174 (all respondents)

Table 4.25: Why are bus services unsatisfactory?

	Number
Always late and unreliable	7
More frequent services and routes	4
Expensive	2
Not stated	1
Total	14

Base: 14 respondents who had found bus services to be unsatisfactory

Table 4.26: Satisfaction with provision of bus shelters

	Number	%
Satisfactory	154	89
Unsatisfactory	20	11
Total	174	100

Base: 174 (all respondents)

Table 4.27: Why is the provision of bus shelters unsatisfactory?

	Number
Not enough/very few	6
None in the area	5
Vandalised	2
Require timetables	1
Not stated	6
Total	20

Base: 20 respondents who had found the provision of bus shelters to be unsatisfactory

Table 4.28: Satisfaction with maintenance of open green spaces

	Number	%
Satisfactory	159	91
Unsatisfactory	14	8
No response	1	1
Total	174	100

Base: 174 (all respondents)

Table 4.29: Why is the maintenance of open green spaces unsatisfactory?

	Number
Litter/dog foul/wasteland	4
Not maintained	3
There is no green area	2
Not stated	5
Total	14

Base: 14 respondents who had found the maintenance of open green spaces to be unsatisfactory

Table 4.30: Satisfaction with weeding of footpaths and alleyways

	Number	%
Satisfactory	126	72
Unsatisfactory	48	28
Total	174	100

Base: 174 (all respondents)

Table 4.31: Why is the weeding of footpaths and alleyways unsatisfactory?

	Number
Have never seen it done	14
Not weeded often enough	14
Alleyways not done	6
Not done properly	4
Not stated	10
Total	48

Base: 48 respondents who had found the weeding of footpaths and alleyways to be unsatisfactory

Table 4.32: Does your area have a community/residents' association?

	Number	%
Yes	38	22
No	22	13
Don't know	114	65
Total	174	100

Base: 174 (all respondents)

Table 4.33: Can you state the name of your local community/residents' association?

	Number
Clara Park	4
Invenary RA	4
Cregagh Community Assoc	3
Sydnam Res Assoc	2
Other: Dee St; Pitt Park; Medway Court; Thistle Crt; Lower Woodstock; Lagan Village Youth Assoc; Palmerston; Beechfield; Short Strand	9
Don't know	12
No response	4
Total	38

Base: 38 (respondents whose area has a community/residents' association)

Table 4.34: Do you feel the local community/residents' association is representative of the local community as a whole?

	Number	%
Yes	17	45
No	7	18
Don't know	12	32
No response	2	5
Total	38	100

Base: 38 (respondents whose area has a community/residents association)

Table 4.35: Why do you feel the local community/resident association is not representative of the local community as a whole?

	Number
Don't help people	2
Like a secret society	2
Don't know what they do	2
Don't like members	1
Total	7

Base: 7 (respondents who feel the community group is not representative of the local community)

Table 4.36: Would you consider joining a local community/residents' association?

	Number	%
Yes	28	16
No	102	59
Don't know	41	23
Already a member	2	1
No response	1	1
Total	174	100

Base: 174 (all respondents)

Table 4.37: Were you aware that your household lies within the Inner East Belfast NRA?

	Number	%
Yes	45	26
No	129	74
Total	174	100

Base: 174 (all respondents)

Table 4.38: Did you contribute to the consultation process for the development of the Neighbourhood Renewal Action Plan?

	Number
Yes	0
No	34
Don't know/no response	11
Total	45

Base: 45 (respondents who were aware their household lies within the Inner East Belfast NRA)

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

	Number
Didn't know about it	9
Too busy/not interested	4
I wasn't asked	3
New to the area	3
For the politicians	1
Don't know/Not stated	14
Total	34

Base: 34 (respondents who did not contribute to the consultation process)

Well-Being

Table 5.1

	Number	Mean
All HRPs	136	46
Males	71	46
Females	64	46
2011/12 NI Health	-	50

Base: 149 respondents who answered 6 or more of the questions

Education

Table 6.1: To what extent do you agree/disagree with the following statements? relating to education?

	Strongly agree/ agree a little		Neither		Disagree a little/strongly disagree		Don't know/no response		TOTAL	
	No	%	No	%	No	%	No	%	No	%
Children at school in Northern Ireland get a good education	136	78	16	9	12	7	10	6	174	100
Staying at school is important if you want to get a good job	153	88	10	6	6	3	5	3	174	100
I enjoyed my time at school	119	68	20	12	32	18	3	2	174	100

Base: 174 (all respondents)

Table 6.2: Are you (or is your partner) the parent or legal guardian of any children between the ages of 4 and 18 who are at school

	Number	%
Yes	27	16
No	147	84
Total	174	100

Base: 174 (all respondents)

Table 6.3: What year is your child (or if more than one child, your eldest child) in at school?

	Number
Year 1 (P1) to Year 7 (P7)	15
Year 8 (Form 1) to Year 14 (Upper sixth)	12
Total	27

Base: 27 respondents with school-age children

Table 6.4: 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	TOTAL
	No	No	No	No
I find my child's school welcoming to parents	27	0	0	27
My child's school gives me clear information on how my child is getting on	26	1	0	27
My child's school is well led and well managed	26	0	1	27
My child's school is a good school	26	0	1	27

Base: 27 respondents with school-age children

Table 6.5: 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	TOTAL
	No.	No	No	No
Making sure your child attends school regularly and on time.	25	2	0	27
Helping your child with schoolwork	25	2	0	27

Base: 27 respondents with school-age children

Table 6.6: 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
Yes	13
No	14
Total	27

Base: 27 respondents with school-age children

Table 6.7: How involved do you personally feel in your child's school life?

	Number
Very involved	19
Fairly involved	8
Total	27

Base: 27 respondents with school-age children

Table 6.8: Do you go to parent-teacher meetings?

	Number
Yes	27
No	0
Total	27

Base: 27 respondents with school-age children

Table 6.9: Involvement in local schools

	Yes	No	TOTAL
	Number	Number	No.
Go to parent/teacher meetings	27	0	27
Help out with the dinner duties/school trips and so on	7	20	27
Involved with Parent/Teacher Association (PTA)	6	21	27
Help out with school clubs/classroom	3	24	27

Base: 39 respondents with school-age children

Table 6.10: How often do you help your child with their homework?

	Inner East Belfast		NIOS 2011
	Number	%	%
Every time	11	41	34
Most times	7	26	18
Occasionally	3	11	28
Never	6	22	11
Other	0	0	8
Total	27	100	100

Base: 27 respondents with school-age children (Inner East Belfast NRS only)

*Note: Others include: don't get homework; when the child asks for help,

Table 6.11: How confident do you/would you feel helping your child with their homework?

	Inner East Belfast		NIOS 2010
	Number	%	%
Always confident	8	30	34
Confident most of the time	8	30	18
Confident some of the time	9	33	28
Depends what it is	2	7	8
Never confident	0	0	11
Total	27	100	100

Base: 27 respondents with school-age children (Inner East Belfast NRS only)

Table 6.12: Do you have any children in the household in Year 1 to Year 7?

	Number
Yes	20
No	7
Total	27

Base: 27 respondents with school-age children

Table 6.13: What year is your child (eldest primary school child if more than one in the household) in at school?

	Number
Year 1	5
Year 2	0
Year 3	2
Year 4	4
Year 5	3
Year 6	3
Year 7	3
Total	20

Base: 20 respondents with children in primary school

Table 6.14: Please indicate the extent to which you agree or disagree with the following statements.

	Number		
	Strongly agree/agree a little	Neither/nor	Total
My child's school puts enough emphasis on reading and writing skills	17	3	20
My child's school puts enough emphasis on basic numeracy skills/sums	17	3	20

Base: 20 respondents with children in primary school

Table 6.15: Have you ever worked in a school?

	Number	%
Yes	29	17
No	130	75
No response	15	8
Total	174	100

Base: 174 (all respondents)

Table 7.1: Final Comments

	Number	%
Love living here	7	8
Flags intimidating, need more respect	6	7
Rubbish/dog fouling	5	6
More community policing	3	3
More facilities for children/teenagers	3	3
Housing	3	3
Other, <i>street lighting; gas heating; alley gates; wardens; bus service; better political leaders</i>	8	9
Nothing needs done	54	61
Total	89	100

Base: 76 respondents gave 89 comments

Appendix 4: Map of Inner East Belfast Neighbourhood Renewal Area

