

BALLYMENA

Neighbourhood Renewal Survey
2012



Northern Ireland
Housing Executive

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Introduction and methodology

Background to the survey

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

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

In June 2003, the government launched "People and Place – A strategy for Neighbourhood Renewal". The strategy seeks to target those communities throughout Northern Ireland that are experiencing the highest levels of deprivation. It is also about bringing together the work of all government departments, in partnership with local people, to tackle disadvantage and deprivation in all aspects of everyday life. The total population affected by deprivation throughout Northern Ireland is approximately 228,000 (one person in six)².

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

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

¹ Housing (NI) Order 1981, Article 6

² DSD website Urban Regeneration > Neighbourhood Renewal

DSD and NIHE in partnership

Given the Housing Executive's experience in conducting similar household surveys in deprived areas, the DSD's Neighbourhood Renewal team formally requested NIHE's assistance in undertaking surveys in Northern Ireland's 36 NRAs. In consultation with the DSD and on the basis of its priorities, four NRAs were selected for study in 2010:

Greater Shankill	Coalisland
Outer West Belfast	Brownlow

Four new NRSs have been selected for 2011/12 to be carried out by the NIHE's Research Unit:

Lurgan	Ballymena
Limavady	Omagh

Conduct of the survey

The project management, design, quality assurance, analysis and report writing were the responsibility of the Research Unit. Fieldwork commenced in April 2012 and concluded in May 2012. Data collection and data entry for this survey were carried out by Research Unit. The Housing Executive's Research Unit quality assured the questionnaire and final report.

Survey objectives

The objectives of the 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 dwelling;
- to investigate perceptions about the image of the area and personal safety;
- to gather opinions on the impact of crime and the extent of anti-social behaviour;
- to ascertain respondents' views on education;
- to determine the extent of local participation in and the impact of local Neighbourhood Renewal Initiatives;
- to investigate the socio-economic characteristics of the household.

Presentation of findings

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

Introduction and methodology

Key Findings

Chapter 1:	Socio-economic profile
Chapter 2:	Characteristics of the home and area
Chapter 3:	Ballymena NRA
Chapter 4:	Neighbourhood Renewal
Chapter 5:	Education in Ballymena NRA

Appendix 1:	Technical information
Appendix 2:	Questionnaire
Appendix 3:	Tabular analysis
Appendix 4:	Map of Ballymena NRA

Key findings

Socio-economic profile

- 35% of HRPs were working (NI – 50%³), 27% were retired (NI – 27%), 16% were permanently sick/disabled (NI – 7%); 9% were not working (NI – 11%), 9% were looking after family/home (NI – 4%).
- A considerable proportion of HRPs were in receipt of benefits: Housing Benefit (34%), State Pension (26%) and Child Benefit (20%).
- The ethnic origin of the vast majority (95%) of HRPs was white (NI level – 99%⁴). Almost one-tenth (5%) of respondents did not state the ethnicity of their HRP.
- There was a mix of household types; the main two being lone older (17%) and two adult (17%). At NI level the predominant household types were lone older and two adult (each 15%).
- The average household size was 2.11 (Northern Ireland average 2.49).
- 20% of household members were aged under 16 (a similar proportion to at NI level – 21%⁵).
- A further 24% were aged over 60 (NI level – 20%).
- Median annual gross household income was between £10,000 and £14,999.
- One-third (33%) of households surveyed had a gross income of less than £10,000 (12% had less than £5,000 and 21% had £5,000-<£10,000).
- More than two-thirds (37%) of respondents said they or someone in their household had a disability that affected their normal day-to-day activities, NI level – 18%⁶.
- 83% of respondents said their household religion was Protestant.

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.
- Respondents were generally satisfied with their homes, although there were also important issues to be addressed in terms of energy costs.
- 49% of respondents lived in social housing (NIHE and housing associations); 38% were in owner-occupied accommodation and 10% rented privately.
- 76% of respondents had lived in the Ballymena NRA for more than 15 years.
- 76% said they lived in houses; the remainder lived in flats (13%) and bungalows (11%).

³ NI House Condition Survey 2009

⁴ Continuous Household Survey 2010/11

⁵ NISRA – Population and Migration Estimates (2010)

⁶ NI Survey of Activity Limitation and Disability 2007

- The most prevalent home security measures were window locks (47% of respondents' homes), security lights (27%) and door chains (23%).
- The vast majority (98%) of respondents had at least one smoke alarm in their dwelling.
- Almost three-fifths (57%) of households represented in the survey had one or more vehicles; 42% of respondents said their household had no vehicles.
- Most respondents (87%) had full central heating in their home. The main heating source for homes represented in the survey was oil fired with radiators (58%). Oil was the predominant home heating source at NI level (68%⁷).
- There were high levels of satisfaction among respondents with various aspects of their heating system, the ease of using the system (80%) and the type of heating system (76%). However, less than half (43%) were satisfied with the cost of running the system.
- 34% of respondents said they had been unable to adequately heat their home. The cost of domestic fuel (55; 71%), low household income (41; 53%) and money needed for other priorities (41; 53%) were factors contributing to respondents' inability to adequately heat their home.
- Almost two-fifths (38%) of respondents had heard of the Warm Homes Scheme.
- Most respondents (83%) said their home was about the right size; 10% said it was too small and 6% said it was too big.
- More than three-quarters (78%) of respondents were satisfied with their home overall.
- A very small proportion (5%) of respondents in social housing said they intended to buy their home during the following two years.

Ballymena 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.
- Almost three-fifths (59%) of respondents agreed that they really felt part of the community living in the area.
- 23% disagreed that they felt embarrassed to bring people to the area.
- More than half (54%) agreed that they were proud to come from the area.
- More than half (52%) thought the area was not really changing, 35% thought it was changing for the better and 14% thought it was changing for the worse.

⁷ NI House Condition Survey 2009

- 17% of people in Ballymena NRA perceived the level of antisocial behaviour (ASB) in their local area to be high. The equivalent figure for Northern Ireland was lower at 13%⁸.
- The main ASB problems identified by respondents in the area were 'rubbish or litter' (46%), 'people using or dealing in drugs' (33%) and 'teenagers hanging around on streets' (30%). The most prevalent perceived problems at Northern Ireland level were 'people being drunk or rowdy in public places' (32%) and 'teenagers hanging around on streets' (26%)⁹.
- The vast majority (92%) of respondents said they felt safe walking alone in the area during the day and 86% said they felt safe in their own home at night. However, more than two-fifths (42%) said they did not feel safe walking alone in the area after dark.

Neighbourhood renewal

- The survey indicated fairly low levels of awareness of neighbourhood renewal and community involvement.
- Almost three-quarters (73%) of respondents were not aware that their home was within the Ballymena NRA.
- More than one-fifth (22%) of respondents said they were aware of physical changes that had improved the neighbourhood within the previous 12 months. Respondents were most aware of 'homes being improved by the NIHE/installation of gas heating' and the 'landscaping/fencing scheme'.
- More than half (57%) of respondents said their area had a community/residents' association; 3% said their area did not have one and the remaining 40% did not know.
- More than three-fifths (63%) of all respondents said they would not consider joining a local community/residents' association, compared to 8% who said they would and 24% who did not know if they would join.
- Three-quarters (75%) of respondents were not aware of the Housing Executive's neighbourhood warden service.
- The most common issue that respondents said needed to be addressed was to 'reduce ASB such as drugs abuse, alcohol abuse, vandalism' (15%) and 'litter and mess' (14%)

Education

- More than four-fifths (83%) of respondents agreed that 'staying on in school is important if you want to get a good job' (NI level - 85%¹⁰).
- More than three-quarters (77%) of respondents agreed that 'children in Northern Ireland get a good education' (NI level – 89%).

⁸ NICS 2809/10: Perceptions of Crime Research and Statistical Bulletin 3/2011

⁹ NICS 2808/09: Perceptions of Crime Research and Statistical Bulletin 1/2010

¹⁰ NISRA – NI Omnibus Survey 2010 – Education module

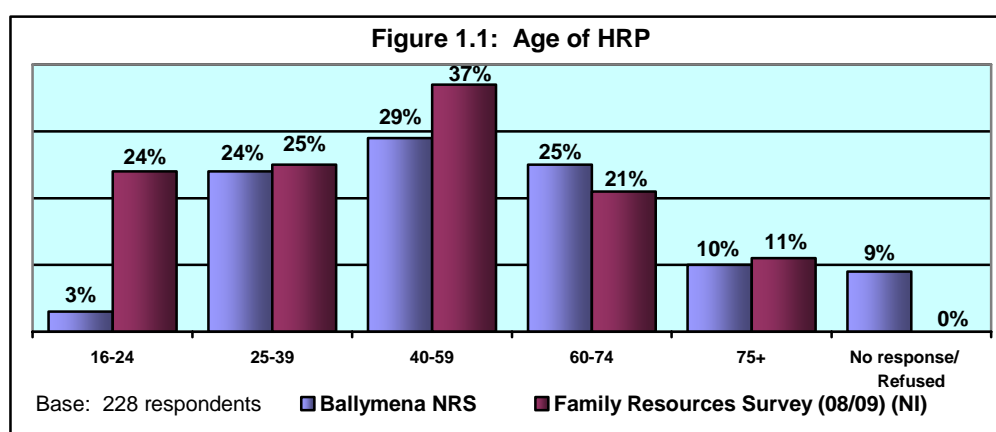
- Almost three-quarters (70%) of respondents agreed that they had enjoyed their time at school (NI level – 68%).
- 27% of respondents (61) had one or more children of school age (4-18 years).
- Of these respondents, more than four-fifths (52; 85%) agreed their child's school was a good school and a similar proportion (51; 84%) agreed their child's school was also well led and well managed.
- 97% of respondents with children of school age (59) agreed that making sure their child attends school regularly and on time is important.
- The majority of respondents with children of school age (55; 90%) said helping their child with homework is important.
- More than three-fifths (37; 61%) of respondents said they would consider taking their child out of school during term time (NIOS 2010: 24%).
- Most respondents with children of school age said they feel involved personally in their child's school life (49% very involved; 41% fairly involved).

1.0 Socio-economic profile

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

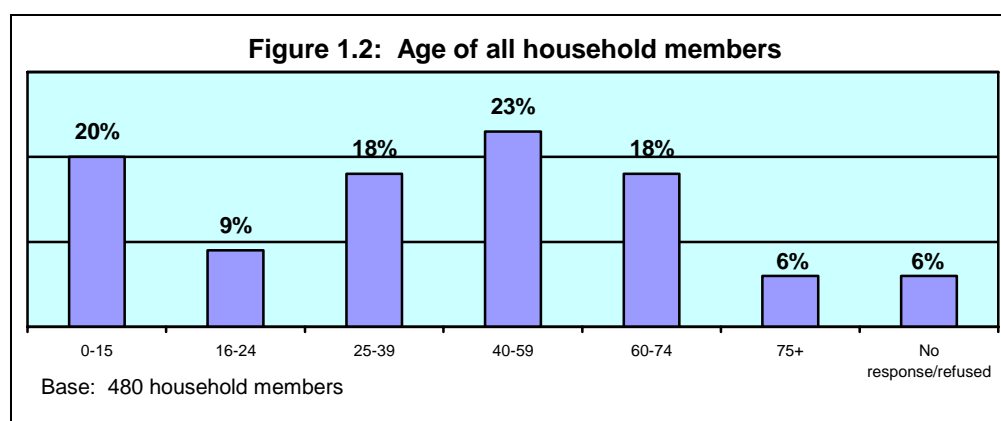
1.1 Age of Household Reference Person

Almost one-third (29%) of HRP's were aged between 40 and 59; 25% were aged between 60 and 74 and 24% were between 25 and 39; 10% were aged 75 or older and 3% were between 16 and 24. Data from the 2008/09 Family Resources Survey are included in Figure 1.1 below for reference ([Appendix Table 1.1-1.2](#)).



1.2 Age of all household members

In total, 480 individuals were identified as resident in the 228 households surveyed. Almost one-quarter (23%) of household members were aged 40 and 59, 20% were aged 15 and less, 18% were aged between 25 and 39, 18% were between 60 and 74 and 6% were 75 or over. ([Figure 1.2](#); [Appendix Table 1.3](#)).



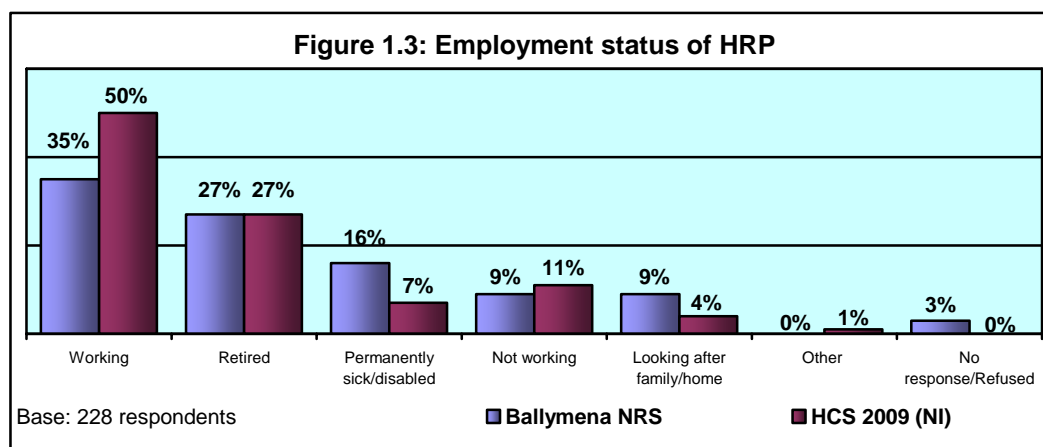
1.3 Average household size

The survey found that the average household size in Ballymena NRA was 2.11. The Northern Ireland average was 2.49¹¹.

¹¹ NISRA Continuous Household Survey 2010/11

1.4 Employment status of Household Reference Person

More than one-quarter (27%) of HRPs were retired (exclude looking after home), 35% were working (inclusive of 3% self-employed), 16% were permanently sick/disabled, 9% were not working and 9% were looking after family/home. Data at the Northern Ireland level from the HCS 2289 are included in the graph below for reference (Figure 1.3, Appendix Table 1.4).



1.5 Household type

Households were classified into eight types according to the number and ages of household members. Table 1A includes a description of each household type, along with the findings from this survey and from the 2009 House Condition Survey (HCS) for reference. However, since the HCS had a much larger number of respondents, it is important to bear in mind the potential effect of sample error, particularly on the Ballymena NRA Survey, and therefore any conclusions based on a comparison of findings should be made with caution.

Table 1A: Household types and definitions (%)

	Ballymena NRS 2012	HCS 2009
Lone Older (lone person of pensionable age – 65 years for men, 60 years for women)	17	15
Two Adult (two people – related or unrelated – below pensionable age)	17	15
Lone Adult (lone person below pensionable age - 65 years for men, 60 years for women)	15	13
Lone Parent (sole adult living with dependent child(ren) <16)	12	8
Two Older (two people – related or unrelated - at least one of whom is of pensionable age)	10	14
Large Adult (three or more adults - related or unrelated – and no dependent children <16)	9	12
Small Family (any two adults - related or unrelated - living with 1 or 2 dependent children < 16)	8	13
Large Family (any two adults - related or unrelated - living with more than 2 dependent children < 16)	4	10
Not enough information supplied to classify household type	8	-

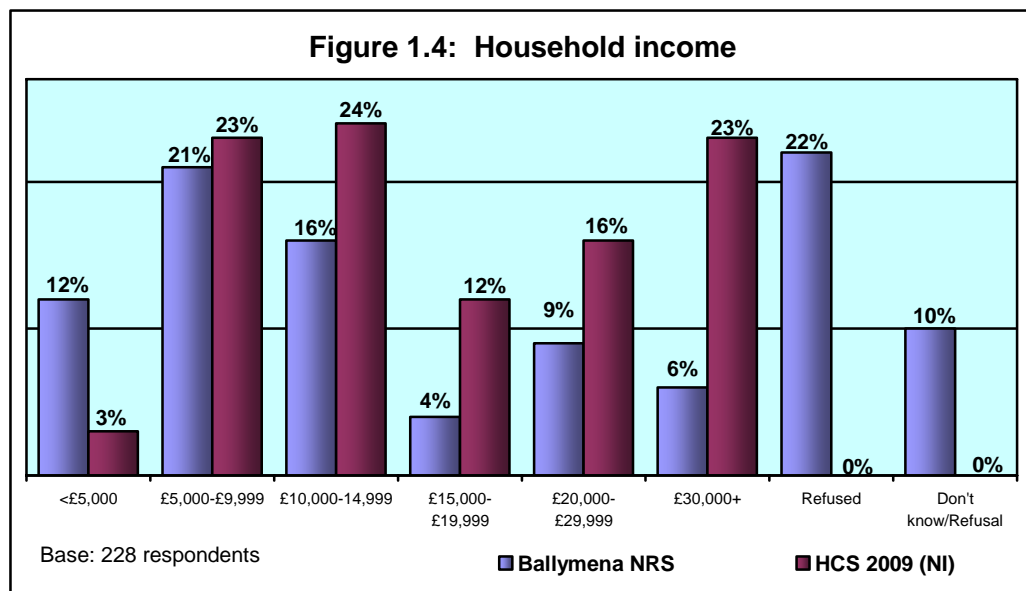
1.6 Household type comparison with House Condition Survey 2289

Table 1A shows that lone older households (17%) and two adult (17%) were the predominant household types, followed by lone adult (15%), lone parent (12%); two older (10%), large adult (9%) and small family (8%). Comparison with HCS 2009 findings shows some variation in the distribution of household types. The proportions of lone older, two adult, lone parent and one adult households were higher than those at NI level. In contrast, small family, large adult, large family and two older households were more prevalent at NI level than in the Ballymena NRA ([Appendix Table 1.5](#)).

1.7 Annual household income

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

One-third (33%) of respondents said their annual gross household income was less than £10,000; 16% had between £10,000 and £14,999, 4% had between £15,000 and £19,999, and 15% had £20,000 or more. Almost one-third (32%) of respondents either did not know or refused to give any details of their household income. Full income details are in the appendix tables and data from the HCS 2009 are included in the graph below for comparison ([Figure 1.4](#); [Appendix Table 1.6](#)).



1.8 Benefits

The main benefits received by HRPs were Housing Benefit (34%), Retirement Pension (26%); Child Benefit (20%) and Disability Benefit (19%). [Table 1b](#) and [Appendix Table 1.7](#) detail the benefits received by respondents and their partners (if applicable).

Table 1b: Benefits received	Household Reference Person (%)	Partner (%)
Housing Benefit	34	1
Retirement Pension	26	29
Child Benefit	20	16
A Disability Benefit	19	10
Child Tax Credit	17	6
Income Support	14	1
Pension Credit	12	5
Jobseekers Allowance	8	4
Incapacity Benefit	7	4
Working Tax Credit	7	3
Other, including Carer's Allowance	6	4

1.9 Long-term illness or disability

More than one-third (37%) of respondents said they or someone in their household had a disability that affected their normal day-to-day activities. Of these respondents, the majority (68; 81%) said their household had one disabled member, 15 (18%) had two or more disabled members in the household ([Appendix Tables 1.8 and 1.9](#)).

1.10 Household religion

More than four-fifths (83%) of HRPs described their household religion as Protestant, 7% as mixed religion and 2% as Catholic. The remaining 7% either stated that their household had another religion or refused/omitted to state the religion of their household ([Appendix Table 1.10](#)).

1.11 Ethnic origin and nationality of Household Reference Person

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

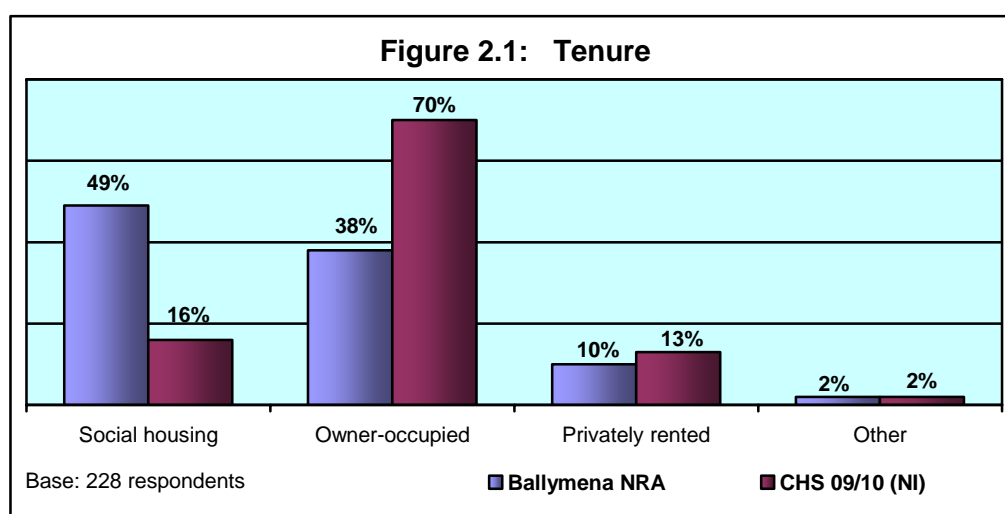
The majority (89%) of HRPs were British; 6% were Northern Irish; 1% were Irish and 1% were of another nationality. ([Appendix Table 1.12](#)).

2.0 Characteristics of the home and area

This chapter presents an analysis of some of the characteristics of homes within the Ballymena 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

A higher proportion of respondents were living in social housing (49%) than owner-occupied properties (38%) or privately rented accommodation (10%). Data at the Northern Ireland level from the 2009-10 Continuous Household Survey are included in [Figure 2.1](#) for comparison ([Appendix Table 2.1](#)).



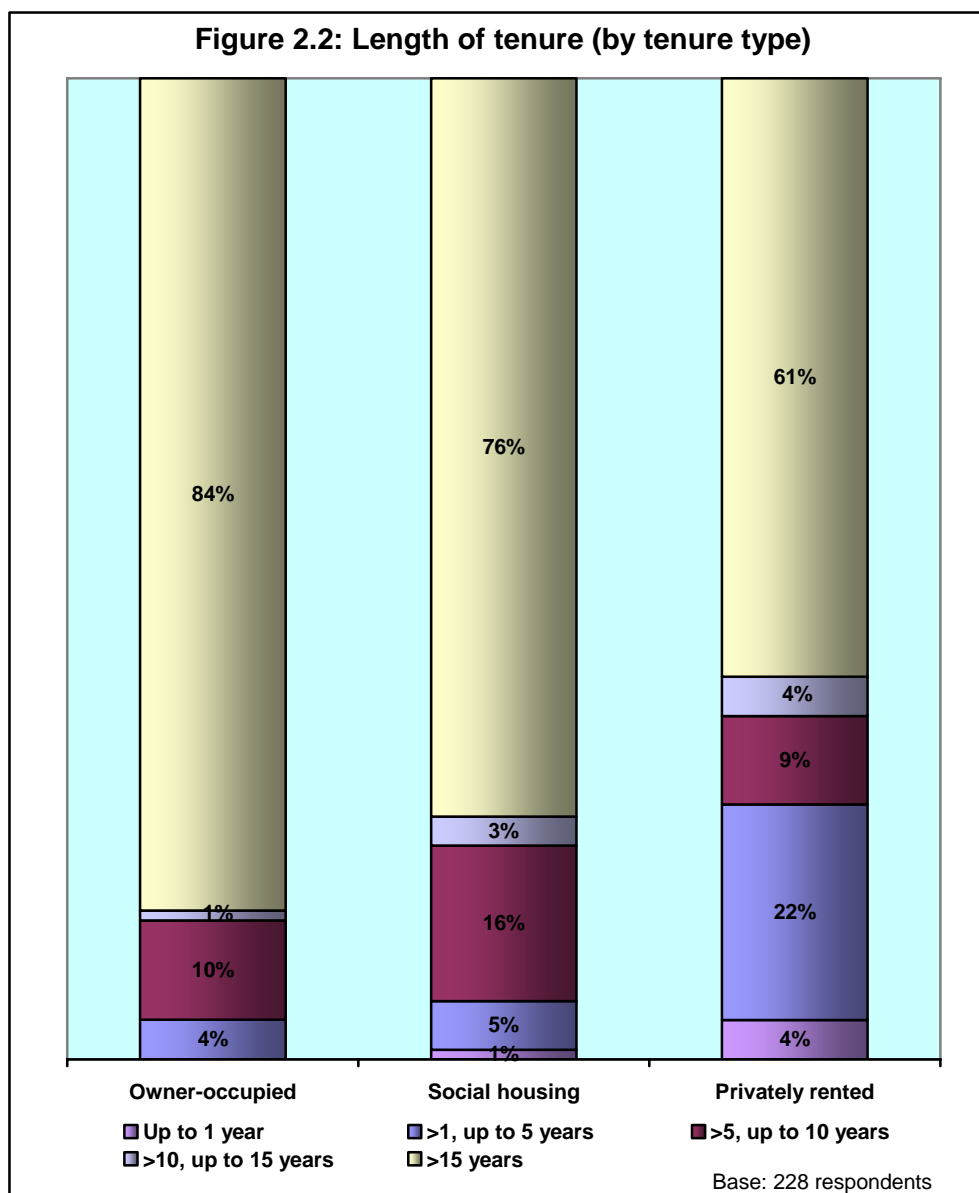
2.2 Length of time living in Ballymena NRA

More than three-quarters (76%) of respondents had lived in the Ballymena NRA for 15 years or more and the remainder (24%) had lived there for less than 15 years ([Appendix Table 2.2](#)).

2.3 Three-fifths (60%) of respondents said they had lived within the Ballymena NRA before moving to their present home. Seventeen per cent had lived outside the Ballymena NRA and 10% had lived outside the Ballymena Neighbourhood Renewal area but within the Ballymena area. A further 13% had never lived anywhere else ([Appendix Table 2.3](#)).

2.4 Tenure by length of time living in Ballymena NRA

Analysis of length of tenure by tenure type shows that a higher proportion of owner-occupiers (84%) than those in social housing (76%) or privately rented accommodation (61%) had lived in the Ballymena NRA for more than 15 years. Further detail is in [Figure 2.2](#) and [Appendix Table 2.4](#).



2.5 Dwelling type

More than three-quarters (76%) of respondents said they lived in houses; 13% lived in flats/apartments and 11% lived in bungalows ([Appendix Table 2.5](#)).

2.6 Home security

Home security measures in respondents' homes included window locks (47%); security lights (27%); door viewers (23%); door chains (18%); and burglar alarms (15%) ([Appendix Table 2.6](#)).

2.7 Smoke alarms

The majority of households (98%) had smoke alarms. More than two-fifths (46%) had two smoke alarms, more than one-quarter (27%) had one smoke alarm and 25% had three or more. However, 2% had no smoke alarms present ([Appendix Table 2.7](#)).

2.8 Vehicle ownership and parking

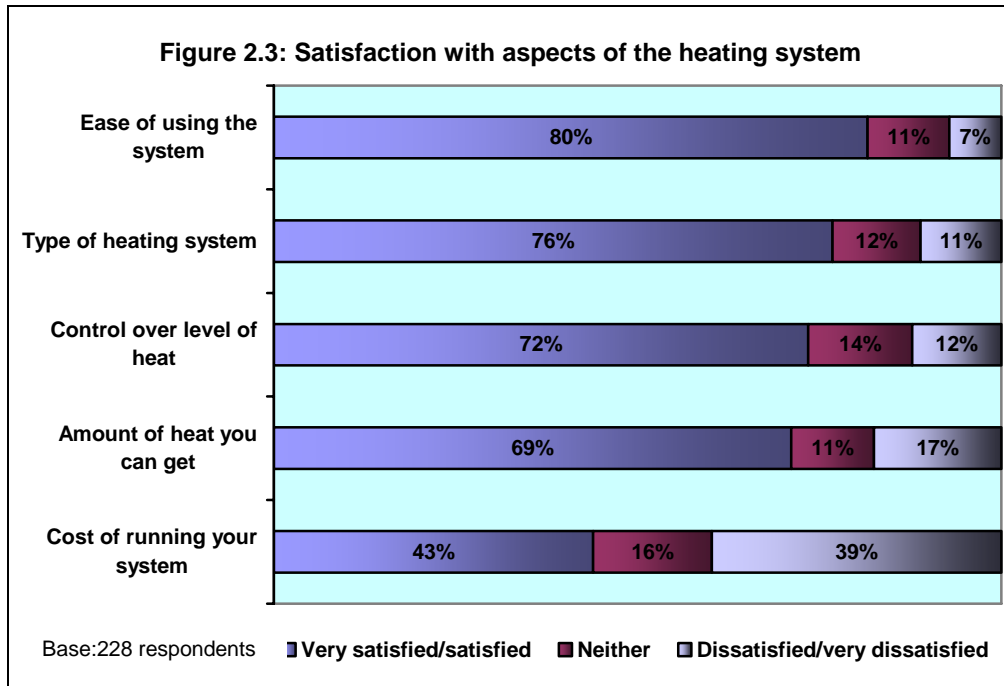
Respondents were asked how many cars or other vehicles were owned or available for use by anyone in their household. More than two-fifths (42%) did not own any vehicles, almost half (45%) owned one and 11% had two vehicles. Respondents' most common area for parking in the Ballymena NRA was on the street (53; 40%). More than two-thirds (36%) parked on their driveway and 15% parked in a garage ([Appendix Tables 2.8 and 2.9](#)).

2.9 Heating system

Almost all households in the survey (87%) had full central heating and a small proportion had partial central heating (4%); however, 9% had no central heating. The main heating source in more than half (58%) of homes represented in the survey was oil fired with radiators. Other main heating sources included mains gas (22%), and Economy 7 (15%) ([Appendix Tables 2.10 and 2.11](#)).

2.10 Satisfaction with heating system

Respondents reported high levels of satisfaction with various aspects of their heating system, ranging from 80% satisfaction with the ease of using the system to 76% satisfaction with the type of heating system. However, almost two-fifths (39%) of respondents were dissatisfied with the cost of running the system (Figure 2.3; [Appendix Table 2.12](#)).



2.11 Ability to adequately heat the home

Two-thirds (150; 66%) of respondents said they had been unable to adequately heat their home during the previous 12 months. The cost of domestic fuel (55; 71%), low household income (41; 53%) and money needed for other priorities (41; 53%) were factors contributing to the difficulties experienced by these respondents in heating their homes ([Appendix Tables 2.13-2.15](#)).

2.12 Warm Homes Scheme

Almost two-fifths (87; 38%) of respondents had heard of the Warm Homes Scheme. Analysis by tenure shows that awareness of the scheme was highest among private renters (10; 43%) and owner occupiers (37; 41%) (Appendix Table 2.16).

2.13 Size of home

More than four-fifths (83%) of respondents said their home was about the right size; 10% said it was too small and 6% said their home was too big (Appendix Table 2.17).

2.14 Satisfaction with home

More than three-quarters (78%) of respondents were very satisfied/satisfied with their home; 13% were neither satisfied nor dissatisfied and 9% were dissatisfied/very dissatisfied. The main reason for dissatisfaction was 'repairs required' and 'property not suitable for housing need' (Appendix Tables 2.18 and 2.19).

2.15 House sales and transfers

Respondents living in social housing (NIHE or housing association properties – 49%; 112 respondents) were asked about their intentions to purchase or transfer/exchange their dwelling. Only a small proportion (5%) of tenants said they intended to buy their home during the following two years; the majority (81%) did not intend to buy their home and 14% were unsure (Appendix Table 2.20).

Transfer applications

Of the 95% of respondents in social housing who did not intend to buy their home; 9 (9%) had applied for a transfer from their present property during the previous two years and a small number (3; 3%) 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 (7 respondents) (Appendix Tables 2.21-2.23).

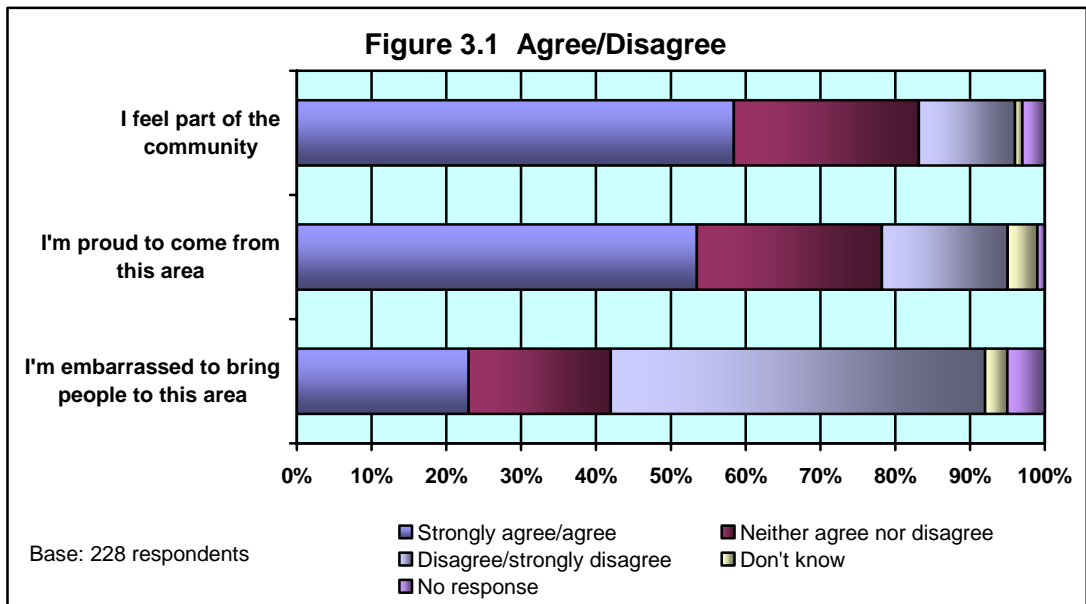
3.0 Ballymena NRA

This chapter presents an analysis of data from questions aimed specifically at respondents' perceptions of life in the Ballymena NRA, including opinion of the area, crime and antisocial 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).

- Almost three-fifths (59%) of respondents agreed that they really felt part of the community living in the area; 25% neither agreed nor disagreed and 13% disagreed.
- More than half (54%) agreed that they were proud to come from the area; 25% neither agreed nor disagreed and 17% disagreed.
- Half (50%) of respondents disagreed that they felt embarrassed to bring people to the area; 23% agreed and 19% neither agreed nor disagreed.



3.2 More than half (52%) of respondents thought the area overall was not really changing; 35% thought the area was changing for the better and 13% thought it was changing for the worse (Appendix Table 3.2).

3.3 Reasons given by the 35% (79 respondents) who thought the area was changing for the better included 'homes are well kept and area cleaner' (26; 26%), 'less ASB and trouble from youths' (12; 12%). Among the 14% (31 respondents) who said the area was changing for the worse, the most common reason was 'the increase in ASB' (17; 31%) and 'rubbish and litter' (10; 18%) (Table 3A; Appendix Table 3.3).

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

Changing for the better			Changing for the worse	
	N	%		N
Homes well kept and area cleaner	26	33	Increase in ASB/youths drinking/noise and parties and vandalism	17
Less ASB and trouble from youths in the area	12	15	Rubbish and litter	10
Quieter and friendly neighbours	10	13	No respect for others/area	8
NIHE updating and maintaining their stock	10	13	Alcohol/drug abuse	5
Estate settled after the 'Troubles'	7	9	Voids in the area	3
Properties mostly purchased and quick to sell	4	5	Lack of children's facilities	3
Demolition of void properties	4	5	Increase in strangers/no longer a close-knit community	2
Fencing/planting scheme	4	5	Problem neighbours	2
Good shops/pre school/employment in area now	3	4	Lack of police in the area	2
More amenities for young people	2	3	Other, quads, no response	3
Others, good buses, tenant association and bonfire site clean	5	3	<i>Base: 31 respondents who gave 55 reasons</i>	
Don't know/no response	23	29		

Base: 79 respondents who gave 101 reasons

3.4 Perceptions about anti-social behaviour in Ballymena 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 2008/9 (NICS), the following seven strands of ASB were used to form a composite measure¹² to gauge the overall perceived level of ASB in Ballymena NRA compared to Northern Ireland as a whole:

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

3.5 Based on this composite measure, findings from this survey show that 17% of respondents in Ballymena NRA perceived the level of ASB in their local area to be high. The equivalent figure for Northern Ireland was considerably lower (13%¹³).

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

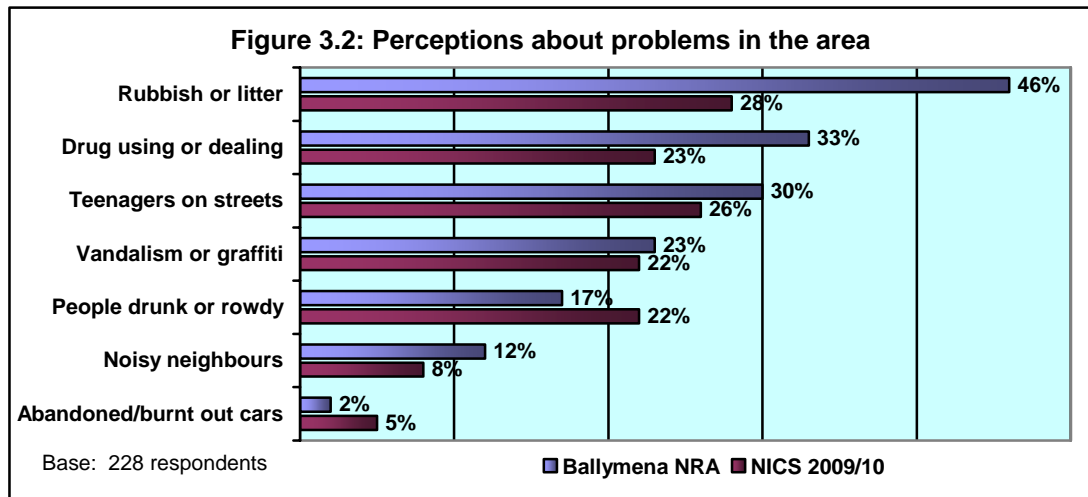
¹³ NICS 2809/10: Perceptions of Crime Research and Statistical Bulletin 3/2011

- 3.6** The two ASB types perceived by the largest proportions of respondents to be problems in the local area were:
- rubbish or litter lying about (46%); and
 - People using and dealing in drugs (33%)

The most prevalent perceived problems at Northern Ireland level¹⁴ were:

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

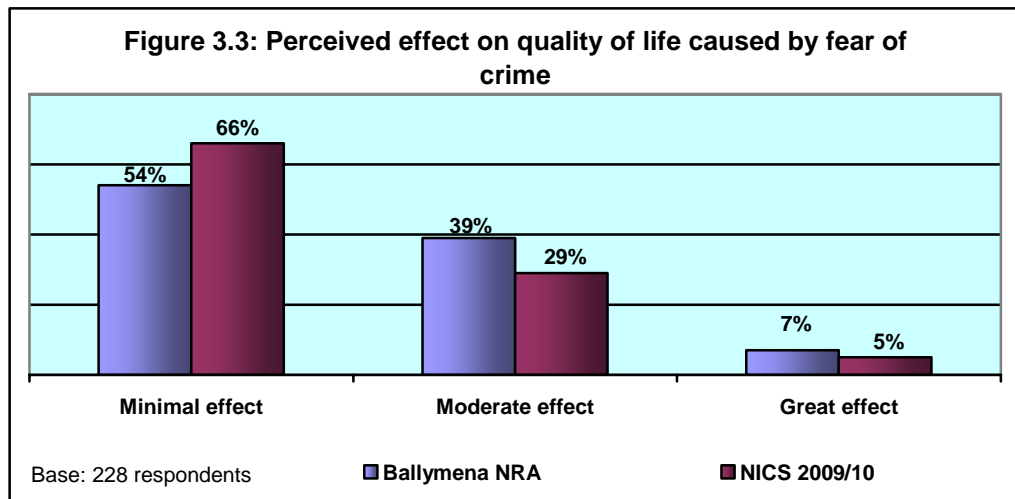
- 3.7** Findings from the Ballymena NRA survey show that the lowest proportions of respondents perceived the following types of ASB to be problematic: people being drunk or rowdy in public places (17%); noisy neighbours or loud parties (12%) and abandoned or burnt out cars (2%). The least prevalent perceived ASB problems at Northern Ireland level were noisy neighbours (8%) and abandoned or burnt out cars (5%).



- 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, 1 being 'no effect' and 10 being 'a total effect'. In order to standardise the results, the following conventions have been used to gauge the effect of 'fear of crime' on quality of life:
1. minimally affected (responded in the range 1 to 3);
 2. moderately affected (responded in the range 4 to 7); and
 3. greatly affected (responded in the range 8 to 10).

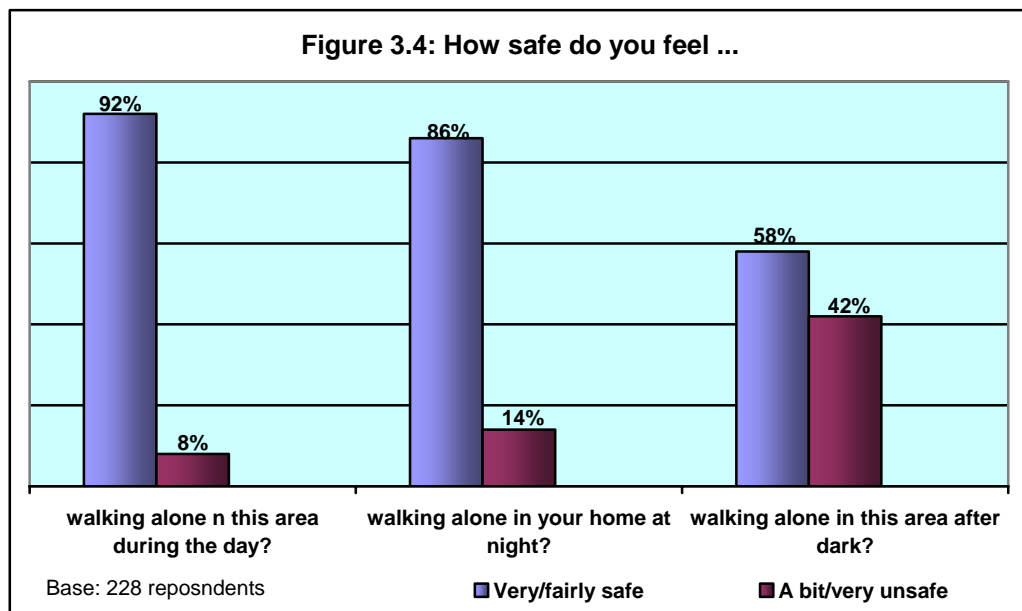
- 3.9** More than half (54%) of respondents in Ballymena NRA felt that 'fear of crime' had a minimal impact on their quality of life, almost two-fifths (39%) said it had a moderate effect and 7% considered that it had a great effect (Figure 3.3; Appendix Table 3.5).

¹⁴ NICS 2808/09: Perceptions of Crime Research and Statistical Bulletin 1/2010



3.10 Perceptions about personal safety

The vast majority (92%) of respondents said they felt safe walking alone in the area during the day. Almost three-fifths (58%) of respondents felt safe walking alone in the area at night; however, 86% felt safe in their own home when alone at night. Respondents' reasons for not feeling safe are detailed in the appendix tables ([Figure 3.4](#); [Appendix Tables 3.6-3.10](#)).



4.0 Neighbourhood Renewal

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

4.1 Physical changes within the Ballymena NRA

Almost four-fifths (78%) 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 22% (50 respondents) included 'homes improved by NIHE/new build/gas heating installed' and 'landscaping/fencing schemes' ([Appendix Tables 4.1 and 4.2](#)).

4.2 Important issues to be addressed in the neighbourhood

More than two-fifths (44%) of respondents thought there were issues that needed to be addressed. The most common issues were 'reducing ASB' and 'reducing litter and mess in the area'. A full breakdown of issues identified by respondents is in [Appendix Tables 4.3 and 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 a mother and toddler group (65%) and facilities for senior citizens (60%). Use of these facilities varied greatly. A summary of responses is in [Table 4A](#) and a full breakdown is in [Appendix Table 4.5](#).

Table 4A: Awareness and use of local facilities

	Percentages	
	Aware of...	Would use...
Mother and Toddler Group	65	7
Facilities for senior citizens	60	17
Youth activities	58	14
Pre/extended school play group	57	12
Sports facilities	54	11
Adult education classes	36	5

4.4 Services needed that were not already available

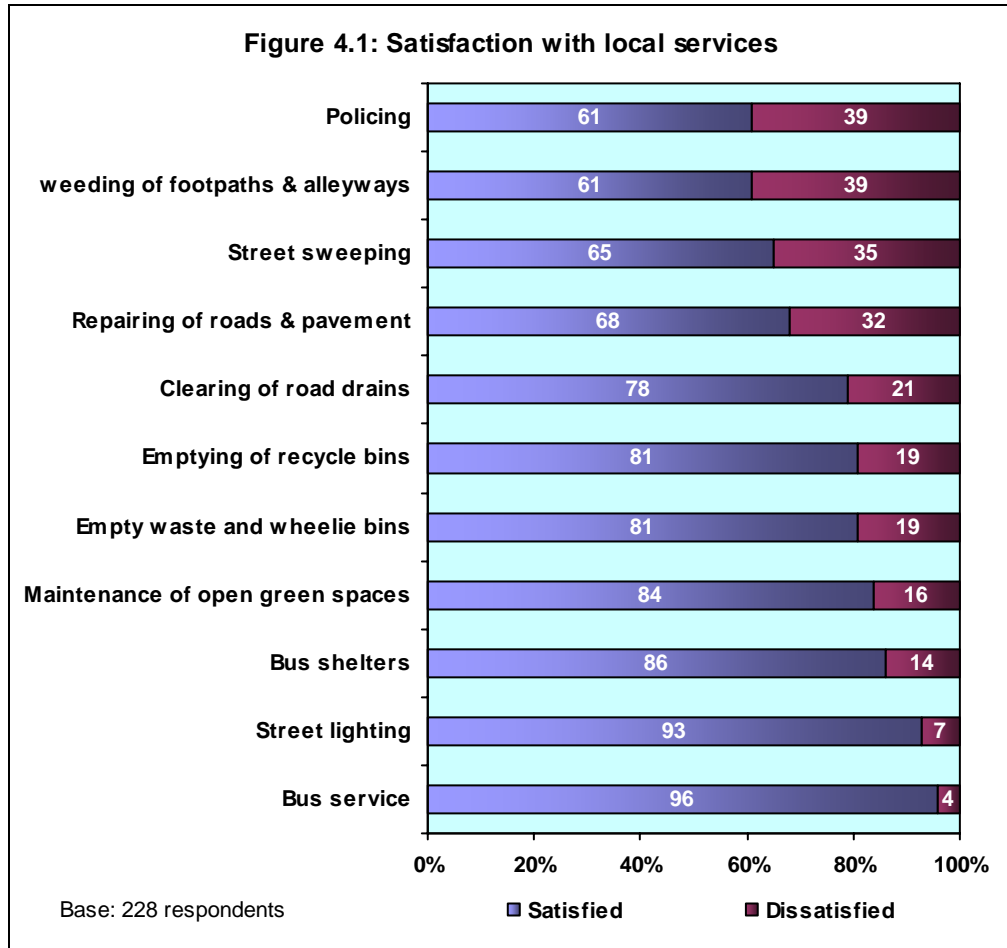
Almost one-quarter (23%) of respondents gave examples of services or facilities needed in the area. Of these respondents, more than one-tenth (20; 26%) said more youth clubs and facilities and 17 (22%) said provide facilities such as drama classes, library etc were needed. Responses were varied and are detailed fully in the appendix tables ([Appendix Table 4.6](#)). However, almost three-fifths (110; 59%) of respondents did not state what services or facilities were needed in the area.

4.5 Neighbourhood warden

Three-quarters (75%) of respondents said they were not aware of the Housing Executive’s neighbourhood warden service. Of the 25% of respondents who were aware, only a small number (8) had used the service and most of them (6) were satisfied with the service they had received ([Appendix Tables 4.7-4.9](#)).

4.6 General services within the area

Respondents were asked about a number of general services provided in the area and whether they found them satisfactory or unsatisfactory. Respondents were most satisfied with the bus service (96%) and least satisfied with policing in the area (39%) and weeding of footpaths and alleyways (39%). The reasons for dissatisfaction were varied and are detailed in the appendix tables (Figure 4.1: [Appendix Tables 4.10-4.31](#)).

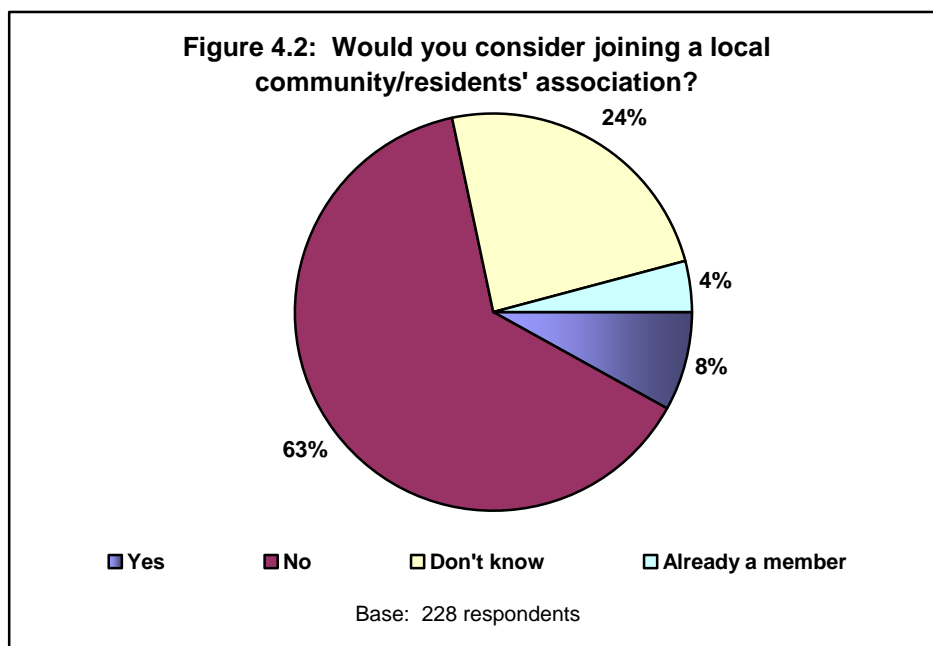


4.7 Community/residents’ associations

More than half (57%) of respondents said their area had a community/residents’ association; 40% did not know and the remaining 3% said their area did not have one. Respondents who were aware of a community/residents’ association in their area were asked to give the name of it. Their responses are listed in the appendix tables ([Appendix Tables 4.32 and 4.33](#)).

Of the 130 respondents (57%) who said their area had a community/residents' association, more than half (71; 55%) felt it was representative of the community as a whole; 15% said it was not representative and the remaining 40 respondents (30%) 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.

More than three-fifths (63%) of all respondents said they would not consider joining a local community/residents' association and 8% said they would consider doing so. A further 24% of respondents were undecided and 4% were already members of a local community/residents' association (Figure 4.2; Appendix Table 4.36).



4.8 Awareness of the local NRA

Almost three-quarters (73%) of respondents had not been aware that their home was within the Ballymena NRA. Of the 27% (61 respondents) who had been aware that their home was within the Ballymena NRA, a small proportion (11; 18%) had contributed to the consultation process for the development of a neighbourhood renewal action plan.

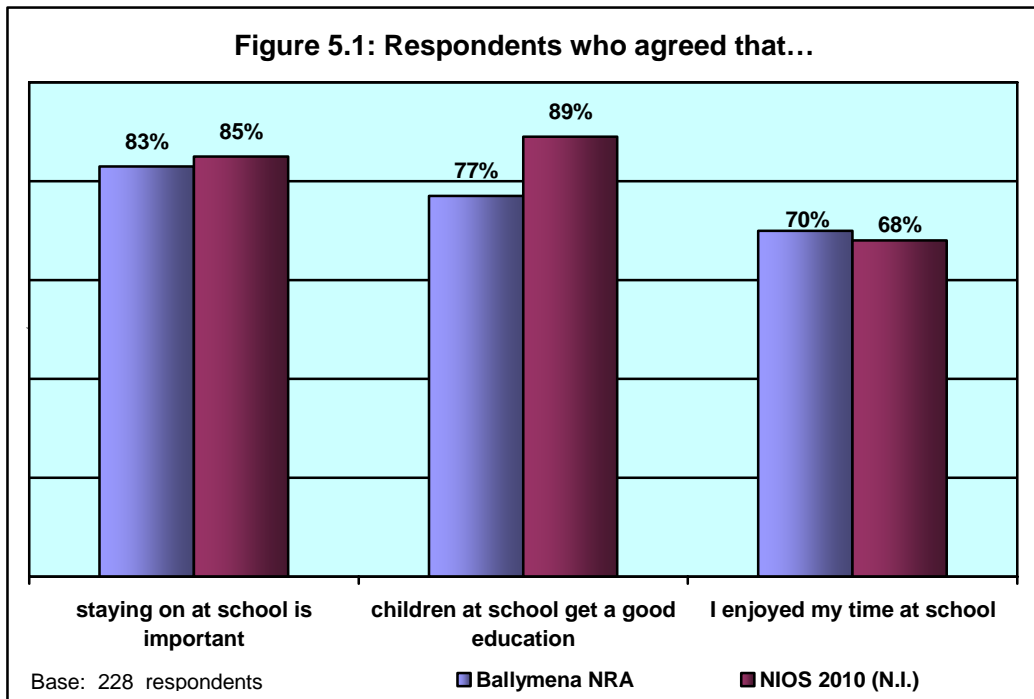
The main reasons given by the 38 respondents (62%) who had not contributed to the consultation process were that they had not known about it/had not been asked to contribute to Neighbourhood Renewal (Appendix Tables 4.37-4.40).

5.0 Education in Ballymena 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 Ballymena NRA. The results of the latest education module of the 2010 Northern Ireland Omnibus Survey¹⁵ (NIOS) have been included for information; however, since the NIOS had a much larger number of respondents, it is important to bear in mind the potential effect of sample error, particularly on the Ballymena NRA Survey, and therefore any conclusions based on a comparison of findings should be made with caution.

5.1 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 (83%) agreed that staying on at school is important if one wants to get a good job (NIOS: 85%) and 77% agreed that children at school in Northern Ireland get a good education (NIOS: 89%). More than two-thirds (70%) agreed that they had enjoyed their time at school (NIOS: 68%) (Figure 5.1; Appendix Table 5.1).



¹⁵ NISRA – Northern Ireland Omnibus Survey 2010 – Education Module

5.2 Parents of children aged 4-18

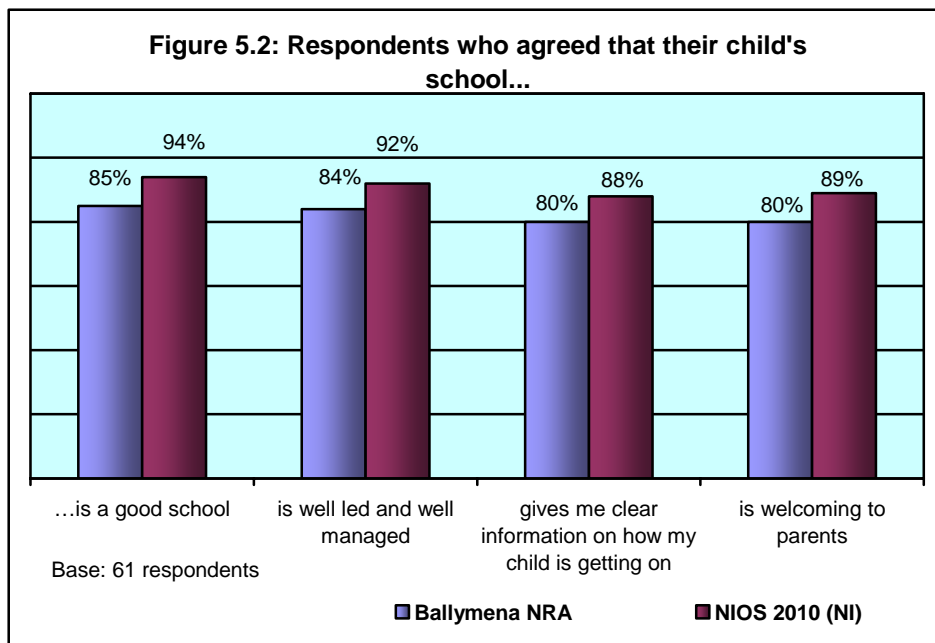
The survey included a series of questions on education, directed at respondents who were the parent/guardian of children aged between 4 and 18 and attending school (61; 27% of all respondents to the survey). If these respondents had more than one child of school age, they were asked to answer the questions with particular reference to the child whose birthday was next ([Appendix Table 5.2](#)).

5.3 Primary/secondary education

More than half (34; 56%) of respondents with school-age children said their child was in primary education (Years 1 to 7) and 27 respondents (44%) said their child was in post-primary education (Years 8 to 14) ([Appendix Table 5.3](#)).

5.4 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. More than four-fifths (52; 85%) respondents agreed their child's school is a good school; high proportions also agreed that their child's school is well led and well managed (51; 84%), gives clear information on how their child is getting on (49; 80%) and is welcoming to parents (49; 80%). Results from the NIOS 2010 broadly reflect these views, illustrated in Figure 5.2 and [Appendix Table 5.4](#).



5.5 Importance of parental responsibilities regarding education

Almost all respondents (59; 97%; NIOS 2010 - 94%) who had school-age children said making sure their child attends school regularly and on time was very/quite important and all respondents (55; 90%; NIOS 2010 - 98%) said helping their child with homework was very/quite important ([Appendix Table 5.5](#)).

5.6 Term-time holidays

Almost two-fifths (24; 39%) of respondents with school-age children, reported that they would consider taking their child out of school during term time, for example, for a family break or holiday. This figure was much lower at Northern Ireland level as reported by the NIOS 2010, which found that 24% of parents would consider taking their child out of school during term time (Appendix Table 5.6).

5.7 Parental involvement

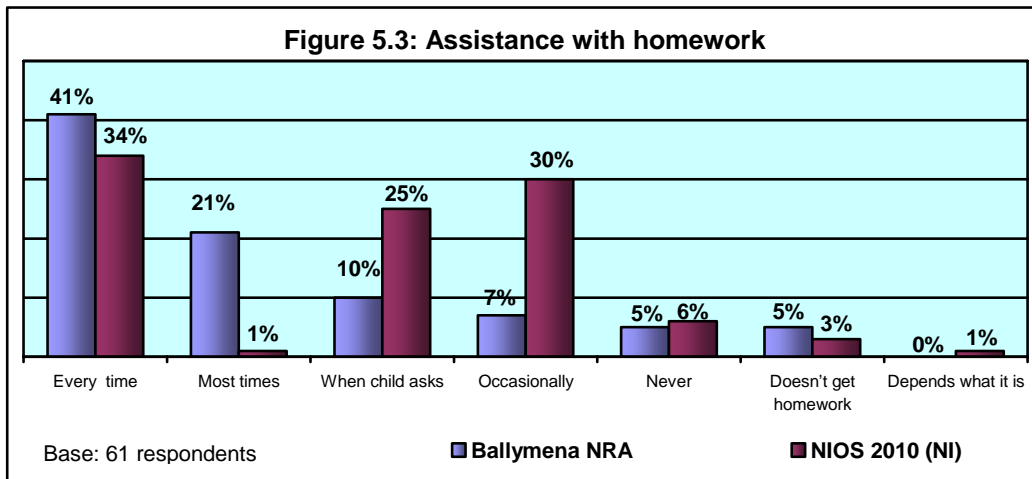
The majority (55; 90%) of respondents said they felt involved in their child’s school life (NI level – 87%). Respondents reported different levels of involvement in their child’s school, ranging from 46 (75%) attending parent-teacher meetings to four (%%) helping out in the classroom. Findings from this survey and from the 2010 NIOS at Northern Ireland level are included for reference in Table 5A and Appendix Tables 5.7-5.9.

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

Activity	Percentages	
	Ballymena 2012	NIOS 2010 (NI)
Attending parent-teacher meetings	75	81
Helping out with dinner duties/school trips and so on	12	11
Helping out with school clubs	7	8
Helping out in the classroom	5	5
Getting involved with the Parent Teacher Association	10	19

5.8 Assistance with homework

More than half (32; 52%) of respondents with school-age children said they help their child with their homework every time; more than one-fifth (13; 21%) said they help most times and one-tenth (13; 10%) when the child asks for help; four respondents (7%) said they help occasionally. This is illustrated in Figure 5.3 which also shows data at the Northern Ireland level from the NIOS 2010 (Figure 5.3 and Appendix Table 5.10)



5.9 Confidence helping child with homework

More than two-fifths (25; 41%) of respondents with children at school said they would feel confident most of the time helping their child with homework, 19 (31%) said they would always feel confident. And 13 (21%) said they would feel confident some of the time. Fewer respondents said it depends what the homework is (4; 7%). Findings from the 2010 NIOS are included for reference in the appendix tables ([Appendix Table 5.11](#)).

5.10 Children of primary school age

Of those 61 respondents (27% of all respondents) with children who were still at school, 43 (72%) had one child or more between Year 1 and Year 7, i.e. at primary school ([Appendix Tables 5.12 and 5.13](#)).

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 (41 out of 43) agreed that their child's school puts enough emphasis on reading and writing skills.
- Most of this sub-sample of respondents (41 out of 43) agreed that their child's school puts enough emphasis on basic numeracy skills/sums ([Appendix Table 5.14](#)).

5.11 Working in schools

All respondents were asked if they had ever worked in a school: only 12% said they had done so ([Appendix Table 5.15](#)).

Appendix 1: Technical information

Survey methodology

The Research Unit conducted interviews face-to-face with householders whose addresses had been randomly sampled from the Postal Address Database. Each household received a letter explaining the survey prior to visits by interviewers, who made up to five attempts 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, except by prior arrangement with respondents.

The sample and response rate

The Ballymena Neighbourhood Renewal Survey was based on a random sample of 400 households from all tenures in the Ballymena Neighbourhood Renewal Area.

On completion of fieldwork, 17 addresses in the sample were identified as being ineligible due to being vacant, inaccessible or derelict, which reduced the valid sample to 383 addresses. A total of 228 completed interviews, therefore, gave a response rate of 59% (Table A1).

Table A1

Breakdown of response:		
	Number	%
Original target sample	400	
Vacant/derelict/ inaccessible	16	
Non residential	1	
Revised target sample	383	100
Refusals	45	12
Non-contacts	110	28
Actual interviews achieved	228	59

Sample error

The proportion of respondents who gave a particular answer was only an estimate of the proportion of all potential respondents in Ballymena 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 and a sample size of 228 at the 95% confidence level. The 95% confidence level means that if the same survey were to be carried out 20 times, exactly the same results would be obtained in 19 of those cases.

If, for example, the percentage cited in the report is 80%, the probable sample error is $\pm 5.6\%$. Therefore, there are 95 chances in 100 that the true figure lays between 74.6% and 85.4%.

Table A2

Sample size: 228	Percentages									
	5	10	15	20	25	30	35	40	45	50
	or 95	or 90	or 85	or 80	or 75	or 70	or 65	or 60	or 55	or 50
Sample error:	3.0	4.2	5.0	5.6	6.0	6.4	6.6	6.8	6.9	6.9


Reporting conventions

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

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

Since the total achieved sample in this survey is 228 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. However, in the case of the sub-sample group of respondents with school-age children (48 respondents), the Research Unit decided, due to the proximity to the normal cut-off figure of 50, it was acceptable to include percentage figures in the analysis for the benefit of the client.

Appendix 2: Questionnaire

DEPARTMENT FOR SOCIAL DEVELOPMENT AND NORTHERN IRELAND HOUSING EXECUTIVE				
				

BALLYMENA NEIGHBOURHOOD RENEWAL SURVEY

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

Please circle one response only

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

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

Please circle one response only

Within the Ballymena area?	1
Outside the Ballymena area but within the Craigavon Council area	2
Outside the Craigavon 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. Does your home have any of the following.....?

Please circle either yes or no for each security device

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

Q6. How many **working** smoke alarms do you have in your home?

Please circle one response only

One	1
Two	2
Three or more	3
None	4

Q7. How many cars or other vehicles are owned or available for use, by one or more members of your household?

Please circle one response only

One	1	» <i>Continue to question 8</i>
Two	2	» <i>Continue to question 8</i>
Three or more	3	» <i>Continue to question 8</i>
None	4	» <i>Go to question 9</i>

Q8. Where do you usually park your **only or main** vehicle?

Please circle one response only

On the street	1
In my garage	2
On the driveway	3
Other, <i>please specify here</i>	4

Q9. Do you have central heating in your home?

Please circle one response only

Yes – full	1
Yes – partial	2
No	3

Q10. 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

Q11. How satisfied or dissatisfied are you with each of the following aspects of your **main** heating system?

First of all...

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

Q12. 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 13
»Go to question 14

Q13. 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

Q14. Have you heard of the Warm Homes Scheme (which provides a package of energy efficiency and heating measures to owner occupiers and people living in privately rented accommodation)?

Please circle one response only

Yes	1
No	2

Q15. Would you say that your home is:

Please circle one response only

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

Q16. 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 17

Q17. 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	» Go to Section 3
No	2	» Continue to question 2
Don't know	3	» Continue to question 2

- 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	» Go to question 4
No	2	» Continue to question 3

- 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	» Continue to question 4
No	2	» Go to Section 3

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

Please circle one response only

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

- 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

First of all.....	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	1	2	3	4
Teenagers hanging around on streets	1	2	3	4
Rubbish or litter lying about	1	2	3	4
Vandalism, graffiti and other deliberate damage to property or vehicles	1	2	3	4
People using or dealing in drugs	1	2	3	4
Abandoned or burnt out cars	1	2	3	4
People being drunk or rowdy in public places	1	2	3	4

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 11		» Continue to question 10	

- Q10. 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

- Q11. 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?

Please circle one response only

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

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

Section A: Are you aware of the facility/service in your area?

Section B: **FOR THOSE 'AWARE OF'** AT SECTION A - Does your household use this facility/service?

Please circle a response to indicate awareness or not in Section A for each facility/service aware of and say if used or not in Section B

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

1
2
3

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

Please circle one response only

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

Q8. Have you ever used the service?

Please circle one response only

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

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

Please circle one response only

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

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

1.
2.

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

First....	Part A		Part B
	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	» Go to question 16
No	2	» Continue to question 15
Don't know	3	» Go to question 16

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 Ballymena Neighbourhood Renewal Area.

To all respondents

Q17. Were you aware that your household lies within the **Ballymena** Neighbourhood Renewal Area?

Please circle one response only

Yes	1	» Continue to question 18
No	2	» Go to Section 5

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	» Continue to question 19
No	2	» Go to question 20
Don't know	3	» Go to Section 5

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 – 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

P1	P2	P3	P4	P5	P6	P7	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/children ask 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	» Go to question 13
If you have more than one child in primary school	» Please choose the eldest of these children and continue to question 13.

Q13. What year is this child in at school?

Please tick one box for the child selected at question 12

P1	P2	P3	P4	P5	P6	P7

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

Please circle one answer on each line

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

To all respondents

Q15. Have you ever worked in a school?

Please circle one response only

Yes	1
No	2

Section 6 – You and Your Household

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

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

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

Day to day activities are normal activities carried out by most people on a regular basis. The affect of the disability must have lasted at least 12 months, or are likely to last at least 12 months or for the rest of the life of the person affected.

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

Please circle one response only

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

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

- 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	DK	Refused
1	2	3	4	5	8	7

- Q8. Have you any other comments you would like to make about life in the Ballymena Neighbourhood Renewal Area?

End of Questionnaire

THANK YOU VERY MUCH FOR YOUR HELP

Appendix 3: Tabular analysis

Socio-economic profile

Table 1.1: Age of HRP

	Number	%
16-24	6	3
25-39	55	24
40-59	67	29
60-74	58	25
75+	22	10
No response	20	9
Total	228	100

Base: 228 (all respondents)

Table 1.2: Gender of HRP by Age of HRP

	16-24	25-39	40-59	60-74	75+	No response	All
Male	5	23	37	39	11	12	127
	83%	42%	55%	67%	50%	60%	56%
Female	1	32	30	19	11	2	95
	17	58%	45%	33%	50%	10%	42%
No response	-	-	-	-	-	6	6
	-	-	-	-	-	30	2%
Total	6	55	67	58	22	20	228
	100%	100%	100%	100%	100%	100%	100%

Base: 228 (all respondents)

Table 1.3: Age of all household members

	Number	%
15 and less	95	20
16-24	44	9
25-39	88	18
40-59	108	23
60-74	88	18
75+	29	6
Refused/no response	28	6
Total	480	100

Base: 480 household members

Table 1.4: Employment status of HRP

	Number	%
Retired (excludes looking after home)	62	27
Working full-time	54	24
Permanent sick/disabled	36	16
Not working long-term (>1 year)	17	7
Working part-time	18	8
Looking after family/home	21	9
Not working short-term (<1 year)	5	2
Self employed	6	3
No response	7	3
Total	228	100

Base: 228 (all respondents)

Table 1.5: Household type (including comparison with House Condition Survey 2009)

Household type definitions	Ballymena 2012 %	HCS 2009 %
Two Adults (two people – related or unrelated – below pensionable age)	17	15
Lone Older (lone person of pensionable age - 65 years for men, 60 years for women)	17	15
Lone Adult (lone person below pensionable age - 65 years for men, 60 years for women)	15	13
Lone Parent (sole adult living with dependent child(ren) < 16)	12	8
Two Older (two people – related or unrelated - at least one of whom is of pensionable age)	10	14
Large Adult (three or more adults - related or unrelated - and no dependent children < 16)	9	12
Small family (any two adults – related or unrelated – living with 1 or 2 dependent children < 16)	8	13
Large Family (any two adults - related or unrelated - living with more than 2 dependent children < 16)	4	10
Not enough information supplied to classify household type	8	-

Base: 228 (all respondents)

Table 1.6: Annual household Income

	Number	%
Less than £5,000	27	12
£5,000 to £9,999	48	21
£10,000 to £14,999	37	16
£15,000 to £19,999	10	4
£20,000 to £24,999	15	6
£25,000 to £29,999	6	3
£30,000 or more per year	13	6
Refusal	51	22
Don't know	20	9
No response	1	1
Total	228	100

Base: 228 (all respondents)

Table 1.7: Benefits

Benefits received	Household Reference Person (%)	Partner (%)
Housing Benefit	34	1
Retirement Pension	26	29
Child Benefit	20	16
A Disability Benefit	19	10
Child Tax Credit	17	6
Income Support	14	1
Pension Credit	12	5
Jobseekers Allowance	8	4
Working Tax Credit	7	3
Incapacity Benefit	7	4
Other including Carer's Allowance	6	4

Base: 228 (all respondents)

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

	Number	%
Yes	84	37
No	142	62
No response	2	1
Total	228	100

Base: 228 (all respondents)

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

	Number	%
One	68	81
Two or more	15	18
No response	4	5
Total	84	100

Base: 84 respondents with one or more disabled members in their household

Table 1.10: Household religion

	Number	%
Protestant	190	83
Mixed Catholic/Protestant	15	7
Catholic	6	2
Refused	7	3
Other/No religion	7	3
No response	3	1
Total	228	100

Base: 228 (all respondents)

Table 1.11: Ethnicity of HRP

	Number	%
White	217	95
Other	4	2
No response/refused	7	3
Total	228	100

Base: 228 (all respondents)

Table 1.12: Nationality of HRP

	Number	%
British	203	89
Northern Irish	13	6
Irish	2	1
Other	3	1
No response	6	3
Refused	1	1
Total	228	100

Base: 228 (all respondents)

Characteristics of the home and area

Table 2.1: Tenure

	Number	%
Social Housing	112	49
Owner Occupier	87	38
Rent privately	23	10
Other	5	2
No response	1	1
Total	228	100

Base: 228 (all respondents)

Table 2.2: Length of time living in Ballymena NRA

	Number	%
15 years or more	174	76
5 years or more but less than 10	30	13
1 year or more but less than 5	16	7
10 years or more but less than 15	6	3
Up to 1 year	2	1
Total	228	100

Base: 228 (all respondents)

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

	Number	%
Within this Neighbourhood Renewal Area	137	60
Outside Ballymena Council area	39	17
Outside Ballymena Neighbourhood Renewal Area but within Ballymena Council area	22	10
Have never lived anywhere else	30	13
Total	228	100

Base: 228 (all respondents)

Table 2.4: Tenure by length of time living in Ballymena NRA

	Tenure				All
	Social Housing	Owner occupier	Rent privately	Other/no response	
Less than 1 year	1	-	1	-	2
	1%	-	4%	-	1%
1 year or more but less than 5	6	4	5	1	16
	5%	5%	22%	33%	7%
5 years or more but less than 10	18	9	2	1	30
	16%	10%	9%	33%	13%
10 years or more but less than 15	3	1	1	1	6
	3%	1%	4%	33%	3%
15 years or more	84	76	14	-	174
	75%	84%	61%	-	76%
Total	112	90	23	3	228
	100%	100%	100%	100%	100%

Base: 228 (all respondents)

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

	Number	%
House	174	76
Flat / apartment	30	13
Bungalow	24	11
Total	228	100

Base: 228 (all respondents)

Table 2.6: Home security measures present

	Yes		No	
	N	%	N	%
Window locks	107	47	121	53
Security lights	62	27	166	73
Door viewer	52	23	176	77
Door chain	42	18	186	82
Burglar Alarm	35	15	193	85
Other (including door bolts/personal alarms/cameras/dog)	11	5	217	95

Base: 228 (all respondents)

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

	Number	%
One	62	27
Two	104	46
Three or more	56	25
None	6	2
Total	228	100

Base: 228 (all respondents)

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

	Number	%
One	103	45
Two	26	11
Three or more	3	1
None	96	42
Total	228	100

Base: 228 (all respondents)

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

	Number	%
On the street	53	40
On the driveway	47	36
In the garage	20	15
Other	12	9
Total	132	100

Base: 132 (respondents with one or more vehicles available for use in the household)

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

	Number	%
Yes – full	199	87
Yes – partial	9	4
No	20	9
Total	228	100

Base: 228 (all respondents)

Table 2.11: What is your main source of heating?

	Number	%
Oil fired with radiators	127	58
Mains gas	51	22
Economy 7	33	15
Solid fuel open fire - with radiators	10	4
Solid fuel glass fronted fire - with radiators	3	1
Solid fuel glass open fire – no radiators	4	2
Total	228	100

Base: 228 (all respondents)

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

	Very satisfied/ Satisfied		Neither		Dissatisfied/ Very dissatisfied		No response		Total	
	Num	%	Num	%	Num	%	Num	%	Num	%
Ease of using the system	182	80	25	11	16	7	5	2	228	100
The type of heating system	174	76	27	12	24	11	3	1	228	100
The control over the level of heat	163	72	32	14	27	12	6	2	228	100
The amount of heat that you can get	158	69	25	11	39	17	6	3	228	100
The cost of running your system	98	43	36	16	89	39	5	2	228	100

Base: 228 (all respondents)

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

	Number	%
Yes	78	34
No	150	66
Total	228	100

Base: 228 (all respondents)

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

	Yes		No	
	Num	%	Num	%
Cost of domestic fuel	55	71	22	28
Low household income	41	53	36	46
Money needed for other priorities	41	53	36	46
Other factors	11	14	66	85

Base: 78 (respondents who have been unable to adequately heat their home in the last 12 months)

Table 2.15: Specified other reasons for inability to heat home

	Number
System breaking down/inefficient	5
Heat escaping & need double glazing	5
Poor wall insulation	1
Total	11

Base: 11 (respondents who gave another reason for their inability to adequately heat their home)

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

	Social Housing	Rent privately	Owner-occupier/Co-ownership	Other/No Response	All
Yes	39	10	37	1	87
	35%	43%	41%	33%	38%
No	72	13	52	2	139
	64%	57%	58%	67%	61%
No response	1	-	-	-	2
	1%	-	-	-	1%
Total	112	23	90	3	228
	100%	100%	100%	100%	100%

Base: 228 (all respondents)

Table 2.17: Would you say that your home is:

	Number	%
About the right size	188	83
Too small	23	10
Too big	13	6
Don't know	4	2
Total	228	100

Base: 228 (all respondents)

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

	Number	%
Very satisfied/satisfied	177	78
Neither satisfied nor dissatisfied	29	13
Dissatisfied/ very dissatisfied	22	9
Total	228	100

Base: 228 (all respondents)

Table 2.19: Reasons for dissatisfaction with home

	Number
Repairs needed	9
Inadequate heating/difficult to heat	7
Property not suitable for housing needs	6
Require double glazing	2
Rent expensive/expensive to maintain	2
ASB in area	1
Other, including: no rear entrance/unreasonable landlord	2
No response	3
Total	32

Base: 22 (respondents who were dissatisfied with the home who gave 32 reasons)

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

	Number	%
Yes	6	5
No	90	81
Don't know	16	14
Total	112	100

Base: 112 (respondents who were Housing Executive or Housing Association tenants)

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

	Number	%
Yes	9	9
No	97	92
Total	106	100

Base: 106 (respondents who did not – or did not know if they – intend to buy their home)

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

	Number	%
Yes	3	3
No	94	97
Total	97	100

Base: 97 (respondents who did not intend to apply for a transfer)

Table 2.23: Where do you wish to transfer?

	Number
Within the local area	7
To a different area	4
No response	1
Total	12

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

Ballymena 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	
	Num	%	Num	%	Num	%	Num	%	Num	%
I really feel part of the community	134	59	57	25	30	13	2	1	5	2
I feel proud to come from this area	123	54	56	25	39	17	8	4	2	1
I'm embarrassed to bring people to this area	52	23	44	19	114	50	6	3	12	5

Base: 228 (all respondents)

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

	Number	%
Not really changing	118	52
Changing for the better	79	35
Changing for the worse	31	13
Total	228	100

Base: 228 (all respondents)

Table 3.3: Reasons why area is changing

Changing for the better			Changing for the worse	
	Num	%		Num
Homes well kept and area cleaner	26	33	Increase in ASB/youths drinking/noise and parties and vandalism	17
Less ASB and trouble from youths in the area	12	15	Rubbish and litter	10
Quieter and friendly neighbours	10	13	No respect for others/area	8
NIHE updating and maintaining their stock	10	13	Alcohol/drug abuse	5
Estate settled after the 'Troubles'	7	9	Voids in the area	3
Properties mostly purchased and quick to sell	4	5	Lack of children's facilities	3
Demolition of void properties	4	5	Increase in strangers/no longer a close-knit community	2
Fencing/planting scheme	4	5	Problem neighbours	2
Good shops/pre school/employment in area now	3	4	Lack of police in the area	2
More amenities for young people	2	3	Other, quads, no response	3
Others, good buses, tenant association and bonfire site clean	5	3		
Don't know/no response	23	29		

Base: 31 respondents who gave 55 reasons

Base: 79 respondents who gave 101 reasons

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

	Percentages					Total
	Very big problem	Fairly big problem	Not a very big problem	No problem at all	DK	
Rubbish or litter lying about	25	21	31	22	1	100
People using or dealing in drugs	14	19	32	34	-	100
Teenagers hanging around on streets	14	16	39	31	1	100
Vandalism, graffiti and other deliberate damage to property or vehicles	9	14	42	35	1	100
People being drunk or rowdy in public places	8	9	41	42	-	100
Noisy neighbours or loud parties	5	7	35	52	1	100
Abandoned or burnt out cars	1	1	22	75	1	100

Base: 228 (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.

	Number	%
1 - no effect	73	32
2	27	12
3	24	10
4	34	15
5	37	16
6	5	2
7	13	6
8	7	3
9	2	1
10 - total effect	6	3
Total	228	100

Base: 228 (all respondents)

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

	Number	%
Very safe	47	21
Fairly safe	84	37
A bit unsafe	74	32
Very unsafe	23	10
Total	228	100

Base: 228 (all respondents)

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

	Number	%
Fear of being mugged or physically attacked	27	28
Young people hanging around	19	20
Fear of being subject to or witnessing anti-social behaviour	12	12
Too old	5	5
Fear of becoming a victim of crime	11	11
Ill/sick/disabled	6	6
Fear of burglary/vandalism	6	6
Fear of receiving verbal abuse	3	3
People using or dealing drugs	5	5
Family responsibilities	3	3
Total	97	100

Base: 97 (respondents who feel unsafe walking around the area after dark)

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

	Number	%
Very safe	134	59
Fairly safe	75	33
A bit unsafe	17	7
Very unsafe	2	1
Total	228	100

Base: 228 (all respondents)

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

	Number
People using or dealing drugs	12
Fear of receiving verbal abuse	5
Young people hanging around	3
Fear of being subjected to or witnessing ASB	3
Ill/sick/disabled	2
Fear of being mugged or physically attacked	2
Fear of becoming a victim of crime	2
Total	19

Base: 19 (respondents who do not feel safe walking alone in the area during the day)

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

	Number	%
Very safe	90	40
Fairly safe	105	46
A bit unsafe	29	12
Very unsafe	4	2
Total	228	100

Base: 228 (all respondents)

Neighbourhood Renewal

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

	Number	%
Yes	50	22
No	178	78
Total	228	100

Base: 228 (all respondents)

Table 4.2: Changes to neighbourhood identified by respondents

	Number	%
Homes improved by NIHE/new build/gas heating installed	25	35
Landscaping and fencing scheme	18	25
Area tidier/pride in the area	12	17
Repairs to roads/street lighting/football pitch	6	8
New footbridge	5	7
New shops/investment into the area	4	5
Other, new community group, more police	2	3
Total number of responses	72	100

Base: 50 respondents who gave 72 responses

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

	Number	%
Yes	101	44
No	126	55
No response	1	1
Total	228	100

Base: 228 (all respondents)

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

	Number of responses	%
Reduce ASB i.e. drugs/alcohol/ vandalism/theft/parties/graffiti and youths loitering	30	15
Litter and mess in the area	27	14
Drug and alcohol abuse	18	9
Tidy grass areas/bonfire site	17	9
More facilities for youth/children	15	8
Lack of policing/req CCTV/neighbourhood watch/more parental control	14	7
Improve roads/pavements/street cleaning & derelict buildings	12	6
Clean communal areas/graffiti/ Improve overall look of the estate	11	6
Noisy/disrespectful residents	9	5
Stray dogs fouling/barking	9	5
More car parking/play facilities	8	4
Require double glazing/heating/carbon monoxide	4	2
Properties/gardens not being maintained	4	2
Facilities for 50+	2	1
Shared education/more support to primary schools	2	1
Others, traffic calming; crossings at schools; public phone;	12	6

Base: 101 respondents who gave 194 responses

Table 4.5: Facilities/services/activities in the area

	Aware of... %	Those who use...	
		Number	%
Mother and toddler group	65	10	7
Facilities for senior citizens	60	23	17
Youth Activities	58	19	14
Pre/extended school play group	57	16	12
Sports Facilities	54	14	11
Adult education classes	36	4	5

Base: 228 (all respondents)

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

	Number	%
More youth clubs and sports facilities	20	26
Provide facilities such as drama classes; library; keep-fit; computer classes; drug awareness and ice-rank; advice centre	17	22
More facilities for children/play area	12	16
More facilities/services for the elderly/disabled	12	16
Police awareness in schools; neighbourhood watch	8	10
Others, dog litter bins; shops; salt bins; ACE workers	6	8
Parenting facilities	2	2

Base: 52 respondents who gave 77 responses

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

	Number	%
Yes	57	25
No	171	75
Total	228	100

Base: 228 (all respondents)

Table 4.8: Have you ever used the service?

	Number	%
Yes	8	14
No	49	86
Total	57	100

Base: 57 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	5
Quite satisfied	1
Dissatisfied	1
Very dissatisfied	1
Total	8

Base: 8 respondents who had used the Neighbourhood Warden service

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

	Number	%
Satisfactory	184	81
Unsatisfactory	44	19
Total	228	100

Base: 228 (all respondents)

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

	Number
Need emptied more often	32
Need both bins emptied weekly	3
Not always emptied	3
Won't lift if lid not closed properly	2
Rubbish spilt out after collection	1
Not stated	3
Total	44

Base: 44 respondents who found the emptying of household waste to be unsatisfactory

Table 4.12: Satisfaction with emptying of recycling bins

	Number	%
Satisfactory	184	81
Unsatisfactory	44	19
Total	228	100

Base: 228 (all respondents)

Table 4.13: Why is emptying of recycling bins unsatisfactory?

	Number
If items fall out they are left lying	22
Don't have a recycling bin	7
Need emptied more often	4
Don't always empty fully	1
Won't replace stolen bins	3
Bins often destroyed at collection	3
Need more than one bin	2
Won't empty because of contents	1
Cut down collections	1
Total	44

Base: 44 respondents who found the emptying of recycling bins to be unsatisfactory

Table 4.14: Repairing of roads and pavements

	Number	%
Satisfactory	154	68
Unsatisfactory	74	32
Total	228	100

Base: 228 (all respondents)

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

	Number	%
Roads full of potholes and in poor condition	29	39
Work not done properly	8	11
Repairs/improvements take too long	8	11
Repairs never see or done and work is required	11	15
Footpaths uneven and pavements broken	3	4
Not repaired after gas installation	1	1
Tarmac not up to fence –weeds growing	1	1
Not stated	13	18
Total	74	100

Base: 74 respondents who found the repairing of roads and pavements unsatisfactory

Table 4.16: Satisfaction with street sweeping

	Number	%
Satisfactory	149	65
Unsatisfactory	77	34
No response	2	1
Total	228	100

Base: 228 (all respondents)

Table 4.17: Why is street sweeping unsatisfactory?

	Number
Never see it being done	24
Not done often enough	22
Always litter/rubbish about	7
Some areas are not fully covered	3
Dog foul/glass everywhere	2
Manual sweeping required	1
Too many parked cars – can't be done	1
Not stated	17
Total	77

Base: 77 respondents who had found the street sweeping service to be unsatisfactory

Table 4.18: Satisfaction with clearing of road drains

	Number	%
Satisfactory	179	78
Unsatisfactory	48	21
No response	1	1
Total	228	100

Base: 228 (all respondents)

Table 4.19: Why is clearing of road drains unsatisfactory?

	Number
Not done	18
Drains overflow in heavy rain	10
Needs to be done more regularly	4
Not done properly	3
Not stated	12
Only done when contacted	1
Total	48

Base: 48 respondents who found the clearing of road drains to be unsatisfactory

Table 4.20: Satisfaction with street lighting

	Number	%
Satisfactory	211	93
Unsatisfactory	17	7
Total	228	100

Base: 228 (all respondents)

Table 4.21: Why is street lighting unsatisfactory?

	Number
Slow at carrying out repairs	3
Poor street lighting – dark in areas	5
Lights were not needed	1
Not stated	8
Total	17

Base: 17 respondents who had found the provision of street lighting to be unsatisfactory

Table 4.22: Policing in the area

	Number	%
Satisfactory	140	61
Unsatisfactory	86	38
No response	2	1
Total	228	100

Base: 228 (all respondents)

Table 4.23: Why is policing in the area unsatisfactory?

	Number	%
No presence – never about	30	35
No enough police patrols/presence	25	29
Need more foot patrol – only seen in cars	10	9
Slow to respond	3	3
Need to deal with drug problems in the area	2	2
Night patrols required	1	1
New police force still have a long way to go	1	1
Not stated	14	16
Total	86	100

Base: 86 respondents who had found the policing service to be unsatisfactory

Table 4.24: Satisfaction with bus services

	Number	%
Satisfactory	218	96
Unsatisfactory	10	4
Total	228	100

Base: 228 (all respondents)

Table 4.25: Why are bus services unsatisfactory?

	Number
More regular service/night service/Sunday service	3
Bus service for the elderly	2
Not very good/poor service	1
Better advertising of timetable	1
Not stated	3
Total	10

Base: 10 respondents who had found bus services to be unsatisfactory

Table 4.26: Satisfaction with provision of bus shelters

	Number	%
Satisfactory	196	86
Unsatisfactory	32	14
Total	228	100

Base: 228 (all respondents)

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

	Number	%
None in the area	6	19
Only one in area/not enough	13	41
Attracts ABS	5	15
Not stated	8	25
Total	32	100

Base: 32 respondents who had found the provision of bus shelters to be unsatisfactory

Table 4.28: Satisfaction with maintenance of open green spaces

	Number	%
Satisfactory	192	84
Unsatisfactory	35	15
No response	1	1
Total	228	100

Base: 228 (all respondents)

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

	Number	%
Litter/grass cuttings left	13	37
Some areas are not well maintained/poor	7	20
Areas are not done	3	8
Not done properly	3	8
Cut when wet/grass by roads not cut	2	6
Rubbish in open green spaces	2	6
Not stated	5	14
Total	35	100

Base: 35 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	138	61
Unsatisfactory	90	39
Total	228	100

Base: 228 (all respondents)

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

	Number	%
Have never seen it done	26	29
Not done often enough	13	14
Could be done better/poor	9	10
Never see it done	6	7
Lot of weeds/hard to control/overgrown	5	6
Alleyways/footpaths not done	5	6
Dangerous due to wet leaves/dog dirt	3	3
Residents have to do it themselves	2	2
Rubbish left	1	1
Not stated/don't know	20	22
Total	90	100

Base: 90 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	130	57
No	7	3
Don't know	91	40
Total	228	100

Base: 228 (all respondents)

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

	Number	%
Ballykeel Together Residents Association	50	38
Ballee	27	21
Residents ASO/Partnership	2	2
Ballykeel 2 Residents Association	6	5
Harryville Fellowship	2	2
Ballee & Harryville Residents Association	1	1
Not stated	7	5
Don't know	35	27
Total	130	100

Base: 130 (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	71	55
No	19	15
Don't know	40	30
Total	130	100

Base: 130 (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
They look after their own	5
Some areas/households not included/invited	4
No idea what they do/don't bother/can't get to meetings	3
Mainly for the elderly	3
Difficult to get residents involved	2
Don't know any members	1
Not stated	1
Total	19

Base: 19 (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	19	8
No	144	63
Don't know	54	24
Already a member	10	4
No Responses	1	1
Total	228	100

Base: 228 (all respondents)

Table 4.37: Were you aware that your household lies within the Ballymena NRA?

	Number	%
Yes	61	27
No	167	73
Total	228	100

Base: 228 (all respondents)

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

	Number	%
Yes	11	18
No	38	62
Don't know	12	20
Total	61	100

Base: 61 (respondents who were aware their household lies within the Ballymena NRA)

Table 4.39: Level of involvement

	Number
Through membership of a community group/on BCA	5
Not stated	6
Total	11

Base: 11 (respondents who contributed to the consultation process)

Table 4.40: Please tell us your main reason why you did not contribute to the consultation process?

	Number
Didn't know about it	14
I wasn't asked	8
Too old/disabled/unavailable	3
Not stated	10
Total	38

Base: 38 (respondents who did not contribute to the consultation process)

Education

Table 5.1: 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	
	Num	%	Num	%	Num	%	Num	%
Staying at school is important if you want to get a good job	189	83	17	8	10	4	6	5
Children at school in Northern Ireland get a good education	176	77	20	9	17	8	14	7
I enjoyed my time at school	159	70	25	11	34	15	10	4

Base: 228 (all respondents)

Table 5.2: 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	61	27
No	167	73
Total	228	100

Base: 228 (all respondents)

Table 5.3: What year is your child (or if more than one child, your eldest child) in at school?

	Number	%
Year 1 (P1)	3	5
Year 2 (P2)	4	7
Year 3 (P3)	10	16
Year 4 (P4)	6	10
Year 5 (P5)	4	7
Year 6 (P6)	3	5
Year 7 (P7)	4	7
Year 8 (Form 1)	4	7
Year 9 (Form 2)	4	7
Year 10 (Form 3)	6	10
Year 11 (Form 4)	4	7
Year 12 (Form 5)	5	8
Year 13 (Lower sixth)	2	3
Year 14 (Upper sixth)	2	3
Total	61	100

Base: 48 respondents with school-age children

Table 5.4: Please indicate the extent to which you agree or disagree with the following statements:

	Strongly agree/ Agree a little		Neither		Disagree a little/ Strongly disagree	
	Num	%	Num	%	Num	%
My child's school is a good school	52	85	3	5	6	10
My child's school is well led and well managed	51	84	6	10	4	6
My child's school gives me clear information on how my child is getting on	49	80	6	8	7	12
I find my child's school welcoming to parents	49	80	5	13	4	7

Base: 61 respondents with school-age children

Table 5.5: I am now going to read out a list of responsibilities parents have told the Department of Education about. For each one can you tell me how important it is to you?

	Very important		Quite important	
	No.	%	No.	%
Making sure your child attends school regularly and on time.	59	97	2	3
Helping your child with schoolwork	55	90	6	10

Base: 61 respondents with school-age children

Table 5.6: 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	24	39
No	37	61
Total	61	100

Base: 61 respondents with school-age children

Table 5.7: How involved do you personally feel in your child's school life?

	Number	%
Very involved	30	49
Fairly involved	25	41
Not very involved	5	8
Not at all involved	1	2
Total	61	100

Base: 61 respondents with school-age children

Table 5.8: Do you go to parent-teacher meetings?

	Number	%
Yes	46	75
No	15	25
Total	61	100

Base: 61 respondents with school-age children

Table 5.9: Involvement in local schools

	Yes		No	
	Num	%	Num	%
Help out with the dinner duties/school trips and so on	7	12	54	88
Help out with school clubs	4	7	57	93
Help out in the classroom	4	5	58	95
Involved with Parent/Teacher Association	6	10	55	

Base: 61 respondents with school-age children

Table 5.10: How often do you help your child with their homework?

	Ballymena		NIOS 2010
	Number	%	%
Every time	32	52	34
Most times	13	21	25
When the child/children ask for help	6	10	30
Occasionally	4	7	1
Never	3	5	6
Doesn't get homework	3	5	3
Total	61	100	100

Base: 61 respondents with school-age children (Ballymena NRS only)

Table 5.11: How confident do you/would you feel helping your child with their homework?

	Ballymena		NIOS 2010
	Number	%	%
Confident most of the time	25	41	36
Always confident	19	31	36
Confident some of the time	13	21	19
Never confident	-	-	5
Depends what it is	4	7	3
Total	61	100	100

Base: 61 respondents with school-age children (Ballymena NRS only)

Table 5.12: Do you have any children in the household in Year 1 to Year 7?

	Number	%
Yes	43	72
No	18	28
Total	61	100

Base: 61 respondents with school-age children

Table 5.13: What year is your child (eldest primary school child if more than one in the household) in at school?

	Number
Year 1	4
Year 2	6
Year 3	11
Year 4	7
Year 5	6
Year 6	2
Year 7	7
Total	43

Base: 43 respondents with children in primary school

Table 5.14: Please indicate the extent to which you agree or disagree with the following statements.

	Number		
	Strongly agree/agree a little	Neither	Disagree a little/strongly disagree
My child's school puts enough emphasis on reading and writing skills	41	1	1
My child's school puts enough emphasis on basic numeracy skills/sums	41	1	1

Base: 43 respondents with children in primary school

Table 5.15: Have you ever worked in a school?

	Number	%
Yes	27	12
No	181	79
No response	20	8
Total	228	100

Base: 228 (all respondents)

Appendix 4: Map of Ballymena Neighbourhood Renewal Area

