
Riverside Drive/Blackhill/Drum Road/Drumlea Park Neighbourhood Renewal Survey Report



Prepared for:
Cookstown District Office

By:
Research Unit, Northern Ireland Housing Executive
Web site: www.nihe.gov.uk

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1.0 INTRODUCTION

1.1 Background

The Research Unit, on behalf of Housing and Regeneration and Cookstown District Office, conducted a Neighbourhood Renewal Survey in the Riverside Drive, Blackhill, Drum Road and Drumlea Park area (Cookstown) during March 2010.

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

1.2 Sample

As identified through PRAWL, the area contained a total of 83 privately-owned and Housing Executive properties.

1.3 Methodology

Each of the 83 households in the Riverside area received a letter inviting the household to participate in the survey. Staff from the Housing Executive's Research Unit carried out the fieldwork for the survey during March 2010.

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

On commencement of fieldwork, four properties in the sample of addresses were found to be vacant, resulting in a revised target figure of 79 possible contacts.

1.4 Response Rate

Response to the survey was high at 73%.

Breakdown of response:		
	Number	%
Original sample	83	
Voids	4	
Revised sample	79	100
Refusals	6	8
Non-contact	15	19
Actual interviews achieved	58	73

1.5 Presentation of Findings

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

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

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

Since the total achieved sample in this survey is 58 and questions were directed at sub-samples of less than 100 and also less than 50 respondents, all of the above conditions apply to sections of both the textual and tabular analyses.

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

The HRP is the household member who:

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

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

2.0 EXECUTIVE SUMMARY

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

- ◆ **Household type:** The predominant household types in the Riverside Drive, Blackhill, Drum Road and Drumlea Park area were lone adult (9 respondents; 16%), two adult (9; 16%), small family (9; 16%), followed by lone parent (7; 12%), large adult (7; 12%) and large family (5; 9%).
- ◆ **Tenure:** 47% (27 households) were Housing Executive tenants and almost two-fifths (22; 38%) were owner-occupiers. A smaller proportion (9; 16%) of households rented privately.
- ◆ **Age of household members:** 23% were aged between 25 and 39; 18% were under 16; 17% were between 40 and 59; 15% were aged between 16 and 24; 7% were 65 or older and 4% were aged between 60 and 64. The age of 16% of household members was not available, due to refusal or non-response.
- ◆ **Household religion:** 69% (40 households) were Catholic, 12% (7 households) were Protestant. A small proportion (5; 9%) of respondents described their household religion as either mixed, 'other' or they had no religious affiliation. The remaining 10% (6 respondents) either refused or omitted to state the religion of their household.
- ◆ **Nationality of household members:** 40% (60 household members) were Irish; 34% (52 household members) were British, 13% (20 household members) described their nationality as other, including Portuguese, Latvian and Polish and the remaining 13% (20 respondents) refused or omitted to state the nationality of household members.
- ◆ **Gross weekly household income:** 46% (27 respondents) did not know, refused or omitted to state the gross weekly income of their household. Of the remainder, equal proportions (8; 14%) stated that their household's gross weekly income was between £121 and £140, and between £201 and £300. A further 12% (7 households) had more than £300 per week and 9% (5 households) had an income of between £61 and £80. Equal proportions 2% (<5 households) had an income of between £141 and £200 and between £81 and £100 and £60 or less per week.
- ◆ **Benefits received by HRP and/or Partner:** The main benefits received by HRPs were Housing Benefit (17; 36%), Child Benefit (13; 28%), Child Tax Credit (12; 26%), Working Tax Credit (11; 23%), Disability Benefit (10; 21%), Income Support (10; 21%), Retirement Pension (7; 15%) and Pension Credit (6; 13%). More than one-fifth of HRPs (22: 38%) had partners. Partners' main benefits were: Child Benefit (5; 23%), Child Tax Credit (<5; 14%), Disability Benefit (<5; 10%), Retirement Pension (<5; 10%) and Housing Benefit (<5; 5%).
- ◆ **Gender of HRP:** 50% (29 HRPs) were male and 35% (20 HRPs) were female. The remaining 16% (9 respondents) did not disclose the gender of their HRP.
- ◆ **Age of HRP:** Most respondents (48; 83%) stated the age of their HRP. One-third (19; 33%) of HRPs were aged between 25 and 39, 21% (12 HRPs) were aged between 40 and 59, 14% (8 HRPs) were 65 or older and 9% (5 HRPs) were aged between 16 and 24. A smaller proportion (<5; 7%) were aged between 60 and 64. The remaining 17% (10 respondents) did not disclose the age of their HRP.
- ◆ **Marital status:** 38% (22 HRPs) were married (first marriage); 24% (14 HRPs) were single (never married) and a further 24% (14 HRPs) were divorced, separated or widowed. The remaining 14% (8 respondents) either refused or omitted to state the marital status of their HRP.

- ◆ **Employment status of HRP:** 35% (20 HRPs) were working at the time of the survey 19% (11 HRPs) were not working and 17% (10 HRPs) were retired. Smaller proportions were permanently sick/disabled (7; 12%) and looking after family/home (<5; 3%). The remaining 14% (8 respondents) refused or omitted to state the employment status of their HRP.
- ◆ **Disability:** 24% (14 respondents) said their household had at least one member with a disability. Most of these households (12) had one disabled member and the remainder had two household members with a disability.

2.2 Housing Executive Tenants:

- ◆ 27 respondents (47% of all respondents) were Housing Executive tenants, most of whom said that either they were unsure about (12 respondents), or that they did not intend purchasing their home (10 respondents). Less than one-fifth (5 respondents) said they intended to purchase their home. The main reasons given by those who did not intend to purchase their home included: financial reasons and property needs too many repairs.

2.3 The Home:

- ◆ 48% (28 respondents) had lived in their present home for more than 10 years; 28% (16 respondents) between one and five years, 14% (8 respondents) between five and 10 years and the remaining 9% (5 respondents) for less than one year.
- ◆ 91% (53 households) had at least one smoke alarm; 26% (15 households) had one, 43% (25 households) had two and 16% (9 households) had three or more smoke alarms. 9% (5 respondents) reported that their home had no smoke alarms installed and 7% (<5 respondents) omitted to answer the question.
- ◆ 47% (27 respondents) stated that their home had window locks, 33% (19 respondents) had security lights/external lights, 16% (9 respondents) had a door chain and 14% (8 respondents) had a 'peephole' viewer on their front door; a small proportion (5; 7%) had a burglar alarm fitted in their home.
- ◆ 57% (33 respondents) were either very satisfied or satisfied with their home, 22% (13 respondents) were neither satisfied nor dissatisfied and 19% (11 respondents) were either dissatisfied or very dissatisfied. The remaining 2% (<5 respondents) omitted to answer the question.
- ◆ The majority of respondents thought the following aspects of their homes were very good/good: pedestrian access (43; 74%); size of garden (40; 69%); electrical fitting (39; 67%); size of bedrooms (39; 67%); number of bedrooms (39; 67%); internal doors (36; 62%); outside storage (36; 62%); standard of bathroom (35; 60%) and garden fencing (34; 59%).
- ◆ 71% (41 homes) represented in the survey had oil-fired central heating with radiators; 21% (12 homes) had solid fuel open fire with radiators. Fewer homes had Economy 7 (<5; 3%), solid fuel glass-fronted fire with radiators (<5; 3%) and solid fuel open fire (without radiators).
- ◆ 64% (37 respondents) were satisfied with ease of use of their heating system, 62% (36 respondents) with control over the amount of heat, 53% (31 respondents) with health factors, 49% (28 respondents) with the amount of heat, and 43% (25 respondents) with the cost of running the system.

2.4 Life on the Estate:

- ◆ 59% (34 respondents) thought their estate was not really changing; 22% (13 respondents) thought the estate was changing for the better and 17% (10 respondents) thought it was changing for the worse.

- ◆ Main reasons stated by respondents who thought the estate was changing for the better included: housing association has helped area, area is quieter, home improvements, estate is cleaner and good neighbours.
- ◆ The main reasons stated by respondents who thought the estate was changing for the worse included: upkeep of properties very poor, area is untidy, problem with cats and dogs, increase in the number of private rented properties and noisy neighbours.
- ◆ 53% (31 respondents) reported that they had no strong feelings about the image of the estate and equal proportions (13; 22%) said they were proud/fairly proud and slightly/very ashamed of the general image of the estate. A small proportion (<5; 2%) of respondents omitted to answer the question
- ◆ Respondents reported high levels of satisfaction with the provision of the majority of general services in the area: with street lighting (54; 93%), emptying of wheelie bins (52; 90%), street sweeping (52; 90%), clearing of road drains (49; 85%), maintenance of open green areas (49; 85%), weeding of footpaths (46; 79%) and policing in the area (43; 74%).
- ◆ Dissatisfaction was highest with: provision for road salt/grit (23; 40%), bus service (16; 28%), the provision of bus shelters (14; 24%) and repairing roads and pavements (14; 24%).
- ◆ 22% (13 respondents) were aware of the neighbourhood warden. Of these, a small proportion (<5 respondents) had used the service and a similar proportion (<5 respondents) were satisfied with the service provided.
- ◆ Issues considered a major/minor problem by most respondents included: car parking within estate (41; 71%), speeding vehicles/motorcycles (31; 54%), nuisance from dogs (29; 50%), late night parties/loud music (24; 42%), nuisance from ball games (20; 35%) and neighbours disputing in your street (18; 31%).
- ◆ Issues considered not a problem by the highest proportions of respondents included: solvent abuse (47; 81%), intimidation (47; 81%), abandoned vehicles (47; 81%), level of graffiti: (45; 78%), illegal dumping (44; 76%) and alcohol abuse by under-18s (43; 74%).
- ◆ Almost all respondents said they felt safe in their home (57; 98%) and walking around the area during the day (57; 98%); most also felt safe at home after dark (52; 90%) and walking around the area after dark (52; 90%).
- ◆ 93% (54 respondents) were aware of the Riverside Drive/Blackhill Community Association, although only a small proportion (7; 12%) said they would consider joining.
- ◆ 54% (29 respondents) felt the Riverside Dr/Blackhill Community Association was representative of the community as a whole; 15% (8 respondents) felt it was not representative and 30% (16 respondents) were unsure.
- ◆ 45% (26 respondents) felt a community house would be beneficial; 12% (7 respondents) felt it would not be beneficial and 41% (24 respondents) were unsure. Two percent (<5) omitted to answer the question.
- ◆ Facilities/improvements respondents said they would like to see provided in the area included: improved parking (13 respondents), youth activities/facilities (11 respondents), education/IT/computer classes (10 respondents), traffic calming measures (7 respondents), NIHE home improvements (7 respondents), clean play park (7 respondents), sports facilities (6 respondents), and local shop (6 respondents).

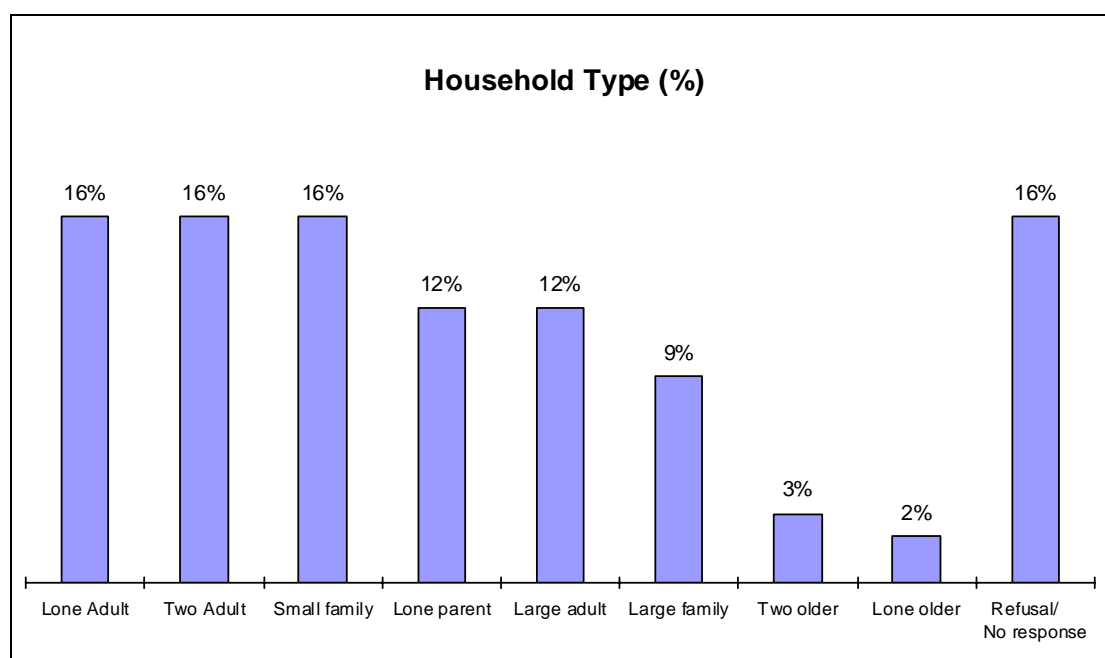
3.0 Household Profile

3.1 Household Type

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

The predominant household types in the Riverside Drive, Blackhill, Drum Road and Drumlea Park area were lone adult (9; 16%), two adult (9; 16%), small family (9; 16%), followed by lone parent (7; 12%), large adult (7; 12%) and large family (5; 9%). Smaller proportions of household types were two older (<5; 3%) and lone older (<5; 2%). Insufficient information was received from 16% (9 respondents) to enable definition of household type (Figure 1; *Appendix Table 1*).

Figure 1



Base: 58 (all respondents)

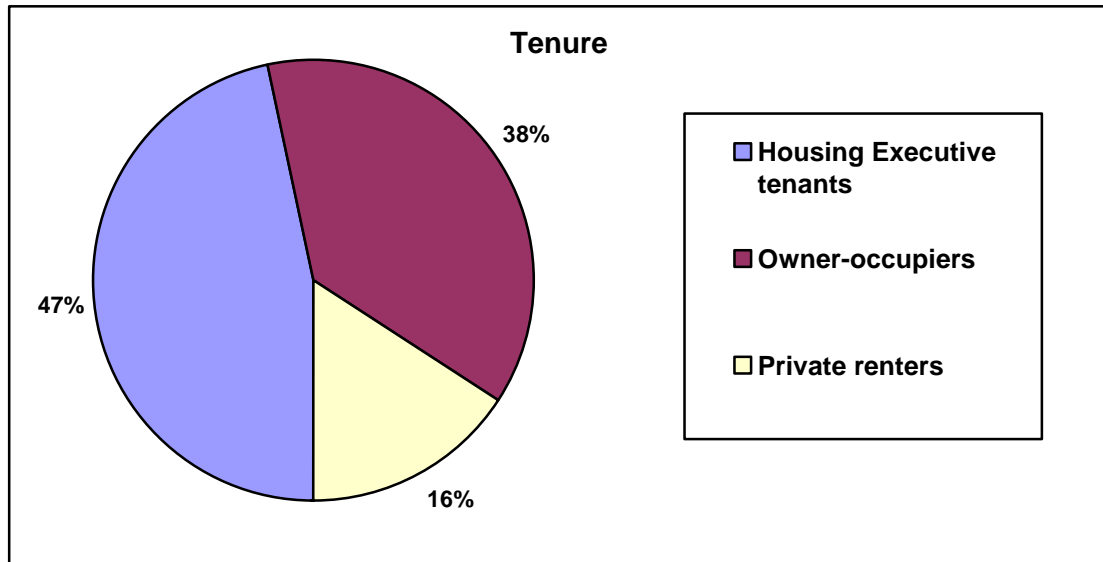
3.2 Number of people per household

More than one-fifth (12; 21%) of households in the survey comprised one person, 31% (18 households) had two persons, 16% (9 households) had three persons, 17% (10 households) had four persons and 12% (7 households) had five or more household members. The remaining 3% (<5 respondents) either refused or omitted to provide information on the number of people in their household (*Appendix Table 2*).

3.3 Tenure

Almost half 47% (27 households) were Housing Executive tenants and almost two-fifths (22; 38%) were owner-occupiers. A smaller proportion (9; 16%) of households rented privately (Figure 2; Appendix Table 3).

Figure 2



Base: 58 (all respondents)

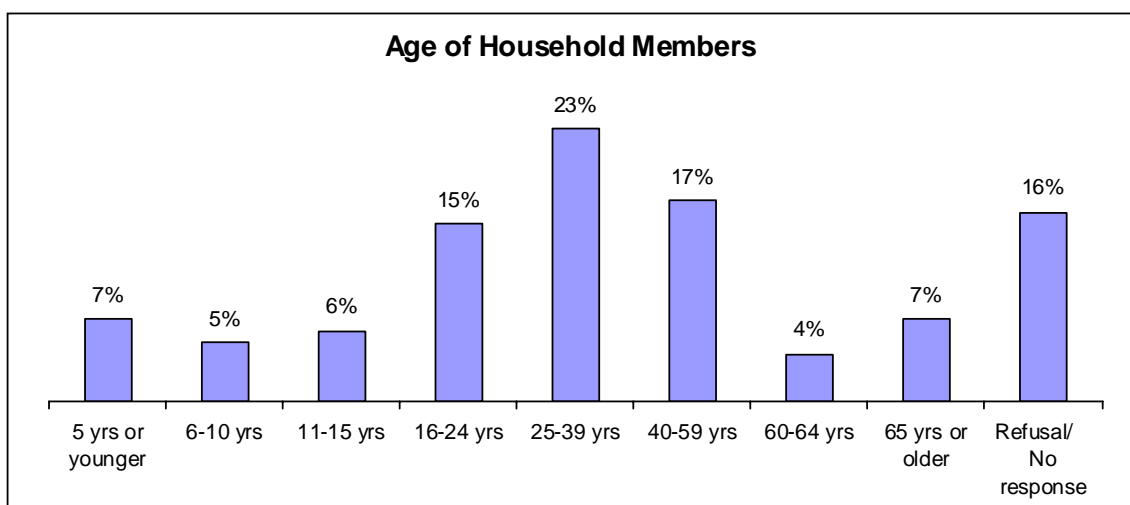
3.4 Household members

Respondents were asked to state the number of people living in their household and their ages. The survey gathered information on a total of 152 household members.

Age

Almost one-quarter (23%) of household members were aged between 25 and 39, 17% were between 40 and 59 and 15% were between 16 and 24. Smaller proportions were 65 or older (7%), five years old or younger (7%), aged between 11 and 15 (6%), aged between six and 10 (5%) and aged between 60 and 64 (4%). The age of 16% of household members was not available, due to refusal or non-response (Figure 3; Appendix Table 4).

Figure 3



Base: 152 household members

3.5 Household religion

The religion of more than two-thirds (40; 69%) of households was described as Catholic, 12% (7 households) were Protestant. A small proportion (5; 9%) of respondents described their household religion as mixed, 'other' or as having no religious affiliation. The remaining 10% (6 respondents) either refused or omitted to state the religion of their household (*Appendix Table 5*).

3.6 Nationality of household members

Two-fifths (60; 40%) of household members were Irish; 34% (52 household members) were British, 13% (20 household members) were other nationalities including Portuguese, Latvian and Polish and the remaining 13% (20 respondents) refused or omitted to state the nationality of household members (*Appendix Table 6*).

3.7 Gross Weekly Household Income

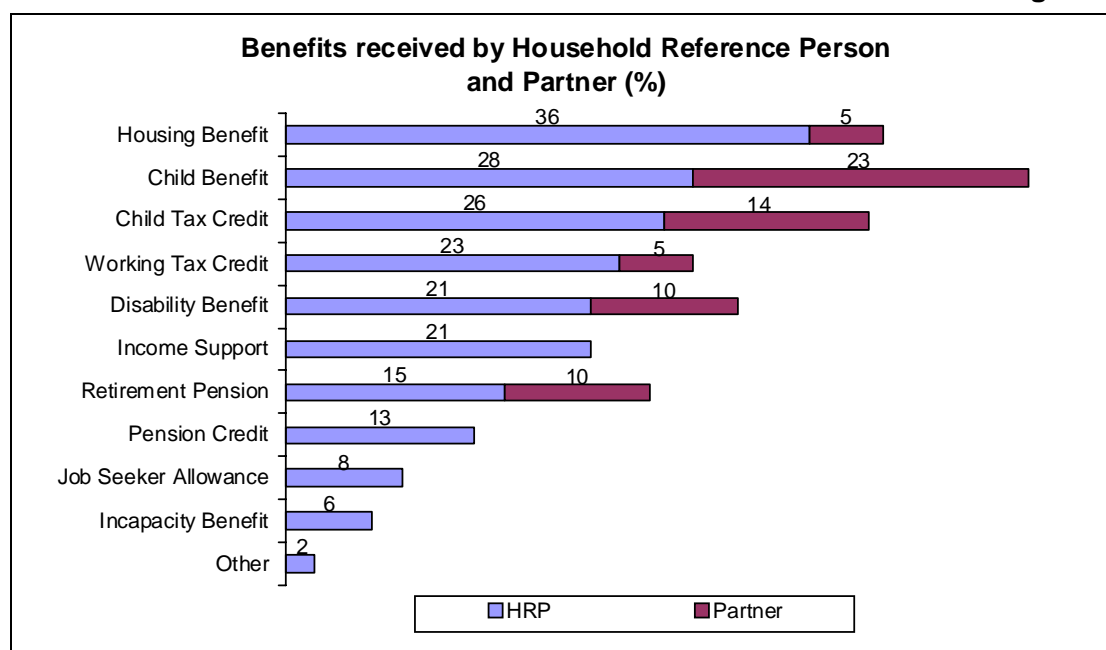
Almost half (27; 46%) of respondents did not know, refused or omitted to state the gross weekly income of their household. Of the remainder, equal proportions (8; 14%) stated that their household's gross weekly income was between £121 and £140 and between £201 and £300. A further 12% (7 households) had more than £300 per week and 9% (5 households) had an income between £61 and £80. Equal proportions (<5; 2%) had between £141 and £200, between £81 and £100, and £60 or less per week (*Appendix Table 7*).

3.8 Benefits received by HRP and/or Partner

The main benefits received by HRPs were Housing Benefit (17; 36%), Child Benefit (13; 28%), Child Tax Credit (12; 26%), Working Tax Credit (11; 23%), Disability Benefit (10; 21%), Income Support (10; 21%), Retirement Pension (7; 15%) and Pension Credit (6; 13%). Other benefits received by HRPs included Job Seeker's Allowance (<5; 8%) and Incapacity Benefit (<5; 6%). A small proportion (<5; 2%) of respondents stated that their HRP was in receipt of other benefits including: Widow's Pension and Attendance Allowance.

More than one-fifth (22; 38%) of HRPs had a partner. Partners' main benefits were: Child Benefit (5; 23%), Child Tax Credit (<5; 14%), Disability Benefit (<5; 10%), Retirement Pension (<5; 10%) and Housing Benefit (<5; 5%) (*Figure 4; Appendix Table 8*).

Figure 4



Base: 47/48 respondents who gave sufficient information

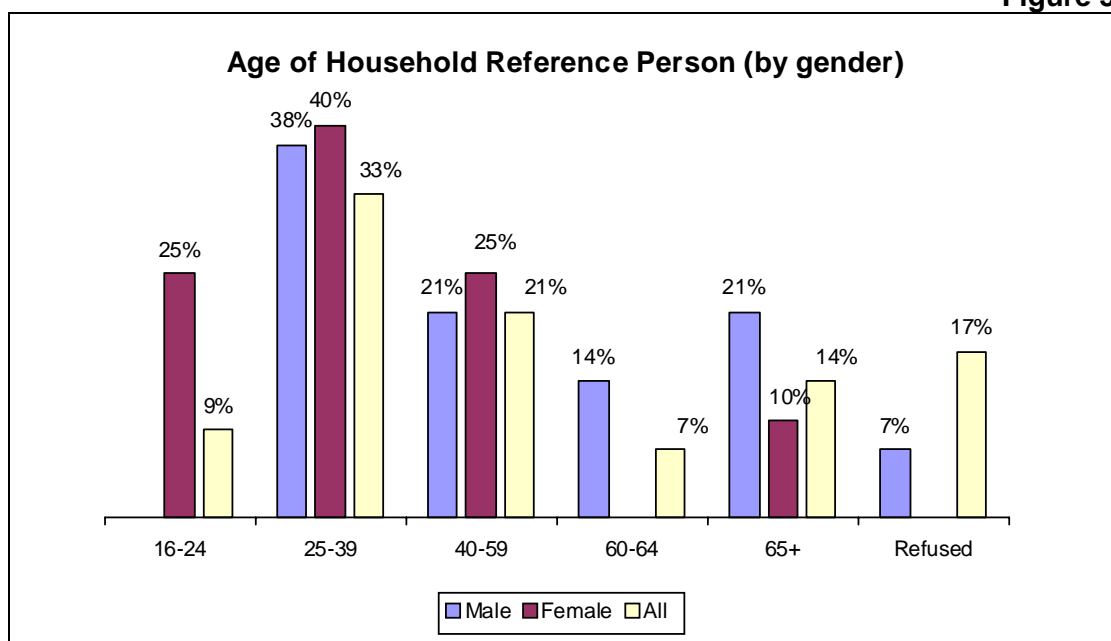
3.9 Gender of Household Reference Person (HRP)*

Half (29; 50%) of HRPs were male and 35% (20) were female. The remaining 16% (9 respondents) did not disclose the gender of their HRP (*Appendix Table 9*).

3.10 Age of HRP

Most respondents (48; 83%) stated the age of their HRP. Two-thirds (19; 33%) of HRPs were aged between 25 and 39, 21% (12 HRPs) were aged between 40 and 59, 14% (8 HRPs) were 65 or older and 9% (5 HRPs) were aged between 16 and 24. A smaller proportion (<5; 7%) of HRPs were aged between 60 and 64. The remaining 17% (10 respondents) did not disclose the age of their HRP (*Figure 5; Appendix Table 10*).

Figure 5



Base: 58 (all respondents)

3.11 Marital Status of HRP

Almost two-fifths (22; 38%) of HRPs were married (first marriage); 24% (14 HRPs) were single (never married) and a further 24% (14 HRPs) were divorced, separated or widowed. The remaining 14% (8 respondents) were refusals/omissions (*Appendix Table 11*).

3.12 Employment Status of HRP

More than one-third (20; 35%) of HRPs were working at the time of interview; 19% (11 HRPs) were not working and 17% (10 HRPs) were retired. Smaller proportions were permanently sick/disabled (7; 12%) and looking after family home (<5; 3%). The remaining 14% (8 respondents) were refusals/omissions (*Appendix Table 12*).

3.13 Household members with a physical disability

Almost one-quarter (14; 24%) of respondents said their household had at least one member with a disability. Almost all of these households (12) had one disabled member and the remainder (2) had two household members with a disability (*Appendix Tables 13 and 14*).

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

3.14 Number of cars/motor vehicles per household

Three-fifths (35; 60%) of respondents said their household had at least one car/motor vehicle. More than one-third (21; 36%) of these households, had one motor vehicle and 14 (24%) had two or more cars/motor vehicles (*Appendix Table 15*).

3.15 Where do you normally park your only/main vehicle

More than two-fifth (15 respondents) said they normally park their only/main vehicle on the driveway; 13 respondents said they park on the street and six respondents had other parking arrangements including a lay-by across the street and at rear of house. A small proportion (<5 respondents) omitted to answer the question (*Appendix Table 16*).

3.16 Do you feel there is a need for additional parking in the area?

All respondents were asked if they felt there was a need for additional parking facilities in the area. Almost half (27; 47%) felt there was a need for additional parking, one-third (19; 33%) felt there was no need and 17% (10 respondents) were unsure. A small proportion (<5; 3%) of respondents omitted to answer the question (*Appendix Table 17*).

4.0 HOUSING EXECUTIVE TENANTS

4.1 Purchase of home

Almost half (27; 47%) of all respondents were Housing Executive tenants, most of whom (12 respondents) said that they were unsure about purchasing their home. A similar proportion (10 respondents) said they did not intend to purchase their home at the time of interview and almost one-fifth (5 respondents) said that they did intend to purchase their home. The main reasons cited by respondents who did not intend to purchase their home included: financial reasons and property needs too many repairs (*Appendix Table 18*).

4.2 Transfer

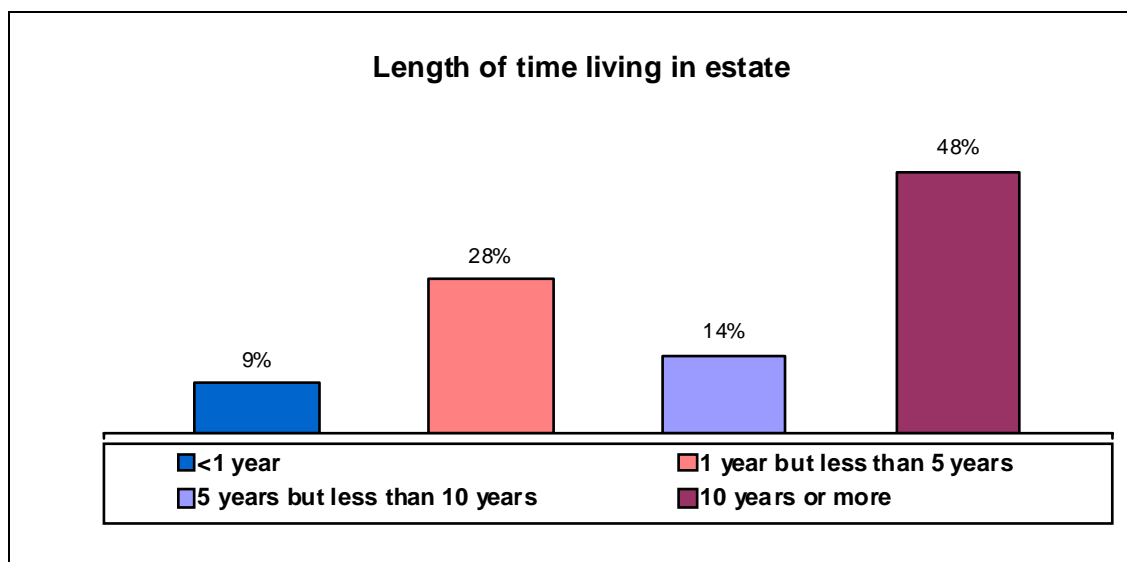
Of the Housing Executive tenants who did not intend to buy their home or who were unsure at the time of the survey (22 respondents), a small proportion (<5 respondents) had applied or intended to apply for a transfer from their present property. to a different estate (*Appendix Tables 19-20*).

5.0 THE HOME

5.1 Length of residence

Almost half (28; 48%) of respondents had lived in their present home for more than 10 years; 28% (16 respondents) for between one and five years and 14% (8 respondents) for between five and 10 years. The remaining 9% (5 respondents) had lived in their present home for less than one year (Figure 6: *Appendix Table 21*).

Figure 6



Base: 58 (all respondents)

5.2 Location of previous home

The location of respondents' previous home was: outside Riverside Drive, Blackhill, Drum Road and Drumlea Park area (but within Cookstown) (23; 40%), within Riverside Drive, Blackhill, Drum Road and Drumlea Park area (19; 33%) and outside Cookstown (16; 28%) (*Appendix Table 22*).

5.3 Current property type

Almost all respondents (55; 95%) lived in houses, 3% (<5 respondents) lived in flats and 2% (<5 respondents) lived in bungalows (*Appendix Table 23*).

5.4 Smoke alarms

Most households surveyed (53; 91%) had at least one smoke alarm; 26% (15 households) had one, 43% (25 households) had two and 16% (9 households) had three or more smoke alarms. Almost one-tenth (5; 9%) of respondents reported that their home had no smoke alarms installed and 7% (<5 respondents) omitted to answer the question (*Appendix Table 24*).

5.5 Home security

Almost half (27; 47%) of respondents stated that their home had window locks, 33% (19 respondents) had security lights/external lights, 16% (9 respondents) had a door chain and 14% (8 respondents) had a 'peephole' viewer on their front door; a small proportion (5; 7%) had a burglar alarm fitted in their home (*Appendix Table 25*).

5.6 Size of home

Almost three-fifths (34; 59%) of respondents thought their home was about the right size, 36% (21 respondents) thought it was too small and 2% (<5 respondents) were unsure. The remaining 2% (<5 respondents) omitted to answer the question (*Appendix Table 26*).

5.7 Overall satisfaction with home

Almost three-fifths (33; 57%) of respondents were either very satisfied or satisfied with their home, 22% (13 respondents) were neither satisfied nor dissatisfied and 19% (11 respondents) were either dissatisfied or very dissatisfied. The remaining 2% (<5 respondents) omitted to answer the question. Reasons for dissatisfaction included poor heating, needs repairs and too small (*Appendix Table 27*).

5.8 Physical aspects of home

Respondents were asked about a variety of aspects relating to their home (*Appendix Table 28*). The majority of respondents reported most aspects to be either very good or good:

- ◆ pedestrian access (43; 74%),
- ◆ size of garden (40; 69%),
- ◆ electrical fitting (39; 67%),
- ◆ size of bedrooms (39; 67%),
- ◆ number of bedrooms (39; 67%),
- ◆ internal doors (36; 62%),
- ◆ outside storage (36; 62%)
- ◆ standard of bathroom (35; 60%),

Highest levels of dissatisfaction reported included:

- ◆ kitchen layout (24; 41%),
 - ◆ external doors (22; 38%),
 - ◆ windows (22; 38%),
 - ◆ kitchen fittings (16; 28%), and
 - ◆ dining area provision (16; 28%)
- (Table 28).

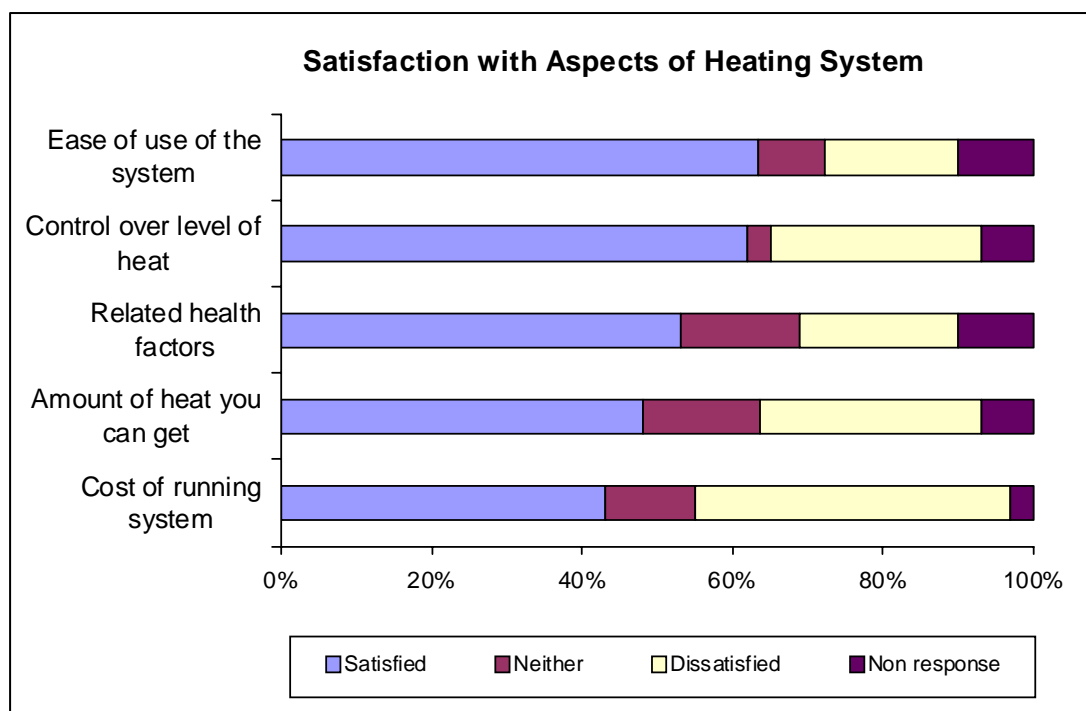
5.9 Heating

Almost three-quarters (41; 71%) of homes represented in the survey had oil-fired central heating with radiators; 21% (12 homes) had solid fuel open fire with radiators. Fewer homes had Economy 7 (<5; 3%), solid fuel glass-fronted fire with radiators (<5; 3%) and solid fuel open fire (without radiators) (<5; 2%) (*Appendix Table 29*).

5.10 Satisfaction with aspects of heating system was as follows:

- ◆ ease of use of the system (37; 64%),
- ◆ control over amount of heat (36; 62%),
- ◆ health factors (31; 53%),
- ◆ amount of heat (28; 49%), and
- ◆ cost of running the system (25; 43%) (*Figure 7: Appendix Table 30*).

Figure 7



Base: 58 (all respondents)

6.0 LIFE ON THE ESTATE

6.1 Image of the estate

Almost three-fifths (34; 59%) of respondents thought their estate was not really changing, 22% (13 respondents) thought the estate was changing for the better and 17% (10 respondents) thought it was changing for the worse. A small proportion (<5; 2%) of respondents omitted to answer the question (*Appendix Table 31*).

The 13 respondents who felt the estate was changing for the better were asked to state their main reasons (respondents could give more than one response).

Main findings were as follows:

- ◆ housing association has helped area,
- ◆ area is quieter,
- ◆ home improvements has improved area,
- ◆ estate is cleaner, and
- ◆ good neighbours.

The 10 respondents who felt the estate was changing for the worse were asked to state their main reasons (respondents could give more than one response).

Main findings were as follows:

- ◆ upkeep of properties very poor,
- ◆ area is untidy,
- ◆ problem with cats and dogs,
- ◆ increase in the number of private rented properties, and
- ◆ noisy neighbours.

Respondents were asked how they felt about the general image of the estate if friends or relatives came to visit. More than half (31; 53%) reported that they had no strong feelings about the image of the estate and equal proportions 13; 22%) were proud/fairly proud and slightly/very ashamed. A small proportion (<5; 2%) of respondents omitted to answer the question (*Appendix Table 32*).

6.2 Satisfaction with general services in the area

Respondents reported high levels of satisfaction with the provision of the majority of general services in the area. High proportions were satisfied with the street lighting (54; 93%), emptying of wheelie bins (52; 90%), street sweeping (52; 90%), clearing of road drains (49; 85%), maintenance of open green areas (49; 85%), weeding of footpaths (46; 79%) and policing in area (43; 74%).

Dissatisfaction was highest with provision for road salt/grit (23; 40%), bus service (16; 28%), the provision of bus shelters (14; 24%) and repairing roads and pavements (14; 24%) (*Appendix Tables 33*).

6.3 Neighbourhood Warden

The Housing Executive provides a neighbourhood warden within the estate. Almost one-quarter (13; 22%) of respondents were aware of the neighbourhood warden. Of these, a small number (<5 respondents) had used the service, almost all of whom were satisfied with the service provided (*Appendix Tables 34*).

6.4 Perceived problems within the estate

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

- ◆ car parking within estate: 71% (28% major; 43% minor),
- ◆ speeding vehicles/motorcycles: 54% (26% major; 28% minor),
- ◆ nuisance from dogs: 50% (33% major; 17% minor),
- ◆ late night parties/loud music: 42% (16% major; 26% minor),
- ◆ nuisance from ball games: 35% (14% major; 21% minor),
- ◆ neighbours disputing in your street: 31% (12% major; 19% minor),
- ◆ youths loitering: 30% (12% major; 18% minor),
- ◆ flags and emblems 30% (14% major; 16% minor),
- ◆ unsupervised children: 28% (9% major; 19% minor),
- ◆ theft and burglary 28% (11% major; 18% minor),
- ◆ alcohol abuse – over 18 years: 28% (9% major; 19% minor),
- ◆ neighbours disputing elsewhere in the estate: 26% (7% major; 19% minor), and
- ◆ drug abuse: 26% (12% major; 14% minor).

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

- ◆ solvent abuse (47; 81%),
- ◆ intimidation (47; 81%),
- ◆ abandoned vehicles (47; 81%),
- ◆ level of graffiti: (45; 78%),
- ◆ illegal dumping: (44; 76%), and
- ◆ alcohol abuse – under 18: (43; 74%).

(Appendix Table 35)

6.6 Feelings of safety

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

- ◆ walking around the area during the day (57; 98%),
- ◆ at home during the day (57; 98%),
- ◆ at home after dark (52; 90%), and
- ◆ walking around the area after dark (52; 90%).

(Appendix Table 36)

6.7 Riverside Drive/Blackhill Community Association

The majority of respondents (54; 93%) were aware of the Riverside Drive/Blackhill Community Association (*Appendix Table 37*). A small proportion (7; 12%) said they would consider joining the Community Association; 35% (20 respondents) were not interested in joining and 40% (23 respondents) were unsure about joining at the time of interview. A small number (8; 14%) of respondents were already members (*Appendix Table 38*).

6.8 Respondents who were not interested in joining the community association (20 respondents; 35%) were asked to state their main reasons, which were as follows:

- ◆ not interested in joining,
- ◆ no time,
- ◆ too busy/work obligations,
- ◆ health reasons, and
- ◆ personal reasons.

6.9 Respondents who were aware of the community group (54; 93% of all respondents) were asked if they felt the Riverside Drive/Blackhill Community Association was representative of the community as a whole. More than half (29; 54%) of respondents felt it was representative of the community; 15% (8 respondents) felt it was not representative and 30% (16 respondents) were unsure. Two percent (<5 respondents) omitted to answer the question (*Appendix Table 39*).

6.10 Respondents who felt the Riverside Drive/Blackhill Community Association was not representative of the community as a whole (8 respondents) were asked to state their main reasons, which were as follows:

- ◆ need more resident involvement,
- ◆ not part of Riverside Drive, and
- ◆ wouldn't feel welcome.

6.11 All respondents were asked if they felt a community house would be beneficial to the community as a whole. Almost half (26; 45%) of respondents felt it would be beneficial; 12% (7 respondents) felt it would not be beneficial and 41% (24 respondents) were unsure. Two percent (<5) omitted to answer the question (*Appendix Table 40*).

6.12 All respondents were asked if they would be in favour of an application made by the Community Association to the Housing Executive for local premises to be used as a community house. Almost half (28; 48%) said they would be in favour of this application, 41% (24 respondents) were unsure and 9% (5 respondents) were not in favour. Two percent (<5) omitted to answer the question (*Appendix Table 41*).

6.13 As the Riverside Drive/Blackhill Residents Association is currently involved in the Cookstown Youth and Sports Club, all respondents were asked if they or any member of their household would be interested in taking part in any of their activities. More than one-quarter (15; 26%) said they or a member of their household would be interested, 33% (19 respondents) were not interested and 40% (23 respondents) were unsure. Two percent (<5) omitted to answer the question (*Appendix Table 42*).

6.14 Facilities/improvements respondents would like to see in the estate

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

Responses were as follows:

- ◆ sports facilities (31; 53%),
- ◆ exercise classes (29; 50%),
- ◆ youth activities (28; 48%),
- ◆ IT facilities/computer classes (28; 48%),
- ◆ information/advice services (28; 48%),
- ◆ health awareness courses (26; 45%),
- ◆ adult education classes (21; 36%),
- ◆ unemployment/job club (18; 31%),
- ◆ women's group (17; 29%),
- ◆ childcare facilities (15; 26%),
- ◆ mother and toddler group (13; 22%),
- ◆ men's group (13; 22%),
- ◆ facilities for senior citizens (12; 21%), and
- ◆ pre-school play group (10; 17%).

(Appendix Table 43)

Respondents were asked what they considered to be the most important facilities/services or improvements that they would like to see in the Riverside Drive, Blackhill, Drum Road and Drumlea Park area over the next few years. In total, 40 respondents gave their views on their perceived priorities within the estate. Respondents could give more than one response to this question. Their responses included:

- ◆ improved parking (13 respondents),
- ◆ youth activities/facilities (11 respondents),
- ◆ education/IT/computer classes (10 respondents),
- ◆ traffic calming measures (7 respondents),
- ◆ NIHE home improvements (7 respondents),
- ◆ clean play park (7 respondents),
- ◆ sports facilities (6 respondents), and
- ◆ local shop (6 respondents).

(Appendix Table 44)

7.0 ADDITIONAL COMMENTS

7.1 On completion of the questionnaire, all respondents were given the opportunity to make general comments about their estate. In total 31% (18 respondents) commented on a number of issues concerning life on the Riverside Drive, Blackhill, Drum Road and Drumlea Park area.

Main comments included:

- ◆ estate needs external improvements,
- ◆ problem with cats and dogs,
- ◆ problem with drug abuse,
- ◆ anti-social behaviour is a problem,
- ◆ litter is a problem, and
- ◆ happy with area.

TABULAR REPORT

RIVERSIDE DR/BLACKHILL/DRUM RD/DRUMLEA PK

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

Table 1: Household types

Definition of Household Types:		Number	%
Lone Adult	One person below pensionable age – <65 for men, <60 for women	9	16
Two Adult	Two people, related or unrelated, below pensionable age	9	16
Small Family	Any two adults, related or unrelated, living with one or two dependent children aged under 16	9	16
Lone Parent	Lone adult living with one or more dependent children aged under 16	7	12
Large Adult	Three or more adults, related or unrelated, with or without one dependent child aged under 16	7	12
Large Family	Any two adults, related or unrelated, living with three or more dependent children aged under 16 OR three or more adults, related or unrelated, living with two or more dependent children aged under 16	5	9
Two Older	Two people, related or unrelated, at least one of whom is of pensionable age	<5	3
Lone older	Lone person of pensionable age, 65 for men, 60 for women	<5	2
Refusal/non response	Respondent either refused to give details of household or gave insufficient information to define household type	9	16
Total		58	100

Base: 58 respondents

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

Table 2: Number of people in each household

	Number	%
One person	12	21
Two persons	18	31
Three persons	9	16
Four persons	10	17
Five or more persons	7	12
Refusal/non response	<5	3
Total	58	100

Base: 58 respondents

Table 3: Tenure

	Number	%
Rent from Housing Executive	27	47
Owner Occupier	22	38
Privately rented	9	16
Total	58	100

Base: 58 respondents

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

Table 4: Age of household members

	Number	%
5 years old or less	10	7
6 – 10 years old	8	5
11 – 15 years old	9	6
16 – 24 years old	23	15
25 – 39 years old	35	23
40 – 59 years old	26	17
60 – 64 years old	6	4
65 or older	10	7
Non response	20	13
Refusal	5	3
Total	152	100

Base: 152 household members

Table 5: Religion of household

	Number	%
Catholic	40	69
Protestant	7	12
Other including: mixed, other, none	5	9
Refusal / non response	6	10
Total	58	100

Base: 58 respondents

Table 6: Nationality of household members

	Number	%
Irish	60	40
British	52	34
Other including: Portuguese, Latvian, Polish	20	13
Refusal / non response	20	13
Total	152	100

Base: 152 household members

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

	Lone adult	Two adults	Lone parent	Small family	Large adult	Large family	Two older	Lone older	All households
£60 or less	-	-	14	-	-	-	-	-	2
£61 to £80	44	-	-	-	-	-	-	-	9
£81 to £100	-	-	-	-	-	-	-	-	-
£101 to £120	-	11	-	-	-	-	-	-	2
£121 - £140	33	11	14	-	-	-	50	100	14
£141 - £200	-	-	-	-	-	-	-	-	2
£201 - £300	-	22	-	-	14	40	50	-	14
>£300	-	11	-	56	14	-	-	-	12
Refusal	11	22	43	22	43	20	-	-	26
Don't know	-	22	29	11	14	-	-	-	10
Non response	11	-	-	11	14	40	-	-	10
Total	100	100	100	100	100	100	100	100	100

Base: 58 households about which there was sufficient information

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

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

	Household Reference Person		Partner	
	Number	%	Number	%
Housing Benefit	17	36	<5	5
Child Benefit	13	28	5	23
Child Tax Credit	12	26	<5	14
Working Tax Credit	11	23	<5	5
Disability Benefit	10	21	<5	10
Income Support	10	21	-	-
Retirement Pension	7	15	<5	10
Pension Credit	6	13	-	-
Job Seekers Allowance	<5	8	-	-
Incapacity Benefit	<5	6	-	-
Other benefits	<5	2	-	-

Bases: 47/48 respondents who gave sufficient information and 21/22 Partners

N.B. Base numbers varied due to non response

Table 9: Gender of Household Reference Person

	Number	%
Male	29	50
Female	20	35
Refusal/non response	9	16
Total	58	100

Base: 58 respondents

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

Table 10: Age of Household Reference Person

Age groups	Male		Female		Refusal/ non response		All	
	Num	%	Num	%	Num	%	Num	%
16-24	-	-	5	25	-	-	5	9
25-39	11	38	8	40	-	-	19	33
40-59	6	21	5	25	<5	22	12	21
60-64	<5	14	-	-	-	-	<5	7
65+	6	21	<5	10	-	-	8	14
Refusal/Non response	<5	7	-	-	7	78	10	17
Total	29	100	20	100	9	100	166	100

Base: 58 respondents

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

Table 11: Marital Status of Household Reference Person

	Number	%
Married (first marriage)	22	38
Single (never married)	14	24
Other including: Separated, divorced, widowed	14	24
Refusal/ non response	8	14
Total	58	100

Base: 58 respondents

Table 12: Employment details (Household Reference Person)

	Number	%
Working full-time/part-time/self employed	20	35
Not working long-term/short term	11	19
Retired (excludes looking after family/home)	10	17
Permanently sick/disabled	7	12
Other including: looking after family/home/student	<5	3
Refusal/non response	8	14
Total	58	100

*Base: 58 respondents***Table 13: Household members with a physical disability**

	Number	%
Yes	14	24
No	43	74
Non response	<5	2
Total	58	100

*Base: 58 respondents***Table 14: Number of household members with a physical disability**

	Number	%
One	12	97
Two	<5	3
Total	14	100

*Base: 14 respondents who said a member of their household had a disability***Table 15: Number of cars/motor vehicles household owns**

	Number	%
None	21	36
One	21	36
Two or more	14	24
Non response	<5	3
Total	58	100

*Base: 58 respondents**N.B. Due to rounding, some percentages do not add to 100***Table 16: Where do you normally park your only/main vehicle**

	Number
On the driveway	15
On the street	13
Other including lay-by across road and back of house	6
Non response	<5
Total	35

Base: 35 respondents

Table 17: Do you feel there is a need for additional parking facilities in the area?

	Number	%
Yes	27	47
No	19	33
Don't know	10	17
Non response	<5	3
Total	58	100

*Base: 58 respondents***Table 18: Do you intend to buy your home from the Housing Executive?**

	Number
Yes	5
No	10
Don't know	12
Total	27

*Base: 27 Housing Executive respondents***Table 19: Have you applied to the Housing Executive for a transfer?**

	Number	%
Yes	<5	9
No	20	91
Total	22	100

*Base: 22 Housing Executive respondents who have not applied to buy their home***Table 20: Do you intend to apply for a Housing Executive transfer?**

	Number
Yes	<5
No	19
Total	20

*Base: 20 Housing Executive respondents who have not applied for a transfer***Table 21: Length of residence in present home**

	Number	%
Less than one year	5	9
1 year or more but less than 5 years	16	28
5 years or more but less than 10 years	8	14
More than 10 years	28	48
Total	58	100

*Base: 58 respondents**N.B. Due to rounding, percentages do not add to 100***Table 22: Location of previous home**

	Number	%
Outside Riverside Dr/Drum Rd/Blackhill/Drumlea Pk (but within Cookstown)	23	40
Within Riverside Dr/Drum Rd/Blackhill/Drumlea Pk	19	33
Outside Cookstown	16	28
Total	58	100

*Base: 58 respondents**N.B. Due to rounding, some percentages do not add to 100*

Table 23: **Current property type**

	Number	%
House	55	95
Flat	<5	3
Bungalow	<5	2
Total	58	100

Base: 58 respondents

Table 24: **Smoke alarms installed in the home**

	Number	%
None	5	9
One	15	26
Two	25	43
Three or more	9	16
Non response	<5	7
Total	58	100

Base: 58 respondents

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

Table 25: **Home security**

	Number	%
Window locks	27	47
Security lights/External lights	19	33
Door chain	9	16
Door viewer/Peephole	8	14
Burglar Alarm	5	7

Base: 58 respondents

Table 26: **Assessment of size of home**

	Number	%
About the right size	34	59
Too small	21	36
Not sure	<5	2
Non response	<5	2
Total	58	100

Base: 58 respondents

Table 27: **Overall satisfaction with home**

	Number	%
Very satisfied	5	9
Satisfied	28	48
Neither	13	22
Dissatisfied	9	16
Very dissatisfied	<5	3
Non response	<5	2
Total	58	100

Base: 58 respondents

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

Table 28: Assessment of physical aspects of home (%)

	Very Good	Good	Neither	Poor	Very Poor	No response/ Refusal	N/A	Total %
Pedestrian access	14	60	10	3	2	10	-	100
Size of garden	21	48	9	12	5	5	-	100
Electrical fittings	16	52	10	19	2	2		100
Size of bedrooms	16	52	9	16	5	3		100
Number of bedrooms	16	52	10	7	7	9		100
Internal doors	17	45	12	9	7	10		100
Outside storage	10	52	9	9	12	7	2	100
Standard of bathroom	16	45	12	12	12	3		100
Kitchen Fittings	17	43	9	21	7	3		100
Garden fencing	16	43	10	10	10	9	2	100
Vehicle access	14	41	14	12	10	5	3	100
Kitchen layout	17	36	3	31	10	2		100
Parking provision	12	41	21	7	10	5	3	100
Dining area	12	40	14	12	16	5	2	100
Security of dwelling	10	41	19	16	5	9		
External doors	19	29	7	26	12	7		100
Windows	17	28	10	12	26	7		100

Base: 58 respondents

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

Table 29: Main heating system

	Number	%
Oil fired with radiators	41	71
Solid fuel open fire (with radiators)	12	21
Economy 7	<5	3
Solid fuel glass-fronted fire (with radiators)	<5	3
Solid fuel open fire (without radiators)	<5	2
Total	58	100

Base: 58 respondents

Table 30: Assessment of physical aspects of heating system (%)

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	No response	Total %
Ease of use of the system	7	57	9	9	9	10	100
Control over the level of heat	2	60	3	12	16	7	100
Related health factors	3	50	16	7	14	10	100
The amount of heat	2	47	16	16	14	7	100
Cost of running your heat	2	41	12	21	21	3	100

Base: 58 respondents

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

Table 31: Would you say the estate is ...?

	Number	%
Not really changing	34	59
Changing for the better	13	22
Changing for the worse	10	17
Non response	<5	2
Total	58	100

*Base: 58 respondents***Table 32: How do you feel about the general image of the estate?**

	Number	%
Proud	<5	3
Fairly proud	11	19
No strong feelings	31	53
Slightly ashamed	10	17
Very ashamed	<5	5
Non response	<5	2
Total	58	100

*Base: 58 respondents**N.B. Due to rounding, percentages do not add to 100***Table 33: Satisfaction with general services within the area**

	Satisfied		Dissatisfied	
	Number	%	Number	%
Street lighting	54	93	<5	5
Emptying wheelie bins	52	90	5	9
Street sweeping	52	90	5	9
Clearing of road drains	49	85	8	14
Maintenance of open green areas	49	85	6	10
Weeding of footpaths and alleyways	46	79	9	16
Policing in area	43	74	12	21
Repairing roads & pavements	42	72	14	24
Provision of bus shelters	40	69	14	24
Bus services	39	67	16	28
Provision of road salt/grit	33	57	23	40

*Base: 54-58 respondents**N.B. Base varied slightly due to non responses**N.B. Due to rounding, some percentages do not add to 100***Table 34: Are you aware of the neighbourhood warden service provided by the NIHE?**

	Number	%
Yes	13	22
No	44	76
Non response	<5	2
Total	58	100

Base: 58 respondents

Table 35: Perceived problems within the estate

	Major problem		Minor problem		Not a problem		Non-response	
	Num	%	Num	%	Num	%	Num	%
Car parking within estate	16	28	25	43	15	26	<5	3
Speeding vehicles/motorcycles	15	26	16	28	23	40	<5	7
Nuisance from dogs	19	33	10	17	29	50	-	-
Late night parties/loud music	9	16	15	26	31	53	<5	5
Nuisance from ball games	8	14	12	21	37	64	<5	2
Neighbour disputes in your street	7	12	11	19	38	66	<5	3
Youths loitering	7	12	10	17	39	67	<5	3
Flags and emblems	8	14	9	16	39	67	<5	3
Unsupervised children – under 12	5	9	11	19	39	67	<5	5
Theft and burglary	6	10	10	17	40	69	<5	3
Alcohol abuse – over 18	5	9	11	19	39	67	<5	5
Neighbour disputes elsewhere in the estate	<5	7	11	19	39	67	<5	7
Drug abuse	7	12	8	14	40	69	<5	5
Level of vandalism	<5	7	9	16	42	72	<5	5
Alcohol abuse – under 18	6	10	6	10	43	74	<5	5
Illegal dumping	6	10	5	9	44	76	<5	5
Level of graffiti	5	9	5	9	45	78	<5	5
Intimidation	6	10	<5	3	47	81	<5	5
Abandoned vehicles	<5	5	5	9	47	81	<5	5
Solvent abuse	<5	7	<5	5	47	81	<5	7
Other including: stray cats and dogs fouling	6	10	<5	2	48	83	<5	5

Base: 58 respondents

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

Table 36: Feeling of safety in estate and home

	Yes		No	
	Number	%	Number	%
Feel safe walking in this area during the day	57	98	<5	2
Feel safe in own home during the day	57	98	<5	2
Feel safe in own home after dark	52	90	6	10
Feel safe walking in this area after dark	52	90	6	10

Base: 58 respondents

Table 37: Did you know there is a Riverside Dr/Blackhill Community Association?

	Number	%
Yes	54	93
No	<5	7
Total	58	100

Base: 58 respondents

Table 38: Would you consider joining the Riverside Drive/Blackhill Community Association?

	Number	%
Yes	7	12
No	20	35
Don't know	23	40
Already a member	8	14
Total	58	100

Base: 58 respondents

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

Table 39: Do you feel the Riverside Drive/Blackhill Community Association is representative of the community as a whole?

	Number	%
Yes	29	54
No	8	15
Don't know	16	30
Non response	<5	2
Total	54	100

Base: 54 respondents who were aware of the community association.

Table 40: Do you feel a community house would benefit the community as a whole?

	Number	%
Yes	26	45
No	7	12
Don't know	24	41
Non response	<5	2
Total	58	100

Base: 58 respondents

Table 41: Would you be in favour of an application to the NIHE by the community association for local NIHE premises to be used as a community house?

	Number	%
Yes	28	48
No	5	9
Don't know	24	41
Non response	<5	2
Total	58	100

Base: 58 respondents

Table 42: The Riverside Dr/Blackhill Residents Association is currently involved in the Cookstown youth and sports club. Would you or any member of your household be interested in taking part in any of their activities?

	Number	%
Yes	15	26
No	19	33
Don't know	23	40
Non response	<5	2
Total	58	100

Base: 58 respondents

Table 43: What facilities/services would you like to see provided in the area?

	Yes		No		Non-response	
	Num	%	Num	%	Num	%
Sports facilities	31	53	25	43	<5	3
Exercise classes	29	50	28	48	<5	2
Youth activities	28	48	29	50	<5	2
I.T. facilities/computer classes	28	48	29	50	<5	2
Information/advice services	28	48	28	48	<5	3
Health awareness courses	26	45	31	53	<5	2
Adult education classes	21	36	36	62	<5	1
Unemployment/jobs club	18	31	39	67	<5	2
Women's group	17	29	40	69	<5	2
Childcare facilities	15	26	42	72	<5	2
Mother and toddler group	13	22	44	76	<5	2
Men's group	13	22	43	74	<5	3
Facilities for senior citizens	12	21	45	78	<5	2
Pre-school play group	10	17	47	81	<5	2

Base: 58 respondents

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

Table 44: What are the most important facilities, services or improvements you would like to see in the Riverside Dr/Blackhill/Drum Rd/Drumlea Pk area over the next few years?

Main reasons	Number
Improved parking	13
Youth activities/facilities	11
Education classes/I.T./computer classes	10
Traffic calming measures	7
NIHE home improvements	7
Clean play park	7
Sports facilities	6
Local shop	6

Base: 40 respondents who gave sufficient information

N.B. Respondents could give more than one response