
Barrack Hill/Gough Avenue Area Neighbourhood Renewal Survey Report



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1.0 INTRODUCTION

1.1 Background

The Research Unit, on behalf of Housing and Regeneration and Armagh District Office, conducted a Neighbourhood Renewal Survey in the Barrack Hill/Gough Avenue Area during December/January 2010/11.

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

1.2 Sample

As identified through PRAWL, the area contained a total of 154 privately-owned Housing Executive and Housing Association properties.

1.3 Methodology

Each of the 154 properties in the Barrack Hill/Gough Avenue Area received a letter inviting them to participate in the survey. Research Unit staff carried out the fieldwork for the survey during December 2010 and January 2011.

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

On commencement of fieldwork, 12 properties/addresses in the sample were found to be ineligible, resulting in a revised target figure of 142 possible contacts.

1.4 Response rate

Response to the survey was high at 70%.

Breakdown of response:		
	Number	%
Original sample	154	
VOIDS/vacant properties	12	
Revised sample	142	100
Refusals	23	16
Non-contact	19	13
Actual interviews achieved	100	70

1.5 Presentation of findings

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

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

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

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

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

The HRP is the household member who:

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

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

2.0 EXECUTIVE SUMMARY

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

- ◆ **Household type:** The predominant household types in the Barrack Hill/Gough Avenue Area estate were lone adult (28%), two adult (14%), lone older (14%), lone parent (9%) and small family (9%).
- ◆ **Tenure:** 40% of respondents were Housing Executive tenants, 26% were housing association tenants, 24% were owner-occupiers and 10% were private renters.
- ◆ **Age of household members:** Equal proportions (22%) were aged 25-39 and under 16; 19% were aged 40-59, 12% were aged 60 or older and 11% were aged between 16 and 24. The remaining 14% of respondents refused or omitted to state the age of household members.
- ◆ **Household religion:** 83% of households were Protestant, 7% were Catholic, 2% were mixed (Protestant/Catholic), 3% stated other or none as their religious affiliation and 5% refused or omitted to state their household religion.
- ◆ **Ethnic origin of household members:** 89% of household members were white, 2% stated 'other' as their ethnic origin and 9% refused or omitted to state the ethnic origin of their household members.
- ◆ **Gross weekly household income:** Income details were not available for 37% of households, due to non-response and 'refusal/don't know' responses. Of the remainder, 19% had a weekly income of between £201 and £300, 17% had £100 or less, 15% had between £101 and £200 and 12% had a gross weekly income of more than £300.
- ◆ **Benefits received by HRP and/or Partner:** The main benefits received by HRPs were Housing Benefit (33%), Retirement Pension (21%), Child Benefit (18%), Disability Benefit (18%), Income Support (18%), Child Tax Credits (24%), Pension Credit (14%), Job Seekers Allowance (11%) and Working Tax Credits (10%). More than one-third (37%) of HRPs had partners. Partners' main benefits were: Child Benefit (8%) and Child Tax Credit (8%).
- ◆ **Gender of HRP:** 48% were male and 41% were female. The remaining 11% of respondents did not disclose the gender of their HRP.
- ◆ **Age of HRP:** 32% were aged between 40 and 59; 27% were 25-39, 20% were 60 or older and 4% were between 16 and 24.
- ◆ **Marital status of HRP:** 37% were single (never married), 19% were married (first marriage), 13% were divorced, 11% were widowed, 5% were re-married, 4% were separated and 11% refused or omitted to state their marital status.
- ◆ **Employment status of HRP:** 40% were working (32% full-time, 4% part-time and 4% self-employed); 19% were not working (12% long-term and 7% short-term) and 14% were retired. 10% were permanently sick/disabled and 6% were looking after family/home. The remaining 12% refused or omitted to state their employment status.
- ◆ **Disability:** 33% of households surveyed had at least one family member with a physical disability.

2.2 Housing Executive tenants:

- ◆ 83% of Housing Executive tenants did not intend to buy their home. Their main reasons were financial (13 respondents) and prefer to rent (4 respondents).

2.3 The home:

- ◆ 30% of respondents had lived in the estate for more than 15 years and equal proportions (23%) of respondents had lived in the estate for one to five years and for 10 to 15 years, 19% for five to 10 years and 13% for less than a year.
- ◆ 91% of households surveyed had at least one smoke alarm (31% had one, 43% had two and 17% had three or more smoke alarms); 7% had no smoke alarms installed.
- ◆ 50% of homes surveyed had window locks, 36% had security lights/external lights, 31% had a door chain and 23% had a 'peephole' viewer on their front door; a small proportion (2%) had a burglar alarm fitted.
- ◆ 60% of respondents were either very satisfied or satisfied with their home, 23% were neither satisfied nor dissatisfied and 16% were either dissatisfied or very dissatisfied.
- ◆ The majority of respondents thought the following aspects of their homes were very good/good: electrical fittings (76%); Number of bedrooms (76%); pedestrian access (76%); size of bedrooms (76%) and kitchen layout (75%).
- ◆ 60% of homes surveyed had oil-fired central heating with radiators, 23% had Economy 7 and 13% had solid fuel open fire with radiators. Fewer homes had solid fuel glass-fronted fire with radiators (2%).
- ◆ 78% of respondents were satisfied with ease of use of their heating system, 65% with the amount of heat, 64% with control over the level of heat, 58% with health factors and 46% with the cost of running the system.

2.4 Life on the estate:

- ◆ 66% of respondents thought their estate was not really changing, 1741% thought it was changing for the better and 16% thought the estate was changing for the worse.
- ◆ Main reasons stated by respondents who thought the estate was changing for the better were: better relations between neighbours, houses fixed and well maintained and less graffiti/murals.
- ◆ The main reasons stated by respondents who thought the estate was changing for the worse were: estate/houses very untidy, anti-social behaviour and homes not maintained to an acceptable standard.
- ◆ 40% of respondents reported that they were proud or fairly proud of the general image of the estate; 46% had no strong feelings and 14% were slightly or very ashamed.
- ◆ Respondents reported high levels of satisfaction with the provision of the majority of general services in the area: street lighting (90%), emptying of wheelie bins (87%), bus services (81%), maintenance of open green areas (78%) and clearing of road drains (78%).
- ◆ Dissatisfaction was highest with the provision of bus shelters (41%), weeding of footpaths/alleyways (35%), street sweeping (27%), policing in the area (24%) and repairs to roads and pavements (21%)

- ◆ Less than one-tenth (8%) of respondents were aware of the Housing Executive's neighbourhood warden service.
- ◆ Issues considered to be a major/minor problem by most respondents included: speeding vehicles/motorcycles (62%), car parking within estate (61%), dogs fouling on footpaths/green areas (54%) nuisance from dogs (46%), late night parties/loud music (34%), alcohol abuse – under 18 years (31%) and alcohol abuse – over 18 years (31%).
- ◆ Crimes that minorities of respondents reported they had experienced during the previous 12 months included: vandalism of car (10%), vandalism of property (8%), verbal threats (3%), and physical assault (3%).
- ◆ Almost all respondents said they felt safe in their home (98%) and walking around the area during the day (95%); most also felt safe at home after dark (88%), although fewer felt safe walking around the area after dark (76%).
- ◆ 89% of respondents were aware of the Barrack Hill/Gough Avenue Area Residents Association. More than half (52%) thought the Residents' Association was representative of the community as a whole, 33% felt they were not representative.

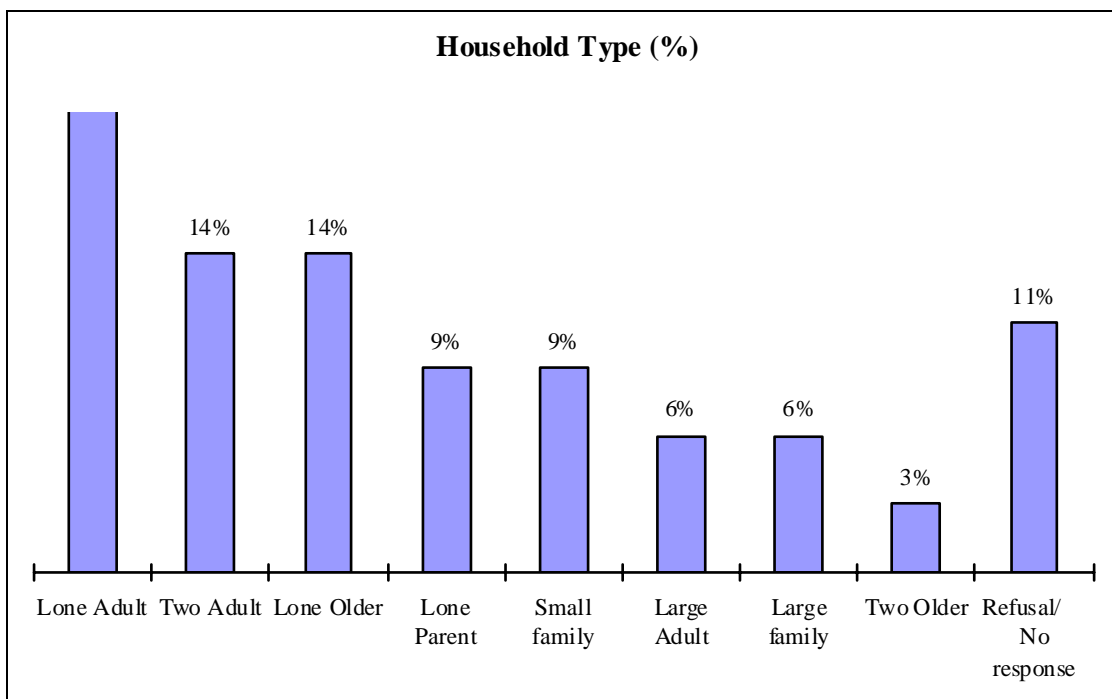
3.0 Household Profile

3.1 Household type

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

The predominant household types in the Barrack Hill/Gough Avenue Area were lone adult (28%), two adult (14%) and lone older (14%). Equal proportions (9%) were lone parent and small family households. The remaining households were: large adult (6%) large family (6%) and two older (3%). Insufficient information was received from 11% of respondents to enable definition of household type (Figure 1; *Appendix Table 1*).

Figure 1



Base: 100 (all respondents)

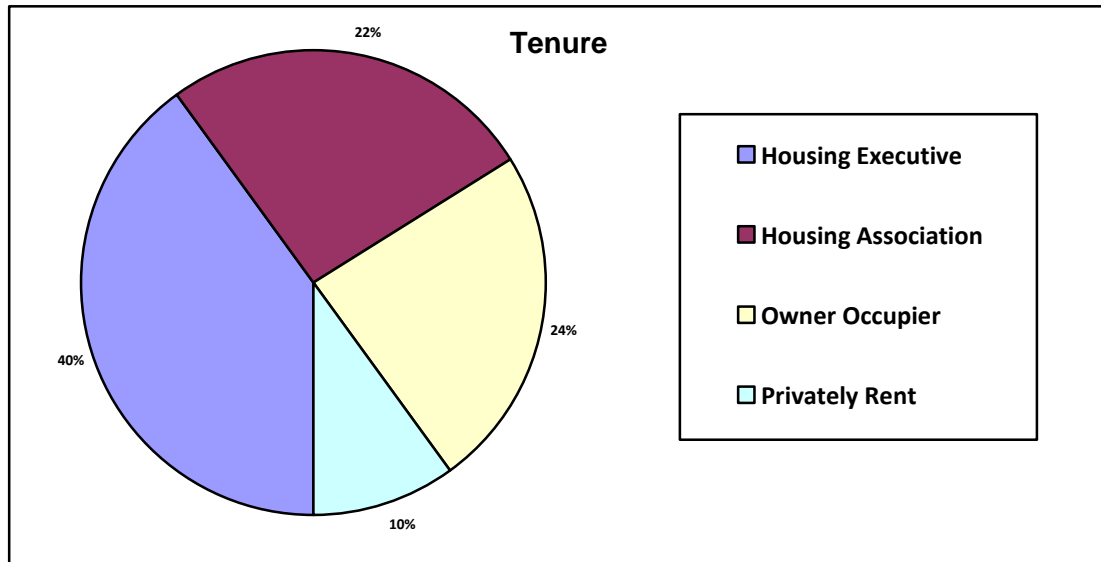
3.2 Number of people per household

Almost one-half (45%) of households in the survey comprised one person, 28% had two persons, 12% had three persons, 6% had four persons and 7% had five or more household members. The remaining 2% of respondents either refused or omitted to provide information on the number of people in their household (*Appendix Table 2*).

3.3 Tenure

Two-fifths (40%) of households rented from the Housing Executive, 26% rented from a housing association, 24% of households were owner-occupied and one-tenth (10%) rented privately (Figure 2; Appendix Table 3).

Figure 2



Base: 100 (all respondents)

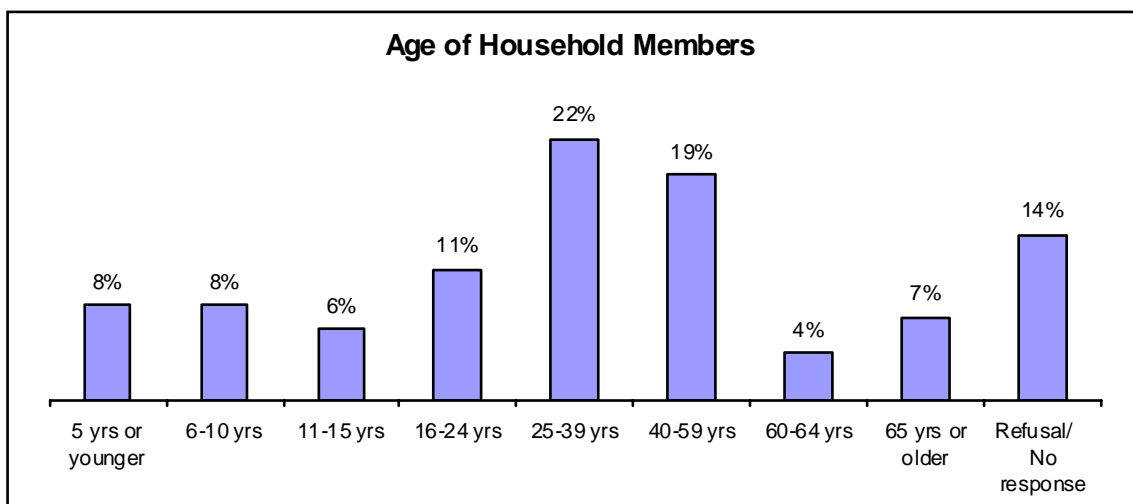
3.4 Household members

Respondents were asked to state the number of people living in their household and their ages. The survey gathered information on a total of 204 household members.

Age

More than four-fifths (22%) of household members were aged between 25 and 39 and 19% were between 40 and 59. More than one-tenth (14%) of household members were aged between 16 and 24 and equal proportions (8%) were five years old or younger and aged between six and 10. Smaller proportions were 65 or older (7%), aged between 11 and 15 (6%) and between 60 and 64 (4%). The age of 14% of household members was not available, due to refusal or non-response (Figure 3; Appendix Table 4).

Figure 3



Base: 204 household members

3.5 Household religion

The religion of more than four-fifths (75%) of households in the Barrack Hill/Gough Avenue Area was described as Protestant and 7% were Catholic. A small proportion (5%) of respondents described their household religion as mixed, 'other' or as having no religious affiliation. The remaining 5% either refused or omitted to state the religion of their household (*Appendix Table 5*)

3.6 Ethnic origin of household members

The majority (89%) of household members were white; 9% refused or omitted to state the ethnic origin of household members and the remainder of respondents (2%) stated 'other' as their ethnic origin (*Appendix Table 6*).

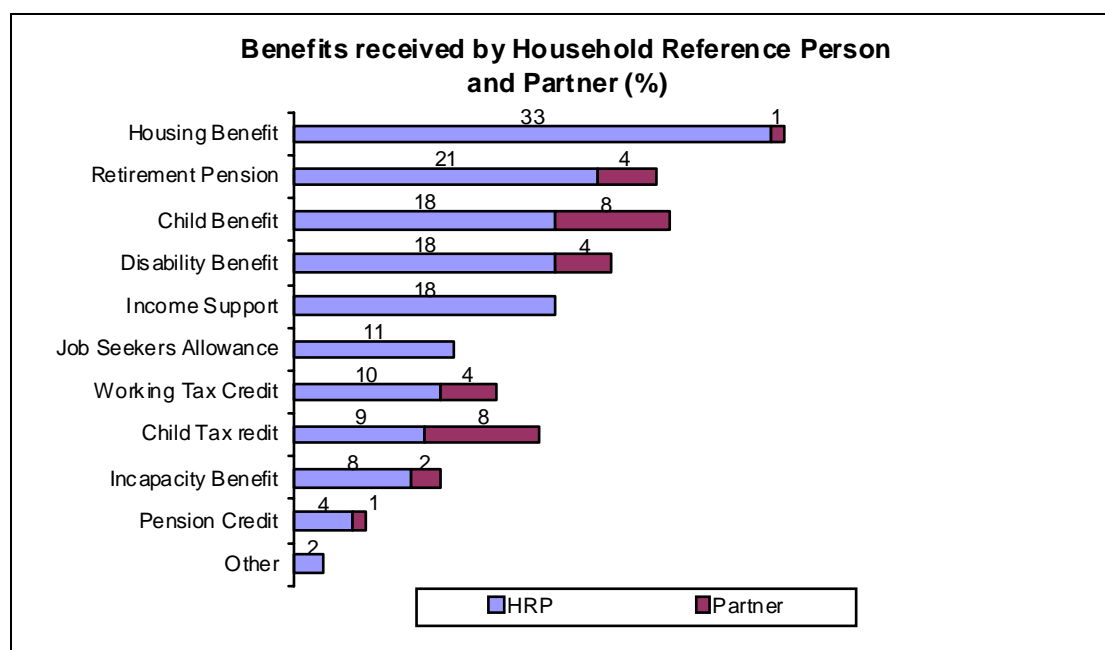
3.7 Gross Weekly Household Income

More than one-third (37%) of respondents did not know, refused or omitted to state the gross weekly income of their household. Of the remainder, 19% stated that their household's gross weekly income was between £201 and £300 and 12% had more than £300 per week. Almost one-tenth (9%) stated that their gross weekly income was between £61 and £80. A further 7% of households had between £141 and £200 and equal proportions (6%) had between £81 and £100 and between £121 and £140. Smaller proportions (2% in each case) had an income of between £101 and £120 and £60 or less per week (*Appendix Table 7*).

3.8 Benefits received by HRP and/or Partner

The main benefits received by HRPs were Housing Benefit (33%) and Retirement Pension (21%). Equal proportions (18%) of HRPs were in receipt of Child Benefit, Disability Benefit and Income Support. Other benefits received by HRPs included Jobseekers Allowance (11%), Working Tax Credit (10%), Child Tax Credit (9%), Incapacity Benefit (8%) and Pension Credit (4%). A small proportion (2%) of respondents stated that the HRP was in receipt of other benefits (Carer's Allowance). More than one-third (37%) of HRPs had partners. Partners' main benefits were: Child Benefit (8%) and Child Tax Credit (8%) (Figure 4; *Appendix Table 8*).

Figure 4



Base: 100 respondents / 37 partners who gave sufficient information

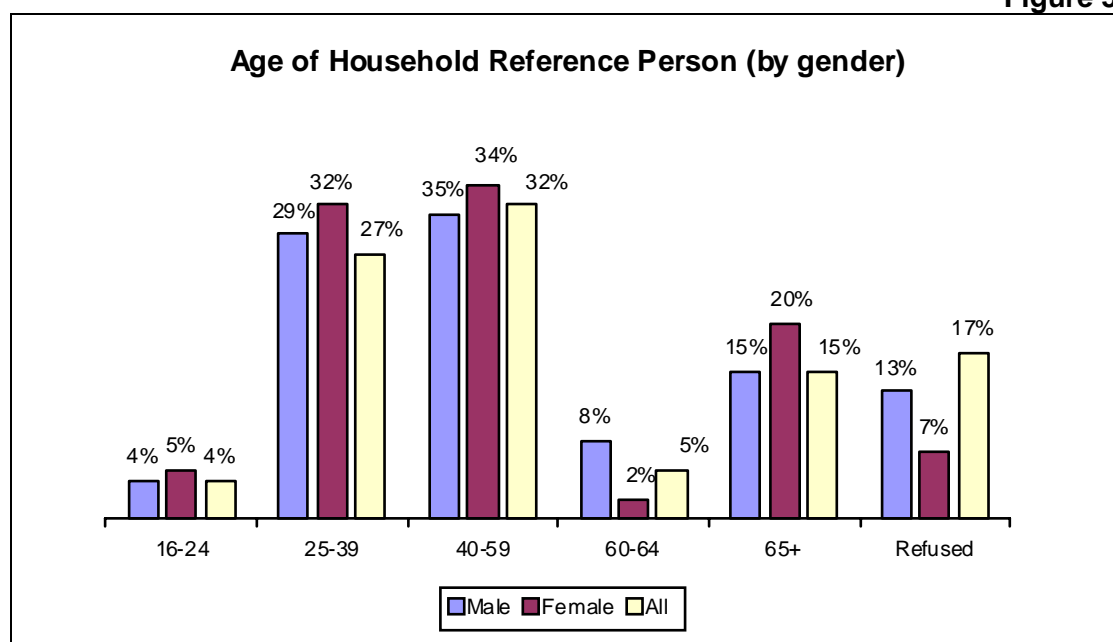
3.9 Gender of Household Reference Person (HRP)*

Forty-eight percent of HRPs were male and 41% were female. The remaining 11% did not disclose the gender of their HRP (*Appendix Table 9*).

3.10 Age of HRP

Most respondents (83%) stated the age of their HRP. Almost one-third (32%) of HRPs were aged between 40 and 59, 27% were between 25 and 39 and 15% were aged 65 or older. Five percent of HRPs were aged between 60 and 64 years and 4% were aged between 16 and 24 (Figure 5; *Appendix Table 10*).

Figure 5



Base: 100 (all respondents)

3.11 Marital status of HRP

More than one-third (37%) of HRPs were single (never married), 19% were married (first marriage) and 13% were divorced. A further 11% were widowed, 5% were re-married and 4% were separated. The remaining 11% of respondents either refused or omitted to state the marital status of their HRP (*Appendix Table 11*).

3.12 Employment status of HRP

Almost one-third (32%) of HRPs were working full-time, 14% were retired and 12% were not working long-term. A further 10% were permanently sick/disabled and 7% were not working short-term. Smaller proportions were looking after family/home (5%), working part-time (4%) and self-employed (4%). The remainder of respondents (12%) refused or omitted to state the employment status of their HRP (*Appendix Table 12*).

3.13 Household members with a physical disability

One-third (33%) of respondents said their household had at least one member with a disability. Among these households, 94% (31 respondents) had one disabled member and 6% (<5 respondents) had two disabled members (*Appendix Tables 13 and 14*).

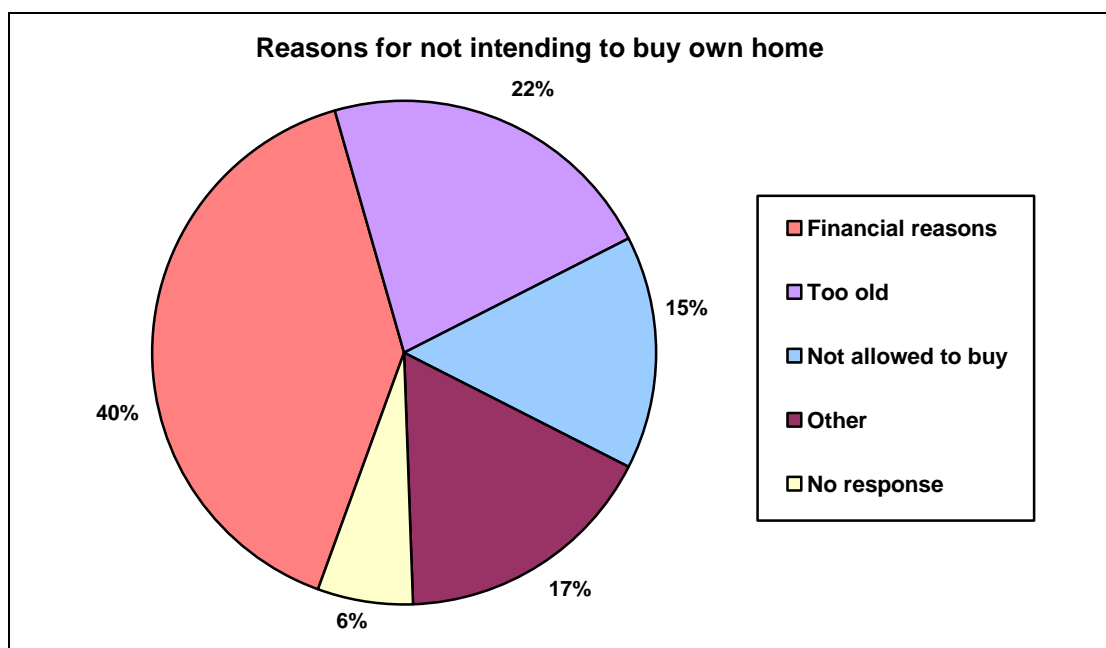
* See introduction (paragraph 1.9) for the definition of the Household Reference Person (HRP).

4.0 HOUSING EXECUTIVE TENANTS

4.1 Purchase of home

Two-fifths (40%) of all respondents were Housing Executive tenants, most of whom (83%; 33 respondents) said they did not intend to purchase their home. The main reasons cited were: financial reasons (13; 39%), prefer to rent (<5; 12%) and too old to buy (<5; 9%). Twenty-seven percent of respondents (9) gave various other reasons for not intending to purchase their home and 12% omitted to state their reasons (Figure 6; *Appendix Tables 15 and 16*).

Figure 6



Base: 33 NIHE tenants who did not intend to buy their home

4.2 Transfer

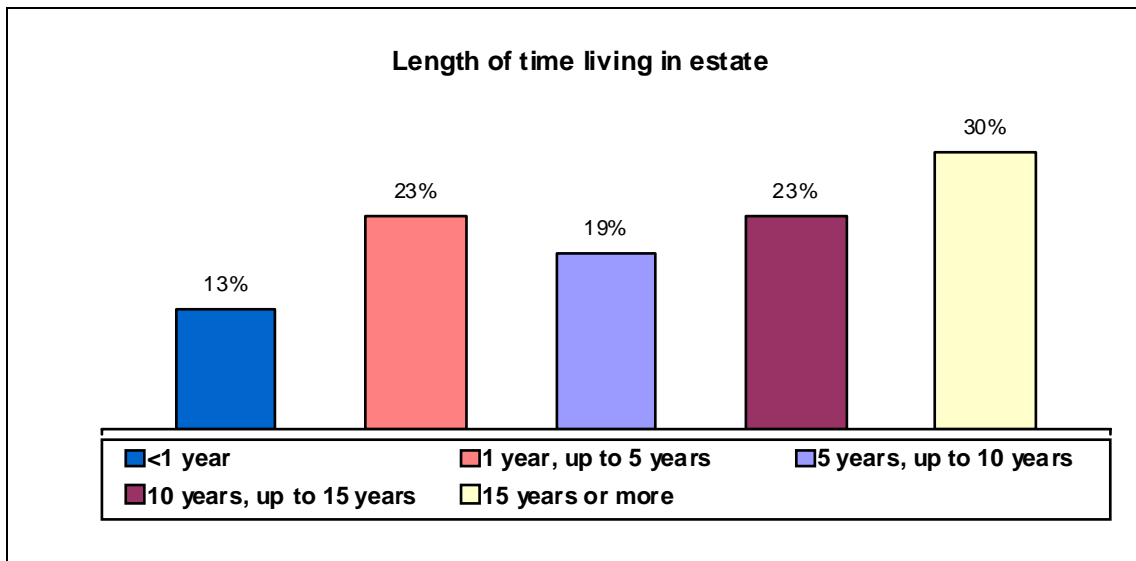
Of the Housing Executive tenants who did not intend to buy their home or who were unsure at the time of the survey (39; 97%), 3 respondents had applied for a transfer from their present property and 4 respondents had intended to apply within the next 12 months. Of these respondents, five wished to transfer within their own estate and two wished to transfer to a different estate (*Appendix Tables 17-19*).

5.0 THE HOME

5.1 Length of residence

Thirty percent of respondents had lived in their present home for more than 15 years and equal proportions (23%) of respondents had lived in their present home for one year, up to five years, or 10 years, up to 15 years. Almost one-fifth (19%) had lived in their present home for between five and 10 years and 13% of respondents had lived in their present home for less than one year (Figure 7: *Appendix Table 20*).

Figure 7



5.2 Location of previous home

The location of respondents' previous home was: within Barrack Hill/Gough Avenue Area (37%), outside Barrack Hill/Gough Avenue Area but within the Armagh area (36%) and outside Armagh (26%) (*Appendix Table 21*).

5.3 Current property type

More than two-thirds (68%) of respondents lived in houses, 23% lived in flats and 6% lived in bungalows (*Appendix Table 22*).

5.4 Smoke alarms

Most households surveyed (91%) had at least one smoke alarm (31% had one, 43% had two and 17% had three or more smoke alarms). A small proportion (7%) of respondents reported that their home had no smoke alarms installed (*Appendix Table 23*).

5.5 Home security

Half (50%) of respondents stated that they had window locks, 36% had security lights/external lights, 31% had a door chain and 23% had a 'peephole' viewer on their front door; a small proportion (2%) had a burglar alarm fitted in their home (*Appendix Table 24*).

5.6 Size of home

The majority of respondents (82%) thought their home was about the right size, 12% thought their home was too small and the remaining 5% thought their home was too big or were unsure (*Appendix Table 25*).

5.7 Overall satisfaction with home

Three-fifths of respondents (60%) were either very satisfied or satisfied with their home, 23% were neither satisfied nor dissatisfied and 16% were dissatisfied with their home (*Appendix Table 26*).

5.8 Physical aspects of home

Respondents were asked about a variety of aspects of their home (*Appendix Table 27*). The majority of respondents reported all aspects to be either very good or good:

- ◆ Electrical fittings-----76%
- ◆ number of bedrooms-----76%
- ◆ pedestrian access -----76%
- ◆ size of bedroom -----76%
- ◆ kitchen layout-----75%
- ◆ kitchen fittings -----68%
- ◆ standard of bathroom-----65%
- ◆ external doors -----63%
- ◆ internal doors -----63%
- ◆ vehicle access-----63%
- ◆ security of dwelling-----59%
- ◆ dining area provision-----59%

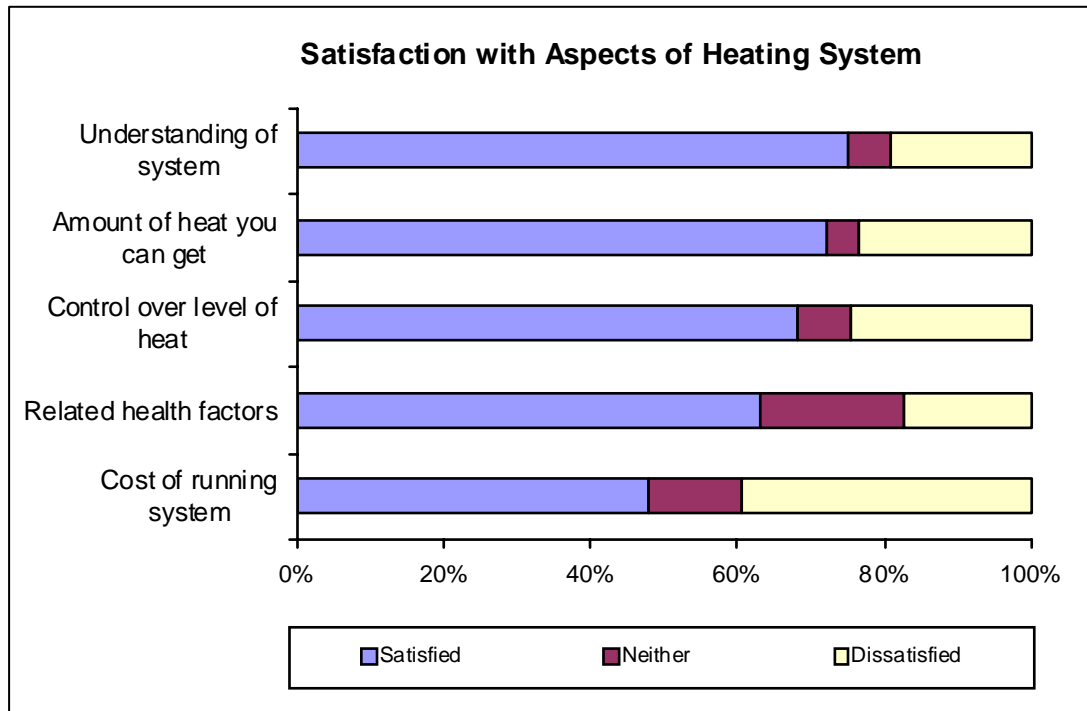
5.9 Heating

Three-fifths (60%) of homes represented in the survey had oil-fired central heating with radiators; 23% had Economy 7 and 13% had solid fuel open fire with radiators. Fewer homes had solid fuel glass-fronted fire with radiators (2%) (*Appendix Table 28*).

5.10 Satisfaction with aspects of heating systems was as follows:

- ◆ Ease of use of the system (78%),
- ◆ amount of heat (65%),
- ◆ control over amount of heat (64%),
- ◆ health factors (58%),
- ◆ cost of running the system (46%) (*Figure 8: Appendix Table 29*).

Figure 8



Base: 100 (all respondents)

6.0 LIFE ON THE ESTATE

6.1 Image of the estate

Two-thirds (66%) of respondents thought their estate was not really changing, 17% thought it was changing for the better and 16% thought the estate was changing for the worse (*Appendix Table 30*).

The respondents who felt the estate was changing for the better (17 respondents) were asked to state their main reasons (respondents could give more than one response).

Main findings were as follows:

- ◆ Better relations between neighbours -----6
- ◆ Houses fixed and well maintained-----<5
- ◆ Less graffiti/murals -----<5
- ◆ People taking pride in the area, buying own homes-----<5
- ◆ Area a lot quieter -----<5
- ◆ Other reasons -----6

(*Appendix Table 31*)

Respondents who felt the estate was changing for the worse (16 respondents; 16%) were asked to state their main reasons (respondents could give more than one response).

Main findings were as follows:

- ◆ Estate/houses very untidy -----5
- ◆ Anti-social behaviour -----<5
- ◆ Houses not fixed and well maintained-----<5
- ◆ Poor community spirit due to foreign nationals -----<5
- ◆ Footpaths/roads need improved -----<5
- ◆ Problem with dogs fouling -----<5
- ◆ Paramilitary flags/emblems -----<5
- ◆ Other various problems -----9

(*Appendix Table 32*)

Respondents were asked how they felt about the general image of the estate if friends or relatives came to visit. Two-fifths (40%) reported that they were proud or fairly proud of the general image of the estate, 46% had no strong feelings about the image of the estate and 14% were slightly or very ashamed (*Appendix Table 33*).

6.2 Satisfaction with general services in the area

Respondents reported high levels of satisfaction with the provision of the majority of general services in the area. High proportions of respondents were satisfied with street lighting (90%), emptying of wheelie bins (87%), bus service (81%), maintenance of open green areas (78%), clearing of road drains (78%) and repairing roads and pavements (75%).

Dissatisfaction was highest with the provision of bus shelters (41%), weeding of footpaths/alleyways (35%), street sweeping (27%), policing in area (24%) and repairs to roads and pavements (21%) (*See Appendix Table 34 for full details.*)

6.3 Neighbourhood warden

The Housing Executive provides a neighbourhood warden within the estate. Less than one-tenth (8 respondents; 8%) were aware of the neighbourhood warden. Of these, <5 respondents had used the service (*Appendix Tables 35 and 36*).

6.4 Perceived problems within the estate

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

- ◆ Speeding vehicles/motorcycles: ----- 62% (39% major; 23% minor)
- ◆ Car parking within estate: ----- 61% (34% major; 27% minor)
- ◆ Dogs fouling on footpaths/green areas: ----- 54% (30% major; 24% minor)
- ◆ Nuisance from dogs:----- 46% (19% major; 27% minor)
- ◆ Late night parties/loud music: ----- 34% (7% major; 27% minor)
- ◆ Alcohol abuse – aged under 18:----- 31% (11% major; 20% minor)
- ◆ Alcohol abuse – aged over 18:----- 31% (11% major; 20% minor)
- ◆ Youths over 12 years old loitering:----- 25% (8% major; 17% minor)
- ◆ Level of graffiti:----- 21% (4% major; 17% minor)
- ◆ Neighbours disputing elsewhere in the estate: - 21% (1% major; 20% minor)
- ◆ Level of vandalism:----- 20% (5% major; 15% minor)
- ◆ Neighbours disputing in your street: ----- 20% (3% major; 17% minor)

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

- ◆ Unsupervised children – under 12 ----- 90%
- ◆ Theft and burglary ----- 89%
- ◆ Solvent abuse ----- 86%
- ◆ Sectarianism ----- 86%
- ◆ Flags and emblems ----- 83%
- ◆ Racism ----- 83%

(*Appendix Table 37*)

6.5 Crime

The majority of respondents (88%) stated that neither they nor any other member of their household had experienced any crimes during the previous 12 months. Crimes that minorities of respondents reported they had experienced during the previous 12 months included: vandalism of car (10%) and vandalism of property (8%). Smaller proportions of respondents had experienced verbal threat (3%), physical assault (3%) and theft of car (1%). The remaining 3% had experienced other crimes. Respondents who had experienced crime were asked if they had reported the incident to the police, details of which are included in *Appendix Table 38*.

6.6 Feelings of safety

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

- ◆ at home during the day (98%),
- ◆ walking around the area during the day (95%),
- ◆ at home after dark (88%), and
- ◆ walking around the area after dark (76%) (*Appendix Table 39*).

6.7 Barrack Hill/Gough Avenue Area Residents Association

The majority of respondents (89%) were aware of the Barrack Hill/Gough Avenue Area Residents Association (*Appendix Table 40*). One-fifth (20%) said they would consider joining the Barrack Hill/Gough Avenue Area Residents Association; 76% (20 respondents) were not interested in joining and a small proportion (3%) stated that they were already members of the community association (*Appendix Table 41*).

6.8 Respondents who were not interested in joining the community association (76%) were asked to state their main reasons.

Main reasons were as follows:

- ◆ Not interested in joining,
- ◆ too busy/work obligations,
- ◆ too old,
- ◆ too cliquey,
- ◆ was previously a member, and
- ◆ Residents Association doesn't do enough for the area. (*Appendix Table 42*)

6.9 Respondents were asked if they felt the Barrack Hill/Gough Avenue Area Residents Association was representative of the community as a whole. More than half (52%) of respondents felt it was representative of the community and 33% felt it was not representative. Fourteen percent omitted to answer the question (*Appendix Table 43*)

6.10 Respondents who felt the Barrack Hill/Gough Avenue Area Community Association was not representative of the community as a whole (33%) were asked to state their main reasons. (Respondents could give more than one response)

Main reasons were as follows:

- ◆ don't represent everyone in the area (7 respondents),
 - ◆ not all residents participate (<5 respondents),
 - ◆ lack of communication between group and residents (<5 respondents),
 - ◆ they don't do anything for the area (<5 respondents), and
 - ◆ other various reasons (8 respondents).
- (*Appendix Table 44*)

6.11 Activities/services/courses respondents would like to see in the estate

The Barrack Hill/Gough Avenue Area Residents Association are interested in finding out the uptake of various services, courses and activities residents would like to see provided by them. Respondents were asked to identify, from a list, the activities/services/courses they or a member of their household would use.

Responses were as follows:

- ◆ Sports facilities; ----- (45%)
- ◆ Adult Education Classes:----- (42%)
- ◆ Information Advice Services: ----- (41%)
- ◆ IT facilities/computer classes: ----- (39%)
- ◆ Health Awareness Courses: ----- (38%)
- ◆ Exercise classes: ----- (36%)
- ◆ Youth activities: ----- (35%)
- ◆ Child protection training:----- (32%)
- ◆ Arts and crafts classes: ----- (31%)
- ◆ Facilities for senior citizens:----- (27%)
- ◆ Music classes:----- (26%)
- ◆ Women's group: ----- (26%)
- ◆ Local history classes:----- (25%)
- ◆ Unemployment/Job club: ----- (25%)
- ◆ Childcare facility:----- (19%)
- ◆ Men's group:----- (19%)
- ◆ Pre-school; playgroup: ----- (18%)
- ◆ Surestart programme: ----- (16%)
- ◆ Parent/toddler group: ----- (15%)

(Appendix Table 45)

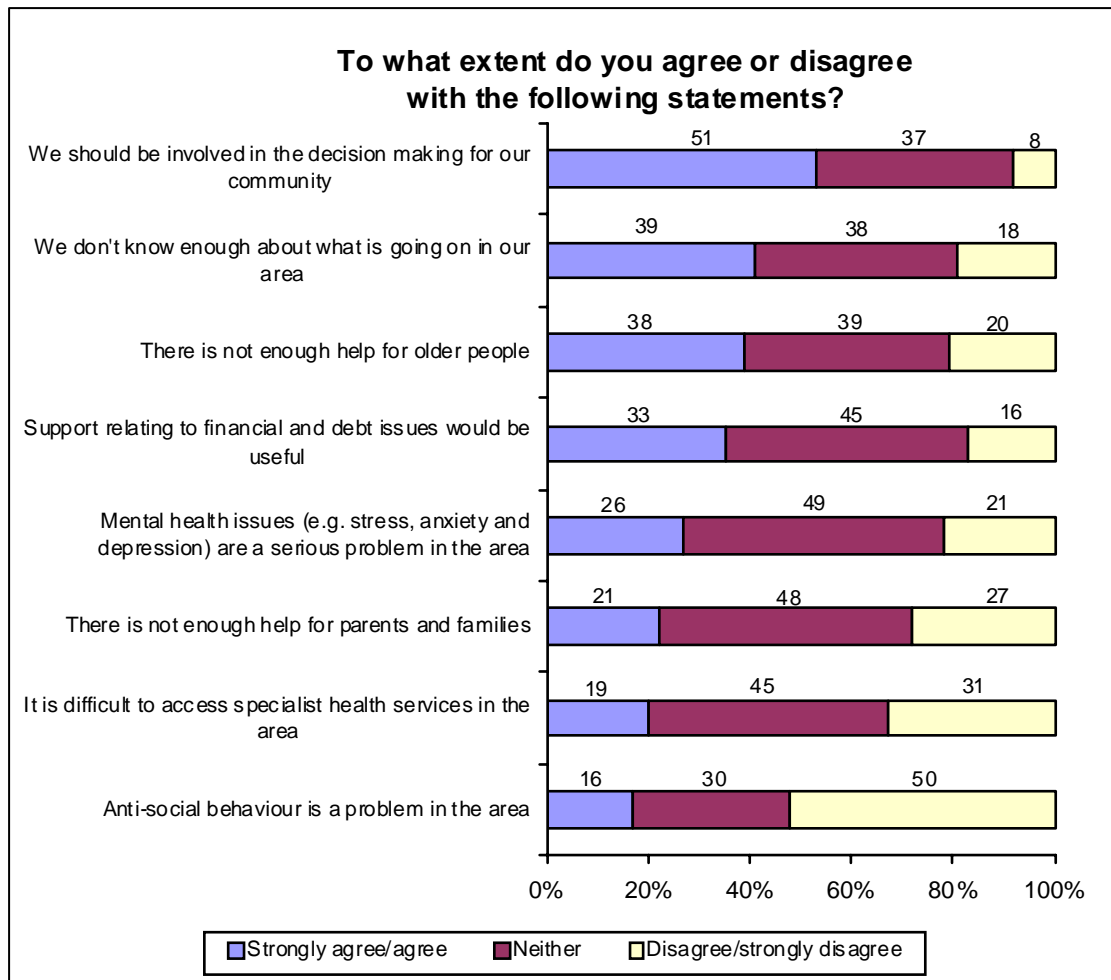
Respondents were asked what other facilities or services that they would like to see provided by the Barrack Hill/Gough Avenue Area Residents Association. 13 respondents suggested other activities or services. Respondents could give more than one response to this question. Their main responses included:

- ◆ New/improved play park: -----(8)
- ◆ Speed ramps :----- (<5)
- ◆ Improved parking: ----- (<5)
- ◆ Disused garages purchased/rented:----- (<5)
- ◆ Slow signs for children playing: ----- (<5)

(Appendix Table 46)

6.12 All respondents were shown a series of statements and were asked to what extent they agree or disagree with each one. The majority of respondents strongly agreed/agreed with all statements (see *Appendix Table 47* for full details). Main findings were as follows:

Figure 9



Base: 100 respondents

7.0 ADDITIONAL COMMENTS

7.1 On completion of the questionnaire, all respondents were given the opportunity to make general comments about their estate. In total 34% (34 respondents) commented on a number of issues concerning life on the Barrack Hill/Gough Avenue Area estate.

7.2 Other comments included:

- ◆ Happy with estate,
- ◆ problem with speeding vehicles,
- ◆ need improved parking facilities,
- ◆ double glazing for windows,
- ◆ area needs cleaned up,
- ◆ houses and flats need renovated, and
- ◆ good neighbours.

TABULAR REPORT –BARRACK HILL/GOUGH AVENUE AREA

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

Table 1: Household Types

Definition of Household Types:		Number	%
Lone Adult	One person below pensionable age – 65 years for men, 60 years for women	28	28
Two Adult	Two people, related or unrelated, below pensionable age	14	14
Lone older	Lone person of pensionable age, 65 years for men, 60 years for women	14	14
Lone Parent	Sole adult living with dependent (children) under 16 years of age	9	9
Small Family	Any two adults, related or unrelated living with 1 or 2 dependent children under 16 years of age	9	9
Large Adult	Three or more adults, related or unrelated, with or without 1 dependent child under 16 years of age	6	6
Large family	Any two adults, related or unrelated, living with 3 or more dependent children under 16 years of age OR three or more adults, related or unrelated, living with two or more dependent children under 16 years of age	6	6
Two Older	Two people, related or unrelated, at least one of whom is of pensionable age	3	3
Refusal/non response	Respondent refused to give details of their household or gave insufficient information to define household type	11	11
Total		100	100

Base: 100 respondents

Table 2: Number of people in each household

	Number	Percentage
One person	45	45
Two people	28	28
Three people	12	12
Four people	6	6
Five people or more	7	7
Refusal/non response	2	2
Total	100	100

Base: 100 respondents

Table 3: Tenure

	Number	Percentage
Rent from Housing Executive	40	40
Housing Association	26	26
Owner Occupier	24	24
Private rented	10	10
Total	100	100

Base: 100 respondents

Table 4: Age of household members

	Number	Percentage
5 years old or less	16	8
6 – 10 years old	16	8
11 – 15 years old	13	6
16 – 24 years old	22	11
25 – 39 years old	45	22
40 – 59 years old	39	19
60 – 64 years old	9	4
65 or older	15	7
Refusal/non response	29	14
Total	204	100

*Base: 204 household members***Table 5: Religion of household**

	Number	Percentage
Protestant	83	83
Catholic	7	7
Mixed Religion Protestant/Catholic	2	2
None	3	3
Refusal/non response	5	5
Total	100	100

*Base: 100 respondents***Table 6: Ethnic Origin of Household Reference Person**

	Number	Percentage
White	89	89
Other	2	2
Refusal/ non response	9	9
Total	100	100

*Base: 100 respondents***Table 7: Approximate Weekly Income of Household by Household Type (Percentages)**

	Lone adult	Two adults	Lone parent	Small family	Large family	Large adult	Two older	Lone older	No response	All Households
£60 or less	7	-	-	-	-	-	-	-	-	2
£61 to £80	25	7	-	-	-	-	-	-	9	9
£81 to £100	21	-	-	-	-	-	-	-	-	6
£101 to £120	4	-	-	-	-	-	-	-	9	2
£121 - £140	4	-	33	-	-	-	33	7	-	6
£141 - £200	-	7	11	-	-	-	-	14	27	7
£201 - £300	4	7	11	33	50	50	67	21	18	19
>£300	14	43	-	11	-	-	-	7	-	12
Refusal/non response	14	36	33	44	33	50	-	36	27	29
Don't know	7	-	11	11	17	-	-	14	9	8
Total	100	100	100	100	100	100	100	100	100	100

Base: 100 households about which there was sufficient information

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

	Head of Household		Partners	
	Number	%	Number	%
Housing Benefit	33	33	1	1
Retirement Pension	21	21	4	4
Child Benefit	18	18	8	8
Disability Benefit	18	18	4	4
Income Support	18	18	-	-
Job Seekers Allowance	11	11	-	-
Working Tax Credit	10	10	4	4
Child Tax Credit	9	9	8	8
Incapacity Benefit	8	8	2	2
Pension Credit	4	4	1	1
Other benefits	2	2	-	-

Base: 100 respondents who gave sufficient information 37 Partners

Table 9: Gender of Household Reference Person

	Number	Percentage
Male	48	48
Female	41	41
Refusal/non response	11	11
Total	100	100

Base: 100 respondents

Table 10: Age of Household Reference Person

Age groups	Male		Female		Refusal/non response		All	
	Num	%	Num	%	Num	%	Num	%
16-24	2	4	2	5	-	-	4	4
25-39	14	29	13	32	-	-	27	27
40-59	15	31	14	34	3	27	32	32
60-64	4	8	1	2	-	-	5	5
65+	7	15	8	20	-	-	15	15
Refusal/Non response	6	13	3	7	8	73	17	17
Total	48	100	41	100	11	100	100	100

Base: 100 respondents

Table 11: Marital Status Household Reference Person

	Number	Percentage
Single (never married)	37	37
Married (first marriage)	19	19
Divorced (but not legally re-married)	13	13
Widowed (but not legally re-married)	11	11
Re-married	5	5
Separated (but not legally re-married)	4	4
Refusal/non response	11	11
Total	100	100

Base: 100 respondents

Table 12: Employment details Household Reference Person

	Number	Percentage
Working full-time	32	32
Retired (excludes looking after home)	14	14
Not working long term (more than 1 year)	12	12
Permanently sick/Disabled	10	10
Not working short term (less than 1 year)	7	7
Looking after family/home	5	5
Working part-time	4	4
Self employed	4	4
Refusal/Non response	12	12
Total	100	100

*Base: 100 respondents***Table 13: Household members with a disability**

	Number	%
Yes	33	33
No	65	65
Refusal/non response	2	2
Total	100	100

*Base: 100 respondents***Table 14: Number of members with a disability**

	Number	%
One	31	94
Two	2	6
Total	33	100

*Base: 33 respondents who said a member of their household had a disability***Table 15: Do you intend to buy your home from the Housing Executive?**

	Number	Percentage
Yes	1	3
No	33	83
Don't know	6	15
Total	40	100

Base: 40 Housing Executive respondents

Table 16: Reasons for not wanting to buy your home

	Number	Percentage
Financial Reasons	13	39
Prefer to rent	4	12
Too old to buy	3	9
Lack of maintenance by NIHE	2	6
Area badly run down	2	6
Poor heating and windows	2	6
Property not suitable	1	3
Dislike property	1	3
Flats not for sale	1	3
No comment/non response	4	12
Total	33	100

Base: 33 Housing Executive respondents who do not intend to buy their own home

Table 17: Have you applied to the Housing Executive for a transfer?

	Number	Percentage
Yes	3	8
No	36	92
Total	39	100

Base: 39 Housing Executive respondents

Table 18: Do you intend to apply for a Housing Executive transfer?

	Number	Percentage
Yes	4	11
No	32	89
Total	36	100

Base: 36 Housing Executive respondents who had not already applied for a transfer

Table 19: Where do you wish to transfer to?

	Number
Wish to transfer to different estate	5
Wish to transfer within own estate	2
Total	7

Base: 7 Housing Executive respondents who have applied/intend to apply for a transfer

Table 20: Length of residence in present home

	Number	Percentage
Less than one year	13	13
1 year or more but less than 5 years	23	23
5 years or more but less than 10 years	19	19
10 years or more but less than 15 years	14	23
More than 15 years	30	30
No response	1	1
Total	100	100

Base: 100 respondents

Table 21: Location of previous home

	Number	Percentage
Within Barrack Hill/Gough Avenue area	37	37
Outside Barrack Hill/Gough Avenue area but within the Armagh area	36	36
Outside Armagh	26	26
No response	1	1
Total	100	100

Base: 100 respondents

Table 22: Property Type

	Number	Percentage
House	68	68
Flat	23	23
Bungalow	6	6
Maisonette	3	3
Total	100	100

Base: 100 respondents

Table 23: Smoke alarms

	Number	Percentage
None	7	7
One	31	31
Two	43	43
Three or more	17	17
No - response	2	2
Total	100	100

Base: 100 respondents

Table 24: Home security

	Number	Percentage
Window locks	50	50
Security lights/External lights	36	36
Door chain	31	31
Door viewer/Peephole	23	23
Burglar Alarm	2	2

Base: 100 respondents

Table 25: Size of home

	Number	Percentage
About the right size	82	82
Too small	12	12
Too big	2	2
Not sure	3	3
No response	1	1
Total	100	100

Base: 100 respondents

Table 26:

Overall satisfaction with home

	Number	Percentage
Very satisfied	20	20
Satisfied	40	40
Neither	23	23
Dissatisfied	13	13
Very dissatisfied	3	3
Total	100	100

Base: 100 respondents

Table 27:

Assessment of physical aspects of your home (%)

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	No response/Refusal	N/A	Total %
Electrical fittings	21	55	11	7	2	4	-	100
Number of bedrooms	17	59	16	4	1	3	-	100
Pedestrian access	16	60	7	7	5	5	-	100
Size of bedrooms	12	64	15	7	-	2	-	100
Kitchen layout	21	54	12	10	1	2	-	100
Kitchen Fittings	22	46	11	15	4	2	-	100
Standard of Bathroom	17	48	11	16	5	3	-	100
External doors	20	43	10	14	9	4	-	100
Internal doors	17	46	17	10	6	4	-	100
Vehicle access	11	52	9	11	12	5	-	100
Security of dwelling	12	47	14	11	12	4	-	100
Dining area	11	48	17	9	7	4	4	100
Garden fencing	12	38	14	21	3	5	7	100
Windows	17	32	8	16	25	2	-	100
Size of garden	9	39	15	19	9	4	5	100
Outside Storage	6	32	15	21	18	5	3	100
Parking provision	7	30	15	21	17	5	5	100

Base: 100 respondents

Table 28:

Main heating system

	Number	Percentage
Oil fired with radiators	60	60
Economy 7	23	23
Solid fuel open fire (with radiators)	13	13
Solid fuel glass fronted fire (with radiators)	2	2
None	1	1
No response	1	1
Total	100	100

Base: 100 respondents

Table 29: How satisfied are you with the following aspects of your heating system?

	Very satisfied		Satisfied		Neither		Dissatisfied		Very dissatisfied	
	Num	%	Num	%	Num	%	Num	%	Num	%
The ease of use of the system	25	25	43	43	6	6	9	9	11	11
The amount of heat	15	15	50	50	4	4	15	15	11	11
The control over the level of heat	15	15	49	49	7	7	10	10	13	13
Related health factors	11	11	47	47	18	18	9	9	7	7
The cost of running your system	7	7	39	39	12	12	22	22	16	16

*Base: 100 respondents***Table 30: Would you say the estate is ...?**

	Number	Percentage
Changing for the better	17	17
Not really changing	66	66
Changing for the worse	16	16
No Response	<5	1
Total	100	100

*Base: 100 respondents***Table 31: Main reasons why estate is changing for the better**

	Number
Better relations between neighbours	6
Houses fixed and well maintained	<5
Less graffiti/murals	<5
People taking pride in area, buying own homes	<5
Area a lot quieter	<5
Other reasons	6

*Base: 17 respondents who said that the estate is changing for the better.**N.B. Respondents could give more than one response***Table 32: Main reasons why estate is changing for the worse**

	Number
Estate/houses very untidy	5
Anti-social behaviour	<5
Houses not maintained to acceptable standard	<5
Poor community spirit due to foreign nationals	<5
Footpaths/roads need improved	<5
Problem with dogs fouling/cats	<5
Paramilitary flags/emblems	<5
Other reasons	9

*Base: 16 respondents who said that the estate is changing for the better.**N.B. Respondents could give more than one response*

Table 33: How do you feel about the general image of the estate?

	Number	Percentage
Proud	8	8
Fairly proud	32	32
No strong feelings	46	46
Slightly ashamed	9	9
Very ashamed	5	5
Total	100	100

*Base: 100 respondents***Table 34: Satisfaction with general services within the area**

	Satisfied		Dissatisfied	
	Number	%	Number	%
Street lighting	90	90	8	8
Emptying wheelie bins	87	87	11	11
Bus services	81	81	11	11
Maintenance of open green areas	78	78	14	14
Clearing of road drains	78	78	16	16
Repairing roads & pavements	75	75	21	21
Policing in area	69	69	24	24
Street sweeping	69	69	27	27
Weeding of footpaths and alleyways	61	61	35	35
Provision of bus shelters	51	51	41	41

*Base: 100 respondents***Table 35: Are you aware of the neighbourhood warden service provided by the NIHE?**

	Number	%
Yes	8	8
No	91	91
Total	100	100

*Base: 100 respondents***Table 36: Have you ever used the service?**

	Number
Yes	2
No	6
Total	8

Base: 8 respondents who knew about the neighbourhood warden service

Table 37:

Perceived problems within the estate

	Major problem		Minor problem		Not a problem		Non-response	
	Num	%	Num	%	Num.	%	Num	%
Speeding vehicles/motorcycles	39	39	23	23	36	36	2	2
Car parking within estate	34	34	27	27	36	36	3	3
Dog fouling on footpaths/green areas	30	30	24	24	43	43	3	3
Nuisance from dogs	19	19	27	27	50	50	4	4
Late night parties/loud music	7	7	27	27	64	64	2	2
Alcohol abuse – under 18	11	11	20	20	67	67	2	2
Alcohol abuse – over 18	11	11	20	20	67	67	2	2
Youths over 12 years old loitering	8	8	17	17	73	73	2	2
Level of graffiti	4	4	17	17	77	77	2	2
Neighbour disputes elsewhere in the estate	1	1	20	20	74	74	5	5
Level of vandalism	5	5	15	15	77	77	3	3
Neighbour disputes in your street	3	3	17	17	77	77	3	3
Intimidation	5	5	12	12	81	81	2	2
Nuisance from ball games	4	4	13	13	80	80	3	3
Abandoned vehicles	7	7	9	9	82	82	2	2
Drug abuse	3	3	13	13	81	81	3	3
Racism	5	5	10	10	83	83	2	2
Flags and emblems	3	3	12	12	83	83	2	2
Sectarianism	4	4	8	8	86	86	2	2
Solvent abuse	2	2	9	9	86	86	3	3
Theft and burglary	3	3	5	5	89	89	3	3
Unsupervised children – under 12	2	2	6	6	90	90	2	2

Base: 100 respondents

Table 38:

Household members who have experienced crime within last 12 months

	Yes		No		Reported to police Num
	Num	%	Num	%	
Vandalism of car	10	10	88	88	4
Vandalism of property	8	8	90	90	4
Verbal threat	3	3	95	95	2
Physical assault	3	3	95	95	2
Theft of car	1	1	97	97	1
Burglary of home	-	-	98	98	-
Theft from car	-	-	98	98	-
Other	3	3	94	94	2

Base: 100 respondents

Table 39:

Feeling of safety within estate and home

	Yes		No	
	Num	%	Num	%
Feel safe in home during the day	98	98	-	-
Feel safe walking in this area during the day	95	95	3	3
Feel safe in home after dark	88	88	10	10
Feel safe walking in this area after dark	76	76	22	22

Base: 100 respondents

Table 40:

Did you know there is a Barrack Hill/Gough Avenue Residents Association?

	Number	Percentage
Yes	89	89
No	11	11
Total	100	100

Base: 100 respondents

Table 41:

Would you consider joining the Barrack Hill/Gough Avenue Residents Association?

	Number	Percentage
Yes	20	20
No	76	76
Already a member	3	3
Non response	1	1
Total	100	100

Base: 100 respondents

Table 42:

Reasons for not wanting to join Residents Association.

	Number	Percentage
Not interested	21	28
Too busy/work obligations	13	17
Too old	7	9
Too cliquy	5	7
Was previously a member	4	5
Residents Association doesn't do enough for the area	3	4
Residents association only look after own interests/area	2	3
Language barrier	2	3
Will be moving out soon	2	3
Other	6	8
Non-response/no comment	11	14
Total	76	100

Base: 76 respondents.

Table 43: Do you feel Barrack Hill/Gough Avenue Residents Association is representative of the community as a whole?

	Number	Percentage
Yes	52	52
No	33	33
Don't know	1	1
No response	14	14
Total	100	100

Base: 100 respondents

Table 44: Reasons why the Community Association not representative?

	Number
Don't represent everyone on the area	7
Not all residents participate	<5
Little communication with community	<5
They don't do anything for the area	<5
Too cliquey	<5
Don't know what they do	<5
No Response	6
Other	5

Base: 33 respondents.

Table 45: Would you or any member of your family use ...?

	Yes (one or more household members would use the service)		No (no household members would use the service)		No response	
	Num	%	Num	%	Num	%
Sports Facilities	45	45	53	53	2	2
Adult Education Classes	42	42	56	56	2	2
Information Advice Services	41	41	57	57	2	2
I.T. Facilities/Computer Classes	39	39	59	59	2	2
Health Awareness Courses	38	38	60	60	2	2
Exercise Classes	36	36	61	61	3	3
Youth Activities	35	35	62	62	3	3
Child Protection Training	32	32	66	66	2	2
Arts and crafts classes	31	31	66	66	3	3
Facilities for Senior Citizens	27	27	71	71	2	2
Music classes	26	26	71	71	3	3
Women's Group	26	26	71	71	3	3
Local History Classes	25	25	72	72	3	3
Unemployment/Job Club	25	25	73	73	2	2
Childcare Facility	19	19	78	78	3	3
Men's Group	19	19	78	78	3	3
Pre-School Play Group	18	18	80	80	2	2
Surestart Programme	16	16	81	81	3	3
Parent /Toddler Group	15	15	83	83	2	2

Base: 100 respondents

Table 46: What are the most important facility, service or improvement you would like to see in Barrack Hill/Gough Avenue over the next few years,

Main reasons	Number
New /improved play park	8
Speed ramps	3
More/improve parking	1
Disused garages could be purchased/rented	1
Need slow signs for children playing	1
Wheelie bin cleaning service	1
Community house used for the good of the community	1
Provide litter bins	1
Proper road crossing to play park	1
More facilities for OAP's	1
More facilities for youths	1
Active community group	1

Base: 13 respondents.

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

Table 47: To what extent do you agree or disagree with the follow statements?

	Strongly agree		Agree		Neither		Disagree		Strongly disagree		No Response	
	Num	%	Num	%	Num	%	Num	%	Num	%	Num	%
Anti-social behaviour is a problem within the area	8	8	8	8	30	30	34	34	16	16	4	4
There is not enough help for parents and families	9	9	12	12	48	48	19	19	8	8	4	4
There is not enough help for older people	17	17	21	21	39	39	13	13	7	7	3	3
Support relating to financial and dept issues would be useful	8	8	25	25	45	45	12	12	4	4	6	6
We don't know enough about what is going on in our area	15	15	24	24	38	38	13	13	5	5	5	5
We should be involved in the decision making for our community	23	23	28	28	37	37	5	5	3	3	4	4
It is difficult to access specialist health services in the area	9	9	10	10	45	45	24	24	7	7	5	5
Mental health issues (e.g. stress, anxiety and depression) are a serious problem in the area	7	7	19	19	49	49	12	12	9	9	4	4

Base: 100 respondents