

OUTER WEST DERRY

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. The Research Unit carries out research for the NIHE 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:

- Outer West Derry
(Ballymagroarty, Hazelbank, Rosemount, Glen)
- 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)

Conduct of the survey

The project management, design, quality assurance, analysis and report writing were the responsibility of the Research Unit. Fieldwork in the Outer West Derry NRS commenced and was completed in September 2014. A random sample of 400 households from all tenures was selected of which 42 were vacant/derelict/demolished or non-residential leaving 358 within the survey scope. A total of 165 completed interviews were achieved giving a response rate of 46% (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.

Reporting

Throughout the report, references are made to similar surveys conducted by other government bodies. Although none are directly comparative with this study they have only been included as a broad measurement.

Key findings

Socio-economic profile

More than one-quarter (26%) of HRPs were in employment (13% worked full-time, 7% worked part-time and 6% were self-employed). Almost one-quarter (23%) of respondents were retired and 15% were permanently sick/disabled.

The main four household types were lone adult (22%); lone parent (17%); lone older (13%); and small family (12%).

More than two-fifths of HRPs were in receipt of Housing Benefit (41%), more than one-quarter in receipt of Disability Benefit (26%) and more than one-fifth in receipt of a Retirement Pension (22%).

The majority (94%) of HRPs were white (NI level – 99%³). Five per cent of respondents did not state the ethnicity of the HRP and 1% stated another ethnic origin.

The average household size was 2.35 (Northern Ireland average 2.48³).

Twenty-five per cent of all household members were aged under 16 (a higher proportion to the NI level – 20%⁴). A further 17 per cent were aged 60 or over (NI level – 19%⁴).

Two-fifths (40%) of households surveyed had a gross annual income of less than £10,000. Eleven per cent had a gross annual income of £20,000 or more.

More than two-fifths (43%) of respondents said they or someone in their household had a disability that limited their daily activities (NI level – 37%⁵).

Almost two-thirds (62%) of HRP's said their nationality was Irish, 22% were Northern Irish and 7% were British.

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 (49%) of respondents lived in social housing (NIHE and housing associations); 38% were in owner-occupied accommodation and the remaining 13% rented privately.

More than two-thirds (64%) of respondents had lived in the Outer West Derry NRA for 15 years or more (social housing 53% and owner occupiers 82%).

³ NISRA - Continuous Household Survey 2012/13

⁴ NISRA – Population and Migration Estimates (2012)

⁵ NI Survey of Activity Limitation and Disability 2007

Almost three-quarters (73%) of respondents lived in a house; the remaining respondents lived in bungalows (19%) or flats/apartments (8%).

Regardless of household heating system, the majority of respondents (94%) had full central heating in their home. The main heating source for homes represented in the survey was oil fired heating with radiators (70%) followed by mains gas (25%). Oil was the predominant home heating source at NI level (68%⁶).

Regardless of household heating system, there were high levels of satisfaction among respondents with various aspects of their heating system - the ease of using the system (79%); the type of heating system (73%), the amount of heat you can get (68%) and the control over the level of heat (68%). More than one-third (34%) of respondents were dissatisfied with the cost of running their heating system.

More than one-third (58; 35%) of respondents said they had been unable to adequately heat their home in the last 12 months. The cost of domestic fuel (42; 72%); low household income (32; 55%), and also money needed for other priorities (31; 53%) were factors contributing to respondents' inability to adequately heat their home.

Overall, almost four-fifths (78%) of respondents were satisfied/very satisfied with their home.

A very small proportion (6%) of respondents who are currently living in social housing intend to buy their home within the next two years.

Outer West Derry 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.

Two-thirds (66%) of respondents agreed that they really felt part of the community and 65% felt proud to come from the area

Almost three-quarters (73%) of respondents disagreed that they felt embarrassed to bring people to the area.

One-quarter (25%) of respondents reported the area was changing for the better, 59% believed it was not really changing and 16% thought it was changing for the worse.

One-tenth (10%) of people in Outer West Derry NRA perceived the level of anti-social behaviour (ASB) in their area to be high. The equivalent figure for Northern Ireland is slightly higher at 13%⁷.

The main problems of ASB identified by respondents in the area were 'rubbish or litter' (41%); 'teenagers hanging around the streets' (35%); and 'vandalism, graffiti' (32%). The most prevalent perceived ASB problems at Northern Ireland level were 'rubbish and litter' (26%) and 'people using or dealing with drugs' (23%)⁸.

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

The majority (92%) 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.

Policing in the Area

Almost three-fifths (59%) of respondents strongly or tended to agree that the police would treat you with respect if you contact them for any reason and almost half (46%) of respondents strongly or tended to agree that taking everything into account they have confidence in the police in this area.

Neighbourhood renewal

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

More than four-fifths (81%) of respondents said they were not aware of physical changes that had improved the neighbourhood within the previous 12 months.

Two-fifths (40%) 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 'ASB, drugs and drink' (25%); 'clean up area' (11%) and 'more play facilities for children' (11%).

Almost three-quarters (73%) of all respondents were not aware of the Housing Executive's neighbourhood warden service.

Almost three-fifths (58%) of respondents said they did not know if their area had a community/residents' association; 27% said their area did have one and 15% said their area did not.

Almost three-fifths (58%) of all respondents said they would not consider joining a local community/residents' association, compared to 25% who said they did not know if they would join and 15% who said they would join.

More than four-fifths (81%) of respondents were not aware that their household lies within the Outer West Derry 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 Outer West Derry, all HRPs (n=165) 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, 145 HRPs completed the well-being scores. (See Table 5.1) Of these, HRPs the mean score was 50, with mean scores for males (52) and females (49).

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 (86%) of respondents agreed that 'staying at school is important if you want to get a good job' (NI level - 84%¹⁰).

More than four-fifths (82%) of respondents agreed that 'children at school in Northern Ireland get a good education' (NI level – 88%¹⁰).

Almost two-thirds (64%) of respondents agreed that they 'enjoyed their time at school' (NI level – 67%¹⁰).

Thirty-five per cent (57) of parent/legal guardians had one or more children of school age (4-18 years). Almost all (55) agreed that their child's school is a good school; 53 agreed that their child's school is welcoming to parents and 52 agreed that their child's school is well led and well managed. More than four-fifths (49) of parents/legal guardians with children of school age, agreed their child's school gives clear information on how their child is getting on.

All respondents (57; 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 (54; 95%) said helping their child with schoolwork was important.

One-third (19; 33%) of respondents said they would consider taking their child out of school during term time (NIOS 2010: 24%).

Almost all parents/legal guardians (54) with children of school age said they felt involved personally in their child's school life.

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

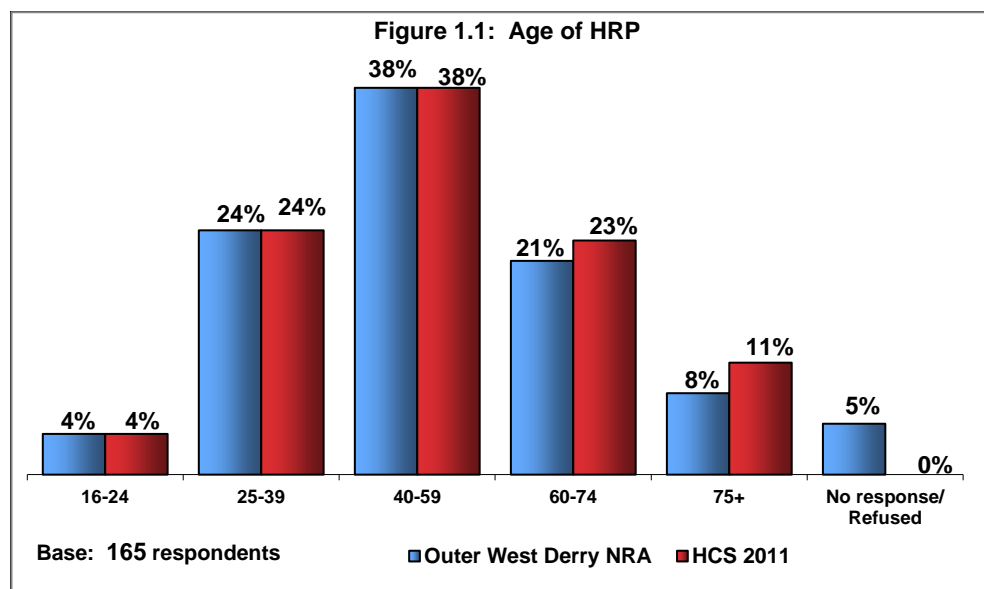
¹⁰ NISRA – NI Omnibus Survey 2011 – Education module

1.0 Socio-Economic Profile

This chapter details the socio-economic characteristics of households within the Outer West Derry NRA.

1.1 Age of Household Reference Person/gender

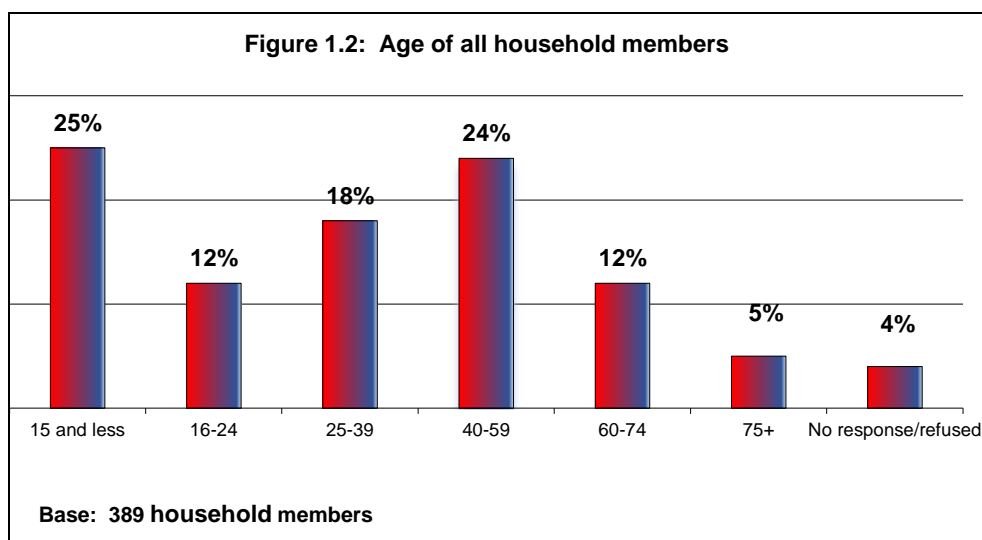
Almost two-fifths (38%) of HRPs were aged between 40 and 59; 24% were between 25 and 39; 21% were aged between 60 and 74; 8% were aged 75 or older and 4% were aged between 16 and 24. Data from the Northern Ireland House Condition Survey (2011) are included in Figure 1.1 below for reference ([Appendix Table 1.1](#)).



More than half (52%) of HRPs were female and 43% were male. The remaining 5% of respondents did not provide information on gender. Analysis of gender by age shows that higher proportions of female HRP were aged 25-39 (74%) and 16-24 (57%) ([Appendix Table 1.2](#)).

1.2 Age of all household members

In total, 389 individuals were identified as resident in the 165 households surveyed. Almost one-quarter (24%) of household members were aged 40 and 59, 18% were between 25 and 39; 12% were aged between 60 and 74; 12% were aged 16-24; One-quarter (25%) were aged 15 and less and 5% were aged 75 or over ([Figure 1.2](#); [Appendix Table 1.3](#)).

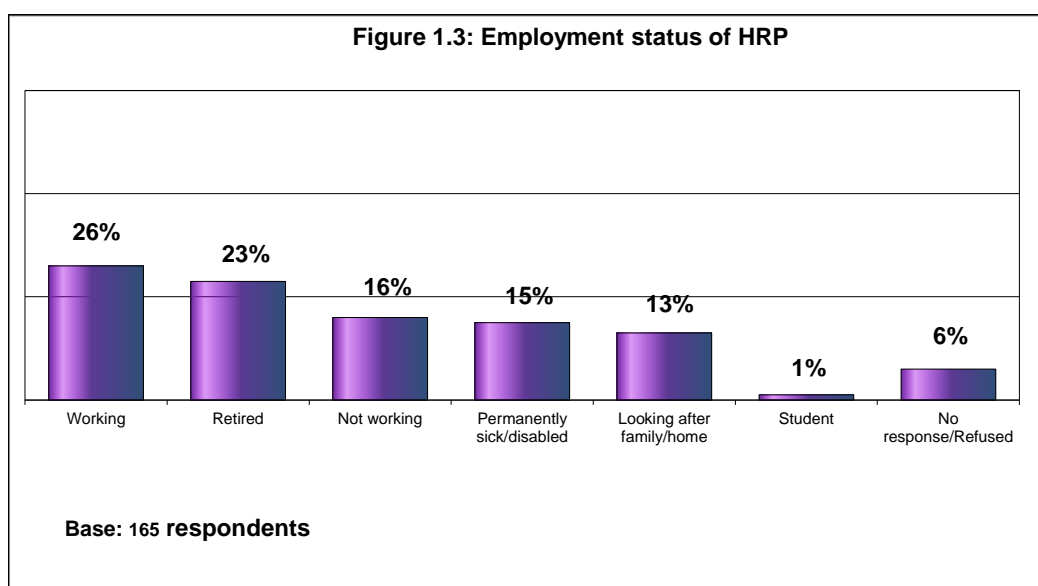


1.3 Average household size

The survey found that the mean household size in Outer West Derry NRA was 2.35. The Northern Ireland average was 2.48¹¹.

1.4 Employment status of Household Reference Person

More than one-quarter (26%) of HRP were in employment (13% worked full-time, 7% worked part-time and 6% were self-employed). Almost one-quarter (23%) of respondents were retired and 15% were permanently sick/disabled. Sixteen per cent were not working and 13% 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 (%)

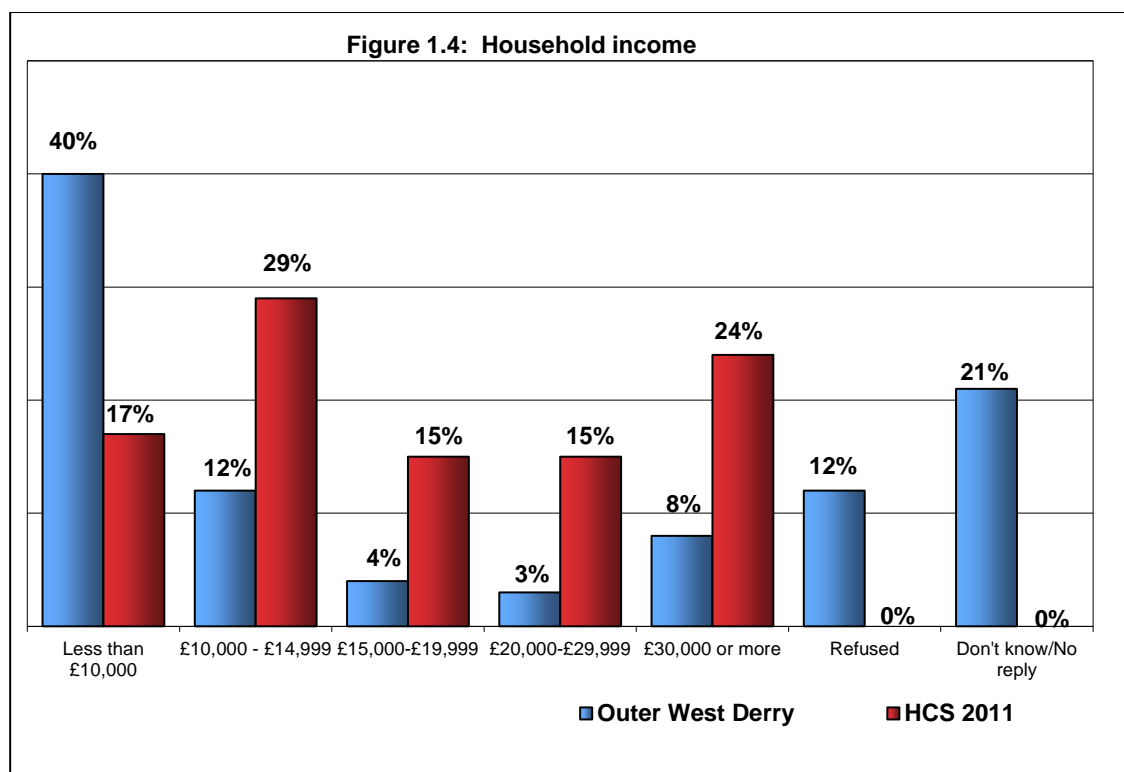
	Outer West Derry NRA 2014 %
Lone Adult (lone person below pensionable age - 65 years for men, 60 years for women)	22
Lone Parent (sole adult living with dependent child(ren) <16)	17
Lone Older (lone person of pensionable age – 65 years for men, 60 years for women)	13
Small Family (any two adults - related or unrelated - living with 1 or 2 dependent children < 16)	12
Two Adult (two people – related or unrelated – below pensionable age)	11
Large Adult (three or more adults - related or unrelated – and no dependent children <16)	9
Large Family (any two adults - related or unrelated - living with more than 2 dependent children < 16)	8
Two Older (two people – related or unrelated - at least one of whom is of pensionable age)	5
Not enough information supplied to classify household type	3
TOTAL	100

Table 1A shows that lone adults (22%) were the predominant household type followed by lone parent (17%), lone older (13%) and small family (12%) ([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.

Two-fifths (40%) of respondents said their annual gross household income was less than £10,000; 12% had between £10,000 and £14,999, 4% had between £15,000 and £19,999, and 11% had £20,000 or more. One-third (33%) 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).



Base: 165 respondents

1.7 Benefits

The main benefits received by HRP's were Housing Benefit (41%), a Disability Benefit (26%) 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 by HRP's and Partners (%)

Benefits received	Household Reference Person (%)	Partner (%)
Housing Benefit	41	2
A Disability Benefit	26	19
Retirement Pension	22	21
Child Benefit	21	26
Income Support	18	2
Child Tax Credit	14	9
Incapacity Benefit	14	6
Jobseekers Allowance	10	2
Pension Credit	9	4
Working Tax Credit	6	0
Other including Carer's Allowance	7	4

1.8 Long-term illnesses or disability

More than two-fifths (43%) 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 (62; 87%) said their

household had one disabled member. Nine (13%) had two or more disabled members in the household ([Appendix Tables 1.8 and 1.9](#)).

1.9 Household religion

More than four-fifths (82%) of HRPs described the religious composition of their household as Catholic and 2% as Protestant. Three per cent described their religion as mixed (Catholic and Protestant). The remaining 3% stated that their household had another religion or no religion and 10% refused/omitted to state the religion of their household ([Appendix Table 1.10](#)).

1.10 Ethnic origin and nationality of Household Reference Person

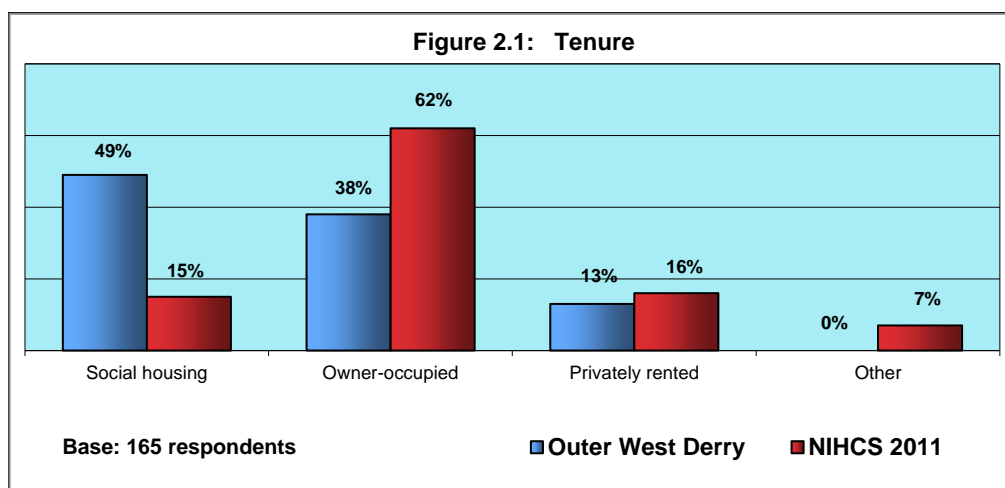
Almost all HRPs (94%) were white ([Appendix Table 1.11](#)). More than three-fifths (62%) of HRPs were Irish, 22% were Northern Irish and 7% were British. A smaller proportion (2%) of respondents stated a nationality different to those mentioned previously ([Appendix Table 1.12](#)).

2.0 Characteristics of the home and area

This chapter presents an analysis of some of the characteristics of homes within the Outer West Derry 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 (49%) of all respondents were Housing Executive/housing association tenants. Almost two-fifths (38%) were owner-occupiers and 13% 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](#)).



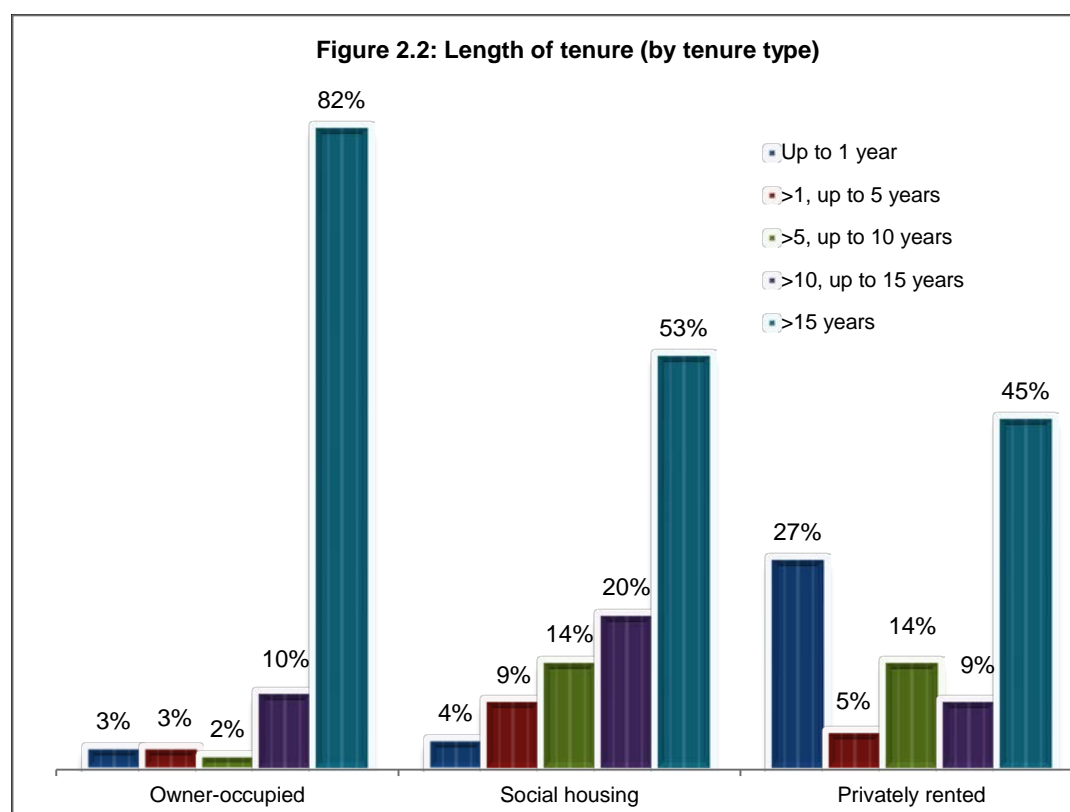
2.2 Length of time living in Outer West Derry NRA

Almost two-thirds (64%) of respondents had lived in the Outer West Derry NRA for 15 years or more and the remaining respondents (36%) had lived in the area for less than 15 years ([Appendix Table 2.2](#)).

Over half (55%) of respondents said they had lived within the Outer West Derry NRA before moving to their present home. Thirteen per cent had lived outside the Derry Council area and 22% had lived outside the Outer West Derry Neighbourhood Renewal area but within the Derry Council Area. A further 10% of respondents had never lived anywhere else ([Appendix Table 2.3](#)).

2.3 Tenure by length of time living in Outer West Derry NRA

Analysis of length of tenure-by-tenure type shows that a higher proportion of people living in owner occupation (82%) than those in social housing (53%) had lived in the area 15 years or more. In the private rented sector there was also a much higher level (45%) of respondents who had lived in the Outer West Derry NRA for 15 years or more. Further detail is in [Figure 2.2](#) and [Appendix Table 2.4](#).



Base: 165 respondents

2.4 Dwelling type

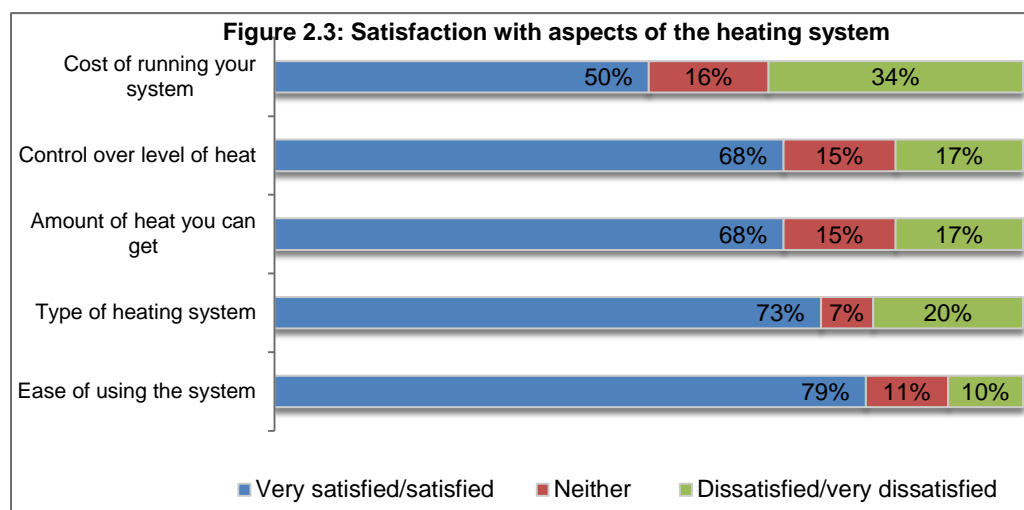
Almost three-quarters (73%) of respondents lived in houses; 19% in bungalows and the remaining eight per cent lived in flats/apartments ([Appendix Table 2.5](#)).

2.5 Heating system

Almost all households (94%) had full central heating. Two per cent of respondents had partial central heating and three per cent had no central heating. The main heating source in almost three-quarters (70%) of homes was oil fired heating with radiators. One-quarter (25%) of respondents had mains gas and few had a solid fuel glass fronted fire or 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 ease of using the system (79%); the type of heating system (73%); the amount of heat you can get (68%) and the control over the level of heat (68%). Although 50 per cent were satisfied with the running cost of their heating system, slightly more than one-third (34%) were dissatisfied ([Figure 2.3; Appendix Table 2.8](#)).



Base: 165 respondents

2.7 Ability to adequately heat the home

More than one-third (58: 35%) of respondents said they had been unable to adequately heat their home during the previous 12 months. Cost of domestic fuel (42; 72%), low household income (32; 55%), and also money needed for other priorities (31; 53%) 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 (78%) of respondents were satisfied/very satisfied with their home; 8% were neither satisfied nor dissatisfied and 14% were dissatisfied/very dissatisfied. The main reason for dissatisfaction was 'repairs required'; 'severe dampness/difficult to heat' and 'property not suitable' ([Appendix Tables 2.12 and 2.13](#)).

2.9 House sales and transfers

Respondents living in social housing NIHE or housing association properties – 49% (80 respondents) were asked about their intentions to purchase or transfer/exchange their dwelling. Only five tenants (6%) said they intended to buy their home during the following two years; the majority (64: 80%) did not intend to buy their home and 14% (11) were unsure ([Appendix Table 2.14](#)).

Transfer applications

Of the 94% of respondents in social housing who did not intend or did not know if they intended to buy their home, nine respondents (12%) had applied for a transfer from their present property during the previous two years. Of the respondents who had not applied for a transfer (88%) a small number (4; 6%) 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 (11 respondents). The main reasons for transferring were 'ASB' and 'health reasons' ([Appendix Tables 2.15-2.18](#)).

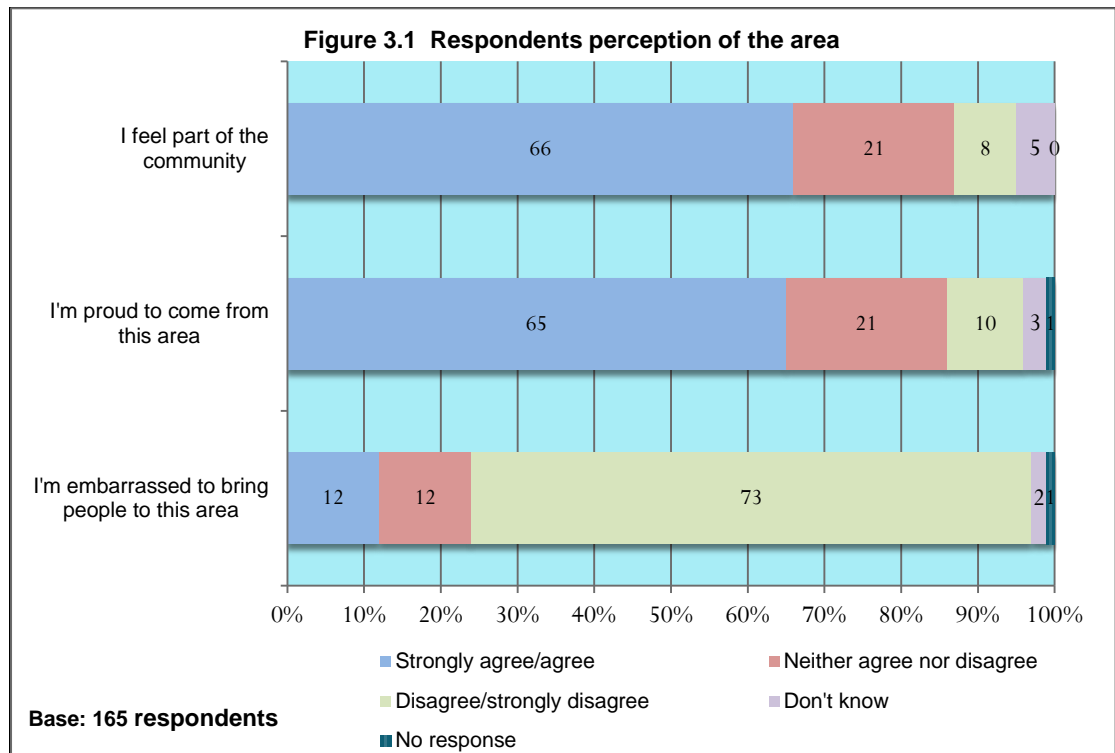
3.0 Outer West Derry NRA

This chapter presents an analysis of data from questions aimed specifically at respondents' perceptions of life in the Outer West Derry 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).

- Two-thirds (66%) of respondents agreed that they felt part of the community living in the area; 21% neither agreed nor disagreed and 8% disagreed.
- Almost two-thirds (65%) agreed that they were proud to come from the area; 21% neither agreed nor disagreed and 10% disagreed.
- Almost three-quarters (73%) of respondents disagreed that they felt embarrassed to bring people to the area; 12% neither agreed nor disagreed and 12% agreed.



- 3.2 One-quarter (25%) of respondents thought the overall area was changing for the better; 59% thought the area was not really changing and 16% thought it was changing for the worse ([Appendix Table 3.2](#)).
- 3.3 Reasons given by the 41 respondents who thought the area was changing for the better included 'area good and settled community', (17), 'good neighbours' (9) and 'improvements to roads/parks/lights' (9). Among the 26 respondents who said the area was changing for the worse, the most common reason was 'ASB' (15 respondents) and 'area and houses run down' 14 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.	%
Area good and settled community	17	28	ASB	15	38
Good neighbours	9	15	Area and houses run down	14	36
Improvements to roads/parks/lights	9	15	Less activities for youth and elderly	5	13
Very little ASB	8	13	Too many voids	2	5
More activities for children	5	8	Activities run by Sinn Fein	1	3
Good housing/shops/	4	6	No comment	2	5
New developments and initiatives	4	6			
No comment	5	9			

Base: 41 respondents who gave 61 reasons

Base: 26 respondents who gave 39 reasons

3.4 Perceptions about anti-social behaviour in Outer West Derry 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 Outer West Derry NRA compared to Northern Ireland as a whole ([Table 3.4A](#)).

1. abandoned or burnt out cars;
2. noisy neighbours or loud parties;
3. people being drunk or rowdy in public places;
4. people using or dealing drugs;

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

5. teenagers hanging around on the streets;
6. rubbish or litter lying around; and
7. vandalism, graffiti and other deliberate damage to property.

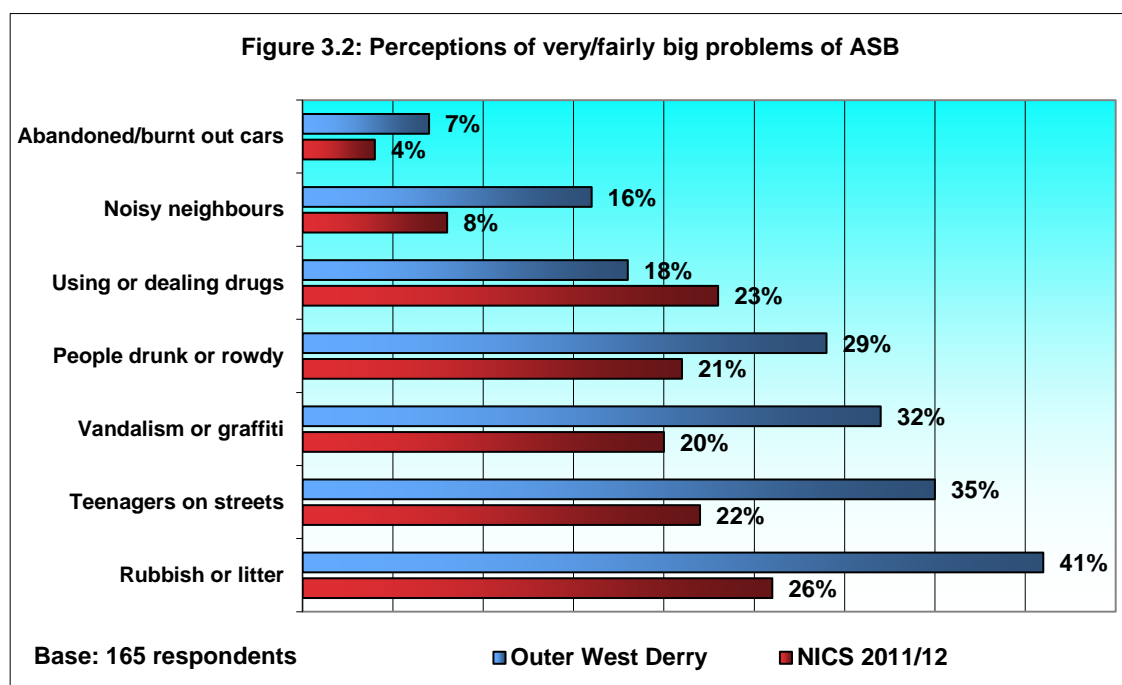
3.5 Based on this composite measure, findings from this survey shows that 10% of respondents in Outer West Derry NRA perceived the level of ASB in their local area to be high i.e scored 11 or higher. The equivalent figures for Northern Ireland was much lower (13%¹³) (Appendix Table 3.4B).

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 (41%);
- teenagers hanging around on streets (35%) and
- vandalism, graffiti and other deliberate damage to property or vehicles (32%).

The most prevalent issues perceived as a very/fairly big problem at the Northern Ireland level¹⁴were:

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



3.7 Findings from the Outer West Derry NRA survey show that the lowest proportions of respondents perceived the following types of ASB to be problematic: 'abandoned/burnt out cars (7%) and 'noisy neighbours or loud parties' (16%).

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

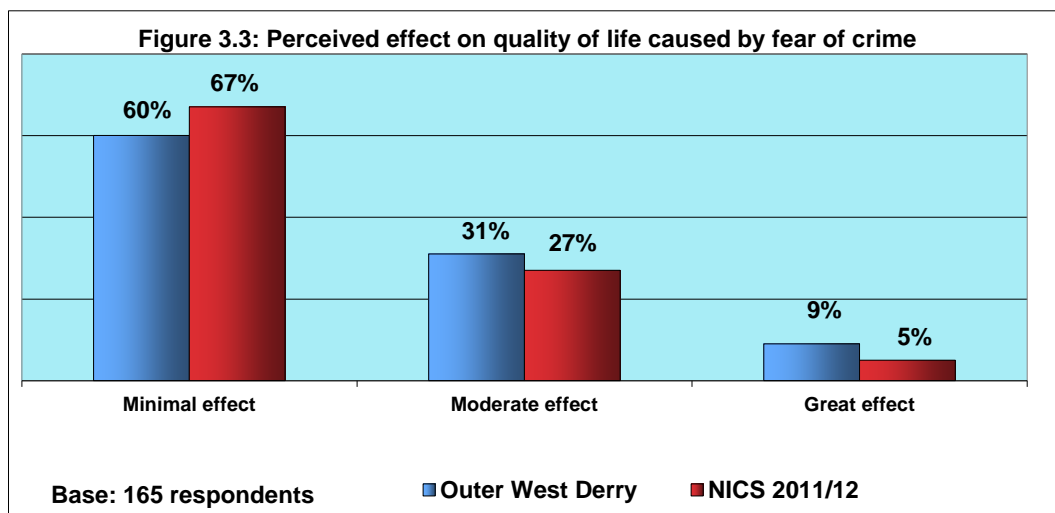
¹⁴ NICS 2011/12 Perceptions of Crime Research and Statistical Bulletin 2/2013

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:

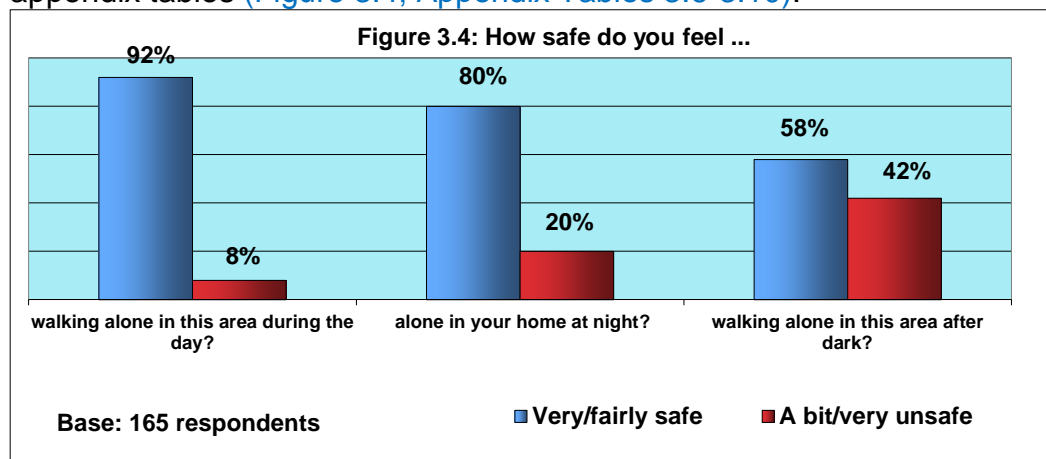
1. minimally affected (responded in the range 1 to 3);
2. moderately affected (responded in the range 4 to 7); and
3. greatly affected (responded in the range 8 to 10).

- 3.9 Three-fifths (60%) of the respondents in Outer West Derry NRA felt that 'fear of crime' had a minimal impact on their quality of life (NICS 67%), almost one-third (31%) said it had a moderate effect and 9% 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 (92%) 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.

Almost three-fifths (59%) of respondents strongly agreed or tended to agree that the police would treat you with respect if you contacted them for any reason. Almost half (46%) of respondents strongly agreed or tended to agree that taking everything into account, they had confidence in the police in the area. More than two-fifths (42%) of respondents strongly agreed or tended to agree that police can be relied on to be there when needed and that the police could be relied on to deal with minor crimes (41%). (Table 3.11: Appendix 3.11).

Table 3.11 Police confidence in the area

	Strongly/ tend to agree	
	No	%
The Police would treat you with respect if you contact them for any reason	97	59
Taking everything into account I have confidence in the police in this area	77	46
The Police can be relied on to be there when we need them	69	42
The Police could be relied on to deal with minor crimes	68	41
The Police are dealing with things that matter to people in the community	65	40
The Police treat everyone fairly regardless of who they are	62	38
The Police understand the issues that affect this community	55	33

Base: 165 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 Outer West Derry NRA.

4.1 Physical changes within the Outer West Derry NRA

More than four-fifths (81%) 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 19% of respondents (32) included 'environmental works; 'more play areas/sports facilities' and 'more traffic measures and roads improved' ([Appendix Tables 4.1 and 4.2](#)).

4.2 Important issues to be addressed in the neighbourhood

Two-fifths (40%) of respondents thought there were important issues that needed to be addressed ([Appendix Table 4.3](#)). The most common issues were 'ASB drugs and drink' and 'clean area up'. 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 mothers and toddler group (56%); sports facilities (53%) and pre/extended school playgroups (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...
Mother and Toddler Group	56	10
Sports facilities	53	33
Pre/extended school play group	51	18
Youth activities	49	13
Facilities for senior citizens	35	14
Adult education classes	35	9

Base: 165 respondents

4.4 Services needed that were not already available

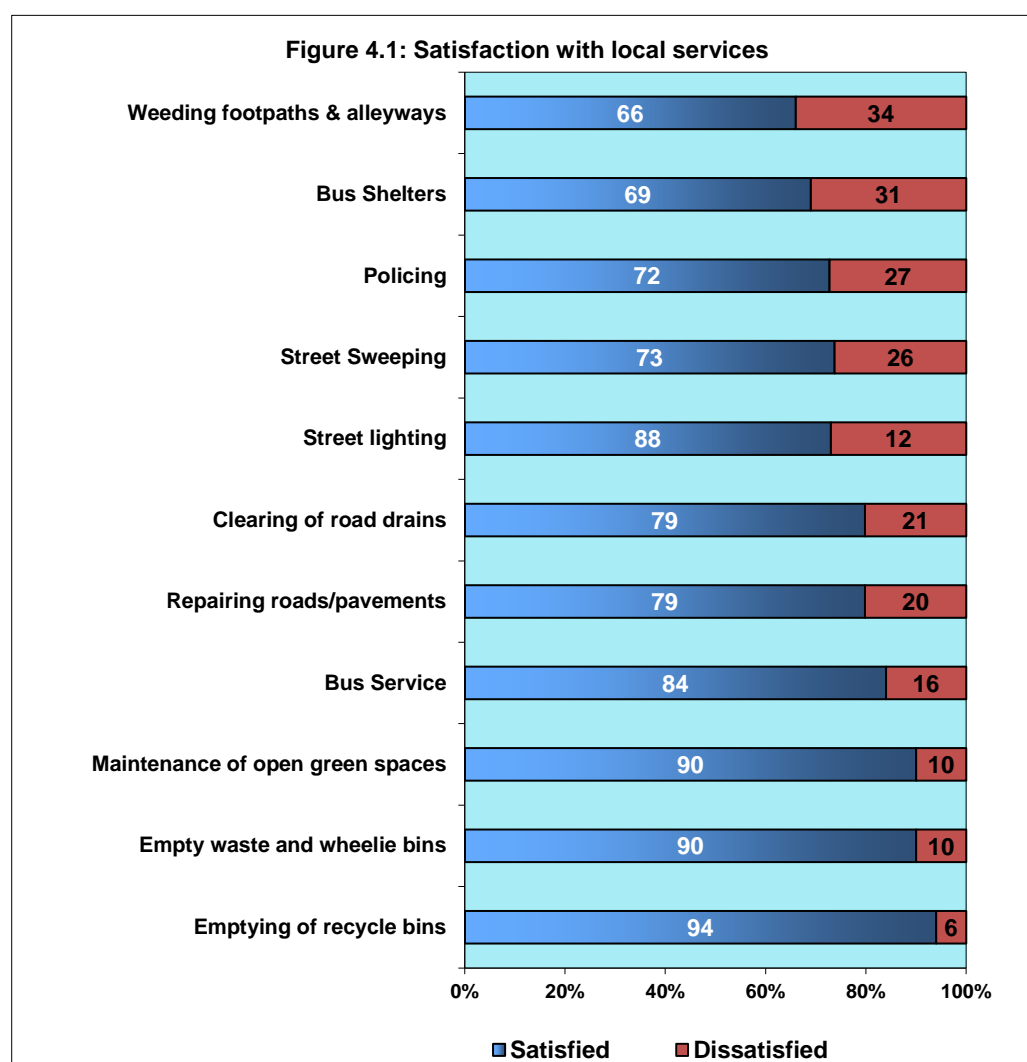
More than half (52%) of respondents gave examples of services or facilities needed in the area, 33 respondents (31%) said 'play park/children and youth facilities' and 11 respondents (10%) stated the need for 'sports facilities' and/or community/advice centre and counselling groups. Responses were varied and are detailed fully in the [Appendix Table 4.6](#).

4.5 Neighbourhood warden

Almost three-quarters (73%) of respondents said they were not aware of the Housing Executive's neighbourhood warden service. Of the 27% of respondents who were aware, fifteen respondents had used the service with eleven respondents being very satisfied/quite 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 emptying of recycling bins (94%); emptying of general household waste (90%) and/or maintenance of open green spaces (90%). Respondents were least satisfied with weeding of footpaths and alleyways (34%) and bus shelters (31%). The reasons for dissatisfaction were varied and are detailed in the appendix tables (Figure 4.1: Appendix Tables 4.10-4.31).



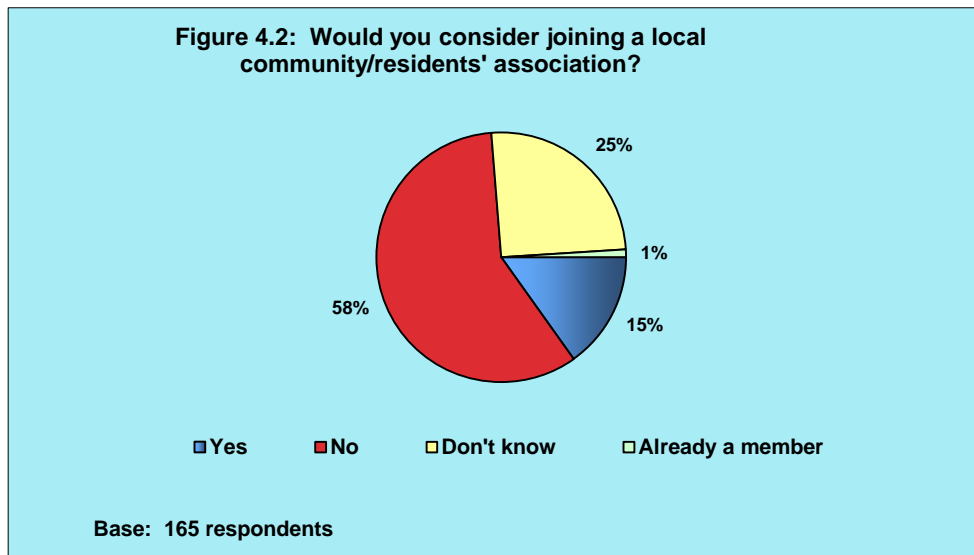
Base: 166 respondents
Base: 165 respondents

4.5 Community/residents' associations

Almost three-fifths (58%) of respondents said they did not know if their area had a community/residents' association; 27% said they had and the remaining 15% 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 45 (27%) respondents who said their area had a community/residents' association, three-fifths (60%) felt it was representative of the community as a whole; 5% said it was not representative and the remaining respondents (33%) 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 (58%) of all respondents said they would not consider joining a local community/residents' association and 15% said they would consider doing so. A further 25% of respondents were undecided and 1% were already a member of a local community/residents' association ([Figure 4.2; Appendix Table 4.36](#)).



4.6 Awareness of the local NRA

More than four-fifths (81%) of respondents had not been aware that their home was within the Outer West Derry NRA. Of the 19% (31 respondents) who had been aware that their home was within the Outer West Derry NRA, three respondents had contributed to the consultation process for the development of a neighbourhood renewal action plan.

The main reasons given by the 25 respondents who had not contributed to the consultation process was that they had not known about the consultation process or this was due to their age and bad health ([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 only on fully completed individual responses, an overall mean score is then assigned to each respondent. The higher the overall score, the better the level of mental well-being of the population participating in the survey.

- 5.1 In Outer West Derry, all HRPs (n=165) 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, 145 HRPs completed the well-being scores. (See Table 5.1) Of these, HRPs the mean score was 50, with similar mean scores for males (52) and females (49).

The overall mean score of 50 for Outer West Derry NRS is the same as the Northern Ireland mean score when compared to the Health Survey Northern Ireland (50)¹⁵

Scores were only collected from those who answered 6 or more of the questions and 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."

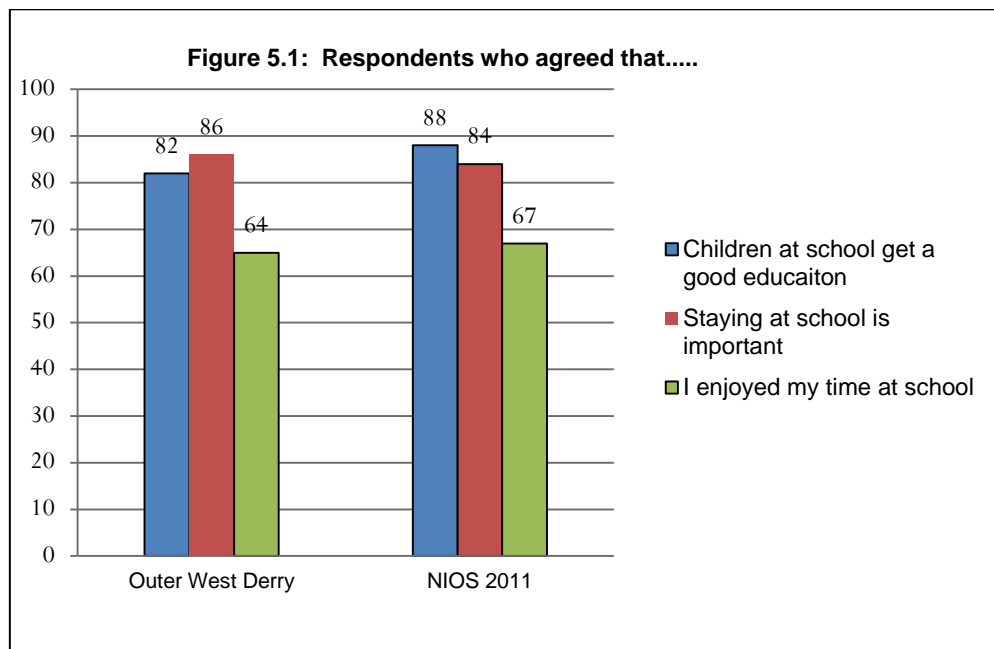
¹⁵ Health Survey Northern Ireland: First Results from the 2011/12 Survey: Bulletin 1

6.0 Education in Outer West Derry 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 Outer West Derry 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. More than four-fifths (86%) of respondents agreed that staying on at school is important if one wants to get a good job (NIOS: 84%) and more than four-fifths (82%) agreed that children at school in Northern Ireland get a good education (NIOS: 88%). Less than two-thirds (64%) of respondents agreed that they had enjoyed their time at school (NIOS: 67%)¹⁶ (Figure 5.1; Appendix Table 6.1).



Base: 165 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 years old and attending school (57; 35% of all respondents in the survey). If respondents had more than one child of school age, they

¹⁶ NISRA – Northern Ireland Omnibus Survey 2011 – Education Module

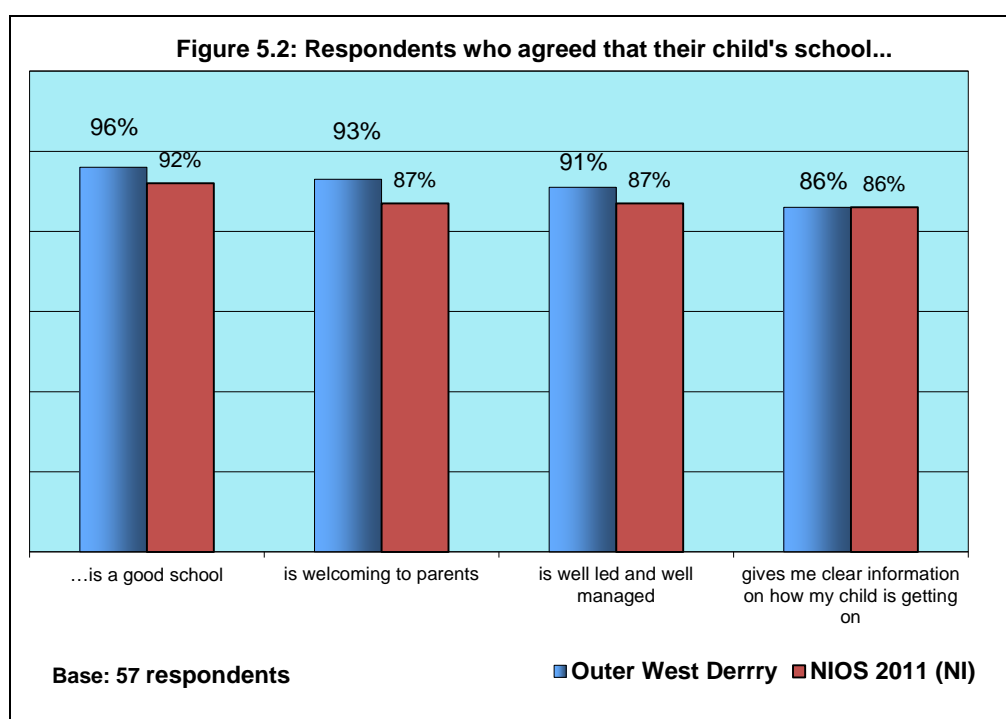
were asked to answer the questions with particular reference to the child with the nearest upcoming birthday (Appendix Table 6.2).

6.3 Primary/secondary education

More than half (31) of respondents with school-age children said their child was in primary education (Years 1 to 7) and 26 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. Almost all respondents (55) agreed that their child's school is a good school. Fifty-three respondents agreed that their child's school is welcoming to parents and 52 respondents agreed that their child's school is well led and well managed. The majority (49) agreed their child's school gives clear information on how their child is getting on (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 (57; 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 (57; 100%; NIOS 2011 - 96%) said helping their child with homework was very/quite important (Appendix Table 6.5).

6.6 Term-time holidays

One-third (19; 33%) 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

Almost all respondents (54: 95%) 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 53 respondents (93%) attending parent-teacher meetings to three (5%) helping out with dinner duties/school trips and so on. Findings from this survey and from the 2011 NIOS at Northern Ireland level are included for reference in [Table 5A](#) and [Appendix Tables 6.7-6.8](#).

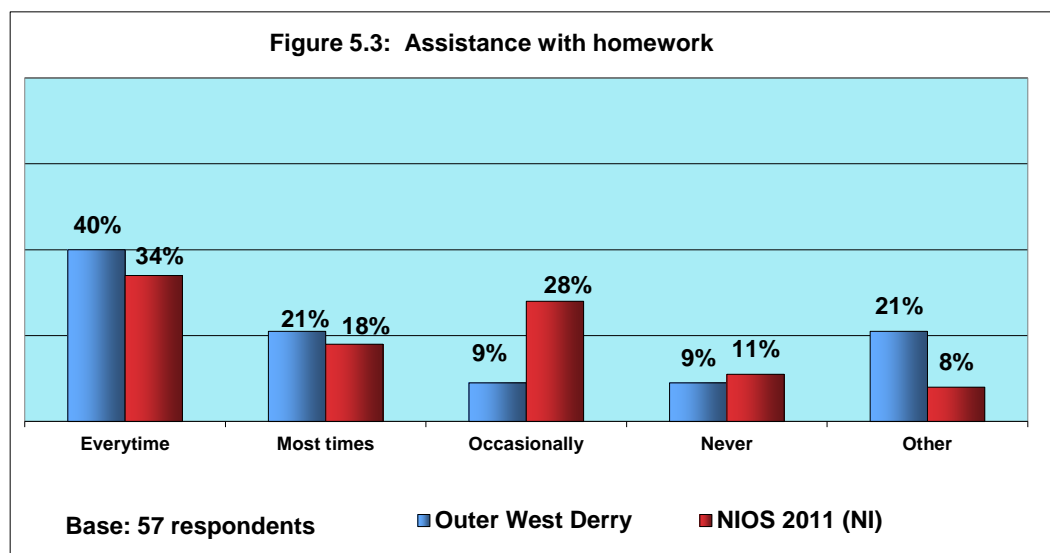
Table 5A: Type of parental involvement in child's school

Activity	Percentages %	
	Outer West Derry 2013	NIOS 2011 (NI)
Attending parent/teacher meetings	93	85
Get involved with the Parent/Teacher Association (PTA)	12	12
Helping out with school clubs/classroom	9	10
Helping out with dinner duties/school trips and so on	5	9

Base: 27 respondents

6.8 Assistance with homework

Two-fifths (23; 40%) of respondents with school-age children said they help their child with their homework every time; 21% (12) of respondents said they help most times and 9% (5) of respondents said they help occasionally. Five respondents (9%) said they never helped their child with their homework and 3 respondents stated their child does not get 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 6.9](#)).



6.9 Confidence helping child with homework

One-quarter (14: 25%) of respondents with children at school said they would always feel confident helping their child with homework. One-third (19: 33%) of respondents said they would feel confident most of the time and 28% (16) of respondents said they would feel confident some of the time. Four (7%) respondents said it depends what the homework is and equally four (7%) respondents said they would never be confident. 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 respondents with children who were still at school (57), 39 (68%) had one child or more between Year 1 and Year 7, i.e. at primary school ([Appendix Tables 6.11 and 6.12](#)).

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

Almost all respondents with children at primary school (37 out of 39) strongly agreed/agreed a little that their child's school puts enough emphasis on reading and writing skills. (2011: NIOS 87%).

Almost all of this sub-sample of respondents (37 out of 39) agreed that their child's school puts enough emphasis on basic numeracy skills/sums (2011: NIOS 91%) ([Appendix Table 6.13](#)).

6.11 Working in schools

All respondents were asked if they had ever worked in a school: 24% (40 respondents) said they had done so ([Appendix Table 6.14](#)).

7.0 Final Comment

- 7.1 Respondents were asked if they had any other comment they would like to make about life in the Outer West Derry Neighbourhood Renewal area. A total of 58 respondents gave 63 comments with most respondents stating “nothing needs to be done” (33 responses) ([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 3642 properties were in the Outer West Derry 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, 42 addresses in the sample were identified as being ineligible due to being vacant, inaccessible or derelict, which reduced the valid sample to 358 addresses. A total of 165 completed interviews were achieved, giving a response rate of 46% (Table A1).

Table A1

Breakdown of response:		
	Number	%
Original target sample	400	
Vacant/derelict/ inaccessible/demolished	42	
Revised target sample	358	100
Refusals	72	20
Non-contacts	121	36
Actual interviews achieved	165	46

Sample error

The proportion of respondents who gave a particular answer was only an estimate of the proportion of all potential respondents in Outer West Derry 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 165 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 73.9% and 86.1%.

Table A2




Response: 165	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	50
Sample error:	3.3	4.6	5.5	6.1	6.6	7.0	7.3	7.5	7.6	7.7

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 165 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:			

OUTER WEST DERRY

NEIGHBOURHOOD RENEWAL SURVEY

The Housing Executive, on behalf of the Dept. for Social Development is carrying out a survey of people living in the Outer West Derry area. The aim of the survey is to understand your views of the type of housing you live in and your perceptions of the Outer West Derry 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 Outer West Derry 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 Outer West Derry area?	1
Outside the Outer West Derry area but within the Derry City Council area	2
Outside the Derry 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 Outer West Derry area?	1
Outside the Outer West Derry area but within the Derry City Council area	2
Outside the Derry 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
Not really changing	2
Changing for the worse	3

» **Continue to question 3**

» **Go to question 4**

» **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	» <i>Continue to question 8</i>
No	2	» <i>Go to question 11</i>

- Q8. Have you ever used the service?

Please circle one response only

Yes	1	» <i>Continue to question 9</i>
No	2	» <i>Go to question 11</i>

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

Please circle one response only

Very satisfied	1	
Quite satisfied	2	» <i>Go to question 11</i>
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	» <i>Continue to question 10</i>
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 Outer West Derry Neighbourhood Renewal Area.

To all respondents

- Q17. Were you aware that your household lies within the **Outer West Derry 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 effect 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 Outer West Derry 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	7	4
25-39	39	24
40-59	63	38
60-74	34	21
75+	14	8
No response/refused	8	5
Total	165	100

Base: 165 (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	10	32	18	8	-	71
	%	43	26	51	53	57	-	43
Female	No.	4	29	31	15	6	-	85
	%	57	74	49	44	43	0	52
No response	No.	-	-	-	1	-	8	9
	%	-	-	-	3	-	100	6
Total	No.	7	39	63	34	14	8	165
	%	100	100	100	100	100	100	100

Base: 165 (all respondents)

Table 1.3: Age of all household members

	Number	%
15 and less	99	25
16-24	46	12
25-39	71	18
40-59	93	24
60-74	47	12
75+	18	5
Refused/no response	15	4
Total	389	100

Base: 389 (all respondents: 165 households)

Table 1.4: Employment status of HRP

	Number	%
Working full-time	21	13
Working part-time	11	7
Self employed	9	6
Not working long-term (>1 year)	3	2
Not working short-term (<1 year)	24	14
Retired (excludes looking after home)	38	23
Permanent sick/disabled	25	15
Looking after family/home	22	13
Student	1	1
No response	11	6
Total	165	100

Base: 165 (all respondents)

Table 1.5: Household type

Household type definitions	Number	Outer West Derry 2014 %
Lone Adult (lone person below pensionable age – 65 years for men, 60 years for women)	35	22
Lone Parent (sole adult living with dependent child(ren) < 16)	28	17
Lone Older (lone person of pensionable age – 65 years for men, 60 years for women)	21	13
Small family (any two adults – related or unrelated – living with 1 or 2 dependent children < 16)	20	12
Two Adults (two people – related or unrelated – below pensionable age)	18	11
Large Adult (three or more adults – related or unrelated – and no dependent children < 16)	14	9
Large Family (any two adults – related or unrelated – living with more than 2 dependent children < 16)	13	8
Two Older (two people – related or unrelated – at least one of whom is of pensionable age)	8	5
Not enough information supplied to classify household type	8	3
TOTAL	165	100

Base: 165 (all respondents)

Table 1.6: Annual household Income

	Number	%
Less than £10,000	66	40
£10,000 to £14,999	20	12
£15,000 to £19,999	7	4
£20,000 to £29,999	5	3
£30,000 or more per year	13	8
Refusal	20	12
Don't know	20	12
No response	14	9
Total	165	100

Base: 165 (all respondents)

Table 1.7: Benefits

Benefits received	Household Reference Person (%)	Partner (%)
Housing Benefit	41	2
A Disability Benefit	26	19
Retirement Pension	22	21
Child Benefit	21	26
Income Support	18	2
Child Tax Credit	14	9
Incapacity Benefit	14	6
Jobseekers Allowance	10	2
Pension Credit	9	4
Working Tax Credit	6	0
Other including Carer's Allowance	7	4

Base: 165 (all respondents): 47 (Partners)

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

	Number	%
Yes	71	43
No	93	56
No response	1	1
Total	165	100

Base: 165 (all respondents)

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

	Number	%
One	62	87
Two or more	9	13
Total	71	100

Base: 71 respondents with one or more disabled members in their household

Table 1.10: Household religion

	Number	%
Protestant	3	2
Catholic	136	82
Other/No religion	5	3
Mixed Catholic/Protestant	5	3
Refused/no response	16	10
Total	165	100

Base: 165 (all respondents)

Table 1.11: Ethnicity of HRP

	Number	%
White	155	94
Other	1	1
No response/refused	9	5
Total	165	100

Base: 165 (all respondents)

Table 1.12: Nationality of HRP

	Number	%
Irish	102	62
Northern Irish	37	22
British	12	7
Other	3	2
No response	11	7
Total	165	100

Base: 165 (all respondents)

Characteristics of the home and area

Table 2.1: Tenure

	Number	%
Social Housing	80	49
Owner Occupier	63	38
Rent privately	22	13
Total	165	100

Base: 165 (all respondents)

Table 2.2: Length of time living in Outer West Derry NRA

	Number	%
15 years or more	105	64
10 years or more but less than 15	24	15
5 years or more but less than 10	15	9
1 year or more but less than 5	10	6
Up to 1 year	11	6
Total	165	100

Base: 165 (all respondents)

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

	Number	%
Within this Neighbourhood Renewal Area	92	55
Outside Derry Council area	21	13
Outside Outer West Derry NRA but within the Derry Council Area	36	22
Have never lived anywhere else	16	10
Total	165	100

Base: 165 (all respondents)

Table 2.4: Tenure by length of time living in Outer West Derry NRA

	All				TOTAL
		Social Housing	Owner occupier	Rent privately	
Up to 1 year	No	3	2	6	11
	%	4	3	27	7
1 year or more but less than 5	No	7	2	1	10
	%	9	3	5	6
5 years or more but less than 10	No	11	1	3	15
	%	14	2	14	9
10 years or more but less than 15	No	16	6	2	24
	%	20	10	9	15
15 years or more	No	43	52	10	105
	%	53	82	45	63
Total	No	80	63	22	165
	%	100	100	100	100

Base: 165 (all respondents)

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

	Number	%
House	121	73
Bungalow	31	19
Flat/apartment	13	8
Total	165	100

Base: 165 (all respondents)

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

	Number	%
Yes – full	155	94
Yes – partial	3	2
No	5	3
No response	2	1
Total	165	100

Base: 165 (all respondents)

Table 2.7: What is your main source of heating?

	Number	%
Oil fired with radiators	115	70
Mains gas	41	25
Solid fuel glass fronted fire – with radiators	6	3
Economy 7	2	1
Bottled gas	1	1
Total	165	100

Base: 165 (all respondents)

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

	Very satisfied/ Satisfied		Neither		Dissatisfied/ Very dissatisfied		TOTAL	
	No	%	No	%	No	%	No	%
Ease of using the system	131	79	18	11	16	10	165	100
The type of heating system	121	73	12	7	32	20	165	100
The amount of heat that you can get	112	68	24	15	29	17	165	100
The control over the level of heat	112	68	25	15	28	17	165	100
The cost of running your system	83	50	27	16	55	34	165	100

Base: 165 (all respondents)

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

	Number	%
Yes	58	35
No	107	65
Total	165	100

Base: 165 (all respondents)

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

	Yes		No	
	No	%	No	%
Cost of domestic fuel	42	72	16	28
Low household income	32	55	26	45
Money needed for other priorities	31	53	27	47
Other factors	9	16	49	84

Base: 58 (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
Poor insulation to property	2
Total	9

Base: 9 (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	128	78
Neither satisfied nor dissatisfied	13	8
Dissatisfied/very dissatisfied	24	14
Total	165	100

Base: 165 (all respondents)

Table 2.13: Reasons for dissatisfaction with home

	Number
Repairs required	9
Severe dampness/difficult to heat	9
Property not suitable ie health/size	4
ASB	2
<i>Other, don't like area; poor bus service; can't afford to decorate</i>	6
No response	1
Total	31

Base: 24 (respondents who were dissatisfied with the home who gave 31 reasons)

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

	Number	%
Yes	5	6
No	64	80
Don't know/no response	11	14
Total	80	100

Base: 80 (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	9	12
No	66	88
Total	75	100

Base: 75 (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	6
No	62	94
Total	66	100

Base: 66 (62 respondents who did not intend to apply for a transfer)

Table 2.17: Where do you wish to transfer?

	Number
Within the local area	11
To a different area	2
Total	13

Base: 13 (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
ASB	5
Health reasons	4
Property too large/small	4
Repairs/difficult to heat	2
Others; want garden; temporary address; better access to flat	4
Total	19

Base: 13 (respondents who gave 19 comments)

Outer West Derry 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	
	N	%	N	%	N	%	N	%	N	%	N	%
I really feel part of the community	109	66	35	21	13	8	8	5	-	-	165	100
I feel proud to come from this area	107	65	35	21	17	10	5	3	1	1	165	100
I'm embarrassed to bring people to this area	20	12	20	12	120	73	4	2	1	1	165	100

Base: 165 (all respondents)

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

	Number	%
Changing for the better	41	25
Not really changing	98	59
Changing for the worse	26	16
Total	165	100

Base: 165 (all respondents)

Table 3.3: Perceived reasons why the local area is changing

Changing for the better			Changing for the worse		
	N.	%		N.	%
Area good and settled community	17	28	ASB	15	38
Good neighbours	9	15	Area and houses run down	14	36
Improvements to roads/parks/lights	9	15	Less activities for youth and elderly	5	13
Very little ASB	8	13	Too many voids	2	5
More activities for children	5	8	Activities run by Sinn Fein	1	3
Good housing/shops/	4	6	No comment	2	5
New developments and initiatives	4	6			
No comment	5	9			

Base: 41 respondents who gave 61 reasons Base: 26 respondents who gave 39 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	18	23	30	29	100%
Teenagers hanging around on streets	12	23	30	35	100%
Vandalism, graffiti and other deliberate damage to property or vehicles	13	19	33	35	100%
People being drunk or rowdy in public places	11	18	27	44	100%
People using or dealing in drugs	8	10	27	55	100%
Noisy neighbours or loud parties	6	10	28	56	100%
Abandoned or burnt out cars	4	3	29	64	100%

Base: 165 (all respondents)

Table 3.4B: Perceptions of ASB in the Outer West Derry NRS area

	Number	%
Score of 10 or less	149	90
Score of 11 or more	16	10
TOTAL	165	100

Base: 165 (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	60
4 – 7 (moderate effect)	51	31
8 -10 (fear of crime)	15	9
Total	165	100

Base: 165 (all respondents)

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

	Number	%
Very safe	85	51
Fairly safe	67	41
A bit unsafe	10	6
Very unsafe	3	2
Total	165	100

Base: 165 (all respondents)

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

	Number
Ill/sick/disabled	5
Fear of being mugged or physically attacked	2
Fear of becoming a victim of crime	-
Fear of being subjected to or witnessing ASB	1
Family responsibilities	-
Fear of receiving verbal abuse	1
Young people hanging around	3
Fear of burglary/vandalism	-
People using or dealing drugs	1
Other, protesters	-
Total	13

Base: 13 (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	54	33
Fairly safe	78	47
A bit unsafe	24	15
Very unsafe	9	5
Total	165	100

Base: 165 (all respondents)

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

	Number	%
Very safe	27	17
Fairly safe	68	41
A bit unsafe	50	30
Very unsafe	20	12
Total	165	100

Base: 165 (all respondents)

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

	Number	%
Too old	6	9
Fear of being mugged or physically attacked	18	26
Fear of becoming a victim of crime	13	19
Ill/sick/disabled	9	13
Fear of being subject to or witnessing anti-social behaviour	7	10
Fear of receiving verbal abuse	1	1
Young people hanging around	11	16
People using or dealing drugs	1	1
Fear of burglary/vandalism	1	1
Family responsibilities	-	-
Others, poor street lighting, generally afraid	3	4
Total	70	100

Base: 70 (respondents who feel unsafe walking around the area after dark) **Table 3.11:**

Table 3.11 – Police confidence in the Area

	Strongly agree		Tend to agree		Neither agree or disagree		Tend to disagree		Strongly disagree		Don't Know		No response		TOTAL	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
The Police would treat you with respect if you contact them for any reason	35	21	62	38	25	15	7	4	10	6	24	15	2	1	165	100
Taking everything into account I have confidence in the police in this area	27	16	50	30	35	21	12	8	17	10	23	14	1	1	165	100
The Police can be relied on to be there when we need them	24	15	45	27	34	21	18	11	14	8	28	17	2	1	165	100
The Police could be relied on to deal with minor crimes	21	13	47	29	37	22	11	6	16	10	31	19	2	1	165	100
The Police are dealing with things that matter to people in the community	23	14	42	26	39	24	8	5	12	7	39	23	2	1	165	100
The Police treat everyone fairly regardless of who they are	18	11	44	27	43	26	13	8	11	6	33	20	3	2	165	100
The Police understand the issues that affect this community	23	14	32	19	45	27	8	5	15	9	39	24	3	2	165	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	32	19
No	133	81
Total	165	100

Base: 165 (all respondents)

Table 4.2: Changes to neighbourhood identified by respondents

	Number	%
Environmental works	13	31
More play areas/sports facilities	9	21
More traffic measures and roads improved	8	19
Area improved generally and cleaner	4	9
Less ASB	3	8
<i>Other, good community groups, murals, shops maintained</i>	4	9
No response	1	2
Total number of responses	42	100

Base: 32 respondents that gave 42 responses

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

	Number	%
Yes	67	40
No	98	60
Total	165	100

Base: 165 (all respondents)

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

	Number of responses	%
ASB; drugs and drink	29	25
Clean area up	13	11
More play facilities for children	13	11
Repairs roads, ramps, close alleyways and improve lighting	12	10
Better youth facilities	10	9
Repairs houses and buildings and remove graffiti	8	7
Dog fouling	6	5
Improve leisure and sports facilities; better bus service and more facilities for the elderly	5	4
More policing at weekend	3	2
Other, <i>recycle bins; more parking; gas heating; drainage;</i>	6	5
No comment	13	11
Total number of responses	117	100

Base: 165 (all respondents who gave 117 responses)

Table 4.5: Facilities/services/activities in the area

	Aware of... %	Those who use...	
		Number	%
Mother and toddler group	56	9	10
Sports Facilities	53	29	33
Pre/extended school play group	51	15	18
Youth Activities	49	10	13
Facilities for senior citizens	35	8	14
Adult education classes	35	5	9

Base: 165 (all respondents)

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

	Number	%
Play park/Children and youth facilities	33	31
Sports facilities	11	10
Community/advice centre and counselling groups	11	10
Shops, café, library	6	6
Walking area and park	4	4
Better bus service	3	3
Fun days; disco	2	2
Nothing required	28	27
Others, <i>dog bins; community police; skateboarding; street lights; bookmakers; more pensioners activities</i>	8	7
Total number of responses	106	100

Base: 165 (86 respondents who gave 106 responses)

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

	Number	%
Yes	45	27
No	120	73
Total	165	100

Base: 165 (all respondents)

Table 4.8: Have you ever used the service?

	Number
Yes	15
No	30
Total	45

Base: 45 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	11
Neither satisfied or dissatisfied	1
Dissatisfied/very dissatisfied	3
Total	15

Base: 15 respondents who had used the Neighbourhood Warden Service

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

	Number	%
Satisfactory	148	90
Unsatisfactory	17	10
Total	165	100

Base: 165 (all respondents)

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

	Number
Need emptied weekly	7
Rubbish left lying	3
Bins not lifted and often damaged	2
Not enough bins for all the rubbish	2
Not stated	3
Total	17

Base: 17 respondents who found the emptying of household waste to be unsatisfactory

Table 4.12: Satisfaction with emptying of recycling bins

	Number	%
Satisfactory	155	94
Unsatisfactory	10	6
Total	165	100

Base: 165 (all respondents)

Table 4.13: Why is emptying of recycling bins unsatisfactory?

	Number
Should lift weekly	4
Rubbish left lying	2
Not always lifted/not replaced	2
No response	2
Total	10

Base: 10 respondents who found the emptying of recycling bins to be unsatisfactory

Table 4.14: Repairing of roads and pavements

	Number	%
Satisfactory	130	79
Unsatisfactory	34	20
No response	1	1
Total	165	100

Base: 165 (all respondents)

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

	Number
Poor condition; lots of holes and uneven	17
Rarely done	4
Takes months to repair	3
Road islands dangerous	1
Not stated	9
Total	34

Base: 34 respondents who found the repairing of roads and pavements unsatisfactory

Table 4.16: Satisfaction with street sweeping

	Number	%
Satisfactory	120	73
Unsatisfactory	44	26
No response	1	1
Total	165	100

Base: 165 (all respondents)

Table 4.17: Why is street sweeping unsatisfactory?

	Number
Never see it being done/rarely done	15
Always litter/areas not covered	9
Not done often enough	8
Cars parked	1
Not stated	11
Total	44

Base: 44 respondents who had found the street sweeping service to be unsatisfactory

Table 4.18: Satisfaction with clearing of road drains

	Number	%
Satisfactory	130	79
Unsatisfactory	35	21
Total	165	100

Base: 165 (all respondents)

Table 4.19: Why is clearing of road drains unsatisfactory?

	Number
Drains block/flood	14
Never see it done	8
Not stated	13
Total	35

Base: 35 respondents who found the clearing of road drains to be unsatisfactory

Table 4.20: Satisfaction with street lighting

	Number	%
Satisfactory	145	88
Unsatisfactory	20	12
Total	165	100

Base: 165 (all respondents)

Table 4.21: Why is street lighting unsatisfactory?

	Number
Often faulty/vandalised	9
Not enough lighting/not bright enough	6
None in the area	2
Not stated	3
Total	20

Base: 20 respondents who had found the provision of street lighting to be unsatisfactory

Table 4.22: Policing in the area

	Number	%
Satisfactory	119	72
Unsatisfactory	45	27
No response	1	1
Total	165	100

Base: 165 (all respondents)

Table 4.23: Why is policing in the area unsatisfactory?

	Number
Never see them	19
Not there when you need them	5
Not regular/night patrol	4
Do not deal with minor crimes or do enough to stop crimes	2
Not stated	15
Total	45

Base: 45 respondents who had found the policing service to be unsatisfactory

Table 4.24: Satisfaction with bus services

	Number	%
Satisfactory	139	84
Unsatisfactory	26	16
Total	165	100

Base: 165 (all respondents)

Table 4.25: Why are bus services unsatisfactory?

	Number
More frequent services and routes	10
Service too far away	8
No bus service in area	6
Not stated	7
Total	26

Base: 26 respondents who had found bus services to be unsatisfactory

Table 4.26: Satisfaction with provision of bus shelters

	Number	%
Satisfactory	114	69
Unsatisfactory	51	31
Total	165	100

Base: 165 (all respondents)

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

	Number
None in the area	27
Not enough/very few	8
Vandalised	2
Not stated	14
Total	51

Base: 51 respondents who had found the provision of bus shelters to be unsatisfactory

Table 4.28: Satisfaction with maintenance of open green spaces

	Number	%
Satisfactory	149	90
Unsatisfactory	16	10
Total	165	100

Base: 165 (all respondents)

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

	Number
Never done/not done regularly	5
Rubbish and overgrown	5
There is no green area/req more green areas	3
Not stated	3
Total	16

Base: 16 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	109	66
Unsatisfactory	56	34
Total	165	100

Base: 165 (all respondents)

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

	Number
Have never seen it done	9
Always dirty and rubbish lying	9
Not done often enough	6
Not done properly	9
Do my own area	2
No footpaths	4
Not stated	17
Total	56

Base: 56 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	45	27
No	25	15
Don't know	95	58
Total	165	100

Base: 165 (all respondents)

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

	Number
Rosemount Community Ass	11
Ballymagroarty Community Group	8
Glen Community Ass	6
Hazelbank Community Ass	2
Other, Brook Park, BHAC; Dunluce	3
Don't know	7
No response	8
Total	45

Base: 45 (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	27	60
No	2	5
Don't know	15	33
No response	1	2
Total	45	100

Base: 45 (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 know who they are	1
Not informed of events	1
Total	2

Base: 2 (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	25	15
No	96	58
Don't know	42	25
Already a member	1	1
No response	1	1
Total	165	100

Base: 165 (all respondents)

Table 4.37: Were you aware that your household lies within the Outer West Derry NRA?

	Number	%
Yes	31	19
No	134	81
Total	165	100

Base: 165 (all respondents)

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

	Number
Yes	3
No	25
Don't know/no response	3
Total	31

Base: 31 (respondents who were aware their household lies within the Outer West Derry 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	7
Age and health	3
People who dominate	2
Plans only for the youth	1
Don't know/Not stated	12
Total	25

Base: 25 (respondents who did not contribute to the consultation process)

Well-Being

Table 5.1

	Number	Mean
All HRPs	145	50
Males	55	52
Females	90	49
2011/12 NI Health	-	50

Base: 145 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	%
Staying at school is important if you want to get a good job	141	86	12	7	6	4	6	3	165	100
Children at school in Northern Ireland get a good education	136	82	14	9	7	4	8	5	165	100
I enjoyed my time at school	106	64	25	15	28	17	6	4	165	100

Base: 165 (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	57	35
No	108	65
Total	165	100

Base: 165 (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)	31
Year 8 (Form 1) to Year 14 (Upper sixth)	26
Total	57

Base: 57 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
	Number
My child's school is a good school	55
I find my child's school welcoming to parents	53
My child's school is well led and well managed	52
My child's school gives me clear information on how my child is getting on	49

Base: 57 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
	Number
Making sure your child attends school regularly and on time.	57
Helping your child with schoolwork	54

Base: 57 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	19
No	38
Total	57

Base: 57 respondents with school-age children

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

	Number
Very involved	34
Fairly involved	20
Not very involved	2
Not at all involved	1
Total	57

Base: 57 respondents with school-age children

Table 6.8: Involvement in local schools

	Yes	No	TOTAL
	Number	Number	No.
Go to parent/teacher meetings	53	4	57
Involved with Parent/Teacher Association (PTA)	7	50	57
Help out with school clubs/classroom	5	52	57
Help out with the dinner duties/school trips and so on	3	54	57

Base: 57 respondents with school-age children

Table 6.9: How often do you help your child with their homework?

	Outer West Derry		NIOS 2011
	Number	%	%
Every time	23	40	34
Most times	12	21	18
Occasionally	5	9	28
Never	5	9	11
Other	12	21	8
Total	57	100	100

Base: 57 respondents with school-age children (Outer West Derry NRS only)

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

Table 6.10: How confident do you/would you feel helping your child with their homework?

	Outer West Derry		NIOS 2010
	Number	%	%
Always confident	14	25	34
Confident most of the time	19	33	18
Confident some of the time	16	28	28
Depends what it is	4	7	8
Never confident	4	7	11
Total	57	100	100

Base: 57 respondents with school-age children (Outer West Derry NRS only)

Table 6.11: Do you have any children in the household in Year 1 to Year 7?

	Number
Yes	39
No	18
Total	57

Base: 57 respondents with school-age children

Table 6.12: 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	2
Year 3	3
Year 4	3
Year 5	6
Year 6	9
Year 7	11
Total	39

Base: 39 respondents with children in primary school

Table 6.13: Please indicate the extent to which you agree or disagree with the following statements.

	Number			
	Strongly agree/agree a little	Neither agree Nor disagree	Strongly disagree/Disagree a little	Total
My child's school puts enough emphasis on reading and writing skills	37	-	2	39
My child's school puts enough emphasis on basic numeracy skills/sums	37	1	1	39

Base: 39 respondents with children in primary school

Table 6.14: Have you ever worked in a school?

	Number	%
Yes	40	24
No	112	68
No response	13	8
Total	165	100

Base: 165 (all respondents)

Table 7.1: Final Comments

	Number	%
Nothing needs to be done	33	52
Area is good to live in	7	11
Improve housing and clean area up	5	8
Deal with ASB	5	8
More activities for youth/sports facilities	4	6
Too much student accommodation and landlords take more responsibility for ASB	3	5
Other, <i>more job investment; distribute information; too much political involvement</i>	6	10
Total	63	100

Base: 58 respondents gave 63 comments

Appendix 4: Map of Outer West Derry Neighbourhood Renewal Area

