

OUTER WEST BELFAST

NEIGHBOURHOOD RENEWAL SURVEY 2010



Northern Ireland
Housing Executive

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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 280,000 (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:

Research Unit
Outer West Belfast
Greater Shankill

Research Contractor
Coalisland
Brownlow

Conduct of the survey

The project management, design, quality assurance, analysis and report writing were the responsibility of the Research Unit. Fieldwork commenced in November 2010 and concluded in December 2010. Data collection and data entry for this survey were carried out by Research Unit and Millward Brown Ulster. The Housing Executive's Research Unit quality assured the questionnaire and final report.

Survey objectives

The objectives of the Neighbourhood Renewal Surveys were:

- 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: Outer West Belfast NRA

Chapter 4: Neighbourhood Renewal

Chapter 5: Education in Outer West Belfast NRA

Appendix 1: Technical information

Appendix 2: Questionnaire

Appendix 3: Tabular analysis

Appendix 4: Map of Outer West Belfast NRA

KEY FINDINGS

Socio-economic profile

- Almost two-fifths (39%) of HRPs were working (NI – 50%³), 23% were retired (NI – 27%), 9% were not working (NI – 11%), 14% were permanently sick/disabled (NI – 7%); 6% were looking after family/home (NI – 4%) and a small proportion (2%) comprised other categories such as student.
- A considerable proportion of HRPs were in receipt of benefits: Housing Benefit (32%), a Disability Benefit (30%) and Child Benefit (25%).
- The ethnic origin of the vast majority (94%) of HRPs was white (NI level – 99%)⁴.
- Lone adult was the predominant household type (16%). At NI level the predominant household types were lone older and two adult (15%) .
- The average household size was 2.5 (Northern Ireland average 2.5).
- Almost one-third (32%) of household members were aged under 16 (a larger proportion than at the NI level – 21%)⁵.
- A further 16% were aged over 60 (NI level – 19%) .
- Average (median) annual gross household income was between £5,000 and £9,999. One-half (50%) said their income was less than £10,000.
- More than two-fifths (42%) of respondents said they or someone in their household had a disability that affected their normal day-to-day activities, NI level – 18%⁶.
- 94% of respondents said their household religion was Catholic.

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.
- 56% of respondents lived in owner-occupied accommodation, 38% lived in social housing (NIHE and Housing Associations) and 6% rented privately.
- 69% of respondents had lived in the Outer West Belfast NRA for more than 15 years.
- 82% said they lived in a house; 12% lived in a flat and 3% lived in a bungalow.
- The most prevalent home security measures were window locks (65% of respondents' homes), security lights (34%) and door chains (15%).

³ NI House Condition Survey 2009

⁴ Family Resources Survey 2008/09

⁵ NISRA – Population and Migration Estimates (2009)

⁶ NI Survey of Activity Limitation and Disability 2007

- The vast majority (96%) of respondents had at least one smoke alarm in their dwelling.
- More than two-thirds (68%) of households represented in the survey had one vehicle or more (49% of respondents said they had one vehicle and 20% had two or more vehicles); 32% of respondents said their household had no vehicles.
- Almost all respondents (94%) had full central heating in their home. The main heating source 60% of homes represented in the survey was oil fired with radiators. Oil-fired central heating systems were the predominant heating sources at NI level (68%)⁷.
- Respondents reported high levels of satisfaction with various aspects of their heating system, including 79% satisfied with the type of heating system and 77% satisfied with the ease of using of the system. However, less than half (47%) were satisfied with the cost of running the system.
- 33% of respondents said they had been unable to adequately heat their home. The cost of domestic fuel (31; 53%), low household income (31; 53%) and money needed for other priorities (23; 39%) were factors contributing to respondents' inability to adequately heat their home.
- More than two-fifths (41%) of respondents had heard of the Warm Homes Scheme.
- More than four-fifths (81%) of respondents said their home was about the right size; 12% 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 number of respondents in social housing said they intended to buy their home during the following two years.

Outer West Belfast NRA

- The survey indicated moderate levels of satisfaction with the area and a perception that the area had not really changed, although there were a number of anti-social behaviour issues to be addressed.
- Three-fifths (60%) of respondents agreed that they really felt part of the community living in the area.
- 41% disagreed that they felt embarrassed to bring people to the area.
- Three-fifths (60%) agreed that they were proud to come from the area.
- More than half (53%) thought the area was not really changing; 28% thought it was changing for the better and 17% thought it was changing for the worse.
- 59% of people in Outer West Belfast NRA perceived the level of antisocial behaviour (ASB) in their local area to be high. The equivalent figure for Northern Ireland was much lower, at 14%.

⁷ NI House Condition Survey 2009

- The main ASB problems identified by respondents in the area were rubbish or litter (64%), teenagers hanging around on streets (60%) and vandalism (57%). The most prevalent perceived problems at Northern Ireland level were rubbish or litter (28%) and teenagers hanging around on streets (26%).
- The vast majority (92%) of respondents said they felt safe walking alone in the area during the day. In contrast, fewer respondents (37%) said they felt safe walking alone in the area after dark; however, 74% said they felt safe in their own home at night.

Neighbourhood renewal

- The survey indicated fairly low levels of awareness among residents of neighbourhood renewal and community involvement.
- More than two-thirds (68%) of respondents were not aware that their home was within the Outer West Belfast NRA.
- Less than one-fifth (16%) of respondents said they were aware of physical changes that had improved the neighbourhood within the previous 12 months. The highest proportions of respondents (14% in each case) were aware of new walls and a generally cleaner environment.
- Half (50%) of respondents said their area had a community/residents' association; 20% said their area did not have one and the remaining 30% did not know.
- More than half (52%) of all respondents said they would not consider joining a local community/residents' association, compared to 17% who said they would.
- More than one-third (36%) were aware of the Housing Executive's neighbourhood warden service. Of these respondents, only a small number had used the service.
- The most common issue that respondents said needed to be addressed was anti-social behaviour (16%).

Education

- Most respondents (91%) agreed that 'staying on in school is important if you want to get a good job' (NI level - 85%)⁸.
- The same high proportion (91%) agreed that 'children in Northern Ireland get a good education' (NI level – 89%) .
- More than three-quarters (76%) of respondents agreed that they had enjoyed their time at school (NI level – 68%) .
- 38% of respondents had one or more children of school age (4-18 years).
- The vast majority (64; 94%) of respondents who had children of school age agreed that their child's school is a good school.

⁸ NISRA – NI Omnibus Survey 2010 – Education module

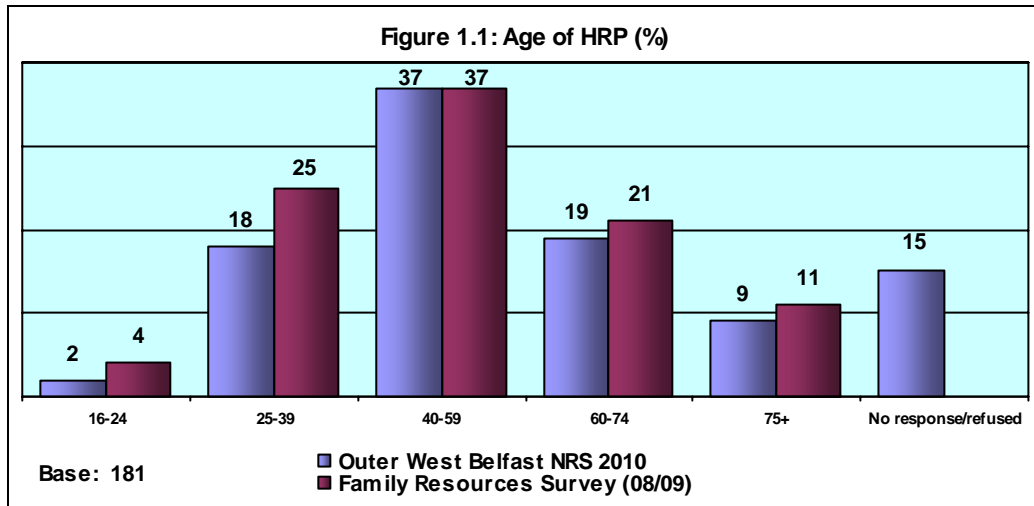
- The same high proportion (64; 94%) agreed their child's school gives clear information on how children are getting on.
- Almost all respondents with children of school age (66; 97%) agreed that making sure their child attends school regularly and on time is important.
- The vast majority (63; 93%) of respondents with children of school age said helping their child with homework is important.
- More than one-third (24; 35%) of respondents said they would consider taking their child out of school during term time for a family holiday; the remainder (44; 65%) said they would not.
- The vast majority (63; 93%) of respondents said they feel involved personally in their child's school life.

1.0 SOCIO-ECONOMIC PROFILE

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

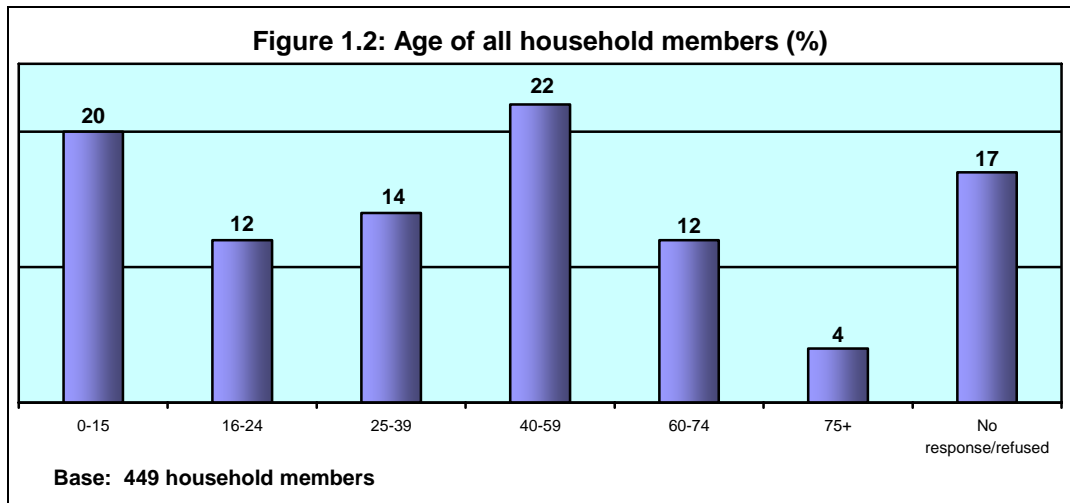
1.1 Age of Household Reference Person

More than one-third (37%) of HRP were aged between 40 and 59; 18% were aged between 25 and 39 and 19% were between 60 and 74; 9% were aged 75 or older and 2% 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, 449 individuals were identified as resident in the 181 households surveyed. More than one-fifth (22%) of household members were aged between 40 and 59 and 20% were under 16; 16% were aged 60 or older, 14% were between 25 and 39; and the remaining 12% were between 16 and 24 ([Figure 1.2](#); [Appendix Table 1.3](#)).



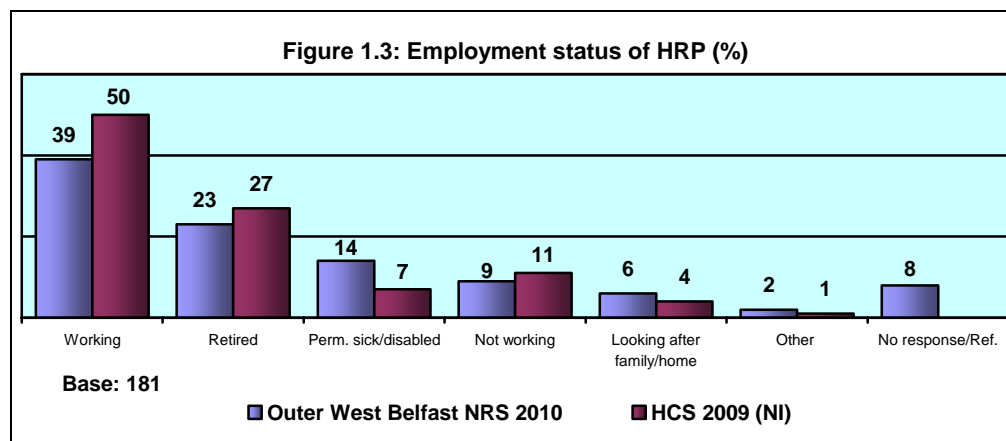
1.3 Average household size

The survey found that the average household size in Outer West Belfast NRA was 2.5. The Northern Ireland average was 2.5⁹.

⁹ NISRA Continuous Household Survey 2009/10

1.4 Employment status of Household Reference Person

Almost two-fifths (39%) of HRP's were working, 23% were retired, 14% were permanently sick/disabled, 9% were not working and 6% were looking after family/home. A very small proportion (2%) comprised other categories such as student. Data at the Northern Ireland level from the HCS 2009 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 Outer West Belfast NRA Survey, and therefore any conclusions based on a comparison of findings should be made with caution.

Table 1A: Household types and definitions (%)		
	Outer West Belfast 2010	HCS 2009 (NI)
Lone Adult (lone person below pensionable age - 65 years for men, 60 years for women)	16	13
Large Adult (three or more adults - related or unrelated - and no dependent children <16)	14	12
Lone Older (lone person of pensionable age - 65 years for men, 60 years for women)	12	15
Two Older (two people - related or unrelated - at least one of whom is of pensionable age)	10	14
Two Adult (two people - related or unrelated - below pensionable age)	9	15
Lone Parent (sole adult living with dependent child(ren) <16)	9	8
Small Family (any two adults - related or unrelated - living with 1 or 2 dependent children < 16)	9	13
Large Family (any two adults - related or unrelated - living with more than 2 dependent children < 16)	6	10
Not enough information supplied to classify household type	15	

1.6 Household type comparison with House Condition Survey 2009

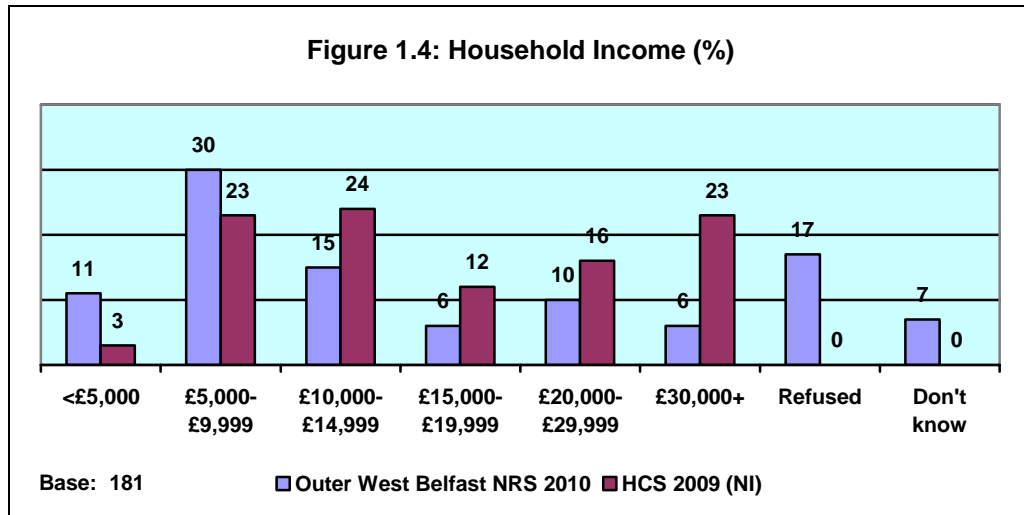
Table 1A shows that lone adult households (16%) were the predominant household type, followed by large adult (14%), lone older (12%), two older (10%), two adult (9%), lone parent (9%), small family (9%) and large family (6%). Comparison with HCS 2009 findings shows some variation in the

distribution of household types: there were slightly higher proportions of lone adult (16% compared to 13%) and large adult households (14% compared to 12%), but the greatest variations were found in two adult, two older, small family and large family households, all of which were in smaller proportions (ranging from six to four percentage points) in Outer West Belfast than at NI level ([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.

Almost one-third (31%) of respondents said their annual gross household income was less than £10,000; 16% had between £15,000 and £29,999, 15% had between £10,000 and £14,999, and 6% had over £30,000. A very high proportion (39%) either did not know or refused to give any details of their income. Full income details are in the appendix tables and data from the HCS 2009 are included in the graph below for reference ([Figure 1.4](#); [Appendix Table 1.6](#)).



1.8 Benefits

The main benefits received by HRPs were Housing Benefit (32%), Disability Benefit (30%) and Child Benefit (25%). Table 1b and [Appendix Table 1.7](#) detail the benefits received by respondents and their partners (if applicable).

Table 1b: Benefits received	HRP (%)	Partner (%)
Housing Benefit	32	3
A Disability Benefit	30	7
Child Benefit	25	5
Income Support	23	4
Retirement Pension	19	7
Child Tax Credit	17	4
Working Tax Credit	14	2
Pension Credit	13	7
Incapacity Benefit	9	3
Jobseeker's Allowance	3	0

1.9 Long-term illness or disability

More than two-fifths (43%) of respondents said they or someone in their household had a disability that affected their normal day-to-day activities. Of these respondents, the majority (65; 85%) said their household had one disabled member and 11 (15%) had two or more disabled members ([Appendix Tables 1.8 and 1.9](#)).

1.10 Household religion

The overwhelming majority (94%) of HRPs described their household religion as Catholic. The remaining 6% comprised mixed Protestant/Catholic, no religion, other religions and those respondents who refused to state the religion of their household ([Appendix Table 1.10](#)).

1.11 Ethnic origin and nationality of Household Reference Person

Almost all HRPs (94%) were white and the remainder refused to state their ethnicity ([Appendix Table 1.11](#)).

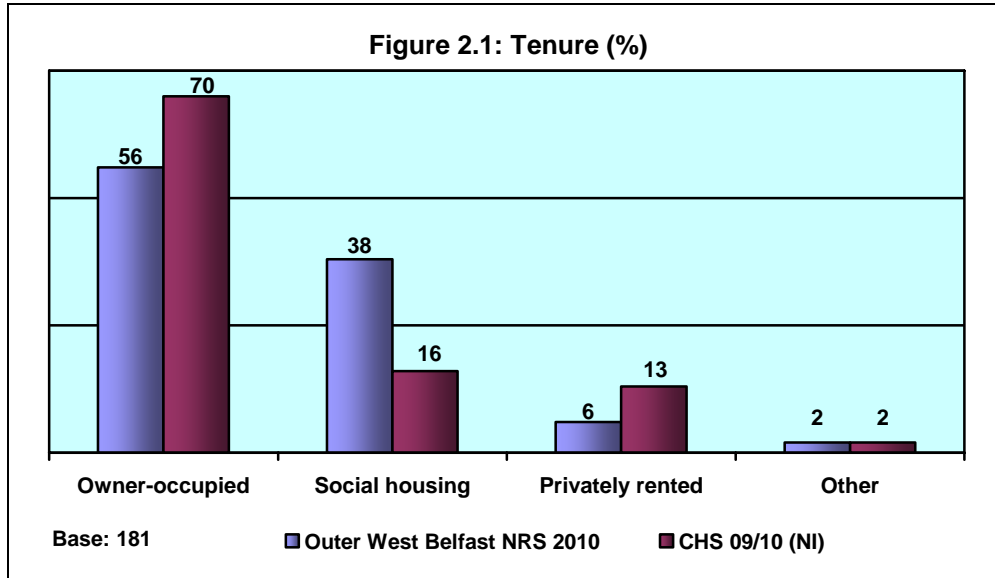
More than three-quarters (77%) of HRPs were Irish, 16% were Northern Irish, 7% were British and the remainder refused to state their nationality ([Appendix Table 1.12](#)).

2.0 CHARACTERISTICS OF THE HOME AND AREA

This chapter presents an analysis of some of the characteristics of homes within the Outer West Belfast NRA, the tenure, length of tenure, satisfaction with aspects of accommodation and propensity to buy or transfer to/from NIHE or Housing Association properties.

2.1 Tenure

A greater proportion of respondents lived in the owner-occupied sector (56%) than in social housing (38%) or privately rented accommodation (6%). Data at the Northern Ireland level from the 2009-10 Continuous Household Survey are included in [Figure 2.1](#) for reference ([Appendix Table 2.1](#)).



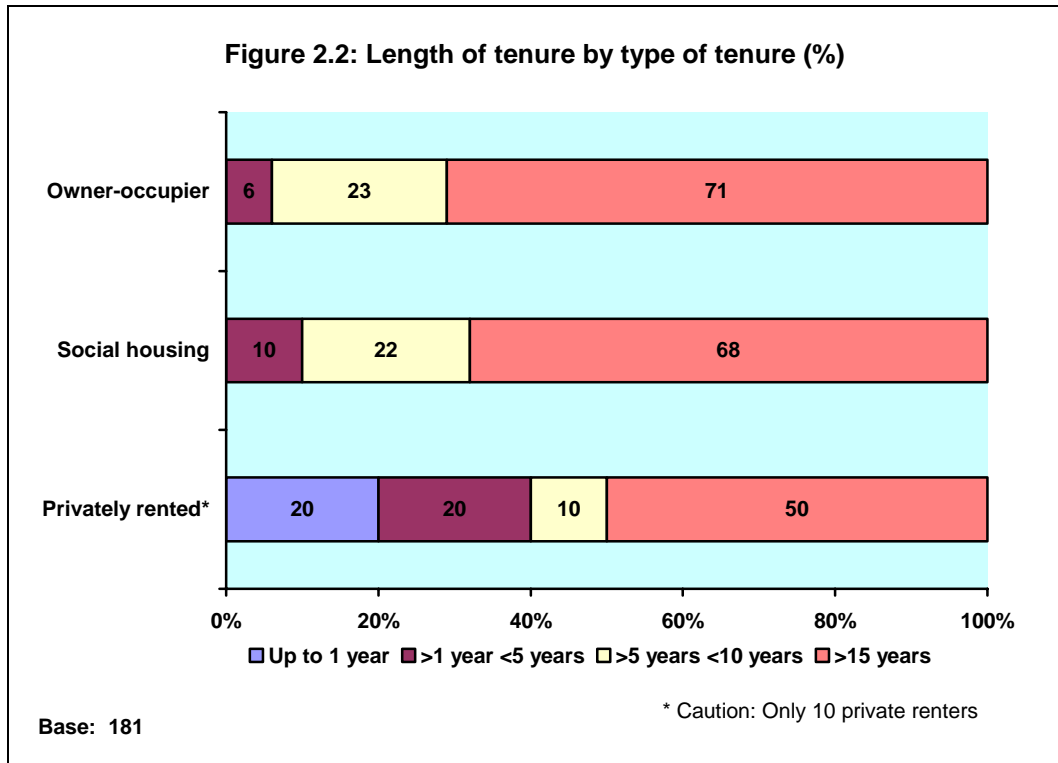
2.2 Length of time living in Outer West Belfast NRA

More than two-thirds (69%) of respondents had lived in the Outer West Belfast NRA for more than 15 years and the remainder (31%) had lived there for less than 10 years ([Appendix Table 2.2](#)).

2.3 More than half (52%) of respondents said they had lived outside the Outer West Belfast NRA but within the Belfast City Council area immediately before moving to their present home. One-third (33%) had lived within the Outer West Belfast NRA and 10% had lived outside the Belfast City Council area. A further 6% had never lived anywhere else (other than Outer West Belfast NRA) ([Appendix Table 2.3](#)).

2.4 Tenure by length of time living in Outer West Belfast NRA

Analysis of length of tenure by type of tenure shows that a higher proportion of owner-occupiers (71%) than those in social housing (68%) or privately rented accommodation (50%) had lived in the Outer West Belfast NRA for more than 15 years. Further detail is in [Figure 2.2](#) and [Appendix Table 2.4](#).



2.5 Dwelling type

The majority (82%) of respondents said they lived in a house; 12% lived in a flat and 3% lived in a bungalow ([Appendix Table 2.5](#)).

2.6 Home security

Home security measures in respondents' homes included window locks (65%), security lights (34%), door chains (15%), door viewers (12%) and burglar alarms (9%) ([Appendix Table 2.6](#)).

2.7 Smoke alarms

Almost one-quarter (24%) of respondents had one smoke alarm in their dwelling, 51% had two smoke alarms and 21% had three or more smoke alarms. Only 4% of respondents had no smoke alarms present ([Appendix Table 2.7](#)).

2.8 Vehicle ownership and parking

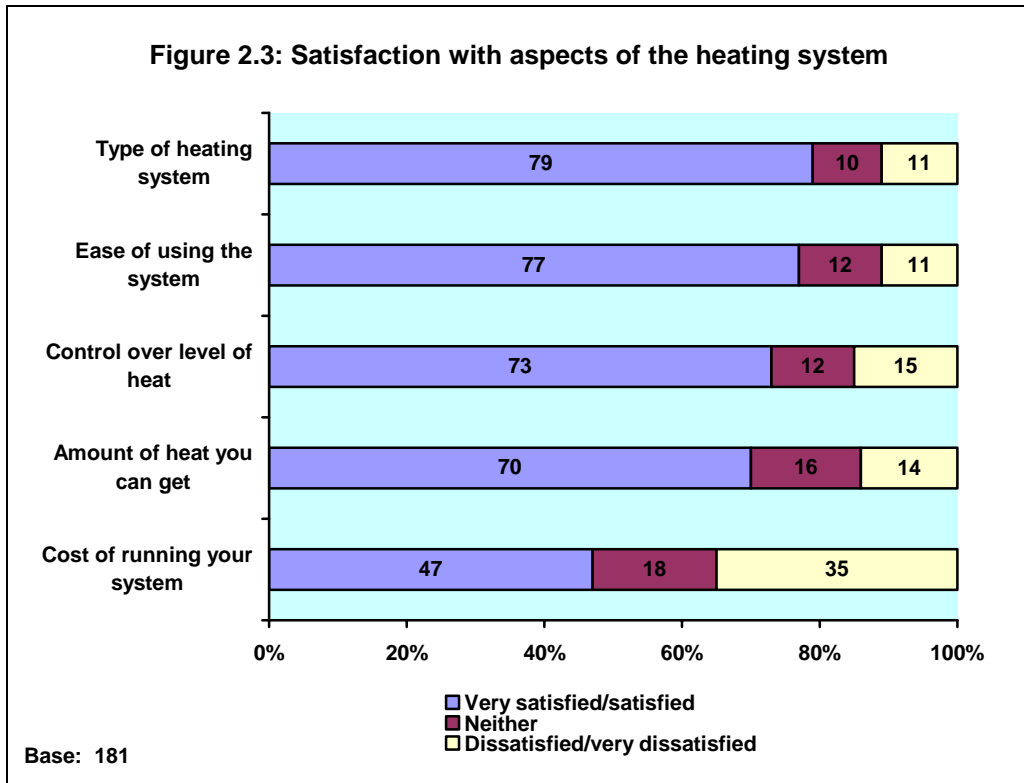
Respondents were asked how many cars or other vehicles were owned or available for use by anyone in their household. Almost half (49%) had one vehicle and 20% had two or more vehicles. Respondents' most common areas for parking in the Outer West Belfast NRA were in a driveway (65%); the remainder parked on the street (27%) or in a garage (7%) ([Appendix Tables 2.8 and 2.9](#)).

2.9 Heating system

Almost all respondents (94%) had full central heating in their home and small proportions had partial central heating (5%) and no central heating (1%). The main heating source in the majority of homes represented in the survey was oil fired with radiators (60%). Other main heating sources included mains gas (29%), Economy 7 (8%) and solid fuel systems (3%) ([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 79% satisfaction with the type of heating system to 70% satisfaction with the amount of heat you can get. However, less than half (47%) of respondents were satisfied with the cost of running the system (Figure 2.3; Appendix Table 2.12).



2.11 Ability to adequately heat the home

One-third (33%) of respondents said they had been unable to adequately heat their home during the previous 12 months. The cost of domestic fuel (31; 53%), low household income (31; 53%) and money needed for other priorities (23; 39%) were factors contributing to respondents' inability to adequately heat their home (Appendix Tables 2.13-2.15).

2.12 Warm Homes Scheme

More than two-fifths (41%) of respondents had heard of the Warm Homes Scheme. Analysis by tenure shows that awareness of the scheme was highest among owner-occupiers (47; 47%) (Appendix Table 2.16).

2.13 Size of home

More than four-fifths (81%) of respondents said their home was about the right size; 12% said it was too small and 6% said it was too big (Appendix Table 2.17).

2.14 Satisfaction with Home

More than three-quarters (78%) of respondents were satisfied with their home; 12% were neither satisfied nor dissatisfied and 10% were dissatisfied (Appendix Tables 2.8 and 2.19).

2.15 House sales and transfers

Respondents living in social housing (NIHE or housing association properties – 38%; 68 respondents) were asked about their intentions to purchase or transfer/exchange their dwelling. Only a small number of tenants (5) said they intended to buy their home during the next two years; the majority (58 respondents) did not intend to buy their home and five were unsure ([Appendix Table 2.20](#)).

Transfer applications

Of the 58 respondents in social housing who did not intend to buy their home, 13 had applied for a transfer from their present property during the previous two years and a small number (4) intended to apply for a transfer during the next 12 months. Most of those who wished to transfer wanted to stay within the local area ([Appendix Tables 2.21-2.23](#)).

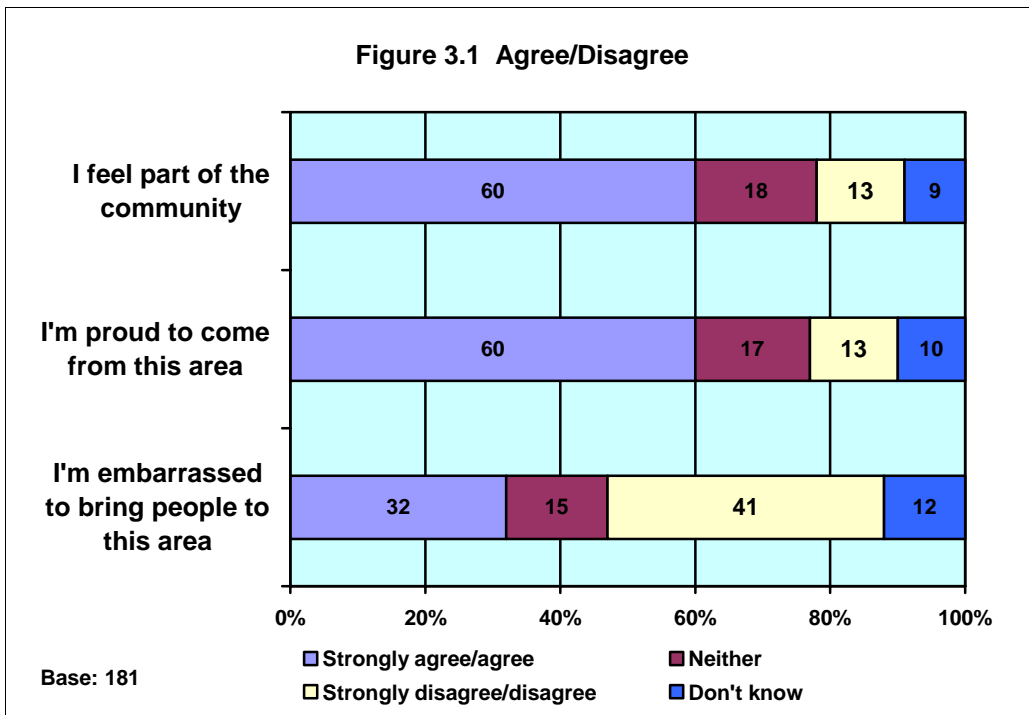
3.0 OUTER WEST BELFAST NRA

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

- Three-fifths (60%) of respondents agreed that they really felt part of the community living in the area; 18% neither agreed nor disagreed and 13% disagreed.
- Three-fifths (60%) agreed that they were proud to come from the area; 17% neither agreed nor disagreed and 13% disagreed.
- More than two-fifths (41%) of respondents disagreed that they felt embarrassed to bring people to the area; 15% neither agreed nor disagreed and 32% agreed.



3.2 More than half (53%) of respondents thought the area was not really changing and 28% thought the area was changing for the better. Almost one-fifth (17%) thought it was changing for the worse (Appendix Table 3.2).

3.3 Reasons given by the 28% (51 respondents) who thought the area was changing for the better included 'good neighbours/community' (8; 16%) and 'cleaner and looks better' (8; 16%). Among the 17% (30 respondents) who said the area was changing for the worse, the most common reason was 'youths loitering/anti-social behaviour' (26; 87%) (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	%
Good neighbours / community	8	16	Youths loitering / ASB	26	87
Cleaner and looks better	8	16	Crime	5	17
Less ASB	7	14	Very dirty / run down	5	17
Area is a lot quieter	6	12	Vandalism	4	13
People working hard for each other	5	10	Underage drinking / street drinking	4	13
People taking more pride in their homes	4	8	Litter / fly tipping	4	13
Less joyriding	4	8	Less desirable people in the area	3	10
Better provision for youth	3	6	Stray dogs / dog fouling	2	7
Area is really trying to control young adult drinkers	3	6	People don't care about the area	2	7
More community activities	3	6	Other including: more community activities, more cleaning needed, torment of pensioners, parties/noise, drugs, dogs fouling, quads/scramblers	7	23
Low crime	2	4			
Settled	2	4			
Other including: Youths loitering/ASB, growth and stature of sports clubs, shops are improving, buses are more regular except on Sunday, housing development on the brewery site, community watch, Community magazine, more cleaning needed, better facilities, more housing/ higher standard of living, regeneration is improving the area, area has improved due to peace process, used to be a lot of fighting, but has stopped now, fewer death drivers, low rent	15	29	<i>Base: 30 respondents who gave 62 reasons</i>		

Base: 51 respondents who gave 70 reasons

3.4 Perceptions of anti-social behaviour in Outer West Belfast NRA

Respondents were asked to rate how much of a problem different types of anti-social behaviour (ASB) were in their area within a 15 minute walk of their home. In line with the latest Northern Ireland Crime Survey 2008/9 (NICS), the following seven strands of ASB were used to form a composite measure to gauge the overall perceived level of ASB in the local area and to allow comparison between levels of perceived ASB in Outer West Belfast NRA and in 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 43% of people in Outer West Belfast NRA perceived the level of ASB in their local area to be high. The equivalent figure for Northern Ireland was 14%.

3.6 The two ASB types perceived by the largest proportions of respondents to be problems in the local area were:

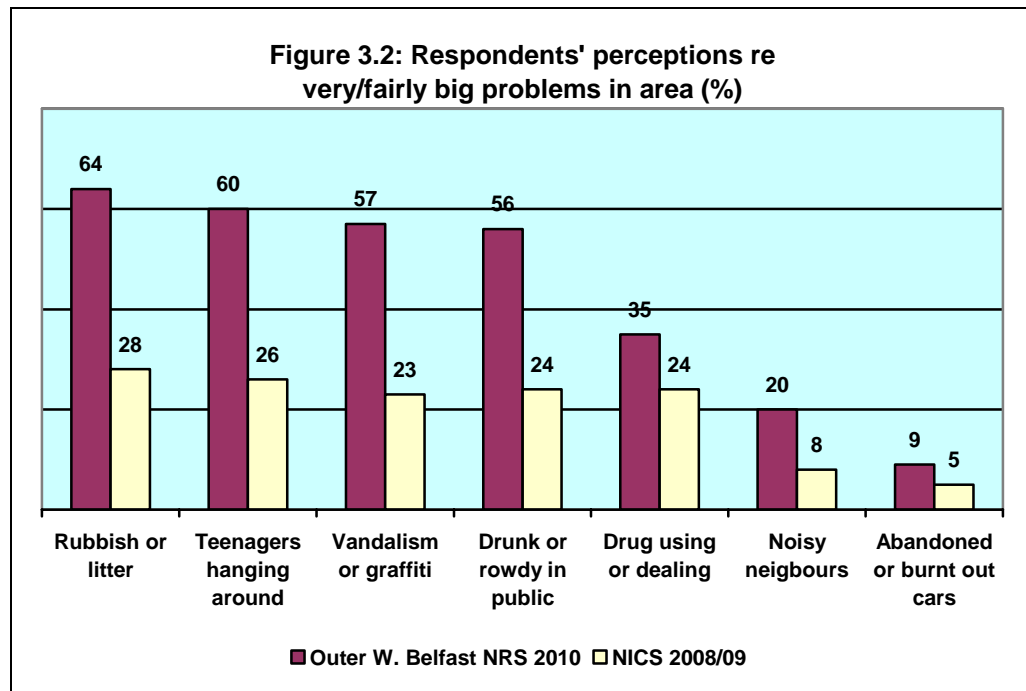
- rubbish or litter lying about (64%) and
- teenagers hanging around on streets (60%).

The most prevalent perceived problems at Northern Ireland¹⁰ level 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 Outer West Belfast NRA survey show that respondents perceived noisy neighbours and loud parties (20%) and abandoned or burnt out cars (9%) to be the least problematic ASB types. The least prevalent perceived ASB problems at Northern Ireland level were noisy neighbours (8%) and abandoned or burnt out cars (5%).



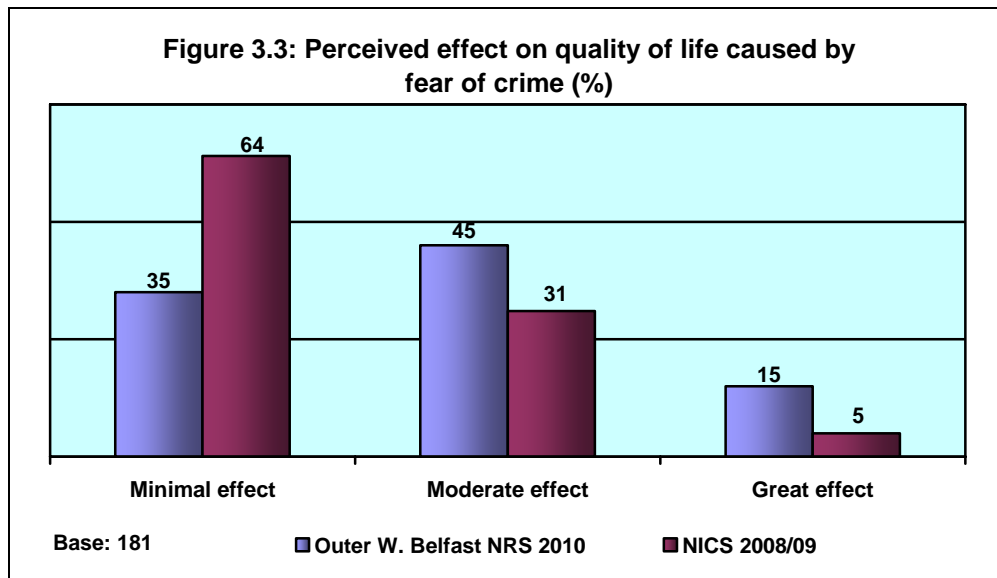
3.8 Perceptions of the effect of 'fear of crime' on quality of life

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).

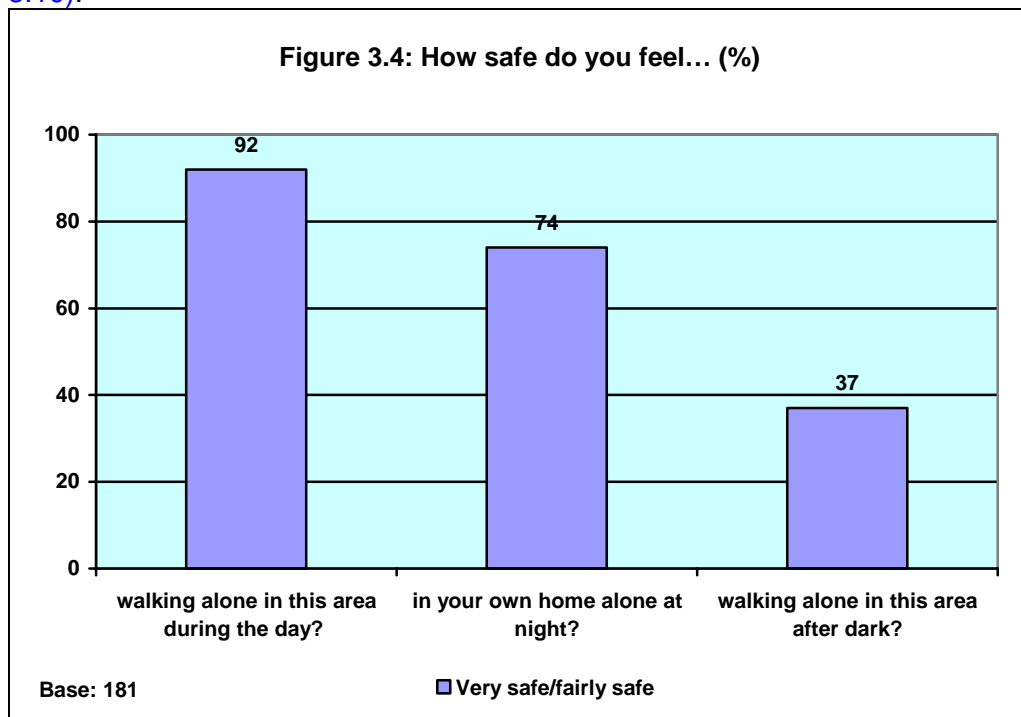
- 3.9** More than one-third (35%) of respondents in Outer West Belfast NRA felt that 'fear of crime' had a minimal impact on their quality of life and almost half (45%) said it had a moderate effect. Less than one-fifth (20%) of respondents considered that their quality of life was greatly affected by their 'fear of crime'. This is illustrated in Figure 3.3 and Appendix Table 3.5.

¹⁰ NICS 2008/09: 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. In contrast, considerably fewer respondents (37%) said they felt safe walking alone in the area at night; however, 74% 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 Outer West Belfast NRA.

4.1 Physical changes within the Outer West Belfast NRA

More than four-fifths (84%) 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 16% (29 respondents) included new walls built and generally cleaner environment ([Appendix Tables 4.1 and 4.2](#)).

4.2 Important issues to be addressed in the neighbourhood

More than three-fifths (62%) of respondents thought there were issues that needed to be addressed. The most common issue was tackling anti-social behaviour (16%). 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 pre-school play group (58%) and a mother and toddler group (50%). 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

	Aware of... %	Would use... %
Pre-school play group	58	13
Mother and Toddler Group	50	5
Youth activities	46	20
Adult education classes	44	10
Sports facilities	41	22

4.4 Services needed that are not already available

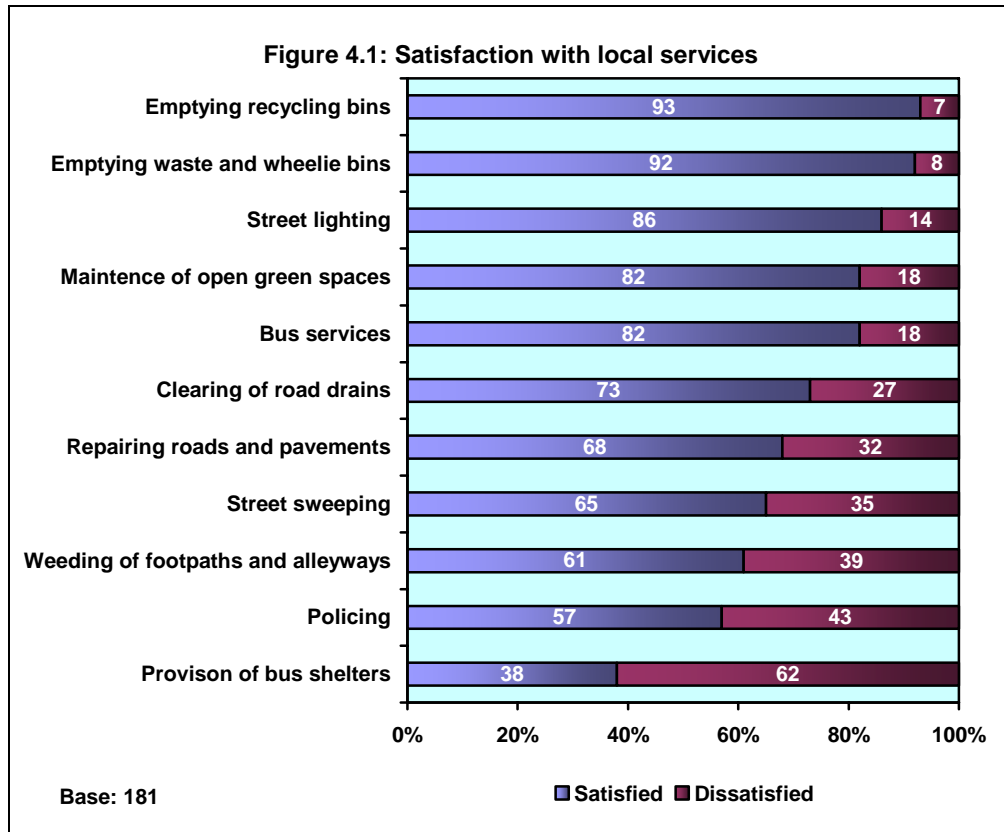
More than one-quarter (27%) of respondents gave examples of services or facilities needed in the area. Of these, more than one-fifth (22%) said something for young children was needed and 16% said youth clubs were needed. Responses were varied and are detailed fully in the appendix tables ([Appendix Table 4.6](#)).

4.5 Neighbourhood warden

Almost two-thirds (64%) of respondents said they were not aware of the Housing Executive's neighbourhood warden service. Of the 36% of respondents who were aware, only a small number (7) had used the service and the majority of these had been 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. The highest proportion (93%) of respondents were satisfied with the emptying of recycle bins and the lowest (38%) were satisfied with provision of bus shelters. The reasons for dissatisfaction were varied and are detailed in the appendix tables (Figure 4.1: Appendix Tables 4.10-4.31).

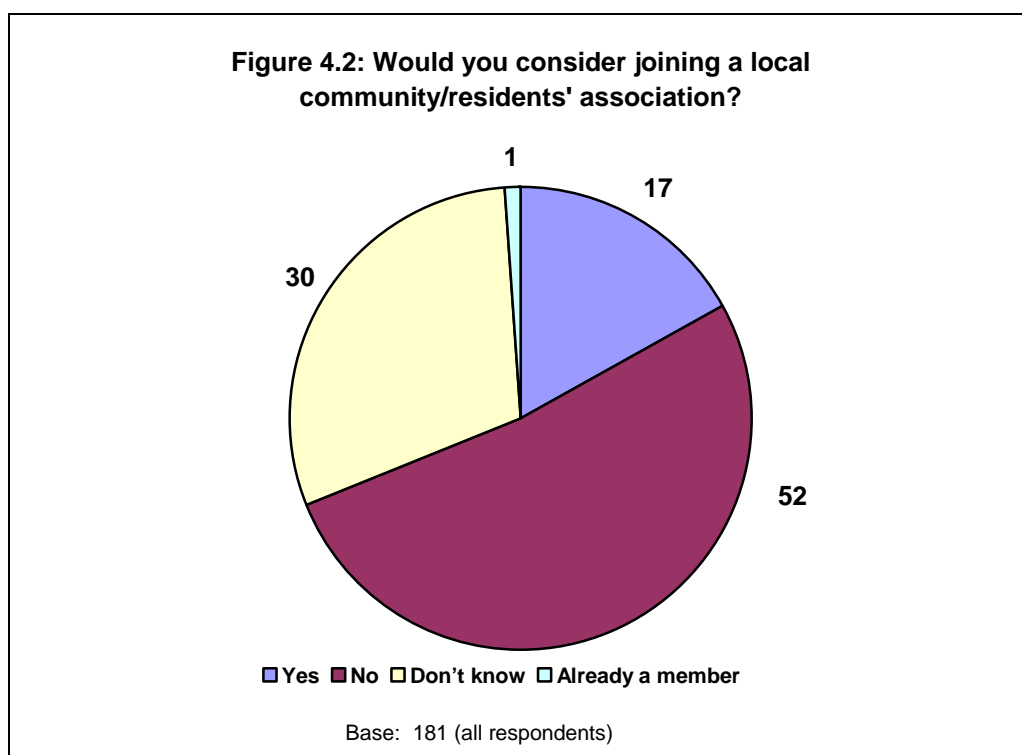


4.7 Community/residents' associations

Almost half (49%) of respondents said their area had a community/residents' association; 42% did not know and the remaining 9% said their area did not have one. Respondents were also asked to give the name of their local community/residents' association. Their responses are listed in the appendix tables (Appendix Tables 4.32 and 4.33).

Of the 88 respondents who said their area had a community/residents' association, more than half (45; 51%) felt it was representative of the community as a whole; almost one-fifth (17; 19%) said it was not representative and the remaining 26 respondents (30%) did not know (Appendix Table 4.34). The reasons given by respondents who did not think the community/residents' association did not represent the community are detailed in Appendix Table 4.35).

More than half (52%) of respondents said they would not consider joining a local community/residents' association and 17% said they would consider doing so. A further 30% of respondents were undecided and 1% were already members of a local community/residents' association (Figure 4.2; Appendix Table 4.36).



4.8 Awareness of the local NRA

More than two-thirds (68%) respondents had not been aware that their home was within the Outer West Belfast NRA. Of the 32% (58 respondents) who had been aware that their home was within the Outer West Belfast NRA, more than one-tenth (8; 13%) had contributed to the consultation process for the development of a neighbourhood renewal action plan and almost three-quarters (43; 74%) had not done so.

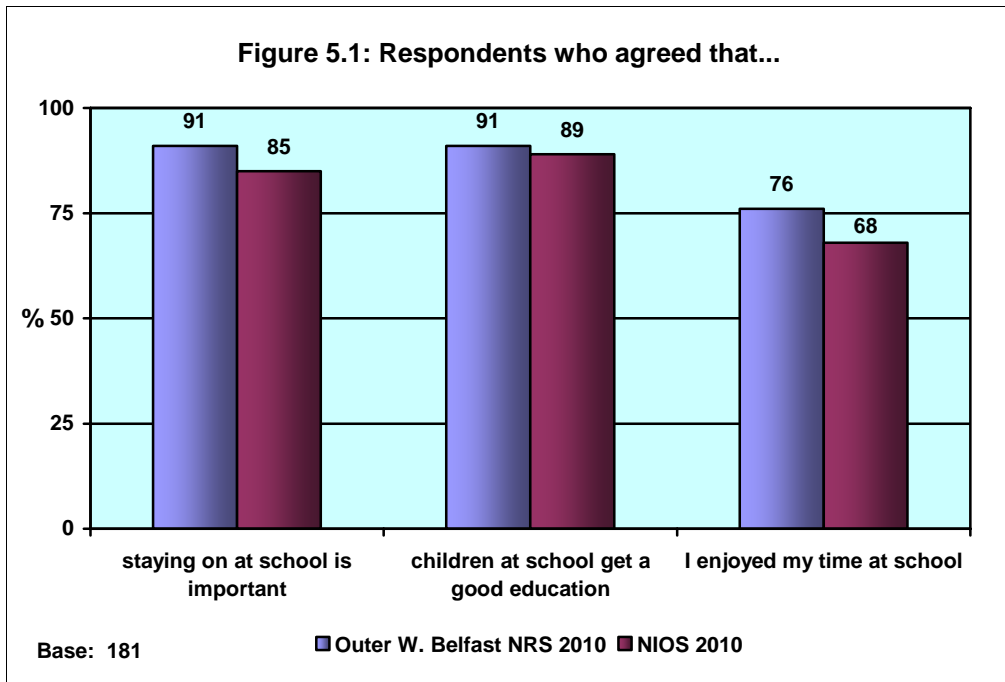
Of the 43 respondents who had not contributed to the consultation process, the main reasons were that they had not known about it/had not been asked to contribute to Neighbourhood Renewal ([Appendix Tables 4.37-4.40](#)).

5.0 EDUCATION IN OUTER WEST BELFAST NRA

One of the main objectives of the Neighbourhood Renewal Strategy is to improve educational standards. This survey sought to ascertain respondents' views on educational services for children and their personal experiences of, and opinions on, educational provision in Outer West Belfast NRA. The results of the latest education module of the 2010 Northern Ireland Omnibus Survey¹¹ (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 Outer West Belfast NRA Survey, and therefore any conclusions based on a comparison of findings should be made with caution.

5.1 General opinions on education

Respondents were asked how much they agreed or disagreed with a series of statements relating to education in general. The vast majority (91%) agreed that staying on at school is important if one wants to get a good job and the same proportion (91%) agreed that children at school in Northern Ireland get a good education. More than three-quarters (76%) agreed that they had enjoyed their time at school. Results from the NIOS 2010 broadly reflect these trends (Figure 5.1; Appendix Table 5.1).



5.2 Parent questions

Almost two-fifths (38%) of respondents were the parent/guardian of children between the ages of 4 and 18 who were still at school.

To facilitate selection of a child in the household for the purpose of education questions, respondents were asked what year their child (or if they had more than one child, the child whose birthday was next) was in at school (Appendix Tables 5.2).

¹¹ NISRA – Northern Ireland Omnibus Survey 2009 – Education Module

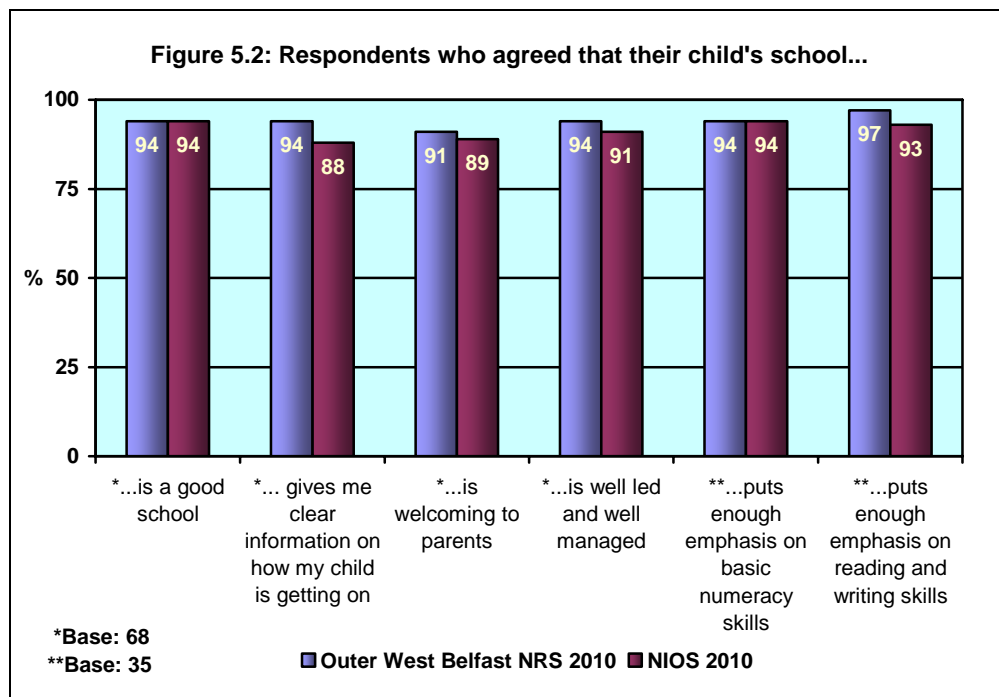
5.3 Primary/secondary education

More than two-fifths (28; 41%) said their child was in primary education (Years 1 to 7) and 40 (59%) respondents said their child was in post-primary education (Years 8-14) ([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. The vast majority (64; 94%) of respondents agreed their child's school is a good school; similarly high proportions also agreed their child's school gives them clear information on how their child is getting on (64; 94%), is welcoming to parents (62; 91%) and is well led and well managed (64; 94%).

Most of the 35 respondents whose child was between Year 1 and Year 7 agreed that literacy and numeracy skills are given enough emphasis in their child's school. 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

The vast majority of respondents (66; 97%; NIOS 2010 - 99%) who had school-age children said making sure their child attends school regularly and on time was very/quite important and the same proportion (66; 97%; NIOS 2010 - 98%) said helping their child with homework was very/quite important ([Appendix Table 5.5](#)).

5.6 Term-time holidays

More than one-third (24; 35%) 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 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

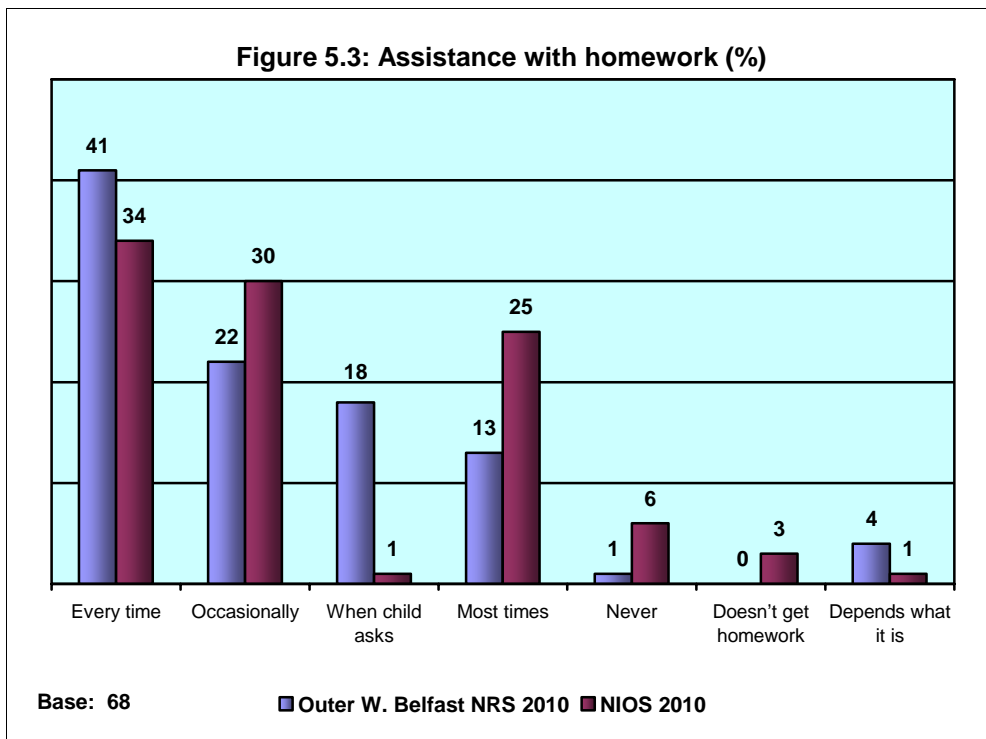
The majority (63; 93%) said they felt involved in their child's school life. This figure is higher than found at the Northern Ireland level (87%). Respondents reported different levels of involvement in their child's school, for example helping out with dinner duties/school trips (12; 18%). Findings 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 their child's school

Activity	Outer West Belfast 2010 %	NIOS 2010 (NI) %
Attending parent-teacher meetings	94	81
Helping out with dinner duties/school trips and so on	18	11
Helping out with school clubs	7	8
Helping out in the classroom	4	5
Getting involved with the Parent Teacher Association	3	19

5.8 Assistance with homework

More than two-fifths (28; 41%) of respondents with school-age children said they help their child out with their homework every time; similar proportions said they helped out occasionally (15; 22%) or when the child asks for help (12; 18%). 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 (29; 43%) of respondents said they would feel confident most of the time and slightly fewer (25; 37%) said they would always feel confident helping their child with homework. Less than one-tenth (6; 9%) said they would feel confident some of the time. Smaller proportions of respondents said it depends what the homework is or never felt confident helping their child. Data from the 2010 NIOS is also provided for reference in the appendix tables ([Appendix Table 5.11](#)).

5.10 Children of primary school age

Of those 68 respondents (38% of all respondents) with children who were still at school, 51% said they had a child or children between Year 1 and Year 7. Not all respondents with primary school-age children were selected for education questions. Details of grades of those children of respondents selected are in the appendix tables ([Appendix Tables 5.12 and 5.13](#)).

5.11 Working in schools

All respondents were asked if they had ever worked in a school: 16% said they had done so ([Appendix Table 5.14](#)).

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 Research Unit of their unwillingness 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 the respondent.

The sample and response rate

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

On completion of fieldwork, 19 addresses in the sample were identified as being ineligible due to being vacant, inaccessible or derelict, which reduced the valid sample to 381 addresses. A total of 181 completed interviews, therefore, gave a response rate of 48% (Table A1).

Table A1

Breakdown of response:		
	Number	%
Original target sample	400	
Vacant/derelict/ inaccessible	12	
Non residential	7	
Revised target sample	381	100
Refusals	76	20
Non-contacts	124	33
Actual interviews achieved	181	48

Sample error

The proportion of respondents who gave a particular answer was only an estimate of the proportion of all potential respondents in Outer West Belfast NRA who would have given that answer, i.e. there was a margin of error, plus or minus, known as the sample error. Table A2 shows the margins of error for various percentages and a sample size of 210 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 $\pm 5.5\%$. Therefore, there are 95 chances in 100 that the true figure lies between 74.6% and 85.4%.

Table A2

Sample size: 181	Percentages									
	5 or 95	10 or 90	15 or 85	20 or 80	25 or 75	30 or 70	35 or 65	40 or 60	45 or 55	50 or 50
Sample error:	3.0	4.1	4.8	5.4	5.9	6.2	6.5	6.6	6.7	6.8

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 210 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.

Outer West BelfastNEIGHBOURHOOD RENEWAL SURVEY

Good morning/ afternoon/ evening. My name is ... and I am calling on behalf of Perceptive Insight Market Research. The Northern Ireland Housing Executive has asked Perceptive Insight to undertake a survey of people living in the Outer West Belfast area. The aim of the survey is to understand your views of the type of housing you live in and your perceptions of Outer West Belfast area as a place to live. The findings will be used by Government to assess the impact of the Neighbourhood Renewal Initiative.

All information given will be treated in the strictest confidence

Section 1 – You and your home

S1q1a How long have you lived in this 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

S1q2 Where did you live immediately before your present home?

Please circle one response only

Within this Neighbourhood Renewal Area?	1
Outside Outer West Belfast NR area but within the Dungannon Council area	2
Outside the Dungannon Council area	3
Have never lived anywhere else	4

S1q3 Which of the following best describes your home? *Please circle one response only*

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

S1q4 Do you rent or own your home? **PROBE TO PRECODE**

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</i>	6

S1q5 Does your home have any of the following.....?

Please circle one option for each

	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 devices, <i>please specify</i>	1	2

S1q6 How many **working** smoke alarms do you have in your home?

Please circle one response in each column

One	1
Two	2
Three or more	3
None	4

S1q9 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	2
Two	3
Three or more	4
None	1

Continue

Go to question S1q11

S1q10 Where do you usually park your **only or main** vehicle?

Please circle one response only

On the street	1
In the garage	2
On the driveway	3
Other, please specify	4

S1q11 Do you have central heating in your home?

Please circle one response only

Yes – full	1
Yes – partial	2
No	3

S1q12 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</i>	10

SHOW CARD S1q13

S1q13 How satisfied or dissatisfied are you with each of the following aspects of your **main** heating system?

First...

Please circle one response on each line

	Very satisfied	Satisfied	Neither	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

S1q14 In the last 12 months, have you ever been unable to adequately heat your home?

Please circle one response only

Yes	1
No	2

Go to question S1q15

Go to question S1q16

S1q15 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</i>	1	2

S1q16 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)?

PROMPT IF REQUIRED

Please circle one response only

Yes	1
No	2

S1q17 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

S1q18 Overall, how satisfied or dissatisfied are you with your home?

PROBE TO PRECODE

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

Go to question S1q19

S1q19 If dissatisfied, can you please tell us your *main* reasons why? **RECORD UP TO 2 MAIN REASONS**

- | |
|----|
| 1. |
| 2. |

Section 2 – Future Intentions

THE FOLLOWING QUESTIONS ARE FOR **HOUSING EXECUTIVE AND HOUSING ASSOCIATION TENANTS ONLY – CHECK S1q4 CODES 1&2.**
IF NOT A HOUSING EXECUTIVE/ASSOCIATION TENANT PLEASE GO TO **SECTION 3**

- S2q1 Do you intend to buy your home from the Housing Executive/Housing Association within the next 2 years?
Please circle one response only
- | | |
|------------|---|
| Yes | 1 |
| No | 2 |
| Don't know | 3 |
- Go to Section 3*
Go to question S2q2
Go to question S2q2

- S2q2 Have you applied to the Housing Executive/Housing Association for a transfer from your present property in the last 2 years?
Please circle one response only
- | | |
|-----|---|
| Yes | 1 |
| No | 2 |
- Go to question S2q4*
Go to question S2q3

- S2q3 Do you intend to apply for a Housing Executive/Housing Association transfer within the next 12 months?
Please circle one response only
- | | |
|-----|---|
| Yes | 1 |
| No | 2 |
- Go to question S2q4*
Go to Section 3

- S2q4 If Yes, where do you wish to transfer to? **RECORD FIRST CHOICE ONLY**
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 |

- S2q5 What are your *main reasons* for applying for a transfer? **RECORD UP TO 3 MAIN REASONS**

1
2
3

Section 3 – Your Neighbourhood

THE FOLLOWING QUESTIONS ARE TO BE ANSWERED BY ALL RESPONDENTS

SHOWCARD S3q1

- S3q1 To what extent do you agree or disagree with each of the following statements about your area? **READ OUT EACH STATEMENT IN TURN.**

Please circle one response on each row

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

- S3q2 Would you say that, *overall*, this area is...

Please circle one response only

Changing for the better	1	<i>Go to question S3q3</i>
Not really changing	2	<i>Go to question S3q4</i>
Changing for the worse	3	<i>Go to question S3q3</i>

S3q3 Why do you say that? (Please limit your responses to **3 main** reasons.)

1
2
3

SHOWCARD S3q4

S3q4 For the following things, can you tell me how much of a problem they are in your area. By area we mean within a 15 minute walk.

ROTATE AND TICK START POINT

Please circle one answer for 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

S3q5 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
---	---	---	---	---	---	---	---	---	----

S3q6a How safe do you feel walking alone in this area after dark? (by area we mean within a 15 minute walk). Nb – if respondent never goes out alone at night ask, how safe *would* you feel?

Very safe	Fairly safe	A bit unsafe	Very unsafe
1	2	3	4
Go to question S3q7a		Go to question S3q6b	

S3q6b Why do you feel unsafe walking alone in this area after dark?
DO NOT READ OUT – CODE ONE REASON 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 specify	11

S3q7a How safe do you feel walking alone in this area during the day? Nb – if respondent never goes out alone during the day ask, how safe *would* you feel?

Very safe	Fairly safe	A bit unsafe	Very unsafe
1	2	3	4
Go to question S3q8		Go to question S3q7b	

S3q7b Why do you feel unsafe walking alone in this area during the day?

DO NOT READ OUT – CODE ONE REASON 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 specify	11

S3q8 How safe do you feel when you are alone in your own home at night? Nb – if respondent is never alone at night ask, how safe *would* you feel. **PROMPT TO PRECODE**

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

Section 4 – Neighbourhood RenewalS4q1 Are you aware of any physical changes that have *improved* your neighbourhood in the last 12 months?

Yes	1
No	2

*Please circle one response only**Go to question S4q2**Go to question S4q3*

S4q2 If yes please give details of the most recent improvements to your area.

1
2
3

S4q3 Are there any important issues in your neighbourhood that you think need to be addressed?

Yes	1
No	2

*Go to question S4q4**Go to question S4q5*

S4q4 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

ASK ALL

S4q5 We would like to take this opportunity to ask you about facilities and services in your area. I am going to ask you about each type of facility or service in turn. Firstly...

- a Are you aware of <service> in your area?
- b Where is the service located/who provides the service in your area?
- c Does your household use this<service> ? **ASK FOR THOSE AWARE AT A**

Please circle a response in Section A for each facility/service aware of and say where in Section B. Used or not in Section C

	Section A		Section B Located/provided by	Section C	
	Aware of the facility/services			Yes – one or more household member use this facility	
Mother and Toddler Group	Y	N		Y	N
Pre-School Play Group	Y	N		Y	N
Extended schools facilities (primary)	Y	N		Y	N
Extended schools facilities (post primary)	Y	N		Y	N
Childcare Facility	Y	N		Y	N
Youth Activities	Y	N		Y	N
Adult Education Classes	Y	N		Y	N
I.T. Facilities/Computer Classes	Y	N		Y	N
Unemployment/Job Club	Y	N		Y	N
Facilities for Senior Citizens	Y	N		Y	N
Women's Group	Y	N		Y	N
Men's Group	Y	N		Y	N
Exercise Classes	Y	N		Y	N
Sports facilities	Y	N		Y	N
Information Advice Services	Y	N		Y	N
Health Awareness Courses	Y	N		Y	N
Other activity, please specify	Y	N		Y	N

S4q6 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

S4q9 Do you know about the Neighbourhood Warden Service provided by the Housing Executive?

Yes	1
No	2

Please circle one response only
Go to question S4q10
Go to question S4q13a

S4q10 Have you ever used the service?

Yes	1
No	2

Please circle one response only
Go to question S4q11
Go to question S4q13

S4q11 How satisfied or dissatisfied were you with the service you received?

Very satisfied	1
Quite satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5

Please circle one response only
Go to question S4q13
Go to question S4q12

S4q12 If dissatisfied, how could the service be improved? (please specify)

1
2

S4q13a I am going to read out a list of general services *in the area*. Please tell me whether the service is satisfactory or unsatisfactory.

S4q13b If it is unsatisfactory, **please give your main reason why.**

Firstly....	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	

S4q14 Does your area have a local Community/Residents Association?

Yes	1
No	2
Don't know	8

Please circle one response only

Go to question S4q15

Go to question S4q18

Go to question S4q18

S4q15 If yes, please state the name of your local Community/Residents Association

S4q16 Do you feel the local Community/Residents Association is representative of the local community as a whole?

Yes	1
No	2

Please circle one response only

Go to question S4q18

Go to question S4q17

S4q17 If no – please give your main reasons why?

S4q18 Would you consider joining a local Community/Residents Association?

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

Please circle one response only

READ OUT

Neighbourhood Renewal is a Partnership between all Government Departments, Agencies, Communities and others to work together to close the gap between the quality of life for those living in the most disadvantaged areas with the rest of Northern Ireland. Your household has been selected to participate in this survey because you live within the Outer West Belfast Neighbourhood Renewal Area.

Ask all

S4q19 Were you aware that your household lies within the Outer West Belfast Neighbour Renewal Area?

Yes	1	<i>Please circle one response only</i>
No	2	<i>Go to question S4q20</i>
		<i>Go to Section 5</i>

S4q20 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?

Yes	1	<i>Please circle one response only</i>
No	2	<i>Go to question S4q21</i>
Don't know	3	<i>Go to question S4q22</i>
		<i>Go to Section 5</i>

S4q21 If yes, please give brief details about your level of contribution to the Neighbourhood Renewal Consultation Exercise?

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

S4q22 If no, please tell us your main reason why you did not contribute to the consultation process?

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

Section 5 – Education**READ OUT**

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

Ask all respondents**SHOW CARD S5Q1**

S5q1 I am going to read out some statements about education. Can you tell me whether you agree or disagree with each one.

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

S5q2 May I just check are you or your partner the parent or legal guardian of any children between ages 4 and 18 who are at school?

Yes	1
No	2

Go to question S5q3

Go to question S5q13

If not parent/guardian go to question S5q13.

S5q3 How many children who are at school (aged between 4 and 18) are you the parent/legal guardian of?

Enter
number

SHOW CARD S5q4**IF ONLY ONE CHILD ASK**

S5q4 What year is the child in at school?

IF MORE THAN ONE CHILD ASK

S5q4 Thinking about the child whose birthday is next, what year is the child in at school?

Enter Year 1 to 14

To ALL parents/legal guardians of a child/children aged between 4 and 18

Questions S5q5 to S5q11 refer to the child selected at S5q4

SHOW CARD S5Q1 AGAIN

S5q5 Please indicate the extent to which you agree or disagree with the following statements.

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

S5q6 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? **PROBE TO PRECODE**

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

S5q7 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?

Yes	1
No	2

S5q8 How involved do you personally feel in you child's school life? **PROBE TO PRECODE**

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

S5q9 Thinking of your involvement with your child's school, which (if any) of the following activities do you do?

	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

S5q10 How often do you help your child with their homework? **PROMPT TO PRECODE**

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

S5q11 How confident do you/would you feel helping your child with their homework? **PROBE TO PRECODE**

Always confident	Confident most of the time	Confident some of the time	Never confident
1	2	3	4

To all parents/legal guardians of a child/children in Year 1 to Year 7.

If child selected at S5q4 is in years 1 to 7 at school continue to ask S5q12 about that child.

If child at S5q4 is in years 8 to 14 at school, check if there are other children in the household ask in years 1 to 7 at school. If yes, then select the eldest of these children and ask S5q12 about that child.

Record if children in the household years 1 to 7

Yes	1	Enter school year of eldest child yrs 1 to 7	YEAR
No	2	Go to S5q13	

S5q12 Please indicate the extent to which you agree or disagree with the following statements.
PROBE TO PRECODE

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

Ask all respondents

S5q13 Have you ever worked in a school?

Yes	1
No	2

Section 6 – You and Your Household

We need to know some details about you 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 persons 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.

S6q1 Does any member of your household have a disability which affects their normal day to day activities?

Please circle one response only

Yes	1
No	2

Go to question S6q2

Go to question S6q3

S6q2 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+
---	---	----

S6q3 How many people live in this household?

Now go to question S6q4

S6q4 Could you please tell me 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 that applies to each person starting with the Household Reference Person working down the categories. [A family unit cannot span more than 2 consecutive generations (eg. Mother and child {family unit 2} living with parents {family unit 1})].

Person:	HRP	2	3	4	5	6	7	8	9	10
Age on last birthday:										
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
Family Unit										
Employment Status SHOWCARD										
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 SHOWCARD										
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 SHOWCARD										
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

SHOWCARD S6q5

S6q5 Using the letter from this card, could you tell me 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 £5,000 per year
£5,000 - £9999 per year
£10,000 - £14,999 per year
£15,000 - £19,999 per year
£20,000 - £24,999 per year
£25,000 - £29,999 per year
£30,000 - £34,999 per year
£35,000 - £39,999 per year
£40,000 - £49,999 per year
£50,000 or more per year
Refused
Don't Know

SHOW CARD S6q6

S6q6 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 Ref Person				Partner				
	Yes	No	Ref	DK	Yes	No	Ref	N/A	DK
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

SHOWCARD S6q7

S6q7 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 **using the numbers on the card?**

Please circle one response only

Protestant	Catholic	Mixed Religion Protestant/Catholic	Other	None	DK
1	2	3	4	5	8

S6q8 Have you any other comments you would like to make about life in the Outer West Belfast Neighbourhood Renewal area?

THANK YOU VERY MUCH FOR YOUR HELP

I declare that this interview was conducted within the Market Research Society's Code of Conduct and according to instruction and that the respondent was unknown to me. I understand that all information given to me must be kept confidential.

Date:

Signed

TABULAR ANALYSIS¹

Socio-economic profile

Table 1.1: Age of HRP

	Number	%
16-24	4	2
25-39	33	18
40-59	66	37
60-74	35	19
75+	17	9
Refused	5	3
No response	21	12
Total	181	100

Base: 181 respondents

Table 1.2: Gender of HRP by Age of HRP

	16-24	25-39	40-59	60-74	75+	All
Male	0 0%	14 42%	31 47%	21 62%	5 29%	71 46%
Female	4 100%	19 58%	35 53%	13 38%	12 71%	83 54%
Total	4 100%	33 100%	66 100%	34 100%	17 100%	154 100%

Base: 181 respondents – 27 refused or gave no response

Table 1.3: Age of all household members

	Number	%
1-15	88	20
16-24	53	12
25-39	63	14
40-59	98	22
60-74	53	12
75+	18	4
Refused	5	1
No response	71	16
Total	449	100

Base: 449 household members

¹ **Note on rounding:** In the main text and appendix tables percentages are rounded in an attempt to avoid giving an impression of spurious accuracy. Percentages were rounded up if a percentage was .5 or more (e.g. 10.5% was rounded up to 11%). There might be more than one instance of rounding up or down. Therefore, the total column may add to more or less than 100%. However, the total column in the table will still show 100%.

Table 1.4: Employment Status HRP

	Number	%
Retired (excludes looking after home)	41	23
Working full-time	36	20
Permanent sick / disabled	26	14
Working part-time	24	13
Not working long-term (> 1 year)	15	8
No response	12	7
Self employed	10	6
Looking after family / home	10	6
Student (further / higher education)	3	2
Not working short-term (< 1 year)	2	1
Refused	2	1
Total	181	100

Base: 181 respondents

Table 1.5: Household Type comparison with House Condition Survey 2009

Household Type Definitions	Outer West Belfast 2010 %	HCS 2009 %
Lone Adult (lone person below pensionable age - 65 years for men, 60 years for women)	16	13
Large Adult (three or more adults - related or unrelated - and no dependent children < 16)	14	12
Lone Older (lone person of pensionable age - 65 years for men, 60 years for women)	12	15
Two Older (two people – related or unrelated - at least one of whom is of pensionable age)	10	14
Two Adults (two people – related or unrelated – below pensionable age)	9	15
Lone Parent (sole adult living with dependent child(ren) < 16)	9	8
Small Family (any two adults - related or unrelated - living with 1 or 2 dependent children < 16)	9	13
Large Family (any two adults - related or unrelated - living with more than 2 dependent children < 16)	6	10
Not enough information supplied to classify household type	15	-

Base: 181 respondents

Table 1.6: Annual household Income

	Number	%
Less than £5,000	20	11
£5,001 to £9,999	55	30
£10,000 to £14,999	27	15
£15,000 to £19,999	10	6
£20,000 to £24,999	11	6
£25,000 to £29,999	7	4
£30,000 to £34,999	3	2
£35,000 to £39,999	3	2
£40,000 to £49,999	1	1
£50,000 or more per year	2	1
Refusal	25	14
Don't know	12	7
No response	5	3
Total	181	100

Base: 181 respondents

Table 1.7: Benefits

Benefits received	Household Reference Person (%)	Partner (%)
Housing Benefit	32	3
A Disability Benefit	30	7
Child Benefit	25	5
Income Support	23	4
Retirement Pension	19	7
Child Tax Credit	17	4
Working Tax Credit	14	2
Pension Credit	13	7
Incapacity Benefit	9	3
Jobseekers Allowance	3	0
Other including Carer's Allowance	4	0

Base: 181 respondents

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

	Number	%
Yes	76	43
No	102	57
Total	178	100

Base: 181 respondents – 3 no response

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

	Number	%
One	65	85
Two	10	14
Three or more	1	1
Total	76	100

Base: 76 respondents with one or more disabled members of the household

Table 1.10: Household religion

	Number	%
Catholic	170	94
Mixed Protestant/Catholic, Other, None and Refused	11	6
Protestant	0	0
Total	181	100

Base: 181 respondents

Table 1.11: Ethnicity of HRP

	Number	%
White	171	94
Other / No response / Refused	10	6
Total	181	100

Base: 181 respondents

Table 1.12: Nationality of HRP

	Number	%
Irish	140	77
Northern Irish	16	9
British	13	7
Lithuanian	1	1
Polish	0	0
Other	0	0
No response	9	5
Refused	2	1
Total	181	100

Base: 181 respondents

Characteristics of the home and area

Table 2.1: Tenure

	Number	%
Owner occupier	101	56
Social Housing	68	38
Rent privately	10	6
Purchased through Co-ownership	1	1
Other	1	1
Total	181	100

Base: 181 respondents

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

	Number	%
Up to a year	2	1
1 year or more but less than 5	15	8
5 years or more but less than 10	39	22
More than 15 years	125	69
Total	181	100

Base: 181 respondents

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

	Number	%
Outside Lenadoon Neighbourhood Renewal Area but within Belfast City Council area	94	51.9
Within this Neighbourhood Renewal Area	59	32.6
Outside Belfast City Council area	18	9.9
Have never lived anywhere else	10	5.5
Total	181	100

Base: 181 respondents

Table 2.4: Tenure by Length of time living in Outer West Belfast NRA

	Tenure					All
	Social Housing	Rent privately	Owner occupier	Co-ownership	Other	
Less than 1 year	0 0%	2 20%	0 0%	0 0%	0 0%	14 7%
1 year or more but less than 5	7 10%	2 20%	6 6%	0 0%	0 0%	34 16%
5 years or more but less than 10	15 22%	1 10%	23 23%	0 0%	0 0%	28 13%
More than 15 years	46 68%	5 50%	72 71%	1 100%	1 100%	110 52%
Total	68 100%	10 100%	101 100%	1 100%	1 100%	181 100%

Base: 181 respondents

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

	Number	%
House	149	82
Flat / apartment	22	12
Bungalow	6	3
Other	4	2
Total	181	100

Base: 181 respondents

Table 2.6: Home security measures present

	Yes		No		Total	
	Num	%	Num	%	Num	%
Window locks	118	65	63	35	181	100
Security lights	61	34	120	66	181	100
Door chain	28	15	153	85	181	100
Door viewer	22	12	159	88	181	100
Burglar Alarm	16	9	165	91	181	100
Other (including extra locks, special locks)	8	4	173	96	181	100

Base: 181 respondents

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

	Number	%
One	43	24
Two	92	51
Three or more	39	21
None	7	4
Total	181	100

Base: 181 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	89	49
Two	32	18
Three or more	3	2
None	57	32
Total	181	100

Base: 181 respondents

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

	Number	%
On the driveway	81	65
On the street	33	27
In the garage	9	7
Other	1	1
Total	124	100

Base: 124 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 - fully	170	94
Yes - partial	10	5
No	1	1
Total	181	100

Base: 181 respondents

Table 2.11: What is your main source of heating?

	Number	%
Oil fired with radiators	109	60
Mains gas	52	29
Economy 7	15	8
Solid fuel glass fronted fire - with radiators	3	2
Electric fire - not economy 7	1	1
Solid fuel open fire - with radiators	1	1
Total	181	100

Base: 181 respondents

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

	Very satisfied/ Satisfied		Neither		Dissatisfied/ Very dissatisfied		Total	
	N	%	N	%	N	%	N	%
Ease of using the system	140	77	21	12	20	11	181	100
The control over the level of heat	132	73	22	12	27	15	181	100
The amount of heat that you can get	127	70	28	16	26	14	181	100
The type of heating system	142	79	19	10	20	11	181	100
The cost of running your system	85	47	33	18	63	35	181	100

Base: 181 respondents

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

	Number	%
Yes	59	33
No	122	67
Total	181	100

Base: 181 respondents

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

	Yes		No		Total	
	Num	%	Num	%	Num	%
Cost of domestic fuel	31	53	28	47	59	100
Low household income	31	53	28	47	59	100
Money needed for other priorities	23	39	36	61	59	100
Other factors	13	22	46	78	59	100

Base: 59 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
Faulty system	7
Economy 7 is inefficient	2
Ran out of oil / gas	2
Extreme weather	1
Poor insulation	1
Total	13

Base: 13 respondents who gave an other 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	All
Yes	22 32%	3 30%	47 47%	1 100%	0 0%	73 41%
No	46 68%	7 70%	54 53%	0 0%	1 100%	108 59%
Total	68 100%	10 100%	101 100%	1 100%	1 100%	181 100%

Base: 181 respondents

Table 2.17: Would you say that your home is:

	Number	%
About the right size	146	81
Too small	21	12
Too big	11	6
Don't know	3	2
Total	181	100

Base: 181 respondents

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

	Number	%
Very satisfied/satisfied	141	78
Neither satisfied nor dissatisfied	22	12
Dissatisfied/ very dissatisfied	18	10
Total	181	100

Base: 181 respondents

Table 2.19: Reasons not satisfied

	Number
Antisocial behaviour	7
Property too small	7
Property not suitable	3
Location not suitable	3
Can't park outside the house	2
Only one heat source / no fireplace	2
Other, including: repairs needed, flats not suitable for people with children, area neglected by neighbours, repairs not up to standard, dislike area	5
Total	29

Base: 18 respondents who were dissatisfied with the home who gave 29 answers

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

	Number
Yes	5
No	58
Don't know	5
Total	68

Base: 68 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	13
No	50
Total	63

Base: 63 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	4
No	46
Total	50

Base: 50 respondents who did not intend to apply for a transfer

Table 2.23: Where do you wish to transfer?

	Number
Within the local area	13
To a different area	4
Total	17

Base: 17 respondents who had applied or who intend to apply for a transfer within the next 12 months

Outer West Belfast NRA

Table 3.1: Perceptions about the local area

	Strongly agree/ Agree a little		Neither		Disagree a little /Strongly disagree		Don't know	
	N	%	N	%	N	%	N	%
I really feel part of the community	109	60	33	18	23	13	16	9
I feel proud to come from this area	109	60	30	17	24	13	18	10
I'm embarrassed to bring people to this area	58	32	27	15	75	41	21	12

Base: 181 respondents

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

	Number	%
Not really changing	96	53.0
Changing for the better	51	28.2
Changing for the worse	30	16.6
Don't Know	4	2.2
Total	181	100

Base: 181 respondents

Table 3.3: Reasons why area is changing

Changing for the better			Changing for the worse		
	N	%		N	%
Good neighbours / community	8	16	Youths loitering / ASB	26	87
Cleaner and looks better	8	16	Crime	5	17
Less ASB	7	14	Very dirty / run down	5	17
Area is a lot quieter	6	12	Vandalism	4	13
People working hard for each other	5	10	Underage drinking / street drinking	4	13
People taking more pride in their homes	4	8	Litter / fly tipping	4	13
Less joyriding	4	8	Less desirable people in the area	3	10
Better provision for youth	3	6	Stray dogs / dog fouling	2	7
Area is really trying to control young adult drinkers	3	6	People don't care about the area	2	7
More community activities	3	6	Other including: more community activities, more cleaning needed, torment of pensioners, parties/noise, drugs, dogs fouling, quads/scramblers	7	23
Low crime	2	4			
Settled	2	4			
Other including: youths loitering/ASB, growth and stature of sports clubs, shops are improving, buses are more regular except on Sunday, housing development on the brewery site, Community Watch, Community magazine, more cleaning needed, better facilities, more housing/ higher standard of living, regeneration is improving the area, area has improved due to peace process, there used to be a lot of fighting, but has stopped now, fewer death drivers, low rent	15	29	Base: 30 respondents who gave 62 reasons		

Base: 51 respondents who gave 70 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.

	Very big problem	Fairly big problem	Not a very big problem	No problem at all	DK	Total
	%	%	%	%	%	%
Teenagers hanging around on streets	33	27	20	18	1	100
People being drunk or rowdy in public places	32	24	23	21	1	100
Vandalism, graffiti and other deliberate damage to property or vehicles	34	23	27	16	1	100
People using or dealing in drugs	18	17	23	41	1	100
Rubbish or litter lying about	36	28	24	11	1	100
Noisy neighbours or loud parties	9	11	29	50	2	100
Abandoned or burnt out cars	7	12	33	48	1	100

Base: 181 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	29	16
2	15	8
3	19	11
4	14	8
5	35	19
6	15	8
7	18	10
8	17	9
9	4	2
10 - total effect	8	4
Not stated	7	4
Total	181	100

Base: 181 respondents

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

	Number	%
Very safe	15	8
Fairly safe	52	29
A bit unsafe	70	39
Very unsafe	42	23
No response	2	1
Total	181	100

Base: 181 respondents

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

	Number	% of respondents
Fear of becoming a victim of crime	31	28
Young people hanging around	30	27
Fear of being mugged or physically attacked	28	25
Ill / sick / disabled	14	13
Fear of being subject to or witnessing anti-social behaviour	14	13
Too old	11	10
Family responsibilities	5	4
People using or dealing drugs	5	4
Fear of burglary / vandalism	3	3
Fear of receiving verbal abuse	3	3
Other	1	1
Total number of reasons stated	145	

Base: 112 respondents who felt unsafe

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

	Number	%
Very safe	85	47
Fairly safe	81	45
A bit unsafe	10	6
Very unsafe	3	2
Not stated	2	1
Total	181	100

Base: 181 respondents

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

	Number
Fear of being mugged or physically attacked	5
Fear of becoming a victim of crime	4
Young people hanging around	4
Too old	2
Ill/sick/disabled	2
Fear of being subject to or witnessing anti-social behaviour	1
Fear of receiving verbal abuse	1
Total	19

Base: 13 respondents who do not feel safe walking alone in this 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	54	30
Fairly safe	80	44
A bit unsafe	35	19
Very unsafe	11	6
Not stated	1	1
Total	181	100

Base: 181 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	29	16
No	152	84
Total	181	100

Base: 181 respondents

Table 4.2: Changes to neighbourhood identified by respondents

	Number
New walls built	6
Generally cleaner environment	6
Trees planted	5
New railings	4
Landscape of communal grounds	3
NIHE modernised houses/flats	2
Community patrol	2
Improvements to garages / shops / similar facilities	2
New fences	2
Lake renovated	2
New community facilities	1
Removal of derelict buildings	1
New lights	1
Total number of responses	37
Not stated	7

Base: 29 respondents who gave 37 responses

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

	Number	%
Yes	112	62
No	62	34
Don't know	7	4
Total	181	100

Base: 181 respondents

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

	Number of responses	% of respondents
Tackle antisocial behaviour in area	35	31
Tackle on-street drinking	20	18
Youths loitering	20	18
Remove graffiti / more cleaning	17	15
Littering/fly tipping	16	14
Public/communal areas need cleaned	10	9
More police needed	8	7
Provision for youth at evenings and weekends	6	5
Investment in community	6	5
Green areas should be maintained by council / NIHE	6	5
Lighting	5	4
Teenagers hanging around	5	4
vandalism	5	4
Block off problem areas at night / permanently	5	4
Dogs/dog fouling	5	4
More social housing	4	4
Joyriders	4	4
Drug abuse in area	4	4
Road/footpath maintenance	4	4
Other, including NIHE repairs, traffic lights, noisy youths, neighbour problems, police response to ASB, intercultural awareness, flooding, gas heating, cable TV, green areas, bin collections, travellers' sites, path gritting, children's' play areas, neighbourhood watch, facilities, street adoption, public transport, community involvement, house painting, public step repairs, street cleaning, speed bumps, secure parking, secure flat entry	37	33
Total number of issues identified by respondents	222	

Base: 112 respondents who gave 222 responses

Table 4.5: Facilities/services/activities in the area

	Aware of... %	Would use...	
		Number	%
Pre-school play group	58	7	13
Mother and Toddler Group	50	3	5
Youth activities	46	11	20
Adult education classes	44	6	10
Sports facilities	41	12	22
Extended Schools (primary)	39	11	19
Senior citizens facilities	39	4	8
IT facilities	36	6	11
Childcare facility	32	3	5
Extended Schools (secondary)	32	4	8
Exercise Classes	30	6	10
Information/advice services	30	6	11
Women's group	29	2	4
Unemployment/Job Club	25	3	5
Health Awareness Courses	20	2	4
Men's group	14	14	25

Base: 181 respondents

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

	Number
More activities for young children / playgrounds	19
Youth clubs	14
Community sports facilities	12
Better and cleaner parks	5
Women's group	3
Info / advice service	3
Health clubs / health awareness courses	3
Community safety	2
Green areas maintained by council / NIHE	2
Men's group	2
Adult evening classes	2
Other, including: Post Office, public transport, school buses, litter wardens, senior citizen group, night wardens, community transport, doctors' surgery, suicide awareness / counselling, pedestrian crossings, better lighting, better policing, teenagers' activity groups, advice for benefit seekers, dog warden, waste skips, house painting, mobile library, homeless drop-in.	19
Total number of needed facilities/services identified by respondents	86

Base: 48 respondents who gave 86 responses

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

	Number	%
Yes	65	36
No	116	64
Total	181	100

Base: 181 respondents

Table 4.8: Have you ever used the service?

	Number
Yes	7
No	58
Total	65

Base: 65 respondents who knew about the Neighbourhood Warden Service

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

	Number
Very/Quite satisfied	5
Neither	1
Very/Quite dissatisfied	1
Total	7

Base: 7 respondents who had used the Neighbourhood Warden Service

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

	Number	%
Satisfactory	166	92
Unsatisfactory	15	8
Total	181	100

Base: 181 respondents

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

	Number
Need a weekly collection	9
Leave a mess in the street	2
Won't lift extra bags	1
Access problems	1
Not stated	2
Total	15

Base: 15 respondents who had found the emptying of household waste service to be unsatisfactory

Table 4.12: Satisfaction with emptying of recycling bins

	Number	%
Satisfactory	169	93
Unsatisfactory	12	7
Total	181	100

Base: 181 respondents

Table 4.13: Why is emptying of recycling bins unsatisfactory?

	Number
Not emptied despite correct contents	4
Some plastics not accepted	3
Need a weekly collection	2
Not easily accessible	2
Flats have no recycle bin	1
Total	12

Base: 12 respondents who had found the emptying of recycling bins to be unsatisfactory

Table 4.14: Repairing of roads and pavements

	Number	%
Satisfactory	124	68
Unsatisfactory	57	32
Total	181	100

Base: 181 respondents

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

	Number
Not done	11
Roads being worked at left in disarray	6
Need repaired	6
Pavements uneven / damaged	5
Damage to car	4
Taking too long	4
Lots of pot holes	4
Could do more	3
Too many road works	3
Fell over broken curb	1
We are not on Malone Rd.	1
Total number of responses	48
Not stated	9

Base: 57 respondents who gave 48 responses

Table 4.16: Satisfaction with street sweeping

	Number	%
Satisfactory	118	65
Unsatisfactory	63	35
Total	181	100

Base: 181 respondents

Table 4.17: Why is street sweeping unsatisfactory?

	Number
Not done/not done properly	18
Infrequent/irregular	11
Not often enough	7
Never see them	5
Litter left on street	3
No public bins	1
Not stated	18
Total	63

Base: 63 respondents who had found the street sweeping service to be unsatisfactory

Table 4.18: Satisfaction with clearing of road drains

	Number	%
Satisfactory	133	73
Unsatisfactory	48	27
Total	181	100

Base: 181 respondents

Table 4.19: Why is clearing of road drains unsatisfactory?

	Number
Not done / never see it done / not often enough	18
Always blocked	8
Drains overflow in heavy rain	7
Not stated	15
Total	48

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

Table 4.20: Satisfaction with street lighting

	Number	%
Satisfactory	155	86
Unsatisfactory	26	14
Total	181	100

Base: 181 respondents

Table 4.21: Why is street lighting unsatisfactory?

	Number
Poor street lighting / poorly lit	10
Regularly out of service / vandalised	6
Light not working	2
Left on in daylight	1
Not stated	7
Total	26

Base: 26 respondents who had found the provision of street lighting to be unsatisfactory

Table 4.22: Policing in the area

	Number	%
Satisfactory	103	57
Unsatisfactory	78	43
Total	181	100

Base: 181 respondents

Table 4.23: Why is policing in the area unsatisfactory?

	Number
Little police presence	21
Never see any	15
Could do more to tackle ASB / criminality	11
No faith in police service	3
Police don't take problems seriously	2
Need to respond quicker	2
Feel unsafe	1
Never the same officers on patrol	1
Never here at the weekend	1
Not stated	21
Total	78

Base: 78 respondents who had found the policing service to be unsatisfactory

Table 4.24: Satisfaction with bus services

	Number	%
Satisfactory	148	82
Unsatisfactory	33	18
Total	181	100

Base: 181 respondents

Table 4.25: Why are bus services unsatisfactory?

	Number
Few and far between	11
Too far away	7
No immediate bus service in area	3
Very poor	3
There are none	2
Don't use them	1
Overcrowded	1
Not stated	5
Total	33

Base: 33 respondents who had found bus services to be unsatisfactory

Table 4.26: Satisfaction with provision of bus shelters

	Number	%
Satisfactory	69	38
Unsatisfactory	112	62
Total	181	100

Base: 181 respondents

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

	Number
Not enough / none	77
Vandalised	8
Too far away	2
Bus users need shelter in the winter	1
Very poor	1
Not stated	23
Total	112

Base: 112 respondents who had found the provision of bus shelters to be unsatisfactory

Table 4.28: Satisfaction with maintenance of open green spaces

	Number	%
Satisfactory	148	81.8
Unsatisfactory	33	18.2
Total	181	100

Base: 181 respondents

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

	Number
Never see them doing it	10
Litter / grass cuttings left	7
Not managed properly	5
Done irregularly	4
Unightly	2
Not stated	5
Total	33

Base: 33 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	111	61
Unsatisfactory	70	39
Total	181	100

Base: 181 respondents

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

	Number
Have never seen it done	18
Weeding not done often enough	16
Alleyways not nice	10
Not done properly	7
Litter left	1
Not stated	18
Total	70

Base: 70 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	88	49
No	16	9
Don't know	77	42
Total	181	100

Base: 181 respondents

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

	Number
Lenadoon Community Forum	17
Glencolin Community Association	11
Lenadoon Residents' Association	7
Glen Community Centre	7
Hawthorne Glen Residents' Association	5
Horn Drive	4
Upper Lenadoon Residents' Association	4
Mid Lenadoon Housing Group	2
Carrigart Community Group	2
Sprucehill	2
Glenveigh Residents' Association	2
Residents of Sprucehill	1
Annemarie Weir	1
Carrigart Ave. Community Centre	1
Lenadoon Forum	1
Hannahstown Residents' Association	1
Larkspur Rise Residents' Association	1
Suffolk-Lenadoon Interface Group	1
Don't Know	18
Total	88

Base: 88 respondents whose area had 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	45	51
No	17	19
Don't know	26	30
Total	88	100

Base: 88 respondents whose area had a community/residents association

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

	Number
Don't go door to door for opinions	4
Some decisions make group look like a clique	3
Does not have good cross sectional representation	3
Should pro-actively increase membership	2
Ineffective against issues like ASB, gangs etc.	2
Poor representation for owner occupiers	2
More focussed on main street than cul-de-sacs	1
Group needs capacity development and regeneration	1
Does not represent my area	1
Haven't heard from them in a long time	1
Total	20

Base: 17 respondents who felt the community group was not representative of the local community

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

	Number	%
Yes	31	17
No	95	52
Already a member	1	1
Don't know	54	30
Total	181	100

Base: 181 respondents

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

	Number	%
Yes	58	32.0
No	123	68.0
Total	181	100

Base: 181 respondents

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

	Number	%
Yes	8	13
No	43	74
Don't know	7	12
Total	58	100

Base: 58 respondents who were aware their household lies within the Outer West Belfast NRA

Table 4.39: Level of involvement

	Number
Completed surveys	2
Attend local meetings	2
Elected representative	1
Not stated	3
Total	8

Base: 8 respondents who had 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	15
I wasn't asked	5
Didn't attend meetings	4
Didn't know how	3
Nobody listens	2
Due to age / illness	2
Haven't lived here long enough	2
Satisfied with the area	1
Not stated	9
Total	43

Base: 43 respondents who had not contributed 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	
	N	%	N	%	N	%	N	%
Staying at school is important if you want to get a good job	164	91	5	3	3	2	9	5
Children at school in Northern Ireland get a good education	164	91	6	3	4	2	7	4
I enjoyed my time at school	137	76	10	6	24	13	10	5

Base: 181 respondents

Table 5.2: Are you (or your partner) the parent or legal guardian of any children between the ages of 4 and 18 who are at school

	Number	%
Yes	68	37.6
No	113	62.4
Total	181	100

Base: 181 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)	1	2
Year 2 (P2)	6	9
Year 3 (P3)	5	7
Year 4 (P4)	5	7
Year 5 (P5)	4	6
Year 6 (P6)	5	7
Year 7 (P7)	2	3
Year 8 (Form 1)	6	9
Year 9 (Form 2)	4	6
Year 10 (Form 3)	4	6
Year 11 (Form 4)	4	6
Year 12 (Form 5)	5	7
Year 13 (Lower sixth)	8	12
Year 14 (Upper sixth)	6	9
Not stated	3	4
Total	68	100

Base: 68 respondents

Tale 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		Don't know	
	N	%	N	%	N	%	N	%
My child's school is a good school	64	94	1	2	-	-	3	4
My child's school gives me clear information on how my child is getting on	64	94	1	2	-	-	3	4
I find my child's school welcoming to parents	62	91	2	3	1	2	3	4
My child's school is well led and well managed	64	94	-	-	1	2	3	4

Base: 68 respondents

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		Not very important		Not at all important		Don't Know	
	N	%	N	%	N	%	N	%	N	%
Making sure your child attends school regularly and on time.	66	97	-	-	-	-	-	-	2	3
Helping your child with schoolwork	63	93	3	4	-	-	-	-	2	3

Base: 68 respondents

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	35
No	44	65
Total	68	100

Base: 68 respondents

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

	Number	%
Very involved	42	62
Fairly involved	21	31
Not very involved	5	7
Total	68	100

Base: 68 respondents

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

	Number	%
Yes	64	94
No	4	6
Total	68	100

Base: 68 respondents

Table 5.9: Involvement in local schools

	Yes		No	
	N	%	N	%
Go to parent-teacher meetings	64	94	4	6
Help out with the dinner duties/school trips and so on	12	18	56	82
Help out with school clubs	5	7	63	93
Help out in the classroom	3	4	65	96
Involved with Parent/Teacher Association	2	3	66	97

Base: 68 respondents

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

	Outer West Belfast		NIOS 2010
	Number	%	%
Every time	28	41	34
Most times	9	13	25
Occasionally	15	22	30
When the child/children ask for help	12	18	1
Never	1	1	6
Doesn't get homework	-	-	3
Depends what it is	3	4	1
Total	68	100	100%

Base: 68 respondents

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

	Outer West Belfast		NIOS 2010
	Number	%	%
Always confident	25	37	36
Confident most of the time	29	43	36
Confident some of the time	6	9	19
Never confident	2	3	5
Depends what it is	5	7	3
Not stated	1	1	-
Total	68	100	100

Base: 68 respondents

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

	Number	%
Yes	35	51
No	33	49
Total	68	100

Base: 68 respondents

Table 5.13: What year is your child (eldest child) in at school?

	Number	%
Year 1	1	3
Year 2	7	20
Year 3	5	14
Year 4	4	11
Year 5	5	14
Year 6	10	29
Year 7	3	9
Total	35	100

Base: 35 respondents

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

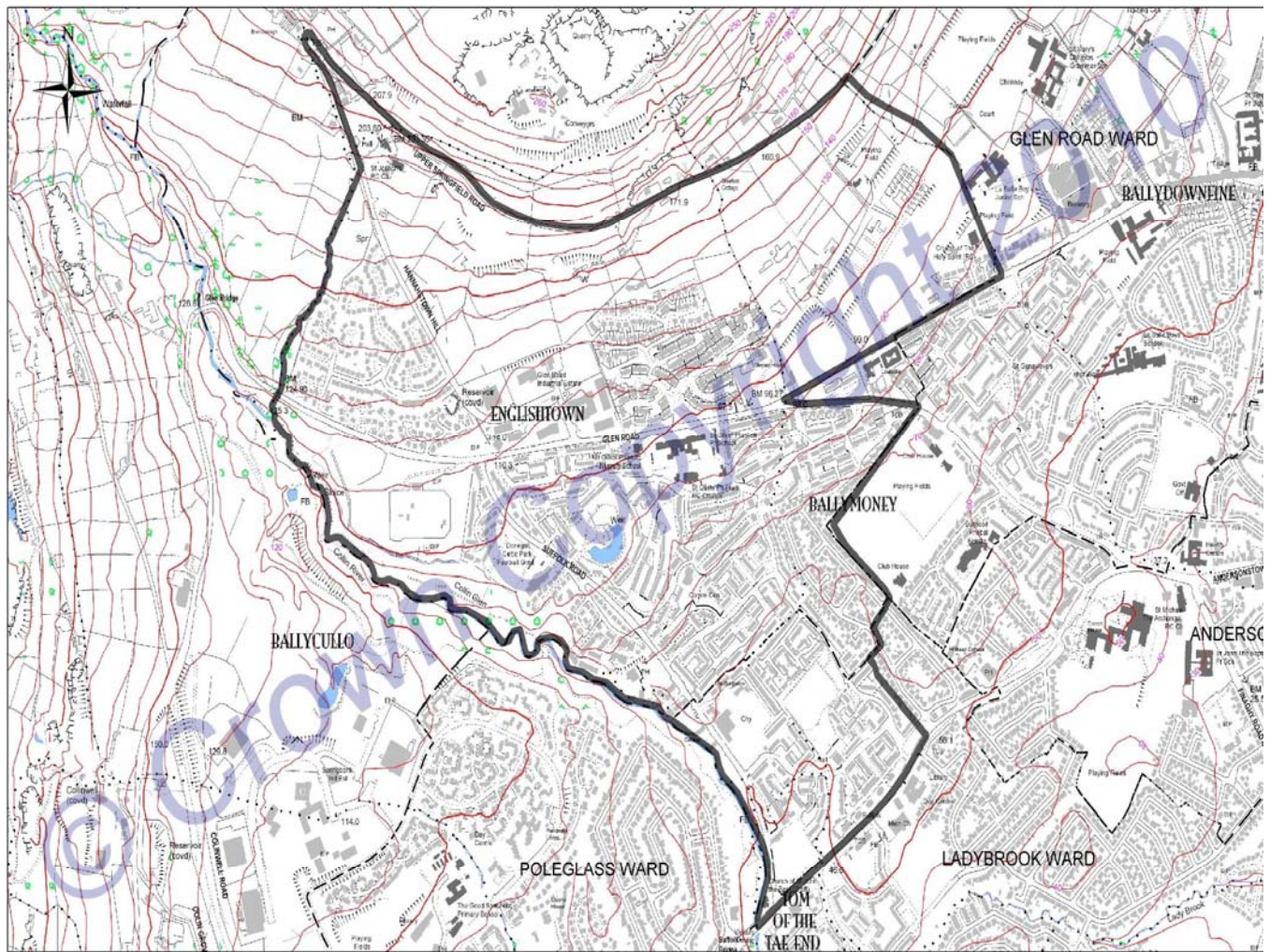
	Strongly agree/agree a little		Neither		Disagree a little/strongly disagree		Don't know	
	N	%	N	%	N	%	N	%
My child's school puts enough emphasis on basic numeracy skills/sums	33	94	-	-	1	3	1	3
My child's school puts enough emphasis on reading and writing skills	34	97	-	-	-	-	1	3


Base: 35 respondents

Table 5.15: Have you ever worked in a school?

	Number	%
Yes	29	16
No	152	84
Total	181	100

Base: 181 respondents



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Belfast Regeneration Office

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