

GREATER SHANKILL

**NEIGHBOURHOOD RENEWAL
SURVEY
2010**



Northern Ireland
Housing Executive

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INTRODUCTION AND METHODOLOGY

Background to the survey

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

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

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

¹ Housing (NI) Order 1981, Article 6

² DSD website Urban Regeneration > Neighbourhood Renewal

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.

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 2010³:

<i>Research Unit</i>	<i>Research Contractor</i>
Greater Shankill	Coaliland
Outer West Belfast	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 February 2011 and concluded in March 2011. Data collection and data entry for this survey were carried out by Research Unit. The Housing Executive's Research Unit quality assured the questionnaire and final report.

Survey objectives

The objectives of the Neighbourhood Renewal Surveys 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: Greater Shankill NRA

Chapter 4: Neighbourhood Renewal

Chapter 5: Education in Greater Shankill NRA

Appendix 1: Technical information

³ Although part of the 2010 programme, Greater Shankill fieldwork was delayed until January 2011 due to pressures on resources

Appendix 2: Questionnaire

Appendix 3: Tabular analysis

Appendix 4: Map of Greater Shankill NRA

KEY FINDINGS

Socio-economic profile

- 31% of HRP's were working (NI – 50%⁴), 29% were retired (NI – 27%), 15% were permanently sick/disabled (NI – 7%); 14% were not working (NI – 11%), 7% were looking after family/home (NI – 4%) and a small proportion (1%) comprised other categories such as student.
- A considerable proportion of HRP's were in receipt of benefits: Housing Benefit (37%), a disability benefit (25%) and Retirement Pension (24%).
- The ethnic origin of the vast majority (94%) of HRP's was white (NI level – 99%⁵).
- Lone adult was the predominant household type (30%). At NI level the predominant household types were lone older and two adult (each 15%).
- The average household size was 2.5 (Northern Ireland average 2.49).
- 18% of household members were aged under 16 (a lesser proportion than at the NI level – 21%⁶).
- A further 24% were aged over 60 (NI level – 20%).
- Average (median) annual gross household income was between £5,000 and £9,999.
- Gross income of almost two-fifths (39%) of households surveyed was less than £10,000 (15% had less than £5,000 and 24% had £5,000-<£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%⁷.
- 90% of respondents said their household religion was Protestant.

Characteristics of the home

- The survey indicated a fairly high level of tenure mix; however, in terms of length of tenure there was a high level of residential stability.
- Respondents were generally satisfied with their homes, although there were also important issues to be addressed in terms of energy costs.
- 59% of respondents lived in social housing (NIHE and housing associations), 30% lived in owner-occupied accommodation and 10% rented privately.
- 73% of respondents had lived in the Greater Shankill NRA for more than 15 years.
- 84% said they lived in houses; the remainder lived in flats (8%) and bungalows.

⁴ NI House Condition Survey 2009

⁵ Continuous Household Survey 20010/11

⁶ NISRA – Population and Migration Estimates (2010)

⁷ NI Survey of Activity Limitation and Disability 2007

- The most prevalent home security measures were window locks (56% of respondents' homes), security lights (21%) and door chains (16%).
- The vast majority (93%) of respondents had at least one smoke alarm in their dwelling.
- More than two-fifths (42%) of households represented in the survey had one or more vehicles; 58% of respondents said their household had no vehicles.
- Almost all respondents (96%) had full central heating in their home. The main heating source for homes represented in the survey was mains gas (46%). Oil was the predominant home heating source at NI level (68%⁸); 40% of survey respondents said their home had oil-fired central heating.
- Respondents reported high levels of satisfaction with various aspects of their heating system, including 74% satisfied with the type of heating system and 71% satisfied with the ease of using the system. However, 39% 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 (41; 63%), low household income (31; 48%) and money needed for other priorities (29; 45%) were factors contributing to respondents' inability to adequately heat their home.
- More than one-quarter (28%) of respondents had heard of the Warm Homes Scheme.
- Most respondents (79%) said their home was about the right size; 14% said it was too small and 7% said it was too big.
- Almost four-fifths (79%) of respondents were satisfied with their home overall.
- A very small proportion (3%) of respondents in social housing said they intended to buy their home during the following two years.

Greater Shankill 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.
- More than three-fifths (62%) of respondents agreed that they really felt part of the community living in the area.
- 48% disagreed that they felt embarrassed to bring people to the area.
- Almost two-thirds (65%) agreed that they were proud to come from the area.
- Three-fifths (60%) thought the area was not really changing; 30% thought it was changing for the better and 10% thought it was changing for the worse.

⁸ NI House Condition Survey 2009

- 20% of people in Greater Shankill NRA perceived the level of antisocial behaviour (ASB) in their local area to be high. The equivalent figure for Northern Ireland was lower at 13%⁹.
- The main ASB problems identified by respondents in the area were rubbish or litter (46%), vandalism (30%) and teenagers hanging around on streets (26%). The most prevalent perceived problems at Northern Ireland level were 'people being drunk or rowdy in public places' (32%) and teenagers hanging around on streets (26%)¹⁰.
- The vast majority (95%) of respondents said they felt safe walking alone in the area during the day. Fewer respondents (66%) said they felt safe walking alone in the area after dark; however, 88% said they felt safe in their own home at night.

Neighbourhood renewal

- The survey indicated fairly low levels of awareness of neighbourhood renewal and community involvement.
- More than two-thirds (67%) of respondents were not aware that their home was within the Greater Shankill NRA.
- Less than one-fifth (13%) of respondents said they were aware of physical changes that had improved the neighbourhood within the previous 12 months. Respondents were most aware of NIHE modernising houses and/or flats.
- Almost one-quarter (24%) of respondents said their area had a community/residents' association; 14% said their area did not have one and the remaining 63% did not know.
- More than half (54%) of all respondents said they would not consider joining a local community/residents' association, compared to 17% who said they would.
- More than four-fifths (84%) were not aware of the Housing Executive's neighbourhood warden service.
- The most common issue that respondents said needed to be addressed was littering/fly tipping (10%).

Education

- Most respondents (82%) agreed that 'staying on in school is important if you want to get a good job' (NI level - 85%¹¹).
- Three-quarters (75%) of respondents agreed that 'children in Northern Ireland get a good education' (NI level – 89%).
- More than three-fifths (62%) of respondents agreed that they had enjoyed their time at school (NI level – 68%).
- 28% of respondents had one or more children of school age (4-18 years).

⁹ NICS 2009/10: Perceptions of Crime Research and Statistical Bulletin 3/2011

¹⁰ NICS 2008/09: Perceptions of Crime Research and Statistical Bulletin 1/2010

¹¹ NISRA – NI Omnibus Survey 2010 – Education module

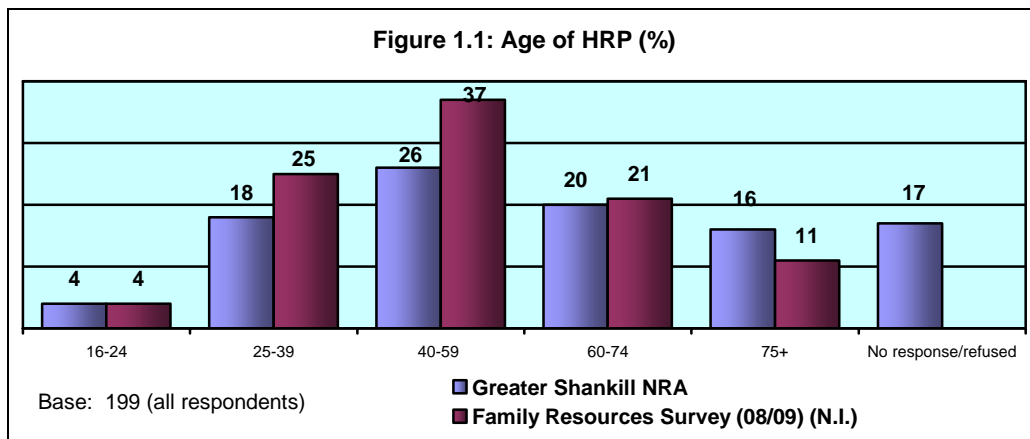
- The vast majority (52; 95%) agreed their child's school is well led and well managed.
- A high proportion (50; 91%) of respondents who had children of school age agreed that their child's school is a good school.
- All respondents with children of school age (55; 100%) agreed that making sure their child attends school regularly and on time is important.
- All respondents with children of school age (55; 100%) said helping their child with homework is important.
- More than one-third (20; 36%) of respondents said they would consider taking their child out of school during term time.
- More than four-fifths (48; 88%) 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 Greater Shankill NRA.

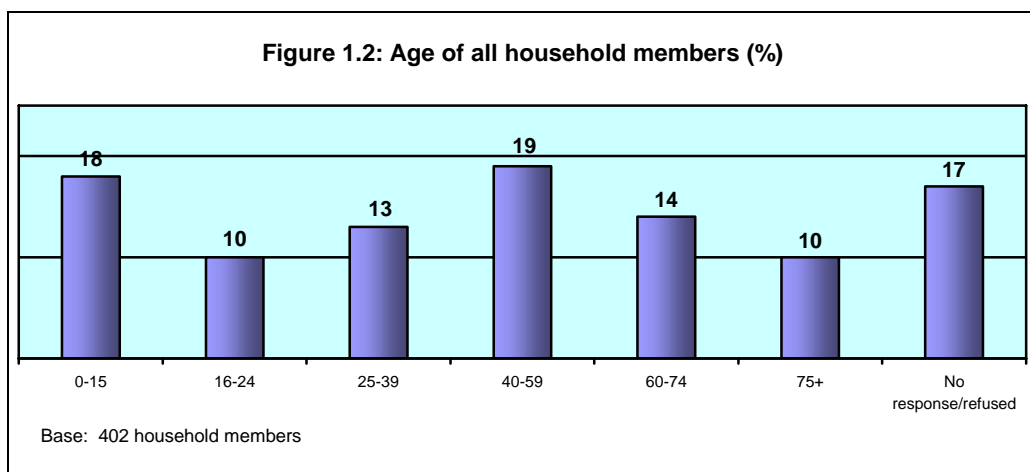
1.1 Age of Household Reference Person

More than one-quarter (26%) of HRPs were aged between 40 and 59; 20% were aged between 60 and 74 and 18% were between 25 and 39; 16% were aged 75 or older and 4% 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, 402 individuals were identified as resident in the 199 households surveyed. More than one-quarter (28%) of household members were aged 24 or under. Almost one-fifth (19%) were between 40 and 59 and 14% were aged between 60 and 74; 13% were between 25 and 39 and 10% were 75 or over. ([Figure 1.2](#); [Appendix Table 1.3](#)).



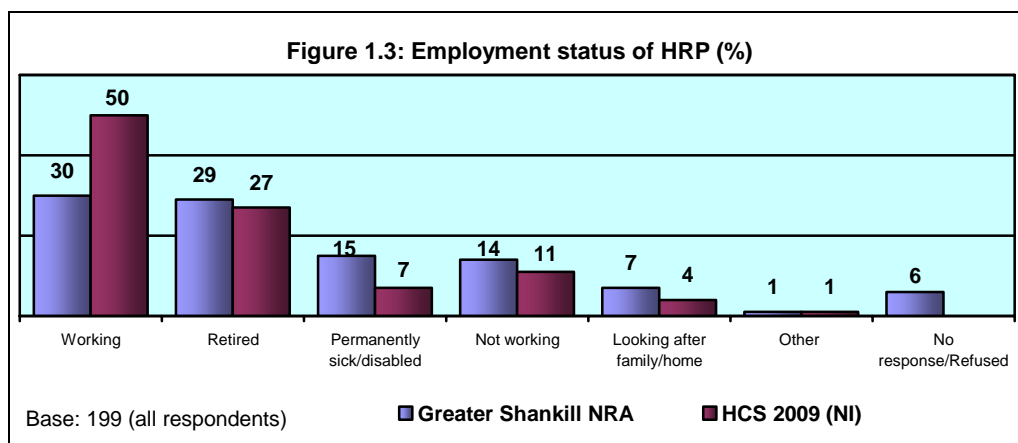
1.3 Average household size

The survey found that the average household size in Greater Shankill NRA was 2.5. The Northern Ireland average was 2.49¹².

¹² NISRA Continuous Household Survey 2010/11

1.4 Employment status of Household Reference Person

Almost one-third (30%) of HRP's were working, 29% were retired, 15% were permanently sick/disabled, 14% were not working and 7% were looking after family/home. A very small proportion (1%) 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 Greater Shankill NRA Survey, and therefore any conclusions based on a comparison of findings should be made with caution.

Table 1A: Household types and definitions (%)		
	Greater Shankill 2010	HCS 2009 (NI)
Lone Adult (lone person below pensionable age - 65 years for men, 60 years for women)	30	13
Lone Parent (sole adult living with dependent child(ren) <16)	17	8
Two Adult (two people – related or unrelated – below pensionable age)	15	15
Small Family (any two adults - related or unrelated - living with 1 or 2 dependent children < 16)	10	13
Lone Older (lone person of pensionable age – 65 years for men, 60 years for women)	9	15
Two Older (two people – related or unrelated - at least one of whom is of pensionable age)	6	14
Large Family (any two adults - related or unrelated - living with more than 2 dependent children < 16)	4	10
Large Adult (three or more adults - related or unrelated – and no dependent children <16)	3	12
Not enough information supplied to classify household type	5	-

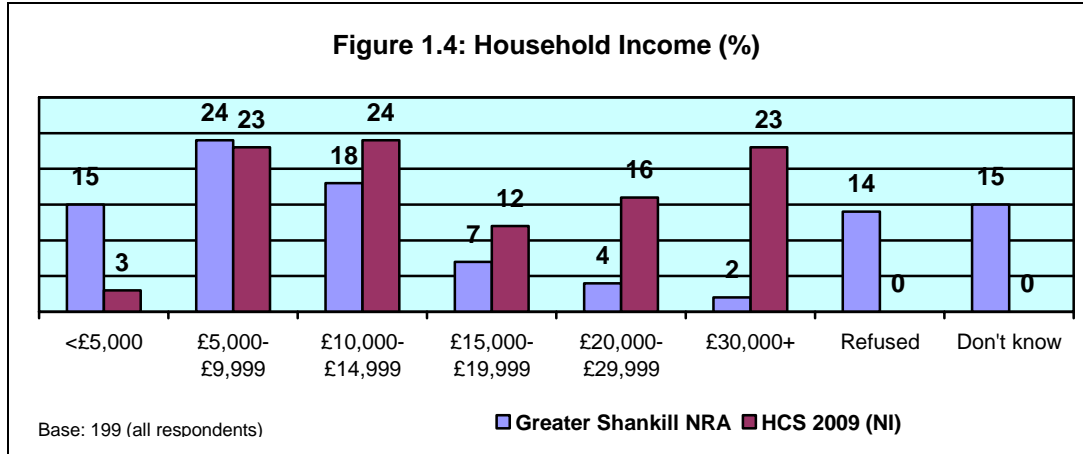
1.6 Household type comparison with House Condition Survey 2009

Table 1A shows that lone adult households (30%) were the predominant household type, followed by lone parent (17%), two adult (15%), small family (10%), lone older (9%), two older (6%), large family (4%) and large adult (3%). Comparison with HCS 2009 findings shows some variation in the distribution of household types. The proportions of lone adult and lone parent households were more than twice those at NI level. In contrast, lone older, two older, large family and large adult households were more prevalent at NI level than in the Shankill NRA ([Appendix Table 1.5](#)).

1.7 Annual household income

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

Almost two-fifths (39%) of respondents said their annual gross household income was less than £10,000; 18% had between £10,000 and £14,999, 7% had between £15,000 and £19,999, and 6% had over £20,000. A very high proportion (29%) 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 (37%), Disability Benefit (25%) and Retirement Pension (24%). 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	37	5
A Disability Benefit	25	19
Retirement Pension	24	28
Child Benefit	23	8
Income Support	20	5
Child Tax Credit	16	3
Pension Credit	15	3
Working Tax Credit	10	3
Incapacity Benefit	10	2
Jobseeker's Allowance	6	2
Other including Carer's allowance	7	6

1.9 Long-term illness or disability

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. Of these respondents, the majority (66; 80%) said their household had one disabled member and 16 (19%) had two disabled members ([Appendix Tables 1.8 and 1.9](#)).

1.10 Household religion

The majority (90%) of HRPs described their household religion as Protestant. The remaining 10% comprised 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 ([Appendix Table 1.11](#)).

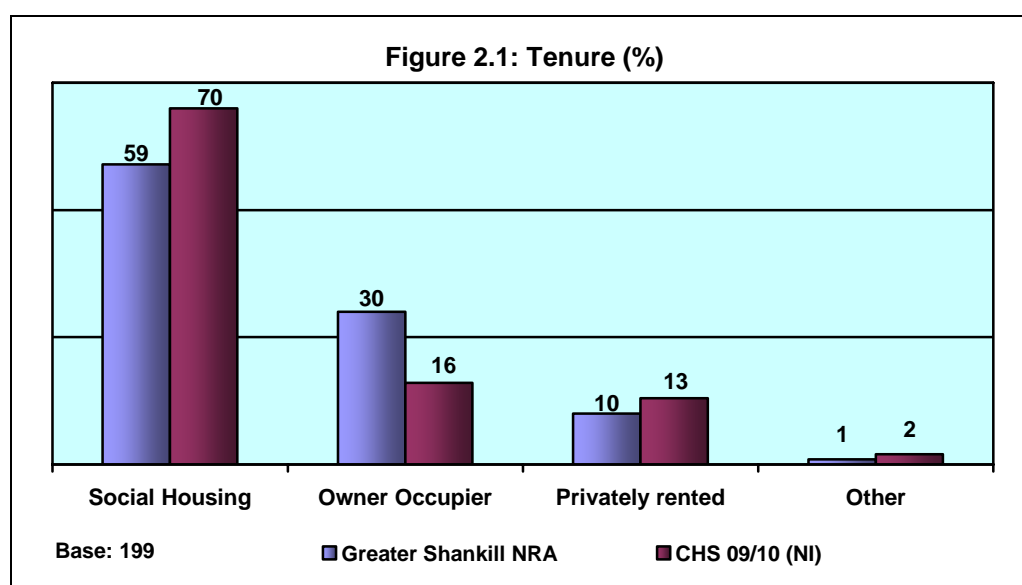
More than four-fifths (85%) of HRPs were British, 5% were Northern Irish, 3% were Irish and 1% were Polish ([Appendix Table 1.12](#)).

2.0 CHARACTERISTICS OF THE HOME AND AREA

This chapter presents an analysis of some of the characteristics of homes within the Greater Shankill 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 social housing sector (59%) than in owner-occupied (30%) or privately rented accommodation (10%). Data at the Northern Ireland level from the 2009-10 Continuous Household Survey are included in [Figure 2.1](#) for reference ([Appendix Table 2.1](#)).



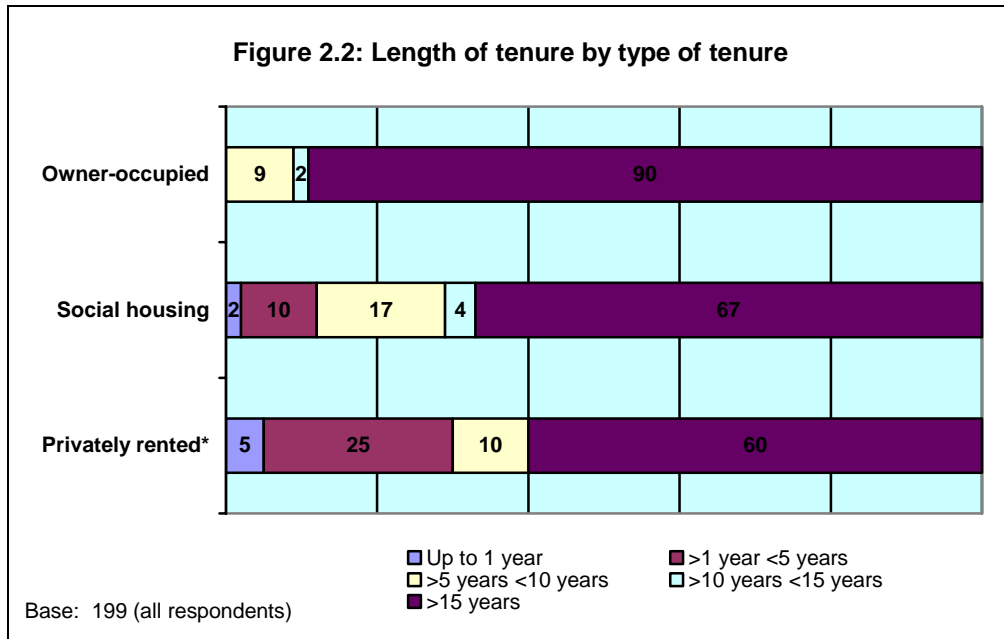
2.2 Length of time living in Greater Shankill NRA

Almost three-quarters (73%) of respondents had lived in the Greater Shankill NRA for more than 15 years and the remainder (27%) had lived there for less than 15 years ([Appendix Table 2.2](#)).

2.3 More than half (59%) of respondents said they had lived within the Greater Shankill NRA before moving to their present home. Almost one-fifth (16%) had lived outside the Greater Shankill NRA, but within the Belfast City Council area and 8% had lived outside the Belfast City Council area. A further 18% had never lived anywhere else (other than Greater Shankill NRA) ([Appendix Table 2.3](#)).

2.4 Tenure by length of time living in Greater Shankill NRA

Analysis of length of tenure by type of tenure shows that a higher proportion of owner-occupiers (90%) than those in social housing (67%) or privately rented accommodation (60%) had lived in the Greater Shankill NRA for more than 15 years. Further detail is in [Figure 2.2](#) and [Appendix Table 2.4](#).



2.5 Dwelling type

The majority (84%) of respondents said they lived in houses; 8% lived in flats and 8% lived in bungalows ([Appendix Table 2.5](#)).

2.6 Home security

Home security measures in respondents' homes included window locks (56%), security lights (21%), door chains (16%), door viewers (11%) and burglar alarms (10%) ([Appendix Table 2.6](#)).

2.7 Smoke alarms

More than two-fifths (44%) of respondents had two smoke alarms and 26% had three or more. Almost one-quarter (24%) of respondents had one smoke alarm in their dwelling. Only 7% 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. More than half (58%) did not own a vehicle. Almost two-fifths (39%) owned one vehicle and 3% had two vehicles. Respondents' most common area for parking in the Greater Shankill NRA was on the street (70%); 23% parked on the driveway and 5% parked in a garage ([Appendix Tables 2.8 and 2.9](#)).

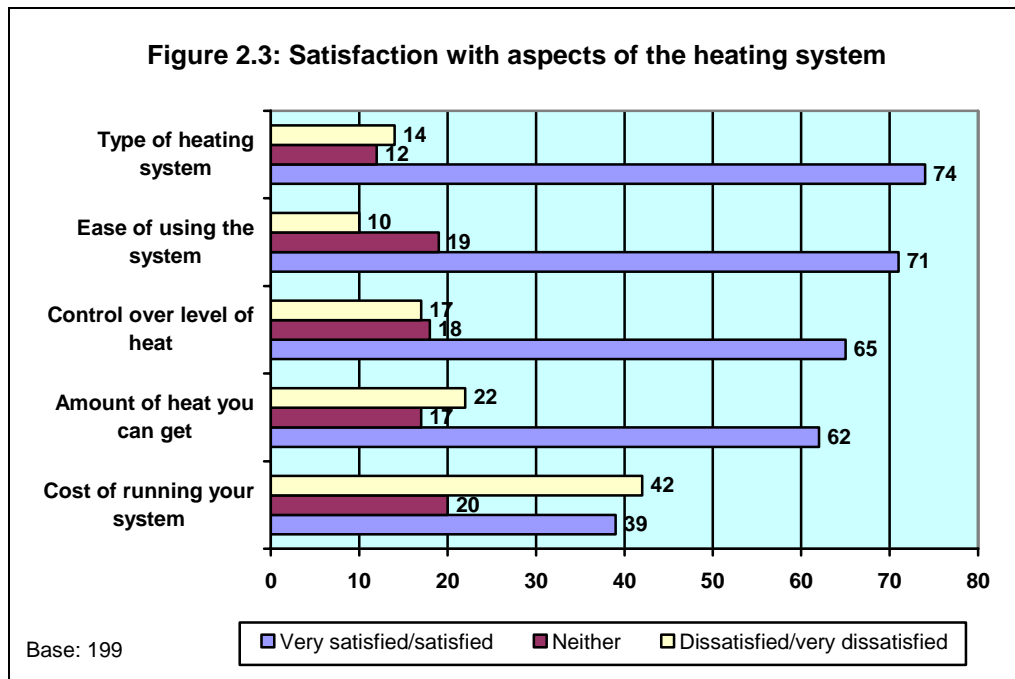
2.9 Heating system

Almost all respondents (96%) had full central heating in their home and small proportions had partial central heating (2%) and no central heating (1%). The main heating source in almost half (46%) of homes represented in the survey was mains gas. Other main heating sources included oil fired with radiators (40%), Economy 7 (8%) and solid fuel systems (5%) ([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 74% satisfaction with the type of heating system to 62% satisfaction with the amount of heat you can get. However, less than

two-fifths (39%) 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 (41; 63%), low household income (31; 48%) and money needed for other priorities (29; 45%) were factors contributing to respondents' inability to adequately heat their home (Appendix Tables 2.13-2.15).

2.12 Warm Homes Scheme

More than one-quarter (28%) of respondents had heard of the Warm Homes Scheme. Analysis by tenure shows that awareness of the scheme was highest among owner-occupiers (28; 48%) (Appendix Table 2.16).

2.13 Size of home

Almost four-fifths (79%) of respondents said their home was about the right size; 14% said it was too small and 7% said it was too big (Appendix Table 2.17).

2.14 Satisfaction with home

More than three-quarters (79%) of respondents were satisfied with their home; 11% were neither satisfied nor dissatisfied and 11% 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 – 59%; 118 respondents) were asked about their intentions to purchase or transfer/exchange their dwelling. Only a small proportion (3%) of tenants said they intended to buy their home during the next two years; the majority (86%) of respondents did not intend to buy their home and 11% were unsure (Appendix Table 2.20).

Transfer applications

Of the 86% of respondents in social housing who did not intend to buy their home, 12 (10%) had applied for a transfer from their present property during the previous two years and a small number (5; 5%) 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](#)).

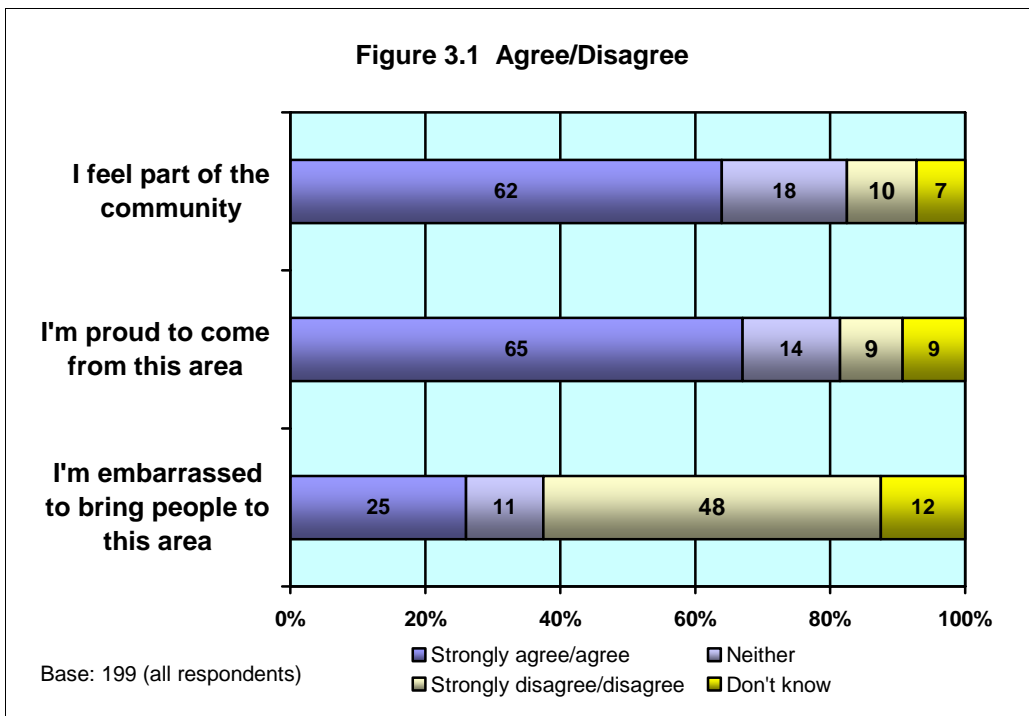
3.0 GREATER SHANKILL NRA

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

- More than three-fifths (62%) of respondents agreed that they really felt part of the community living in the area; 18% neither agreed nor disagreed and 10% disagreed.
- Almost two-thirds (65%) agreed that they were proud to come from the area; 14% neither agreed nor disagreed and 9% disagreed.
- One-quarter (25%) of respondents agreed that they felt embarrassed to bring people to the area; 11% neither agreed nor disagreed and 48% disagreed.



3.2 Three-fifths (60%) of respondents thought the area was not really changing and 30% thought the area was changing for the better. One-tenth (10%) thought it was changing for the worse (Appendix Table 3.2).

3.3 Reasons given by the 30% (60 respondents) who thought the area was changing for the better included 'cleaner and looks better' (8; 10%) and 'better provision for youth' (7; 9%). Among the 10% (20 respondents) who said the area was changing for the worse, the most common reason was 'the area was very dirty/run down' (6 respondents) (Table 3A, Appendix Table 3.3).

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

Changing for the better			Changing for the worse	
	N	%		N
Cleaner and looks better	8	10	Very dirty / run down	6
Better provision for youth	7	9	Youths loitering / ASB	4
New housing developments	7	9	Not stated	4
Good neighbours / community	5	6	Less desirable people in the area	3
Less ASB	4	5	People don't care about the area	2
More housing / higher standard of living	4	5	Crime	1
Area is a lot quieter	3	4	Parties / noise	1
More community activities	3	4	More cleaning needed	1
Better facilities	3	4	Quads / scramblers	1
Home improvements look better	3	4	Area is better than it used to be	1
Shops are improving	2	3	Influx of people to area in recent years	1
People taking more pride in their homes	2	3	No community centre	1
Regeneration is improving the area	2	3	No community spirit	1
Open spaces are now well maintained	2	3	Don't feel safe	1
Less vandalism	2	3	Paramilitary influence	1
Area has improved due to peace process	1	1	Poor living conditions	1
Older properties have been demolished	1	1	May be losing local HA	1
Area is better than it used to be	1	1	TOTAL	31
There are good facilities for older people	1	1	<i>Base: 20 respondents who gave 31 reasons</i>	
Influx of people into area in recent years	1	1		
Not stated	18	23		
TOTAL	80	100		

Base: 60 respondents who gave 80 reasons

3.4 Perceptions of anti-social behaviour in Greater Shankill 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 Greater Shankill 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 20% of people in Greater Shankill NRA perceived the level of ASB in their local area to be high. The equivalent figure for Northern Ireland was 13%¹³.

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

- rubbish or litter lying about (46%) and
- vandalism, graffiti and other deliberate damage to property or vehicles (30%).

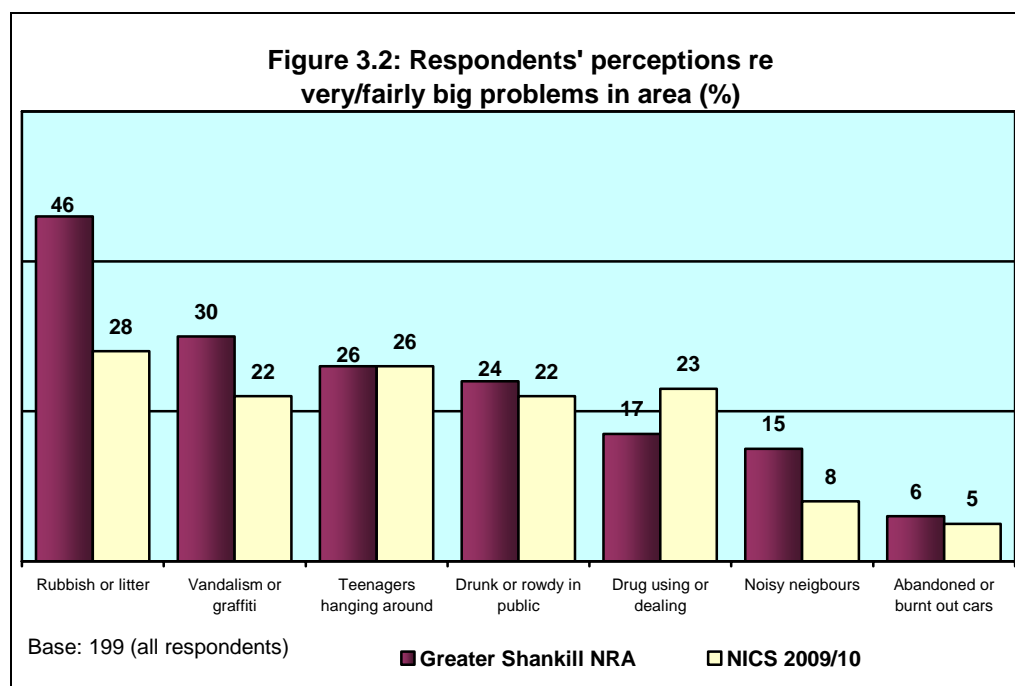
¹³ NICS 2009/10: Perceptions of Crime Research and Statistical Bulletin 3/2011

The most prevalent perceived problems at Northern Ireland level¹⁴ were:

- rubbish or litter lying around (28%) and;
- teenagers hanging around on the streets (26%)

(Figure 3.2: Appendix Table 3.4).

- 3.7** Findings from the Greater Shankill NRA survey show that respondents perceived people using drugs (17%), noisy neighbours and loud parties (15%) and abandoned or burnt out cars (6%) 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%).



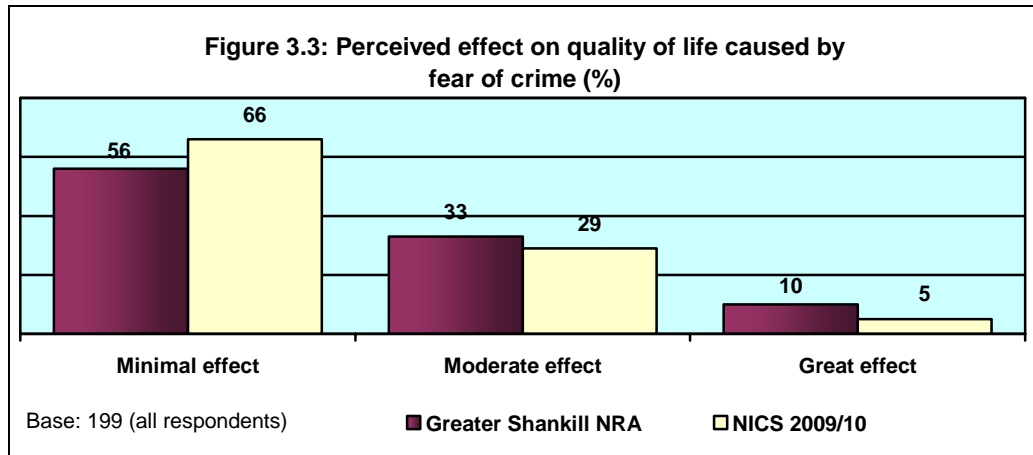
3.8 Perceptions of the effect of 'fear of crime' on quality of life

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).

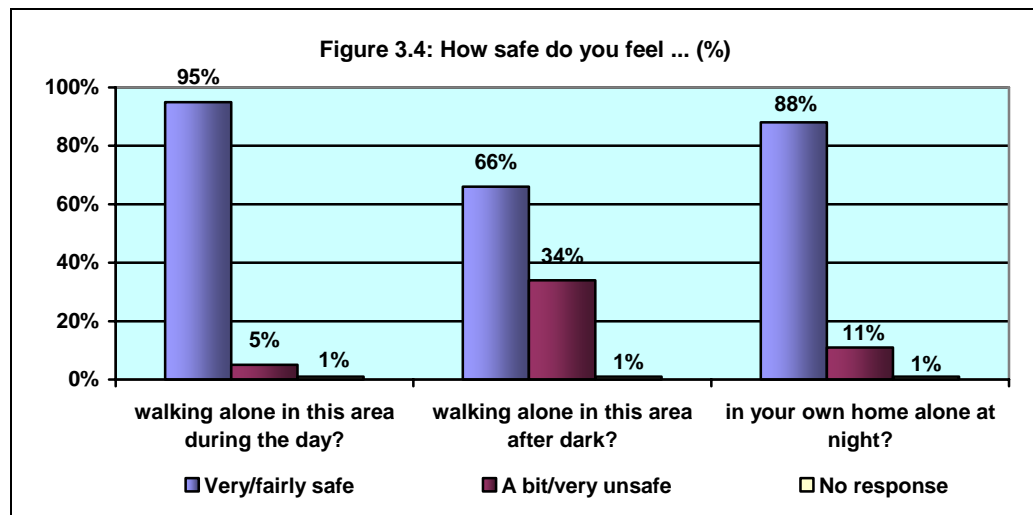
- 3.9** More than half (56%) of respondents in Greater Shankill NRA felt that 'fear of crime' had a minimal impact on their quality of life and one-third (33%) said it had a moderate effect. One-tenth (10%) of respondents considered that their quality of life was greatly affected by their 'fear of crime'. This is illustrated in Figure 3.3 and Appendix Table 3.5.

¹⁴ NICS 2008/09: Perceptions of Crime Research and Statistical Bulletin 1/2010



3.10 Perceptions about personal safety

The vast majority (95%) of respondents said they felt safe walking alone in the area during the day. Two-thirds (66%) of respondents said they felt safe walking alone in the area at night; however, 88% 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 Greater Shankill NRA.

4.1 Physical changes within the Greater Shankill NRA

Almost nine-tenths (87%) 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 13% (26 respondents) included NIHE maintenance and a generally cleaner environment ([Appendix Tables 4.1 and 4.2](#)).

4.2 Important issues to be addressed in the neighbourhood

More than two-fifths (42%) of respondents thought there were issues that needed to be addressed. The most common issue was tackling litter (10%). A full breakdown of issues identified by respondents is in [Appendix Tables 4.3 and 4.4](#).

4.3 Facilities/services/activities in the area

Respondents were asked about their awareness and use of certain facilities in the area and whether anyone in their household would use them. The highest proportions of respondents were aware of a mother and toddler group (52%) and a pre-school play group (46%). 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... %
Mother and Toddler Group	52	13
Pre-school play group	46	10
Sports facilities	41	19
Youth activities	39	17
Adult education classes	36	4

4.4 Services needed that were not already available

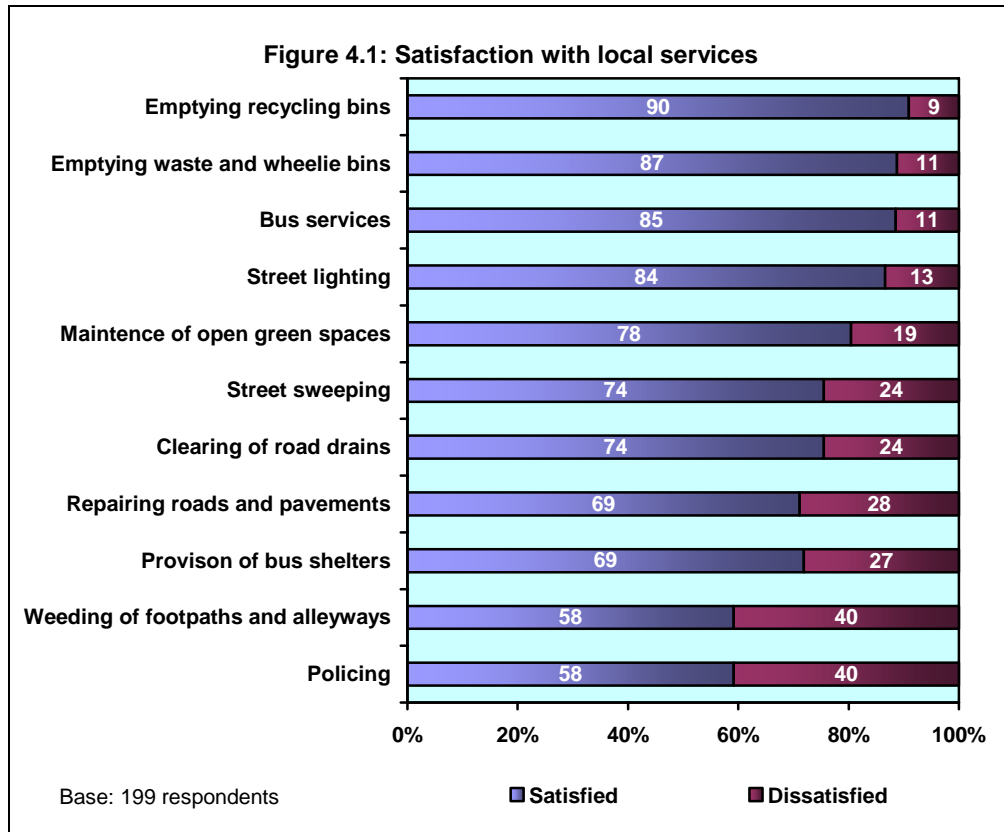
Almost one-quarter (23%) of respondents gave examples of services or facilities needed in the area. Of these respondents, almost one-quarter (22%) said something for young children was needed and 14% said more shops were needed. Responses were varied and are detailed fully in the appendix tables ([Appendix Table 4.6](#)).

4.5 Neighbourhood warden

More than four-fifths (84%) of respondents said they were not aware of the Housing Executive's neighbourhood warden service. Of the 16% of respondents who were aware, only a small number (5) had used the service, most of whom 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. Respondents were most satisfied with the emptying of recycle bins (90%) and least satisfied with policing in the area and weeding of footpaths and alleyways (both 58%). The reasons for dissatisfaction were varied and are detailed in the appendix tables (Figure 4.1: [Appendix Tables 4.10-4.31](#)).

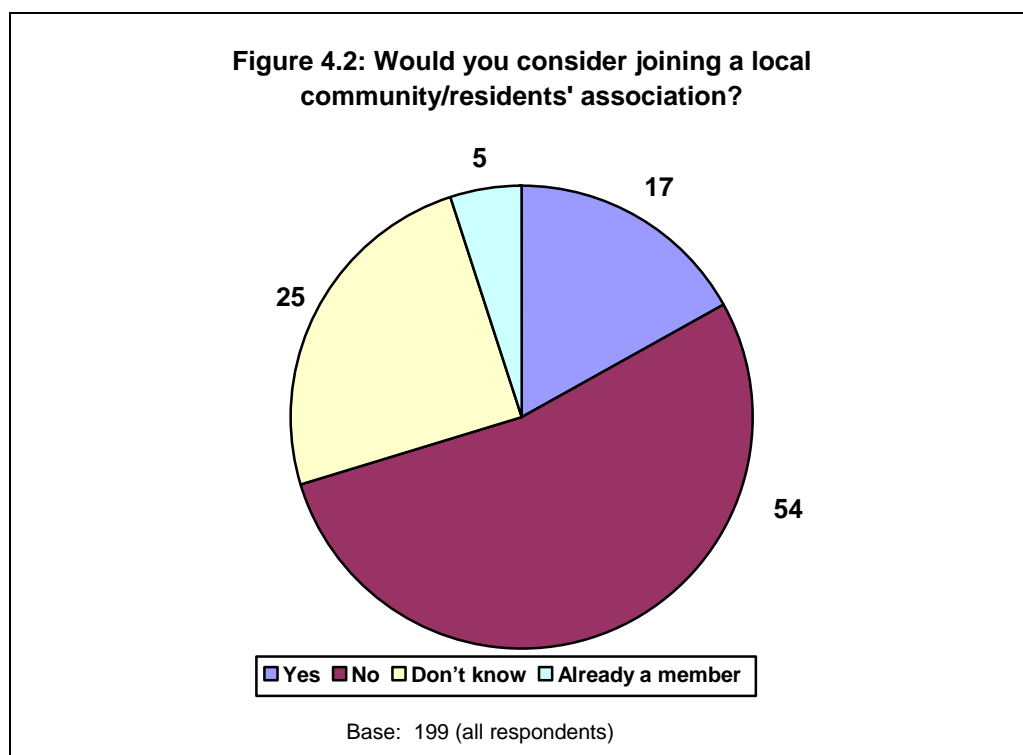


4.7 Community/residents' associations

Almost one-quarter (24%) of respondents said their area had a community/residents' association; 63% did not know and the remaining 14% 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 47 respondents who said their area had a community/residents' association, more than half (27; 57%) felt it was representative of the community as a whole; almost one-fifth (8; 17%) said it was not representative and the remaining 12 respondents (26%) did not know ([Appendix Table 4.34](#)). The reasons given by respondents who thought the community/residents' association did not represent the community are detailed in [Appendix Table 4.35](#).

More than half (54%) of respondents said they would not consider joining a local community/residents' association and 17% said they would consider doing so. A further 25% of respondents were undecided and 5% 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 (67%) of respondents had not been aware that their home was within the Greater Shankill NRA. Of the 33% (65 respondents) who had been aware that their home was within the Greater Shankill NRA, almost one-tenth (5; 8%) had contributed to the consultation process for the development of a neighbourhood renewal action plan and almost three-quarters (47; 72%) had not done so.

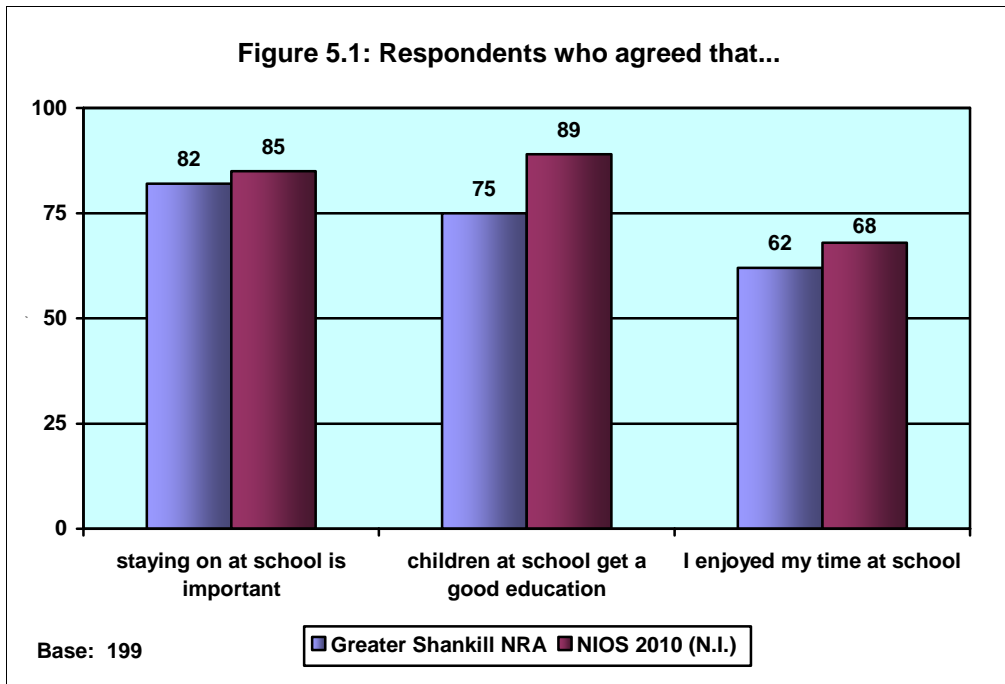
Of the 47 respondents who had not contributed to the consultation process, the main reasons were that they had not known about it/had not been asked to contribute to Neighbourhood Renewal ([Appendix Tables 4.37-4.40](#)).

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

5.1 General opinions about education

Respondents were asked how much they agreed or disagreed with a series of statements relating to education in general. More than four-fifths (82%) agreed that staying on at school is important if one wants to get a good job and three-quarters (75%) agreed that children at school in Northern Ireland get a good education. More than three-fifths (62%) 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

More than one-quarter (28%) of respondents were parents/guardians 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).

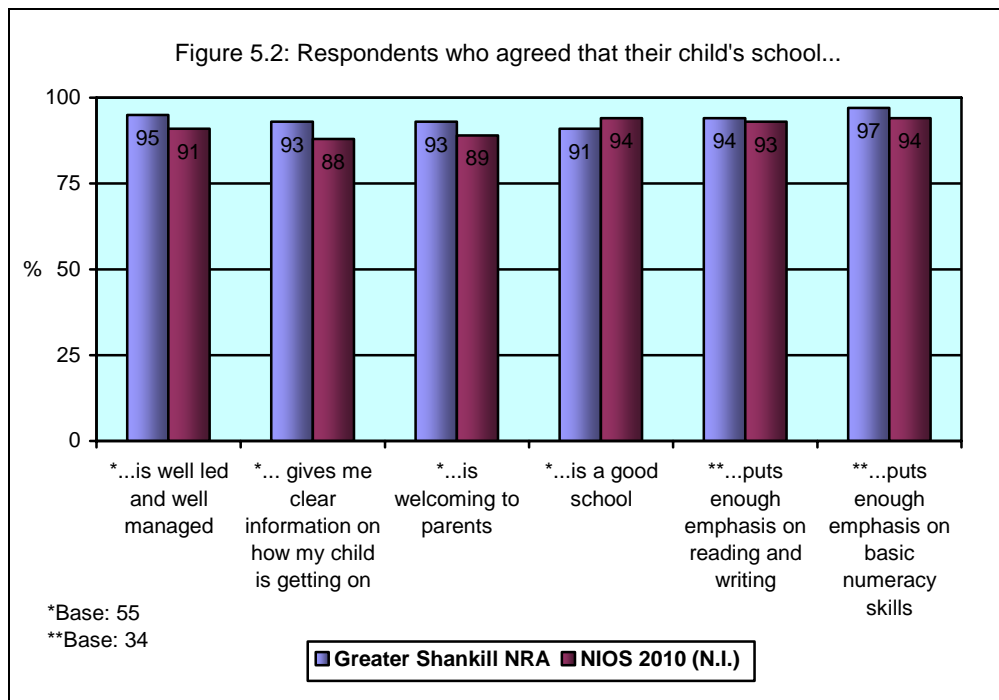
¹⁵ NISRA – Northern Ireland Omnibus Survey 2010 – Education Module

5.3 Primary/secondary education

More than half (32; 58%) said their child was in primary education (Years 1 to 7) and 47 (40%) 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 (52; 95%) of respondents agreed their child’s school is well led and well managed: similarly high proportions also agreed their child’s school gives them clear information on how their child is getting on (51; 93%), is welcoming to parents (51; 93%) and is a good school (50; 91%). 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

All respondents (55; 100%; NIOS 2010 - 94%) who had school-age children said making sure their child attends school regularly and on time was very/quite important and the same proportion (55; 100%; 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 (20; 36%) 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

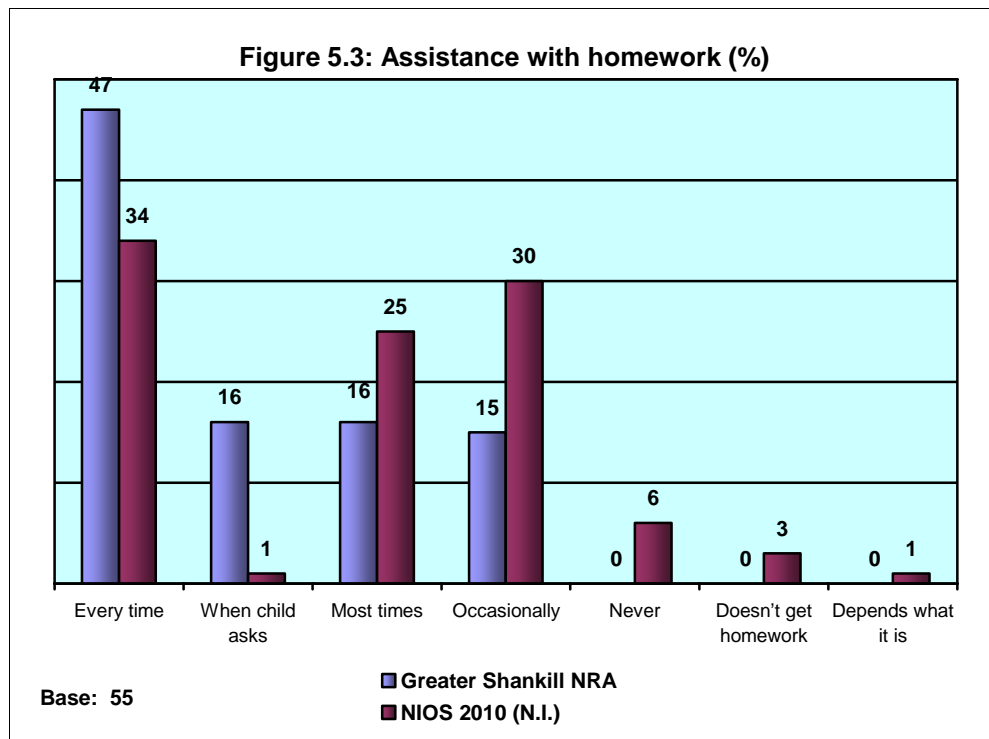
More than four-fifths (48; 88%) of respondents said they felt involved in their child's school life (N. Ireland level - 87%). Respondents reported different levels of involvement in their child's school, for example helping out with dinner duties/school trips (9; 16%). Findings from this survey and from the 2010 NIOS at Northern Ireland level are included for reference in Table 5A and [Appendix Tables 5.7-5.9](#).

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

Activity	Greater Shankill 2010 %	NIOS 2010 (NI) %
Attending parent-teacher meetings	89	81
Helping out with dinner duties/school trips and so on	16	11
Getting involved with the Parent Teacher Association	11	19
Helping out with school clubs	6	8
Helping out in the classroom	6	5

5.8 Assistance with homework

Almost half (26; 47%) of respondents with school-age children said they help their child out with their homework every time; equal proportions (9; 16%) said they helped out most times or when the child asks for help; eight respondents (15%) said they helped out occasionally. This is illustrated in Figure 5.3 which also shows data at the Northern Ireland level from the NIOS 2010 ([Figure 5.3 and Appendix Table 5.10](#)).



5.9 Confidence helping child with homework

One-third (18; 33%) of respondents said they would feel confident most of the time and 17 (31%) said they would always feel confident helping their child with homework. One-fifth (11; 20%) 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 55 respondents (28% of all respondents) with children who were still at school, 36 (66%) 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: 11% said they had done so ([Appendix Table 5.15](#)).

TECHNICAL INFORMATION

Survey methodology

The Research Unit conducted interviews face-to-face with householders whose addresses had been randomly sampled from the Postal Address Database. Each household received a letter explaining the survey prior to visits by interviewers, who made up to five attempts to achieve an interview at each issued address, unless a sampled household had notified 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 Greater Shankill Neighbourhood Renewal Survey was based on a random sample of 400 households from all tenures in the Greater Shankill Neighbourhood Renewal Area.

On completion of fieldwork, 52 addresses in the sample were identified as being ineligible due to being vacant, inaccessible or derelict, which reduced the valid sample to 348 addresses. A total of 199 completed interviews, therefore, gave a response rate of 57% (Table A1).

Table A1

Breakdown of response:		
	Number	%
Original target sample	400	
Vacant/derelict/ inaccessible	51	
Non residential	1	
Revised target sample	348	100
Refusals	57	16
Non-contacts	91	26
Actual interviews achieved	199	57

Sample error

The proportion of respondents who gave a particular answer was only an estimate of the proportion of all potential respondents in Greater Shankill 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 200 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 $\pm 5.4\%$. Therefore, there are 95 chances in 100 that the true figure lies between 74.6% and 85.4%.

Table A2

Sample size: 200	Percentages									
	5	10	15	20	25	30	35	40	45	50
	or 95	or 90	or 85	or 80	or 75	or 70	or 65	or 60	or 55	50
Sample error:	3.0	4.2	5.0	5.6	6.0	6.4	6.6	6.8	6.9	6.9

Reporting conventions

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

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

Since the total achieved sample in this survey is 199 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.

Greater Shankill
NEIGHBOURHOOD 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 Greater Shankill area. The aim of the survey is to understand your views of the type of housing you live in and your perceptions of Greater Shankill 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 Greater Shankill 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, please specify	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?

Yes	1
No	2

Please circle one response only
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, please specify	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.**

Firstly.....		<i>Please circle one response on each row</i>					
		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...

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

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 Renewal

S4q1 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 are 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 Greater Shankill Neighbourhood Renewal Area.

Ask all

S4q19 Were you aware that your household lies within the Greater Shankill Neighbour Renewal Area?

Yes	1
No	2

Please circle one response only
Go to question S4q20
Go to Section 5

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
No	2
Don't know	3

Please circle one response only
Go to question S4q21
Go to question S4q22
Go to Section 5

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 person’s ability to carry out normal day to day activities”.

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

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

<i>Please circle one response only</i>	
Yes	1
<i>Go to question S6q2</i>	
No	2
<i>Go to question S6q3</i>	

S6q2 How many members of your household have a disability that affects their normal day to day activities?

<i>Please circle one response only</i>		
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 - £9,999 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 Greater Shankill 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 ANALYSIS

Socio-economic profile

Table 1.1: Age of HRP

	Number	%
16-24	8	4
25-39	36	18
40-59	51	26
60-74	39	20
75+	32	16
Refused	7	4
No response	26	13
Total	199	100

Base: 199 respondents

Table 1.2: Gender of HRP by Age of HRP

	16-24	25-39	40-59	60-74	75+	Refused	No response	All
Male	1	13	20	23	18	0	11	86
	13%	36%	10%	59%	60%	0%	42%	43%
Female	7	23	30	15	12	2	9	98
	88%	64%	60%	39%	40%	29%	35%	49%
Refused	0	0	0	0	1	5	0	6
	0%	0%	0%	0%	4%	71%	0%	3%
No response	0	0	1	1	1	0	6	9
	0%	0%	2%	3%	3%	0%	23%	5%
Total	8	36	50	39	30	7	26	199
	100%	100%	100%	100%	100%	100%	100%	100%

Base: 199 respondents

Table 1.3: Age of all household members

	Number	%
Less than 15	73	18
16-24	39	10
25-39	52	13
40-59	76	19
60-74	56	14
75+	38	10
Refused	12	3
No response	56	14
Total	402	100

Base: 402 household members

Table 1.4: Employment Status HRP

	Number	%
Retired (excludes looking after home)	57	29
Working full-time	35	18
Permanent sick / disabled	29	15
Not working long-term (> 1 year)	23	12
Working part-time	19	10
Looking after family / home	13	7
Self employed	5	3
Not working short-term (< 1 year)	4	2
Student (further / higher education)	1	1
Other including school child	1	1
Refused	4	2
No response	8	4
Total	199	100

Base: 199 respondents

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

Household type definitions	Greater Shankill 2010 %	HCS 2009 %
Lone Adult (lone person below pensionable age - 65 years for men, 60 years for women)	30	13
Lone Parent (sole adult living with dependent child(ren) < 16)	17	8
Two Adults (two people – related or unrelated – below pensionable age)	15	15
Lone Older (lone person of pensionable age - 65 years for men, 60 years for women)	10	15
Small Family (any two adults - related or unrelated - living with 1 or 2 dependent children < 16)	10	13
Two Older (two people – related or unrelated - at least one of whom is of pensionable age)	6	14
Large Adult (three or more adults - related or unrelated - and no dependent children < 16)	3	12
Large Family (any two adults - related or unrelated - living with more than 2 dependent children < 16)	4	10
Not enough information supplied to classify household type	5	-
Don't know	3	-

Base: 199 respondents

Table 1.6: Annual household Income

	Number	%
Less than £5,000	29	15
£5,000 to £9,999	46	24
£10,000 to £14,999	34	18
£15,000 to £19,999	14	7
£20,000 to £24,999	4	2
£25,000 to £29,999	4	2
£30,000 or more per year	3	2
Refusal	27	14
Don't know	29	15
Total	199	100

Base: 199 respondents

Table 1.7: Benefits

Benefits received	Household Reference Person (%)	Partner (%)
Housing Benefit	37	5
A Disability Benefit	25	19
Retirement Pension	24	28
Child Benefit	23	8
Income Support	20	5
Child Tax Credit	16	3
Pension Credit	15	3
Working Tax Credit	10	3
Incapacity Benefit	10	2
Jobseekers Allowance	6	2
Other including Carer's Allowance	7	6

Base: 199 respondents

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

	Number	%
Yes	83	42
No	114	57
Refused	1	1
No response	1	1
Total	199	100

Base: 199 respondents

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

	Number	%
One	66	80
Two	16	19
No response	1	1
Total	83	100

Base: 83 respondents with one or more disabled members of the household

Table 1.10: Household religion

	Number	%
Protestant	179	90
Catholic	10	5
Refused	7	4
Other/No religion	4	2
Total1	199	100

Base: 199 respondents

Table 1.11: Ethnicity of HRP

	Number	%
White	186	94
Refused	13	7
Total	199	100

Base: 199 respondents

Table 1.12: Nationality of HRP

	Number	%
British	170	85
Northern Irish	10	5
Irish	5	3
Polish	2	1
Other	1	1
Refused	11	6
Total	199	100

Base: 199 respondents

Characteristics of the home and area

Table 2.1: Tenure

	Number	%
Social Housing	118	59
Owner Occupier	59	30
Rent privately	20	10
Other	2	1
Total	199	100

Base: 199 respondents

Table 2.2: Length of time living in Greater Shankill NRA

	Number	%
Up to 1 year	3	2
1 year or more but less than 5	17	9
5 years or more but less than 10	27	14
10 years or more but less than 15	6	3
15 years or more	146	73
Total	199	100

Base: 199 respondents

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

	Number	%
Within this Neighbourhood Renewal Area	117	59
Outside Greater Shankill Neighbourhood Renewal Area but within Belfast City Council area	32	16
Outside Belfast City Council area	15	8
Have never lived anywhere else	35	18
Total	199	100

Base: 199 respondents

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

	Tenure				All
	Social Housing	Rent privately	Owner occupier	Other	
Less than 1 year	2	1	0	0	3
	2%	5%	0%	0%	2%
1 year or more but less than 5	12	5	0	0	17
	10%	25%	0%	0%	9%
5 years or more but less than 10	20	2	5	0	27
	17%	10%	9%	0%	14%
10 years or more but less than 15	5	0	1	0	6
	4%	0%	2%	0%	3%
15 years or more	79	12	53	2	146
	67%	60%	90%	100%	73%
Total	118	20	59	2	199
	100%	100%	100%	100%	100%

Base: 199 respondents

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

	Number	%
House	167	84
Flat / apartment	16	8
Bungalow	16	8
Total	199	100

Base: 199 respondents

Table 2.6: Home security measures present

	Yes		No	
	N	%	N	%
Window locks	111	56	86	43
Security lights	42	21	154	77
Door chain	32	16	164	82
Door viewer	21	11	175	88
Burglar Alarm	20	10	176	88
Other (including extra locks, special locks)	12	6	183	92

Base: 199 respondents

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

	Number	%
One	47	24
Two	87	44
Three or more	51	26
None	14	7
Total	199	100

Base: 199 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	77	39
Two	6	3
None	116	58
Total	199	100

Base: 199 respondents

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

	Number	%
On the street	58	70
On the driveway	19	23
In the garage	4	5
Other	2	2
Total	83	100

Base: 83 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	190	96
Yes - partial	4	2
No	5	3
Total	199	100

Base: 199 respondents

Table 2.11: What is your main source of heating?

	Number	%
Oil fired with radiators	79	40
Mains gas	92	46
Economy 7	15	8
Solid fuel glass fronted fire - with radiators	7	4
Solid fuel open fire - with radiators	3	2
Bottled/tank gas	2	1
Electric fire - not economy 7	1	1
Total	199	100

Base: 199 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	142	71	37	19	20	10	199	100
The control over the level of heat	130	65	36	83	33	17	199	100
The amount of heat that you can get	123	62	33	78	43	22	199	100
The type of heating system	148	74	23	12	28	14	199	100
The cost of running your system	77	39	39	20	83	42	199	100

Base: 199 respondents

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

	Number	%
Yes	65	33
No	134	67
Total	199	100

Base: 199 respondents

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

	Yes		No	
Cost of domestic fuel	41	63	24	37
Low household income	31	48	34	52
Money needed for other priorities	29	45	36	55
Other factors	11	17	54	83

Base: 65 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	4
Extreme weather	4
Poor insulation	3
Total	11

Base: 11 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	Other	All
Yes	17 14%	8 40%	28 48%	2 100%	55 28%
No	101 86%	12 60%	31 53%	0 0%	144 72%
Total	118 100%	20 100%	59 100%	2 100%	199 100%

Base: 199 respondents

Table 2.17: Would you say that your home is:

	Number	%
About the right size	158	79
Too small	27	14
Too big	13	7
Don't know	1	1
Total	199	100

Base: 199 respondents

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

	Number	%
Very satisfied/satisfied	157	79
Neither satisfied nor dissatisfied	21	11
Dissatisfied/ very dissatisfied	21	11
Total	199	100

Base: 199 respondents

Table 2.19: Reasons for dissatisfaction with home

	Number
Repairs needed	8
Property too small	5
Difficult to heat	4
Property not suitable	2
Repairs not up to standard	2
Other, including: area neglected by neighbours, dislike area, bedroom too small/big, kitchen too small, no garden, anti-social behaviour, can't park outside the house	7
Total	28

Base: 21 respondents who were dissatisfied with the home who gave 28 answers

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

	Number	%
Yes	3	3
No	102	86
Don't know	13	11
Total	118	100

Base: 118 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	12	10
No	103	90
Total	115	100

Base: 115 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	5	5
No	98	95
Total	103	100

Base: 103 respondents who did not intend to apply for a transfer

Table 2.23: Where do you wish to transfer?

	Number
Within the local area	14
To a different area	2
Other	1
Total	17

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

Greater Shankill 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	124	62	35	18	20	10	14	7
I feel proud to come from this area	130	65	27	14	17	9	18	9
I'm embarrassed to bring people to this area	50	25	22	11	95	48	23	12

Base: 199 respondents

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

	Number	%
Not really changing	119	60
Changing for the better	60	30
Changing for the worse	20	10
Total	199	100

Base: 199 respondents

Table 3.3: Reasons why area is changing

Changing for the better			Changing for the worse	
	N	%		N
Cleaner and looks better	8	10	Very dirty / run down	6
Better provision for youth	7	9	Youths loitering / ASB	4
New housing developments	7	9	Not stated	4
Good neighbours / community	5	6	Less desirable people in the area	3
Less ASB	4	5	People don't care about the area	2
More housing / higher standard of living	4	5	Crime	1
Area is a lot quieter	3	4	Parties / noise	1
More community activities	3	4	More cleaning needed	1
Better facilities	3	4	Quads / scramblers	1
Home improvements give better appearance	3	4	Area is better than it used to be	1
Shops are improving	2	3	Influx of people into area in recent years	1
People taking more pride in their homes	2	3	No community centre	1
Regeneration is improving the area	2	3	No community spirit	1
Open spaces are now well maintained	2	3	Don't feel safe	1
Less vandalism	2	3	Paramilitary influence	1
Area has improved due to peace process	1	1	Poor living conditions	1
Older properties have been demolished	1	1	May be losing local HA	1
Area is better than it used to be	1	1	TOTAL	31
There are good facilities for older people	1	1		
Influx of people into area in recent years	1	1		
Not stated	18	23		
TOTAL	80	100		

Base: 20 respondents who gave 31 reasons

Base: 60 respondents who gave 80 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	12	14	34	37	3	100
People being drunk or rowdy in public places	13	11	33	41	2	100
Vandalism, graffiti and other deliberate damage to property or vehicles	13	17	32	35	3	100
People using or dealing in drugs	8	9	27	53	3	100
Rubbish or litter lying about	28	18	31	24	-	100
Noisy neighbours or loud parties	7	8	30	53	3	100
Abandoned or burnt out cars	2	4	23	69	2	100

Base: 199 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	66	33
2	21	11
3	24	12
4	14	7
5	30	15
6	9	5
7	11	6
8	9	5
9	3	2
10 - total effect	5	3
Not stated	7	4
Total	199	100

Base: 199 respondents

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

	Number	%
Very safe	41	21
Fairly safe	90	45
A bit unsafe	52	26
Very unsafe	15	8
No response	1	1
Total	199	100

Base: 199 respondents

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

	Number	% of respondents
Fear of being mugged or physically attacked	16	24
Fear of becoming a victim of crime	15	22
Ill / sick / disabled	12	18
Too old	7	10
Fear of being subject to or witnessing anti-social behaviour	5	8
Young people hanging around	2	3
Family responsibilities	2	3
Fear of receiving verbal abuse	2	3
People using or dealing drugs	1	2
Fear of burglary/vandalism	1	2
Other	4	6
Total number of reasons stated	67	

Base: 67 respondents who felt unsafe

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

	Number	%
Very safe	112	56
Fairly safe	78	39
A bit unsafe	7	4
Very unsafe	1	1
No response	1	1
Total	199	100

Base: 199 respondents

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

	Number
Too old	2
Ill/sick/disabled	2
Fear of being mugged or physically attacked	2
Fear of becoming a victim of crime	1
Fear of receiving verbal abuse	1
Total	8

Base: 8 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	72	36
Fairly safe	104	52
A bit unsafe	16	8
Very unsafe	6	3
No response	1	1
Total	199	100

Base: 199 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	26	13
No	173	87
Total	199	100

Base: 199 respondents

Table 4.2: Changes to neighbourhood identified by respondents

	Number
NIHE modernised houses/flats	5
Generally cleaner environment	4
Trees planted	3
Improvements to garages/shops/similar facilities	3
New doctors surgery	3
New footpaths	3
New housing	3
New walls built	2
Removal of derelict buildings	2
Roads improved	2
Not stated	2
Community patrol	1
New lights	1
More support from police	1
Cricket club area and grounds improved	1
General improvements	1
Sandboxes provided during bad weather	1
New benches/seating	1
New health centre	1
Mains gas	1
More public bins	1
New business centre	1
Total number of responses	43

Base: 26 respondents who gave 43 responses

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

	Number	%
Yes	84	42
No	110	55
No response	5	3
Total	199	100

Base: 199 respondents

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

	Number of responses	% of respondents
Littering / fly tipping	16	10
Tackle ASB in area	15	10
Remove graffiti / more cleaning	11	7
Redevelopment of vacant sites/Derelict streets/Void properties	11	7
Provision for youth at evenings and weekends	10	6
Build new/ better social housing	10	6
Investment in community cohesion	9	6
Dogs / dog fouling	8	5
Better street lighting	6	4
More police	6	4
Play facilities for children	6	4
Road / footpath maintenance	3	2
Parking area	3	2
Gardens should be looked after	3	2
Public / communal areas need cleaned	3	2
NIHE should carry out repairs	2	1
Problems with neighbour	2	1
Neighbourhood watch scheme	2	1
Speed bumps	2	1
Traffic congestion	2	1
Landlords should take responsibility for Tenants' ASB	2	1
Burglaries	2	1
Paramilitary influence/Sectarianism	2	1
Giro drops inflating hose waiting lists	2	1
Private landlords don't look after properties	2	1
Other, including Community centre Provision for senior citizens More green areas More facilities Safe / secure car parking Secure entry systems	15	10
Total number of issues identified by respondents	155	

Base: 84 respondents who gave 155 responses

Table 4.5: Facilities/services/activities in the area

	Aware of...	Would use...	
	%	Number	%
Mother and toddler group	52	13	13
Pre-school play group	46	9	10
Sports Facilities	41	15	19
Extended schools facilities (primary)	40	21	26
Youth Activities	39	13	17
Adult education classes	36	3	4
IT facilities/computer classes	35	2	3
A women's group	35	7	10
Facilities for senior citizens	33	6	9
Information advice services	33	7	11
A childcare facility	32	4	6
Exercise classes	32	7	11
Extended schools facilities (secondary)	30	10	17
Unemployment/Job club	29	7	12
A men's group	21	0	0
Health Awareness courses	20	6	15

Base: 199 respondents

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

	Number	Percentage of responses
More activities for young children / playgrounds	18	23
Shops	11	14
Community sports facilities	6	8
Youth clubs	6	8
Senior citizen groups	5	6
Better and cleaner parks	5	6
Info / advice service	4	5
Community centre	3	4
Post Office	2	3
Community safety	2	3
Better policing	2	3
Other including: Public transport, Road markings to improve traffic, Suicide /Drugs/Alcohol counselling, One parent family services, More street education, Men's group, More fitness classes at leisure centre.	13	17
TOTAL	77	100

Base: 46 respondents who gave 77 responses

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

	Number	%
Yes	32	16
No	167	84
Total	199	100

Base: 199 respondents

Table 4.8: Have you ever used the service?

	Number	%
Yes	5	16
No	27	84
Total	32	100

Base: 32 respondents who knew about the Neighbourhood Warden Service

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

	Number
Quite satisfied	3
Neither satisfied nor dissatisfied	2
Total	5

Base: 5 respondents who had used the Neighbourhood Warden Service

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

	Number	%
Satisfactory	174	87
Unsatisfactory	22	11
No response	3	12
Total	199	100

Base: 199 respondents

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

	Number
Need a weekly collection	12
Won't lift extra bags	3
Leave a mess in the street	1
Should be left back to door after emptying	1
Not always emptied	1
Wasn't provided with a bin	1
Bin men unhelpful	1
Bin stolen	1
Not stated	1
Total	22

Base: 22 respondents who had found the emptying of household waste service to be unsatisfactory

Table 4.12: Satisfaction with emptying of recycling bins

	Number	%
Satisfactory	179	90
Unsatisfactory	17	9
No response	3	2
Total	199	100

Base: 199 respondents

Table 4.13: Why is emptying of recycling bins unsatisfactory?

	Number
Flats have no recycle bin	6
Need a weekly collection	3
Not emptied despite correct contents	2
Should be emptied and left back to door	2
Too many bins	1
Don't lift extra recyclables	1
Not stated	2
Total	17

Base: 17 respondents who had found the emptying of recycling bins to be unsatisfactory

Table 4.14: Repairing of roads and pavements

	Number	%
Satisfactory	138	69
Unsatisfactory	55	28
No response	6	3
Total	199	100

Base: 199 respondents

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

	Number	%
Lots of pot holes	10	18
Not done	9	16
Need repaired	9	16
Pavements uneven / damaged	6	11
Taking too long	6	11
Not done right	2	4
Damage to car	1	2
More road markings	1	2
Not stated	11	20
Total	55	100

Base: 55 respondents who had found the repairing of roads and pavements unsatisfactory

Table 4.16: Satisfaction with street sweeping

	Number	%
Satisfactory	147	74
Unsatisfactory	48	24
No response	4	2
Total	199	100

Base: 199 respondents

Table 4.17: Why is street sweeping unsatisfactory?

	Number
Not done/not done properly	15
Not done often enough	10
Never see them	6
Infrequent/irregular	6
Litter left on street	2
Not stated	9
Total	48

Base: 48 respondents who had found the street sweeping service to be unsatisfactory

Table 4.18: Satisfaction with clearing of road drains

	Number	%
Satisfactory	147	74
Unsatisfactory	47	24
No response	5	3
Total	199	100

Base: 199 respondents

Table 4.19: Why is clearing of road drains unsatisfactory?

	Number
Not done/never seen it done/not done often enough	27
Drains overflow in heavy rain	3
Always blocked	3
Drains smell	1
Not stated	13
Total	47

Base: 47 respondents who had found the clearing of road drains service to be unsatisfactory

Table 4.20: Satisfaction with street lighting

	Number	%
Satisfactory	167	84
Unsatisfactory	26	13
No response	6	3
Total	199	100

Base: 199 respondents

Table 4.21: Why is street lighting unsatisfactory?

	Number
Poor street lighting/ poorly lit	14
Light not working	3
Regularly out of service/vandalised	2
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	116	58
Unsatisfactory	79	40
No response	4	2
Total	199	100

Base: 199 respondents

Table 4.23: Why is policing in the area unsatisfactory?

	Number	%
Never see any	31	39
Little police presence	21	27
Could do more to tackle ASB/criminality	5	6
No faith in police service	3	4
Never here at the weekend	1	1
Police hassle children	1	1
Not stated	17	22
Total	79	100

Base: 79 respondents who had found the policing service to be unsatisfactory

Table 4.24: Satisfaction with bus services

	Number	%
Satisfactory	170	85
Unsatisfactory	22	11
No response	7	4
Total	199	100

Base: 199 respondents

Table 4.25: Why are bus services unsatisfactory?

	Number
Few and far between	6
Very poor	4
Too far away	3
Driver doesn't put step down to help getting on and off	2
No immediate bus service in area	1
Not stated	6
Total	22

Base: 22 respondents who had found bus services to be unsatisfactory

Table 4.26: Satisfaction with provision of bus shelters

	Number	%
Satisfactory	137	69
Unsatisfactory	54	27
No response	8	4
Total	199	100

Base: 199 respondents

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

	Number	%
Not enough/none	27	50
Vandalised	8	15
Very poor	4	7
Bus users need shelter in the winter	1	2
Not stated	14	26
Total	54	100

Base: 54 respondents who had found the provision of bus shelters to be unsatisfactory

Table 4.28: Satisfaction with maintenance of open green spaces

	Number	%
Satisfactory	155	78
Unsatisfactory	38	19
No response	6	3
Total	199	100

Base: 199 respondents

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

	Number
Litter/grass cuttings left	7
Never see them doing it	6
No green areas	6
Not managed properly	3
Done irregularly	2
Unsightly	1
Not stated	13
Total	38

Base: 38 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	116	58
Unsatisfactory	80	40
No response	3	2
Total	199	100

Base: 199 respondents

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

	Number	%
Weeding not done often enough	31	39
Have never seen it done	16	20
Alleyways not nice	6	8
Not done properly	6	8
Litter left	1	1
Not stated	20	25
Total	80	100

Base: 80 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	47	24
No	27	14
Don't know	125	63
Total	199	100

Base: 199 respondents

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

	Number
Woodvale Residents Association	7
Highfield Association	6
Twaddell Residents Association	4
Lower Shankill HA	3
Conway St	2
Glencairn Residents Association	2
Other	13
Don't know	10
Total	47

Base: 47 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	27	57
No	8	17
Don't know	12	26
Total	47	100

Base: 47 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
Some decisions make group look like a clique	2
Does not represent my area	1
Does not have good cross sectional representation	1
Don't go door to door for opinions	1
Need one association with one agenda	1
Not stated	2
Total	8

Base: 8 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	33	17
No	107	54
Already a member	9	5
Don't know	49	25
Not stated	1	1
	199	100

Base: 199 respondents

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

	Number	%
Yes	65	33
No	134	67
Total	199	100

Base: 199 respondents

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

	Number	%
Yes	5	8
No	47	72
Don't know	12	19
Not stated	1	2
Total	65	100

Base: 65 respondents who were aware their household lies within the Greater Shankill NRA

Table 4.39: Level of involvement

	Number
Attend local meetings	3
Completed surveys	1
Not stated	1
Total	5

Base: 5 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	21
I wasn't asked	8
Not stated	8
Due to age / illness	3
Nobody listens	1
Didn't know how	1
Didn't attend meetings	1
Haven't lived here long enough in area	1
Don't go out	1
Not interested	1
No time	1
Total	45

Base: 47 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	163	82	6	5	11	6	16	8
Children at school in Northern Ireland get a good education	149	75	13	7	17	9	20	10
I enjoyed my time at school	124	62	17	9	37	19	21	11

Base: 199 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	55	28
No	144	72
Total	199	100

Base: 199 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)	5	9
Year 2 (P2)	5	9
Year 3 (P3)	3	6
Year 4 (P4)	5	9
Year 5 (P5)	3	6
Year 6 (P6)	4	7
Year 7 (P7)	7	13
Year 8 (Form 1)	4	7
Year 9 (Form 2)	6	11
Year 10 (Form 3)	5	9
Year 11 (Form 4)	2	4
Year 12 (Form 5)	0	0
Year 13 (Lower sixth)	4	7
Year 14 (Upper sixth)	1	2
Not stated	1	2
Total	55	100

Base: 55 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	
	N	%	N	%	N	%
My child's school is a good school	50	91	1	2	4	7
My child's school gives me clear information on how my child is getting on	51	93	1	2	3	5
I find my child's school welcoming to parents	51	93	2	4	2	4
My child's school is well led and well managed	52	95	2	4	1	2

Base: 55 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.	52	95	3	6	0	0	0	0	0	0
Helping your child with schoolwork	51	93	4	7	0	0	0	0	0	0

Base: 55 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	20	36
No	34	62
No response	1	2
Total	55	100

Base: 55 respondents

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

	Number	%
Very involved	30	55
Fairly involved	18	33
Not very involved	7	13
Total	55	100

Base: 55 respondents

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

	Number	%
Yes	49	89
No	5	9
No response	1	2
Total	55	100

Base: 55 respondents

Table 5.9: Involvement in local schools

	Yes		No	
	N	%	N	%
Help out with the dinner duties/school trips and so on	9	16	45	82
Help out with school clubs	3	6	51	93
Help out in the classroom	3	6	51	93
Involved with Parent/Teacher Association	6	11	48	87

Base: 55 respondents

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

	Greater Shankill		NIOS 2010
	Number	%	%
Every time	26	47	34
Most times	9	16	25
Occasionally	8	15	30
When the child/children ask for help	9	16	1
Never	-	-	6
Doesn't get homework	-	-	3
Depends what it is	-	-	1
Not stated	3	6	
Total	55	100	

Base: 55 respondents

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

	Greater Shankill		NIOS 2010
	Number	%	%
Always confident	17	31	36
Confident most of the time	18	33	36
Confident some of the time	11	20	19
Never confident	3	6	5
Depends what it is	4	7	3
Not stated	2	4	-
Total	55	100	

Base: 55 respondents

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

	Number	%
Yes	36	66
No	19	35
Total	55	100

Base: 55 respondents

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

	Number	%
Year 1	4	12
Year 2	4	12
Year 3	5	15
Year 4	5	15
Year 5	2	6
Year 6	5	15
Year 7	9	27
Total	34	100

Base: 34 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	
	N	%	N	%	N	%
My child's school puts enough emphasis on basic numeracy skills/sums	33	97	0	0	1	3
My child's school puts enough emphasis on reading and writing skills	32	94	1	3	1	3

Base: 34 respondents

Table 5.15: Have you ever worked in a school?

	Number	%
Yes	21	11
No	168	84
No response	10	5
Total	199	100

Base: 199 respondents

