

COLIN

**NEIGHBOURHOOD RENEWAL
SURVEY
2009**



Northern Ireland
Housing Executive

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Background to the Survey

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

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

In June 2003, the Government launched "People and Place – A strategy for Neighbourhood Renewal". The strategy seeks to target those communities throughout Northern Ireland that are experiencing the highest levels of deprivation. It is also about bringing together the work of all Government Departments, in partnership with local people, to tackle disadvantage and deprivation in all aspects of everyday life. The total population affected by deprivation throughout Northern Ireland is approximately 280,000 (one person in six)².

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

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

¹ Housing (NI) Order 1981, Article 6

² DSD website Urban Regeneration > Neighbourhood Renewal

DSD and NIHE in partnership

Given the Housing Executive's experience in conducting similar household surveys in deprived areas, the DSD's Neighbourhood Renewal team formally requested NIHE's assistance in undertaking surveys in Northern Ireland's 36 NRAs. In consultation with the DSD and on the basis of its priorities, eight NRAs were selected for study in 2009:

Upper Ardoyne/Ballysillan	Tullycarnet
Enniskillen	NW Portadown
Rathcoole	Colin
Dungannon	Armagh

The DSD and NIHE's Research Unit met in December 2008 to agree the questionnaire. Additional questions relating to education and crime were included at the DSD's request.

Conduct of the Survey

The project management, design, quality assurance, analysis and report-writing were the responsibility of the Research Unit. Data collection and data entry were carried out by Ipsos Mori. In January 2009, Ipsos Mori piloted the questionnaire and fieldwork commenced in February 2009 and concluded in April 2009. The draft questionnaire and final report were quality-assured by the Housing Executive's Research Unit.

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: Colin NRA

Chapter 4: Neighbourhood Renewal

Chapter 5: Education in Colin NRA

Appendix 1: Technical Information

Appendix 2: Questionnaire

Appendix 3: Tabular Analysis

Appendix 4: Map of Colin NRA

KEY FINDINGS

Socio-Economic Profile

- More than one-quarter of HRPs (26%) were working (N.I. – 51%³); 24% were permanently sick/disabled (N.I. – 7%); 19% were looking after family/home (N.I. – 5%); 17% were retired (N.I. – 29%); 13% were not working (N.I. – 8%) and a very small proportion (1%) comprised other categories such as student
- A considerable proportion of HRPs were in receipt of benefits: Housing Benefit (57%), Income Support (46%) and a disability benefit (41%).
- The ethnic origin of all (100%) HRPs was white (N.I. level – 99%⁴).
- Lone parent was the predominant household type (17%). At N.I. level the predominant household type was two older (16%)⁵.
- The average household size was 2.68, higher than the Northern Ireland average (2.5)⁶.
- Almost one-third (31%) of household members were aged under 16 (a larger proportion than at the NI level – 22%)⁷.
- In contrast, 12% of household members were aged 60 or older (NI level – 22%)⁸.
- Average annual gross household income was between £5,000 and £9,999.
- More than two-fifths (41%) of respondents said they or someone in their household had a disability that affected their normal day-to-day activities. (N.I. level – 18%)⁹.
- 99% of respondents said their household religion was Catholic.

³ N.I. House Condition Survey 2006

⁴ Family Resources Survey 2006

⁵ N.I. House Condition Survey 2006

⁶ NISRA Continuous Household Survey 2007/8

⁷ NISRA Website – Mid-Year Population Estimates (2007)

⁸ NISRA Website – Mid-Year Population Estimates (2007)

⁹ N.I. Survey of Activity Limitation and Disability (2007)

Characteristics of the home

- The survey indicated a moderate level of tenure mix and residential stability and respondents were generally satisfied with their homes. However, there were also important issues to be addressed in terms of energy costs.
- 57% of respondents lived in social housing (NIHE and Housing Associations), 37% lived in owner-occupied accommodation and 6% privately rented.
- 47% of respondents had lived in the Colin NRA for more than 15 years.
- 76% said they lived in a house; 16% lived in a bungalow and 7% lived in a flat.
- The most prevalent home security measures were window locks (59% of respondents' homes), security lights (34%) and door chains (18%).
- Almost all respondents (96%) had at least one working smoke alarm in their dwelling.
- 49% of respondents said their household had no vehicles; 42% said they had one vehicle and 9% had two or more vehicles.
- Almost all respondents (99%) had full central heating in their home. The main heating source in almost half (48%) of homes represented in the survey was oil-fired central heating. Oil-fired central heating systems were also the predominant heating sources at N.I. level (70%)¹⁰.
- Respondents reported high levels of satisfaction with various aspects of their heating system, ranging from 93% satisfied with the ease of use of the system to 75% with the amount of heat that you can get. However, less than half (46%) 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 (43; 60%) and low household income (39; 54%) were factors contributing to respondents' inability to adequately heat their home.
- More than one-third (34%) of respondents had heard of the Warm Homes Scheme.
- Four-fifths (80%) of respondents said their home was about the right size; 15% said it was too small and 5% said it was too big.
- The majority (88%) of respondents were satisfied with their home overall.

¹⁰ N.I. House Condition Survey 2006

- Only 5% of respondents in social housing said they intended to buy their home during the following two years.

Colin NRA

- The survey indicated moderate levels of satisfaction with the area and a perception that the area had not really changed. There were a number of anti-social behaviour issues to be addressed.
- More than two-thirds (68%) of respondents agreed that they really felt part of the community living in the area.
- Almost three-quarters (71%) disagreed that they felt embarrassed to bring people to the area.
- Almost two-thirds (63%) agreed that they were proud to come from the area.
- More than two-fifths (43%) thought the area was not really changing; 29% thought it was changing for the better and 28% thought it was changing for the worse.
- 59% of people in Colin NRA perceived the level of ASB in their local area to be high. The equivalent figure for Northern Ireland was 14%.
- The main ASB problems identified by respondents in the area were rubbish or litter lying about (65%), vandalism (65%) and people being drunk or rowdy in public places (63%). The most prevalent perceived problems at Northern Ireland level were rubbish or litter (28%) and teenagers hanging around on streets (26%).
- Almost all respondents (96%) said they felt safe walking alone in the area during the day. In contrast, fewer respondents (28%) felt safe walking alone in the area after dark; however, 71% felt safe in their own home after dark.

Neighbourhood Renewal

- The survey indicated fairly low levels of awareness among residents of neighbourhood renewal and community involvement.
- Seven out of 10 respondents (71%) were not aware that their home was within the Colin NRA.
- More than one-third (35%) of respondents said they were aware of physical changes that had improved the neighbourhood within the previous 12 months. The highest proportion (20; 22%) cited environmental improvements such as cleaner area and structural improvements such as NIHE improvement schemes as the main physical changes.

- Almost two-fifths (38%) of respondents said their area had a community/residents' association and the same proportion were unsure; 23% said their area did not have a community/residents' association.
- More than half (45; 54%) of those who said their area had a community association felt it was representative of the community as a whole.
- Almost three-quarters (74%) of all respondents said they would not consider joining a local community association, compared to 14% who said they would and 11% who were unsure. Only 1% were already members.
- Almost one-sixth (16%) were aware of the Housing Executive's Neighbourhood Warden Service. Of these respondents, only a small number had used the service.
- The most common issues that respondents said needed to be addressed were anti-social behaviour (24%) and the need for better parenting (16%)

Education

- The majority (96%) of respondents agreed that 'staying on in school is important if you want to get a good job'. (N.I. level – 84%)¹¹.
- More than four-fifths (84%) agreed that 'children in Northern Ireland get a good education'. (N.I. level – 89%).¹²
- Almost two-thirds (63%) of respondents agreed that they had enjoyed their time at school. (N.I. level – 67%)¹³.
- 39% of respondents had one or more children of school age (4-18 years).
- All (85; 100%) respondents who had at least one child of school age agreed that their child's school was a good school.
- All (85; 100%) agreed their child's school was well led and well managed.
- All respondents with children of school age (85; 100%) agreed that making sure their child attends school regularly and on time is important.

¹¹ NISRA – N.I. Omnibus Survey 2008 – Education Module

¹² NISRA – N.I. Omnibus Survey 2008 – Education Module

¹³ NISRA – N.I. Omnibus Survey 2008 – Education Module

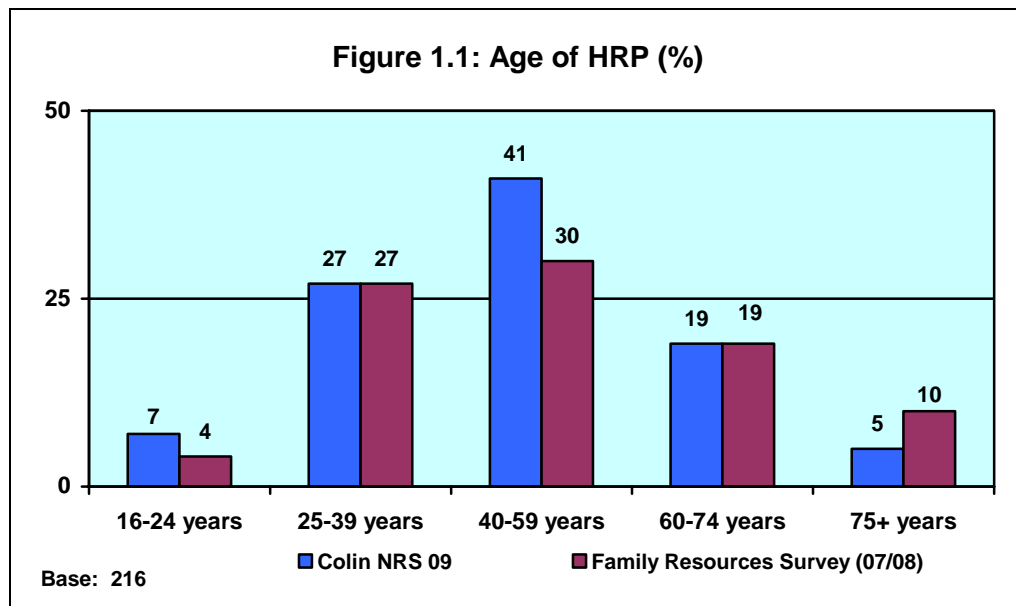
- The majority (82; 96%) of respondents said helping their child with homework is important.
- Less than one-quarter (19; 22%) of respondents said they would consider taking their child out of school during term-time for a family holiday; the remainder (66; 78%) of respondents said they would not.
- The vast majority (79; 93%) of respondents said they feel involved personally in their child's school life.

1.0 SOCIO-ECONOMIC PROFILE

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

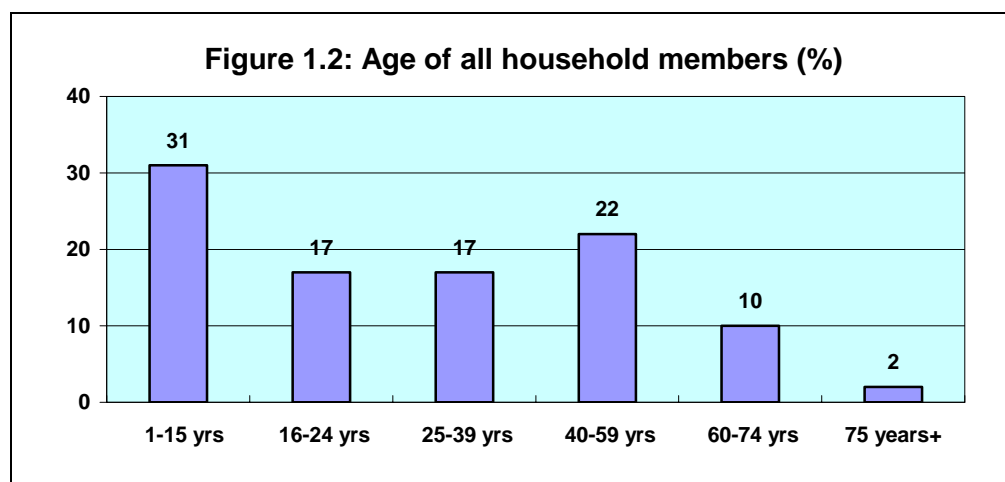
1.1 Age of Household Reference Person

The highest proportion of HRP were aged between 40 and 59 (41%); 27% were aged between 25 and 39 and 19% were between 60 and 74; 5% were aged 75 or older and 7% were between 16 and 24. Data from the 2007/8 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, 580 individuals were identified as resident in the 216 households surveyed. The age profile of residents surveyed in Colin neighbourhood renewal area was predominantly youthful: almost one-third (31%) of household members were aged under 16; a similar proportion (34%) were between 16 and 39 and 22% were between 40 and 59. A further 12% were aged 60 or older ([Figure 1.2](#); [Appendix Table 1.3](#)).

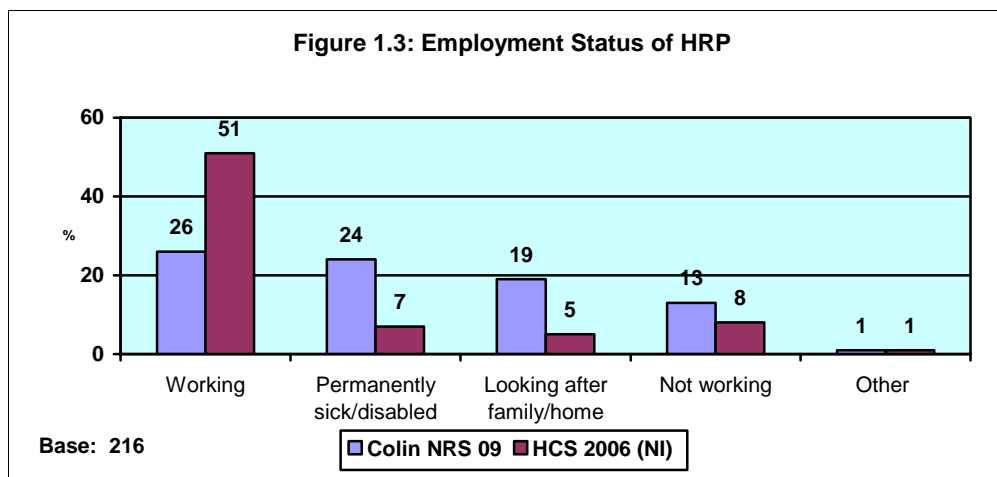


1.3 Average household size

The survey found that the average household size in Colin NRA was 2.7, larger than the Northern Ireland average of 2.5¹⁴.

1.4 Employment Status of Household Reference Person

More than one-quarter of HRPs (26%) were working, 24% were permanently sick/disabled, 19% were looking after family/home, 17% were retired, 13% were not working and a very small proportion (1%) comprised other categories such as student (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 2006 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 Colin NRA Survey, and therefore any conclusions based on a comparison of findings should be made with caution.

Table 1A: Household Types and Definitions	Colin 2009 %	HCS 2006 (NI) %
Lone Parent (sole adult living with dependent child(ren) aged <16)	17	6
Large Adult (three or more adults - related or unrelated - and no dependent children aged <16)	15	13
Lone Adult (lone person below pensionable age)	13	14
Two Adult (two adults – related or unrelated – below pensionable age)	13	14
Two Older (two people – related or unrelated – at least one of whom is of pensionable age)	12	16
Lone Older (lone person of pensionable age - 65 years for men, 60 years for women)	11	15
Small Family (two adults - related or unrelated - living with 1 or 2 dependent children aged <16)	11	12
Large Family (two adults - related or unrelated - living with more than 2 dependent children aged <16)	9	10

¹⁴ NISRA Demography – Mid Year Population Estimates 2007

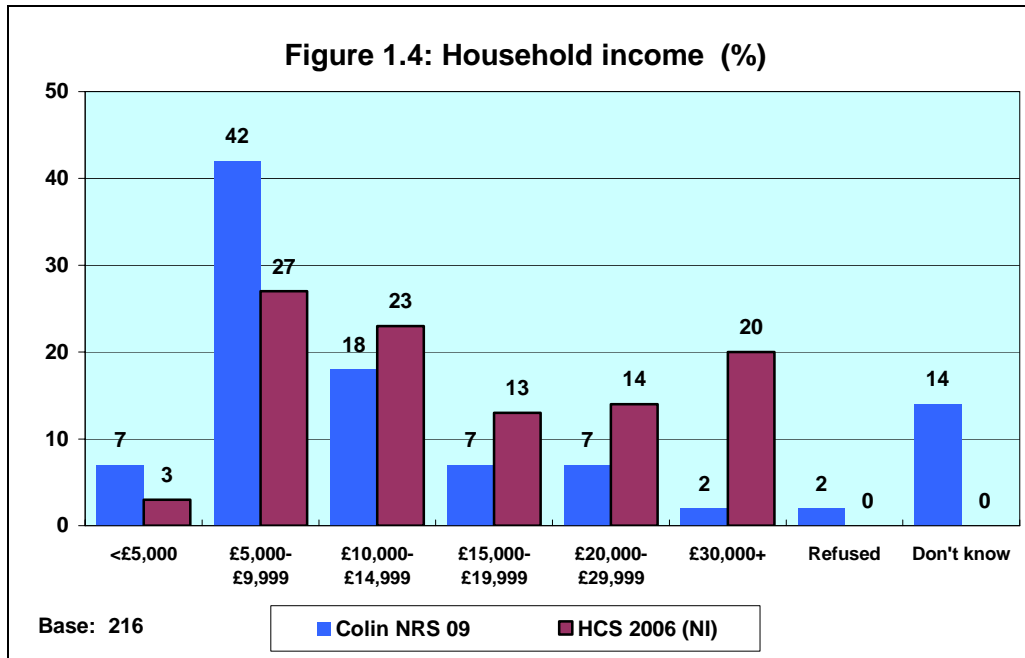
1.6 Household Type comparison with House Condition Survey 2006

Table 1A shows that lone parent households (17%) were the predominant household type, followed by large adult (15%), lone adult (13%), two adult (13%), two older (12%), lone older (11%), small family (11%) and large family (9%). There were almost three times as many lone parent households in Colin NRA (17%) as had been identified by the 2006 HCS (6%) at Northern Ireland level ([Appendix Table 1.5](#)).

1.7 Annual household Income

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

Almost half (49%) of respondents said their annual gross household income was less than £10,000. Almost one-fifth (18%) said it was between £10,000 and £14,999 and 14% said it was between £15,000 and £29,999. Full income details are in the appendix tables and data from the HCS 2006 are included in the graph below for reference ([Figure 1.4](#); [Appendix Table 1.6](#)).



1.8 Benefits

The main benefits received by HRP were Housing Benefit (57%), Income Support (46%) and Disability Benefit (41%). 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	57%	5%
Income Support	46%	10%
A Disability Benefit	41%	30%
Child Benefit	37%	31%
Child Tax Credit	23%	16%
Retirement Pension	18%	12%
Incapacity Benefit	14%	12%
Pension Credit	13%	9%
Working Tax Credit	12%	9%
Other including Carers allowance	5%	4%
Jobseekers Allowance	2%	-

1.9 Long-term Illness or Disability

More than two-fifths (41%) of respondents said they or someone in their household had a disability that affected their normal day-to-day activities. Of these respondents, more than four-fifths (75; 84%) said their household had one disabled member and 16% had two or more disabled members ([Appendix Tables 1.8 and 1.9](#)).

1.10 Household Religion

Almost all HRPs (99%) described their household religion as Catholic. ([Appendix Table 1.10](#)).

1.11 Ethnic Origin and Nationality of Household Reference Person

All HRPs (100%) were white ([Appendix Table 1.11](#)).

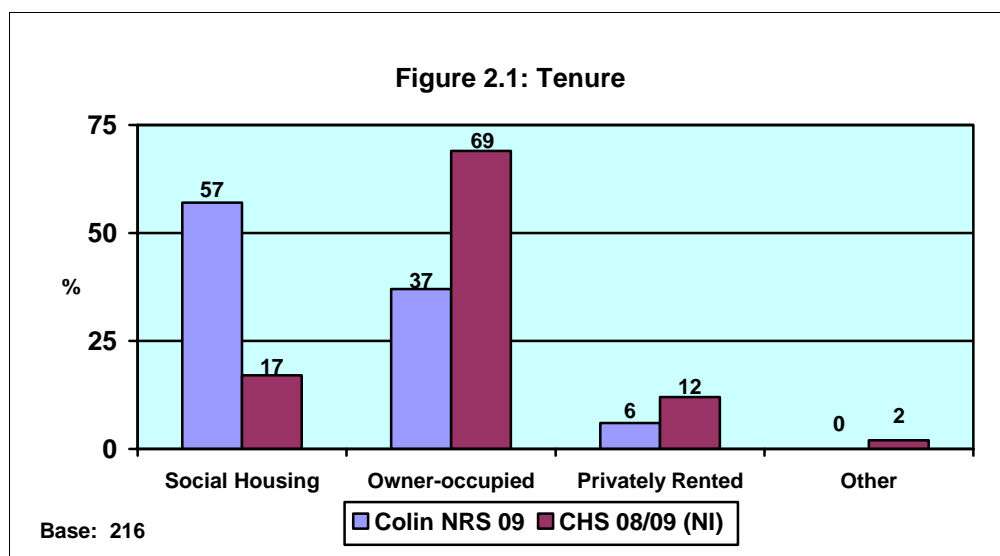
More than four-fifths (80%) of HRPs were Irish, 13% were Northern Irish, 6% were British and the remainder (1%) stated other nationalities ([Appendix Table 1.12](#)).

2.0 CHARACTERISTICS OF THE HOME AND AREA

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

More respondents lived in social housing (57%) than the owner-occupied sector (37%); 6% lived in privately rented accommodation. Data at the Northern Ireland level from the 2008-9 Continuous Household Survey are included in the graph below for reference ([Appendix Table 2.1](#)).



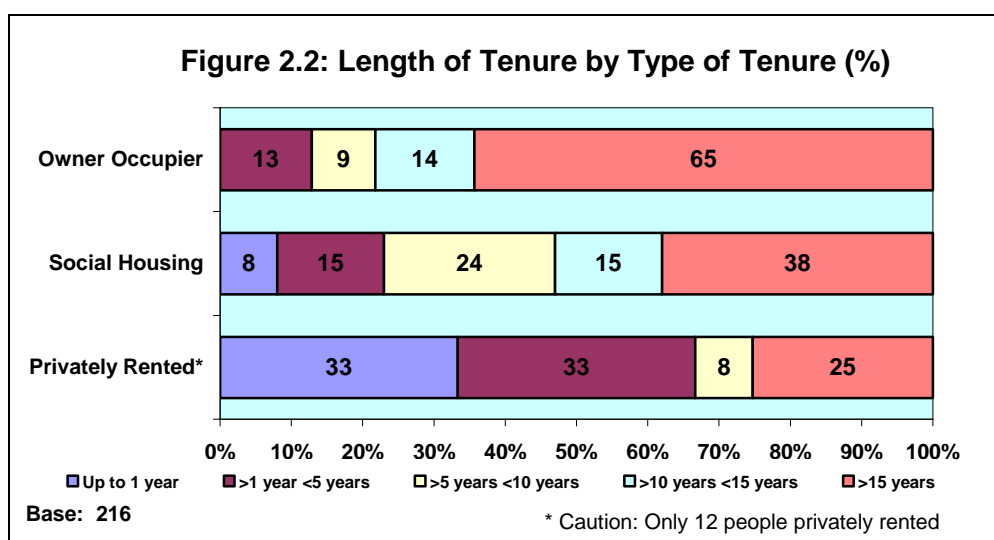
2.2 Length of time living in Colin NRA

Almost half (47%) of respondents had lived in the Colin NRA for more than 15 years. The remaining 53% had lived there for less than 15 years ([Appendix Table 2.2](#)).

2.3 Almost half (47%) of respondents said they had lived within the Colin NRA immediately before moving to their present home. More than two-fifths (42%) had lived outside the Lisburn City Council area and 7% had lived previously outside the Colin NRA but within the Lisburn City Council area. A further 5% had never lived anywhere else other than their present home ([Appendix Table 2.3](#)).

2.4 Tenure by length of time living in Colin NRA

Analysis of length of tenure by type of tenure shows that a higher proportion of owner-occupiers (65%) than those in social housing (38%) or privately rented (25%) tenures had lived in the Colin NRA for more than 15 years. Further detail is in [Figure 2.2](#) and [Appendix Table 2.4](#).



2.5 Dwelling Type

More than three-quarters (76%) of respondents said they lived in a house; 16% lived in a bungalow and 7% lived in a flat ([Appendix Table 2.5](#)).

2.6 Home Security

Home security measures in respondents' homes included window locks (59%), security lights (34%), door chains (18%), burglar alarms (9%) and door viewers (5%) ([Appendix Table 2.6](#)).

2.7 Smoke Alarms

Almost all respondents (96%) had at least one smoke alarm in their dwelling: 46% had two, 27% had one and 23% had three or more smoke alarms. A small proportion (4%) of respondents had no smoke alarms installed ([Appendix Table 2.7](#)).

2.8 Vehicle Ownership and parking

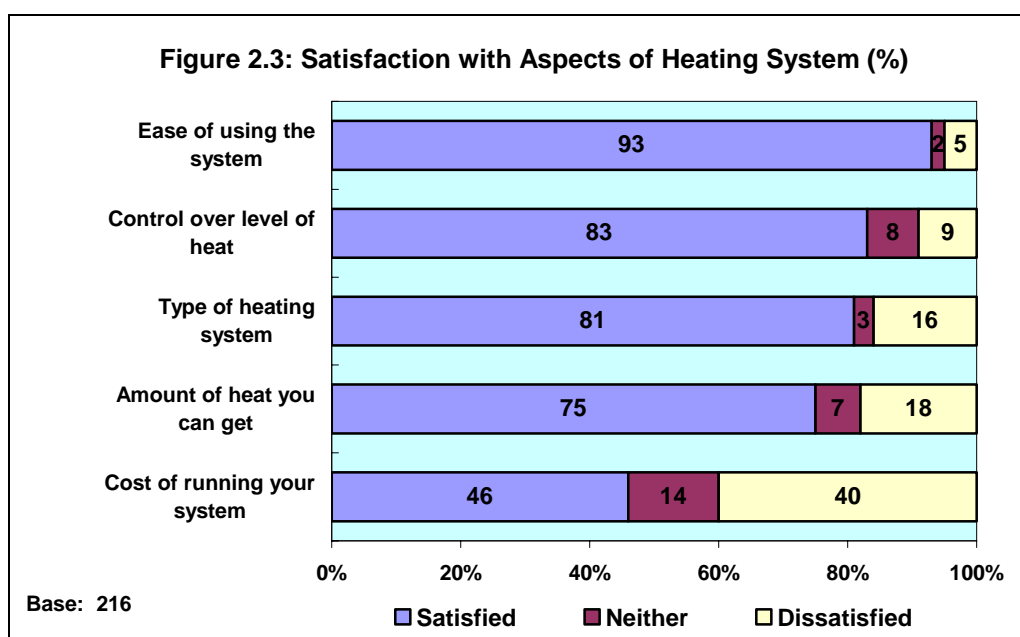
Respondents were asked how many cars or other vehicles were owned or available for use by anyone in their household. Almost half (49%) of respondents had no vehicles; 42% had one vehicle and 9% had two or more vehicles. Respondents' most common areas for parking in Colin NRA were in a driveway (68%), on the street (26%) or in a garage (5%) ([Appendix Tables 2.8 and 2.9](#)).

2.9 Heating System

Almost all respondents (99%) had full central heating in their home. The main heating sources in the majority of homes represented in the survey were oil-fired with radiators (48%) and mains gas (45%). The remainder had solid fuel systems (5%) and Economy 7 (1%) ([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 93% satisfaction with the ease of use of the system to 75% satisfaction with the amount of heat. However, two-fifths (40%) of respondents reported their dissatisfaction 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 (43; 60%), money needed for other priorities (39; 54%) and low household income (39; 54%) were contributing factors ([Appendix Tables 2.13-2.15](#)).

2.12 Warm Homes Scheme

More than one-third (34%) of respondents had heard of the Warm Homes Scheme. Awareness of the scheme was proportionately highest among owner-occupiers (38; 48%) and lowest among social housing tenants (31; 25%) ([Appendix Table 2.16](#)).

2.13 Size of Home

Four-fifths (80%) of respondents said their home was about the right size; 15% said it was too small and 5% said it was too big ([Appendix Table 2.17](#)).

2.14 Satisfaction with Home

Almost nine out of 10 respondents (88%) were satisfied with their home; 4% were neither satisfied nor dissatisfied and 9% were dissatisfied. Respondents' main reasons for dissatisfaction were varied and included the state of repair and size of dwelling ([Appendix Tables 2.8 and 2.19](#)).

2.15 House Sales and Transfers

Respondents living in social housing (NIHE or Housing Association properties – 57% of all respondents) were asked about their intentions to purchase or transfer from/exchange their dwelling. Only 5% of these respondents said they intended to buy their home during the next two years; the majority (93%) did not intend to buy their home and a small proportion (2%) were unsure ([Appendix Table 2.20](#)).

Transfer applications

Of the 118 respondents who did not (or who were unsure if they did) intend to buy their home, 16% said they had applied for a transfer from their present property during the previous two years and 8% intended to apply for a transfer during the next 12 months. Most (18) of the 27 respondents who had applied, or intended to apply for a transfer wished to remain within the local

area. The most common reason for wanting to transfer was 'anti-social behaviour' or 'house too small' ([Appendix Tables 2.21-2.24](#)).

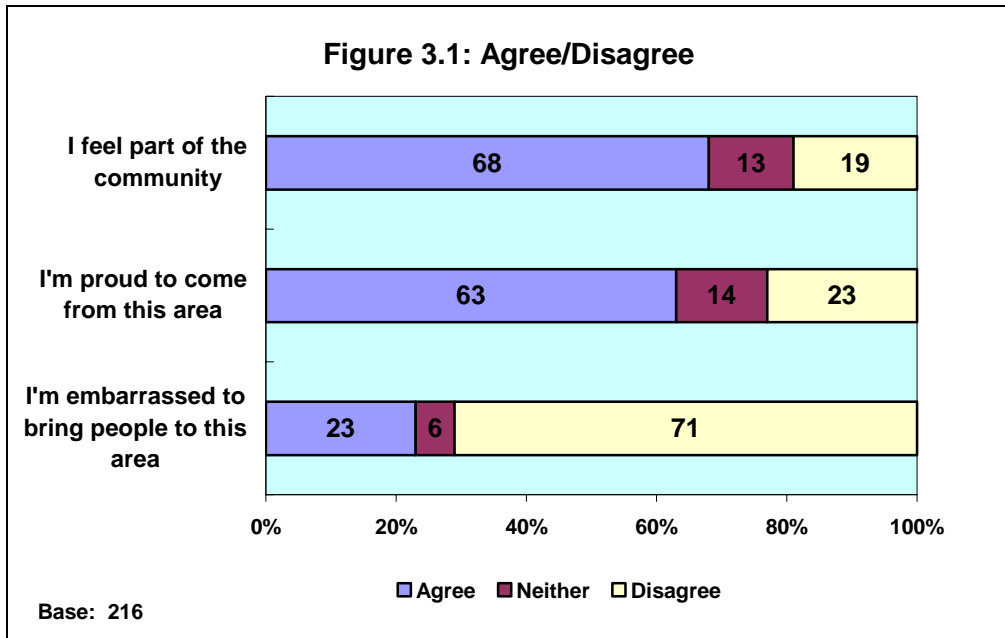
3.0 COLIN NRA

This chapter presents an analysis of findings relating to respondents' perceptions of life in the Colin NRA, including opinions of the area, crime and antisocial behaviour and sense of community safety.

3.1 Perceptions about the area

Respondents were asked how much they agreed or disagreed with a number of statements related to their area (Figure 3.1; Appendix Table 3.1):

- More than two-thirds (68%) agreed that they really felt part of the community living in the area; 13% neither agreed nor disagreed and 19% disagreed.
- More than three-fifths (63%) agreed that they were proud to come from the area; 14% neither agreed nor disagreed and 23% disagreed.
- Almost three-quarters (71%) disagreed that they felt embarrassed to bring people to the area; 6% neither agreed nor disagreed and 23% agreed with this statement.



3.2 More than two-fifths (43%) of respondents thought the area was not really changing. Similar proportions thought the area was changing for the better (29%) and changing for the worse (28%) (Appendix Table 3.2).

3.3 Among the 29% (62 respondents) who thought the area was changing for the better, the reasons they gave included less anti-social behaviour (28; 38%) and area kept cleaner (8; 11%). Among the 28% (61 respondents) who said the area was changing for the worse, the most common reasons were anti-social behaviour (22; 34%) and issues with young people (15; 23%) (Table 3A, Appendix Table 3.3).

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

Changing for the Better	N	%	Changing for the Worse	N	%
Less anti-social behaviour	28	38	Anti-social behaviour	22	34
Area kept cleaner/tidier	8	11	Issues with young people	15	23
Fewer young people/grown up	6	8	Too many properties built in area	5	8
Facilities for children	4	6	No facilities for young people	4	6
Nice area/good neighbours	4	6	Problems with neighbours	3	5
Landscaping	4	6	Don't care for property	2	3
Taking more pride in houses/area	3	4	Litter/area more dirty	2	3
Improving the area	3	4	Unsafe	2	3
New sports facilities	2	3	Other including no community spirit, area run down and empty properties, strangers, traffic problems.	9	14
New houses in the area	2	3			
Other including improved transport, improvements to area, improved roads, community spirit, better facilities.	9	12			
TOTAL	73	100	TOTAL	64	100

Base: 62 respondents who gave 73 reasons

Base: 61 respondents who gave 64 reasons

3.4 Perceptions of anti-social behaviour in Colin 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 2008/09 (NICS), the following seven strands of ASB were used to form a composite measure to gauge the overall perceived level of ASB and to allow comparison between levels of perceived ASB in Colin NRA and the N Ireland level.

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 59% of people in Colin NRA perceived the level of ASB in their local area to be high. The equivalent figure for Northern Ireland was 14%.

3.6 The ASB types most likely to be perceived by respondents as very/fairly big problems in the local area were:

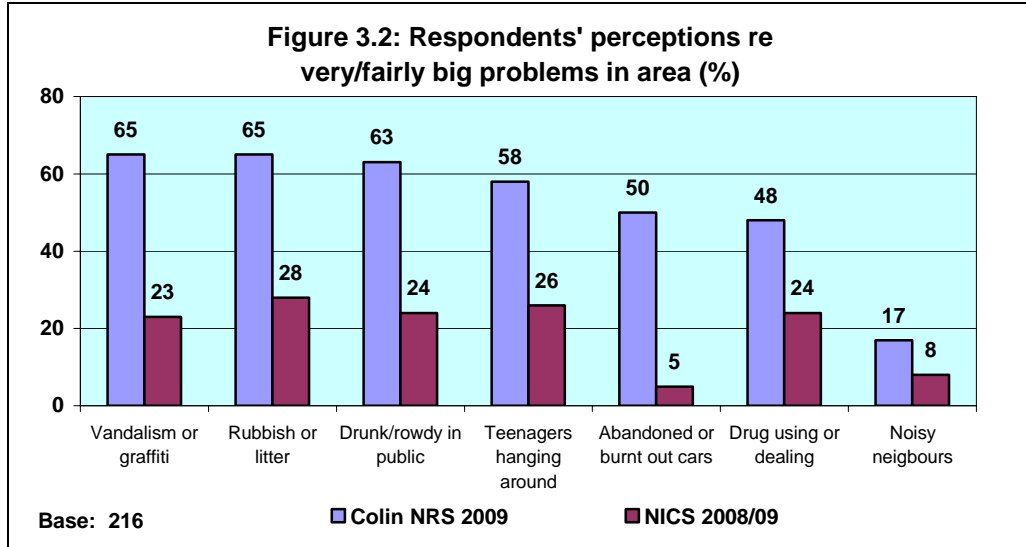
- rubbish or litter lying around (65%);
- vandalism, graffiti and other deliberate damage to property (65%); and
- people being drunk or rowdy in public places (63%).

The most commonly perceived problems at Northern Ireland¹⁵ level were:

¹⁵ NICS 2008/09: Perceptions of Crime Research and Statistical Bulletin 1/2010

- 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 Colin survey show that respondents perceived noisy neighbours (17%) to be the least problematic type of ASB. The least commonly perceived ASB problems at Northern Ireland level were noisy neighbours (8%) and abandoned or burnt out cars (5%).

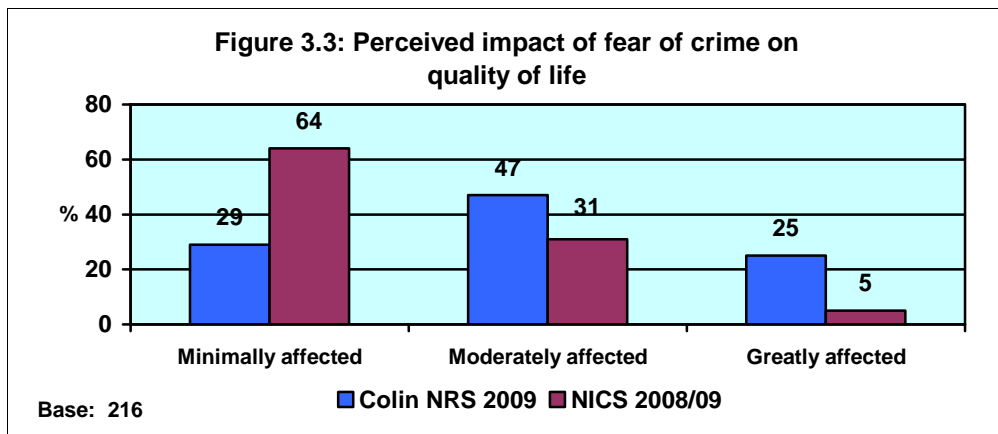


3.8 Perceptions of the effect of ‘fear of crime’ on quality of life

Respondents were asked to rate, on a scale of 1 to 10, how much their quality of life was affected by fear of crime. In order to standardise the results, the following conventions have been used to gauge the effect of ‘fear of crime’ on quality of life:

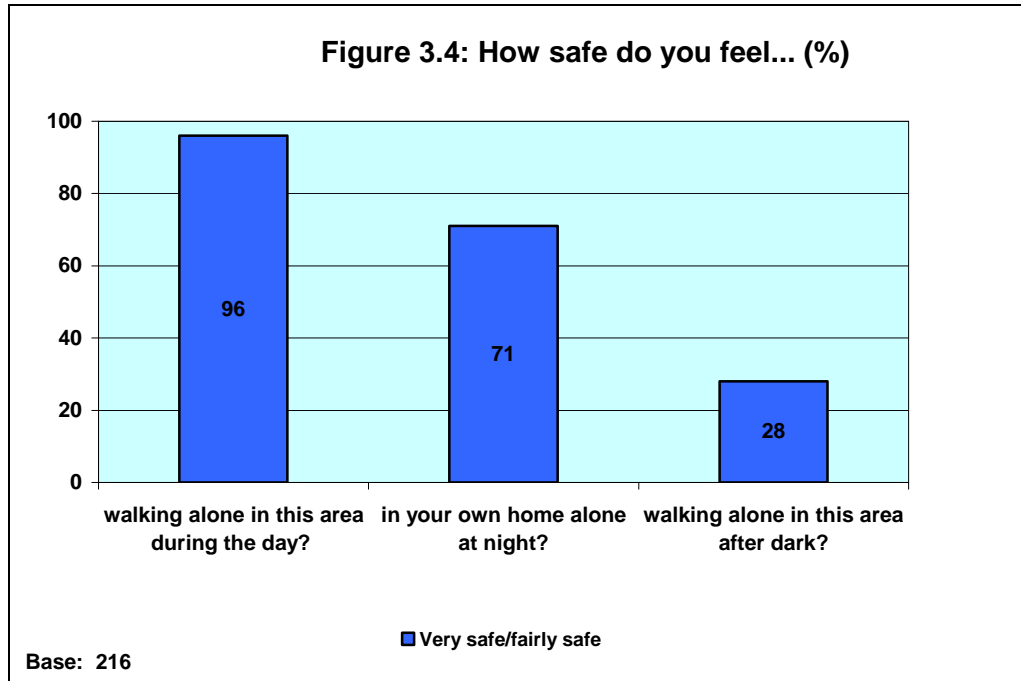
1. minimally affected (responded in the range 1 to 3);
2. moderately affected (responded in the range 4 to 7); and
3. greatly affected (responded in the range 8 to 10).

3.9 More than one-quarter (29%) of respondents in Colin NRA felt that ‘fear of crime’ had a minimal impact on their quality of life and almost half (47%) said it had a moderate affect. One in four respondents (25%) 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.



3.10 Perceptions about personal safety

The vast majority (96%) of respondents said they felt safe walking alone in the area during the day. In contrast, fewer respondents (28%) said they felt safe walking alone in the area at night; however, 71% felt safe in their own home when alone at night. Respondents' reasons for not feeling safe walking alone in the area after dark included fear of attack (37%) and young people hanging around (30%). Reasons are detailed fully 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 Colin NRA.

4.1 Physical changes within the Colin NRA

Almost two-thirds (65%) of respondents were not aware of any physical changes which had improved the neighbourhood within the previous 12 months. Among the remaining 35% (75 respondents) who were aware of physical changes, 58% (54 respondents) mentioned environmental improvements such as a cleaner area and fences and walls rebuilt, 15% (16 respondents) said improvements were structural such as NIHE improvement schemes and alley-gating and a further 20% (20 respondents) mentioned social improvements such as a park/play area and greater security in the area. Details of all responses are in the appendix tables ([Appendix Tables 4.1 and 4.2](#)).

4.2 Important issues that need to be addressed in the neighbourhood

Almost two-thirds (65%) of respondents thought there were issues that needed to be addressed. The most common issues cited were the need for tackling anti-social behaviour (24%), better parenting (16%) and a clean-up of the area (13%). A full breakdown of issues identified by respondents is in the appendix tables ([Appendix Tables 4.3 and 4.4](#)).

4.3 Facilities/Services/Activities in the area

Respondents were asked about the existence of certain facilities in the area and whether anyone in their household would use them. The highest proportion (69%) of respondents were aware of pre-school playgroups and 58% were aware of adult education classes. Similar proportions of respondents were aware of IT facilities (57%) and the mother and toddler group (55%). Use of these facilities varied greatly. Respondents were least aware of a men's group (12%). A summary of responses is in [Table 4A](#) and a full breakdown is in [Appendix Table 4.5](#).

Table 4A: Awareness and use of local facilities

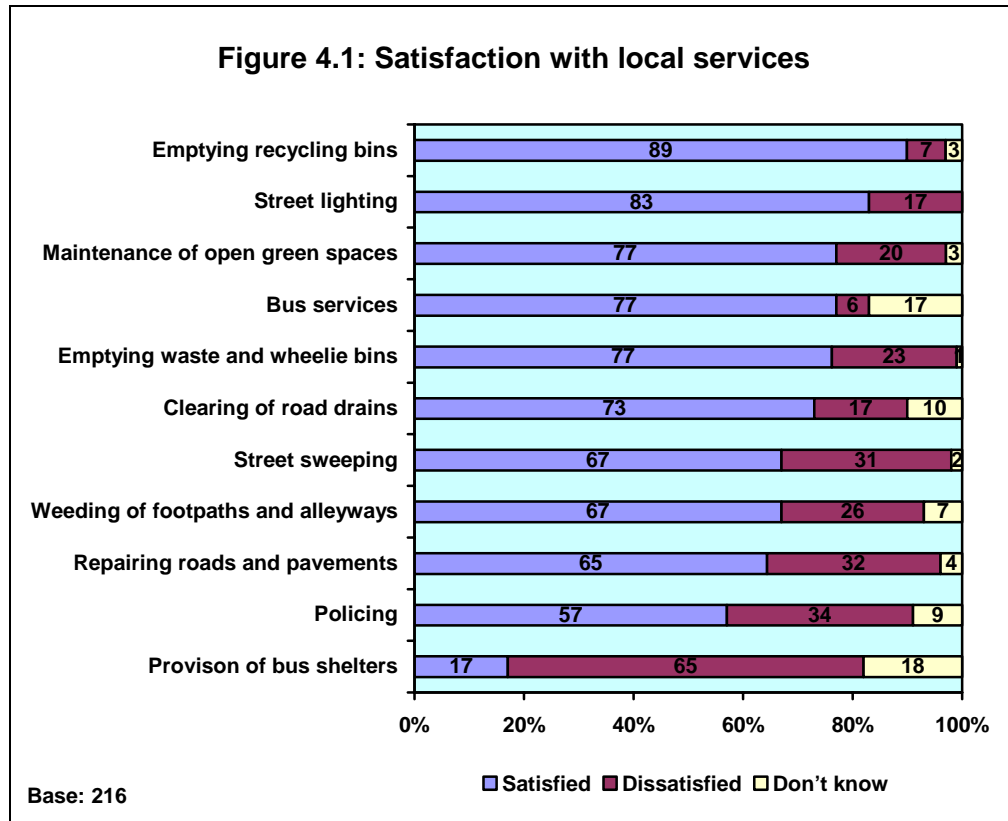
	Aware of... %	Would use... %
Pre-school play group	69	10
Adult education classes	58	19
IT facilities	57	24
Mother and Toddler Group	55	10
Extended Schools (primary)	51	30
Unemployment/Job Club	51	17

4.3 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% who were aware, only a small number (11) had used the service and almost half of these were satisfied with the service they had received and the same proportion were dissatisfied ([Appendix Tables 4.6-4.8](#)).

4.4 General services within the area

Respondents were asked about a number of general services provided in the area and whether they found them satisfactory or unsatisfactory. The highest proportion (94%) of respondents were satisfied with the emptying of recycle bins and the lowest proportion (17%) were satisfied with the provision of bus shelters. The reasons for dissatisfaction were varied and are detailed in the appendix tables (Figure 4.1: Appendix Tables 4.9-4.30).

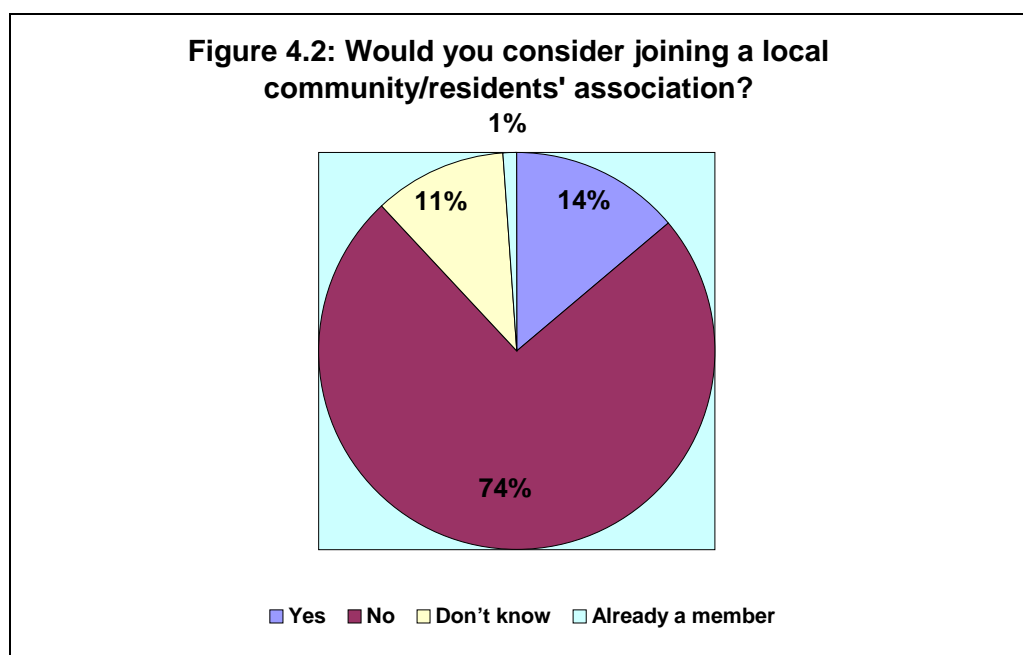


4.5 Community/Residents' Associations

Almost two-fifths (38%) of respondents said their area had a community/residents' association and the same proportion did not know. Almost one-quarter (23%) said their area did not have one. Respondents were also asked to give the name of their local community/residents' association. More than half (44; 53%) of those asked did not know the name of their local association. Full details are in the appendix tables (Appendix Tables 4.31 and 4.32).

Of the 83 respondents who said their area had a community/residents' association, more than half (45; 54%) felt the association was representative of the community as a whole and the remaining 46% said it was not representative. The reasons given were varied and are listed in the appendix tables (Appendix Table 4.33 and 4.34).

Almost three-quarters (74%) of respondents said they would not consider joining a local community/residents' association and 14% said they would consider doing so. A further 11% of respondents were undecided and 1% were already members of a local community/residents' association (Figure 4.2; Appendix Table 4.35).



4.6 Awareness of the local NRA

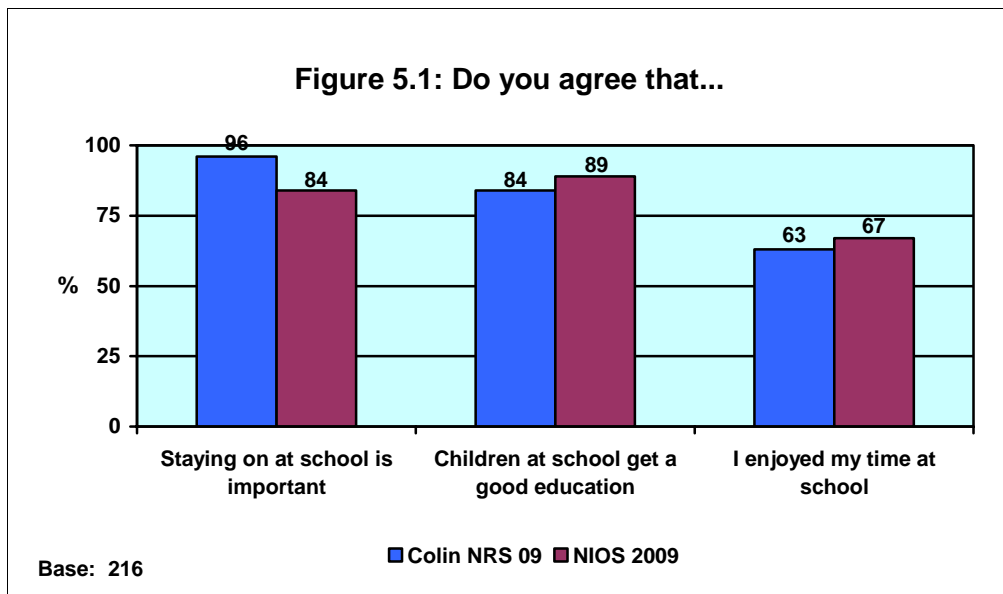
Almost three-quarters (71%) of respondents were not aware that their home was within the Colin NRA. Of the 29% who were aware that their home was within the Colin NRA, almost one-fifth (11; 18%) had contributed to the consultation process for the development of a neighbourhood renewal action plan and more than four-fifths (51; 81%) had not. The main reason cited by the majority (38; 75%) of respondents who had not contributed to the process was that they had not known about Neighbourhood Renewal. The reasons given were varied and are listed in the appendix tables ([Appendix Tables 4.36-4.39](#)).

5.0 EDUCATION IN COLIN 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 and opinions of educational provision in Colin NRA. The results of the latest education module of the 2009 Northern Ireland Omnibus Survey¹⁶ (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 Colin NRA Survey, and therefore any conclusions based on a comparison of findings should be made with caution.

5.1 General opinions on education

All respondents were asked how much they agreed or disagreed with a series of statements relating to education in general. The majority (96%) agreed that staying on at school is important if one wants to get a good job. More than four-fifths (84%) agreed that children at school in Northern Ireland get a good education and 63% agreed that they had enjoyed their time at school. Results from the NIOS 2009 broadly reflect these trends (Figure 5.1; Appendix Table 5.1).



5.2 Parent Questions

Almost two-fifths (39%) of respondents were the parent/guardian of children between the ages of 4 and 18 who were still at school. Of these, almost two-fifths (31; 37%) had one child, 30 (35%) had two children and 24 (29%) had three or more children of school age who were at school. In order to select 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 and 5.3).

5.3 Primary/Secondary Education

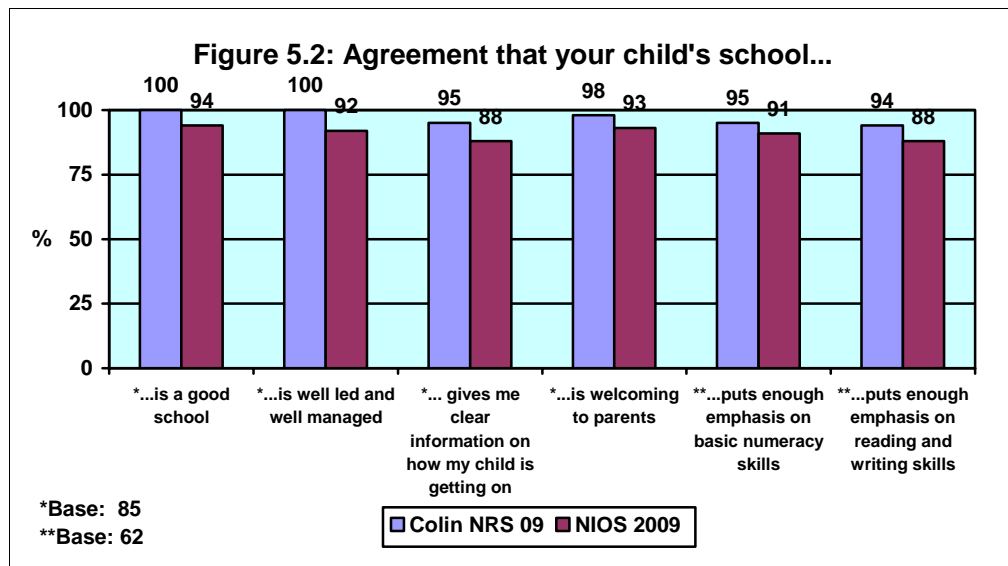
More than half (47; 55%) of respondents said their child was in primary education (Years 1 to 7) and 38 (45%) said their child was in post-primary education (Years 8-14) (Appendix Table 5.4).

¹⁶ NISRA – Northern Ireland Omnibus Survey 2009 – Education Module

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. All respondents (85; 100%) agreed that their child's school is a good school and the same proportion agreed their child's school is well led and well managed. The vast majority (84; 93%) agreed their child's school was welcoming to parents and a similar proportion (81; 95%) said their child's school gives them clear information on how their child is getting on.

The majority of the 62 respondents whose child was between Year 1 to Year 7 agreed that literacy skills (59; 95%) and numeracy skills (58; 94%) are given enough emphasis in their child's school. Results from the NIOS 2009 broadly reflect these views, illustrated in [Figure 5.2](#) and [Appendix Table 5.5](#).



5.5 Importance of parental responsibilities regarding education

All respondents (85; 100%; NIOS 2009 - 94%) who had school-age children said making sure their child attends school regularly and on time is important and a similarly high proportion (82; 96%; NIOS 2009 - 80%) said helping their child with homework is important ([Appendix Table 5.6](#)).

5.6 Term-time holidays

Less than one-quarter (19; 22%) 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 higher at Northern Ireland level as reported by the NIOS 2009, which found that 27% of parents would consider taking their child out of school during term time ([Appendix Table 5.7](#)).

5.7 Parental involvement

The vast majority (79; 93%) said they felt involved in their child's school life. This figure is higher than found at Northern Ireland level where 85% of respondents felt involved. Respondents reported different levels of involvement in their child's school, for example, attendance at parent teacher meetings (82; 97%), helping out with school dinners (15; 18%), and membership of parent teacher association (4; 5%). Findings from this survey

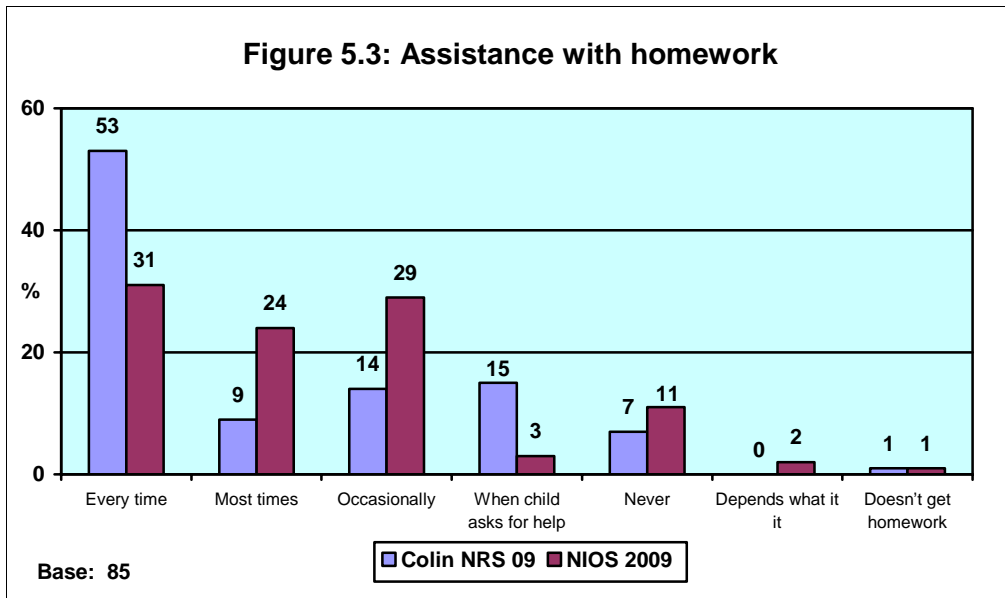
and from the 2009 NIOS at Northern Ireland level are included in [Table 5A](#) and [Appendix Tables 5.8-5.10](#).

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

Activity	Colin 2009 %	NIOS 2009 (NI) %
Attending parent teacher meetings	97	84
Helping out with dinner duties/school trips and so on	18	9
Getting involved with the Parent Teacher Association	5	20
Helping out in the classroom	4	4
Helping out with school clubs	2	6

5.8 Assistance with homework

More than half (45; 53%) of respondents with school-age children said they help their child with their homework every time. This is illustrated in Figure 5.3 which also shows data at the Northern Ireland level from the NIOS 2009 ([Figure 5.3](#) and [Appendix Tables 5.11](#)).



5.9 Confidence helping child with homework

More than two-fifths (36; 42%) said they would always feel confident helping their child with homework. Almost one-third (25; 29%) said they would feel confident most of the time and almost one-fifth (15; 18%) said they would feel confident some of the time. More than one-tenth (9; 11%) never felt confident ([Appendix Table 5.12](#)).

5.10 Children of primary school age

Of those 85 respondents (39% of all respondents) who had children still at school, more than two-thirds (62; 73%) said their child was between Year 1 and Year 7 ([Appendix Tables 5.13](#)).

5.11 Working in schools

All respondents were asked if they had ever worked in a school; 20% said they had done so ([Appendix Table 5.15](#)).

APPENDICES

Survey Methodology

Ipsos Mori 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. Interviewers, who made up to five attempts to achieve an interview at each issued address, unless a sampled household had notified Ipsos Mori 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 Rates

The Colin Neighbourhood Renewal Survey was based on a random sample of 380 households from all tenures in the Colin Neighbourhood Renewal Area.

On completion of fieldwork, 22 addresses in the sample were ineligible due to being vacant, non-residential or derelict, which reduced the valid sample to 358 addresses. A total of 216 completed interviews, therefore, gave a response rate of 60% (Table A1).

Table A1

Breakdown of response:		
	Number	%
Original target sample	380	
Vacant/Derelict/ Inaccessible	22	
Non residential	0	
Revised target sample	358	100
Refusals	39	11
Non-contacts	92	26
Other*	11	3
Actual interviews achieved	216	60

* The other category includes those addresses that were indicated by the interviewer as having been successful but the related interview data was lost due to a technical problem.

Sample Error

The proportion of respondents who gave a particular answer was only an estimate of the proportion of all potential respondents in Colin 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 in 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 $\pm 5.6\%$. Therefore, there are 95 chances in 100 that the true figure lies between 74.4% and 85.6%.

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	or 50
Sample error:	3.0	4.2	5.0	5.6	6.0	6.4	6.6	6.8	6.9	6.9

Reporting Conventions

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

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

Since the total achieved sample in this survey is 216 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.

Colin**NEIGHBOURHOOD RENEWAL SURVEY**

Good morning/ afternoon/ evening. My name is ... and I am calling on behalf of Ipsos Mori Market Research. The Northern Ireland Housing Executive has asked Ipsos Mori to undertake a survey of people living in the Colin area. The aim of the survey is to understand your views of the type of housing you live in and your perceptions of Colin 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 Colin area but within the Lisburn Council area	2
Outside the Lisburn Council area	3
Have never lived anywhere else	4

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

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

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

Please circle one response only

Rent from Housing Executive	1
Rent from Housing Association	2
Rent Privately	3
Owner Occupier	4
Purchased through Co-ownership	5
Other, <i>please specify</i>	6

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

Please circle one option for each

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

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

Please circle one response in each column

One	1
Two	2
Three or more	3
None	4

S1q9 How many cars or other vehicles are owned or available for use, by one or more members of your household?

Please circle one response only

One	2
Two	3
Three or more	4
None	1

Continue

Go to question S1q11

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

Please circle one response only

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

S1q11 Do you have central heating in your home?

Please circle one response only

Yes – full	1
Yes – partial	2
No	3

S1q12 What is your **main** source of heating?

Please circle one response only

Oil Fired with radiators	1
Mains Gas	2
Bottled/Tank gas	3
Economy 7	4
Electric fire (not Economy 7)	5
Solid Fuel Open Fire (with radiators)	6
Solid Fuel Open Fire (no radiators)	7
Solid Fuel Glass Fronted Fire (with radiators)	8
Solid Fuel Glass Fronted Fire (no radiators)	9
Other, <i>please specify</i>	10

SHOW CARD S1q13

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

First...

Please circle one response on each line

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
...the type of heating system	1	2	3	4	5
the cost of running your system	1	2	3	4	5
the amount of heat that you can get	1	2	3	4	5
the control over the level of heat	1	2	3	4	5
the ease of use of the system	1	2	3	4	5

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

Please circle one response only

Yes	1
No	2

Go to question S1q15

Go to question S1q16

S1q15 Thinking about the last occasion, which of the following factors were responsible for your inability to adequately heat your home?

Please circle one answer for each line

	Yes	No
The cost of domestic fuel	1	2
Low household income	1	2
Money needed for other priorities	1	2
Other, <i>please specify</i>	1	2

S1q16 Have you heard of the Warm Homes Scheme (which provides a package of energy efficiency and heating measures to owner occupiers and people living in privately rented accommodation)?

PROMPT IF REQUIRED

Please circle one response only

Yes	1
No	2

S1q17 Would you say that your home is?

Please circle one response only

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

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

PROBE TO PRECODE

Please circle one response only

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

Go to Section 2

Go to question S1q19

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

1.

2.

Section 2 – Future Intentions

THE FOLLOWING QUESTIONS ARE FOR **HOUSING EXECUTIVE AND HOUSING ASSOCIATION TENANTS ONLY – CHECK S1q4 CODES 1&2.**

IF NOT A HOUSING EXECUTIVE/ASSOCIATION TENANT PLEASE GO TO **SECTION 3**

S2q1 Do you intend to buy your home from the Housing Executive/Housing Association within the next 2 years?

Yes	1
No	2
Don't know	3

Please circle one response only

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?

Yes	1
No	2

Please circle one response only

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?

Yes	1
No	2

Please circle one response only

Go to question S2q4

Go to Section 3

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

Please circle one response only

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

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

1
2
3

Section 3 – Your Neighbourhood

THE FOLLOWING QUESTIONS ARE TO BE ANSWERED BY ALL RESPONDENTS

SHOWCARD S3q1

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

Please circle one response on each row

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

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

Changing for the better	1
Not really changing	2
Changing for the worse	3

Please circle one response only

Go to question S3q3

Go to question S3q4

Go to question S3q3

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

1
2
3

SHOWCARD S3q4

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

ROTATE AND TICK START POINT

Please circle one answer for each line

	Very big problem	Fairly big problem	Not a very big problem	No problem at all
Noisy neighbours or loud parties	1	2	3	4
Teenagers hanging around on streets	1	2	3	4
Rubbish or litter lying about	1	2	3	4
Vandalism, graffiti and other deliberate damage to property or vehicles	1	2	3	4
People using or dealing in drugs	1	2	3	4
Abandoned or burnt out cars	1	2	3	4
People being drunk or rowdy in public places	1	2	3	4

S3q5 How much is your own quality of life affected by fear of crime on a scale from 1 to 10, where 1 is no effect and 10 is a total effect on your quality of life?

Please circle one response only

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

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

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

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

Too old	1
Ill/sick/disabled	2
Family responsibilities	3
Fear of being mugged or physically attacked	4
Fear of burglary/vandalism	5
Fear of becoming a victim of crime	6
Fear of being subject to or witnessing anti-social behaviour	7
Fear of receiving verbal abuse	8
Young people hanging around	9
People using or dealing drugs	10
Other specify	11

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

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

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

DO NOT READ OUT – CODE ONE REASON ONLY

Too old	1
Ill/sick/disabled	2
Family responsibilities	3
Fear of being mugged or physically attacked	4
Fear of burglary/vandalism	5
Fear of becoming a victim of crime	6
Fear of being subject to or witnessing anti-social behaviour	7
Fear of receiving verbal abuse	8
Young people hanging around	9
People using or dealing drugs	10
Other specify	11

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

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

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

Yes	1
No	2

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

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

1
2
3

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

Yes	1
No	2

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

S4q4 What are the most important issues in your neighbourhood that you would like to see addressed? Please limit your responses to 3 issues

1
2
3

ASK ALL

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

Ask all

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

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

S4q20 Neighbourhood Renewal Action Plans have been developed for your area. Did you contribute to the consultation process for the development of the Neighbourhood Renewal action plan for your area?

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

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

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

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

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

Section 5 – Education**READ OUT**

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

Ask all respondents**SHOW CARD S5Q1**

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

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

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

Yes	1
No	2

Go to question S5q3

Go to question S5q13

If not parent/guardian go to question S5q13.

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

Enter
number

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

S5q4 What year is the child in at school?

IF MORE THAN ONE CHILD ASK

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

Enter Year 1 to 14

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

Questions S5q5 to S5q11 refer to the child selected at S5q4

SHOW CARD S5Q1 AGAIN

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

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

S5q6 I am now going to read out a list of responsibilities parents have told the Department of Education about. For each one can you tell me how important it is to you? **PROBE TO PRECODE**

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

S5q7 Sometimes parents take their child out of school during term time, for example, on a family break or holiday. Would you consider doing this yourself?

Yes	1
No	2

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

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

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

	Yes	No
Go to parent teacher meetings	1	2
Help out in the classroom	1	2
Help out with dinner duties/school trips and so on	1	2
Help out with school clubs	1	2
Get involved with the Parent Teacher Association (PTA)	1	2
None of these	1	2
Other, <i>please specify</i>	1	2

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

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

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

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

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

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

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

Record if children in the household years 1 to 7

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

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

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

Ask all respondents

S5q13 Have you ever worked in a school?

Yes	1
No	2

Section 6 – You and Your Household

We need to know some details about you and the people who live with you

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

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

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

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

Please circle one response only

Yes	1
No	2

Go to question S6q2

Go to question S6q3

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

Please circle one response only

1	2	3+
---	---	----

S6q3 How many people live in this household?

Now go to question S6q4

S6q4 Could you please tell me who lives here and how they are related to the **Household Reference Person (HRP)**. *This is the person who would be considered to be the head of the household.* Please circle a response that applies to each person starting with the Household Reference Person working down the categories. [A family unit cannot span more than 2 consecutive generations (eg. Mother and child {family unit 2} living with parents {family unit 1})].

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

SHOWCARD S6q5

S6q5 Using the letter from this card, could you tell me the approximate **total GROSS WEEKLY/MONTHLY/ANNUAL income** from all sources for yourself and your partner (if you have one). That will be the amount before deductions of income tax, National Insurance and other compulsory deductions. Please take into account any money you may have from employment including bonuses, overtime, pensions and state pensions, benefits and interests from savings. Exclude money you may receive from other members of the household.

Please circle one response only

Less than £5,000 per year
£5,000 - £9999 per year
£10,000 - £14,999 per year
£15,000 - £19,999 per year
£20,000 - £24,999 per year
£25,000 - £29,999 per year
£30,000 - £34,999 per year
£35,000 - £39,999 per year
£40,000 - £49,999 per year
£50,000 or more per year
Refused
Don't Know

SHOW CARD S6q6

S6q6 Does the Household Reference Person or partner (if applicable) receive any of the following benefits? (If no partner code N/A)

Please circle a response for each benefit the household reference person and partner, if applicable, receives.

	Household Ref Person				Partner				
	Yes	No	Ref	DK	Yes	No	Ref	N/A	DK
Child Benefit	1	2	7	9	1	2	7	8	9
A Disability Benefit	1	2	7	9	1	2	7	8	9
Incapacity Benefit	1	2	7	9	1	2	7	8	9
Housing Benefit	1	2	7	9	1	2	7	8	9
Income Support	1	2	7	9	1	2	7	8	9
Jobseeker's Allowance	1	2	7	9	1	2	7	8	9
Retirement Pension (inc works pension)	1	2	7	9	1	2	7	8	9
Working Tax Credit	1	2	7	9	1	2	7	8	9
Child Tax Credit	1	2	7	9	1	2	7	8	9
Pension Credit	1	2	7	9	1	2	7	8	9
Other Benefits, please specify	1	2	7	9	1	2	7	8	9

SHOWCARD S6q7

S6q7 The Housing Executive has a policy of promoting complete equality in the provision of housing and housing related services in Northern Ireland. In order to help monitor this it would be helpful if you would describe the religious composition of this household **using the numbers on the card?**

Please circle one response only

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

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

THANK YOU VERY MUCH FOR YOUR HELP

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

Date:

Signed

TABULAR ANALYSIS¹

1. Socio-economic profile

Table 1.1: Age of HRP

	Number	Percent
16-24	16	7
25-39	59	27
40-59	88	41
60-74	41	19
75+	10	5
Refused	2	1
Total	216	100

Base: 216 respondents

Table 1.2: Gender of HRP by Age of HRP

	16-24	25-39	40-59	60-74	75+	Ref	All
Male	4 25%	25 42%	35 40%	15 37%	3 30%	1 50%	83 38%
Female	12 75%	34 58%	53 60%	26 63%	7 70%	1 50%	133 62%
Total	16 100%	59 100%	88 100%	41 100%	10 100%	2 100%	216 100%

Base: 216 respondents

Table 1.3: Age of all household members

	Number	Percent
1-15	177	31
16-24	101	17
25-39	99	17
40-59	130	22
60-74	56	10
75+	13	2
Refused	4	1
Total	580	100

Base: 216 respondents

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

Table 1.4: Employment Status HRP

	Number	Percent
Permanent sick/disabled	51	24
Looking after family/home	42	19
Retired (excludes looking after home)	36	17
Employed full-time	31	14
Employed part-time	20	9
Not working long-term (> 1 year)	19	9
Not working short-term (< 1 year)	8	4
Self employed	7	3
Student (further/higher education)	1	1
Refused	1	1
Total	216	100

Base: 216 respondents

Table 1.5: Household Type comparison with House Condition Survey 2006

Household Type Definitions	Colin 2009 %	HCS 2006 %
Lone Parent (sole adult living with dependent child(ren) < 16)	17	6
Large Adult (three or more adults - related or unrelated - and no dependent children < 16)	15	13
Lone Adult (lone person below pensionable age - 65 years for men, 60 years for women)	13	14
Two Adults (two people – related or unrelated – below pensionable age)	13	14
Two Older (two people – related or unrelated - at least one of whom is of pensionable age)	12	16
Lone Older (lone person of pensionable age - 65 years for men, 60 years for women)	11	15
Small Family (any two adults - related or unrelated - living with 1 or 2 dependent children < 16)	11	12
Large Family (any two adults - related or unrelated - living with more than 2 dependent children < 16)	9	10

Base: 216 respondents

Table 1.6: Annual household Income

	Number	Percent
Less than £5000	15	7
£5001 to £9999	90	42
£10000 to £14999	38	18
£15000 to £19999	16	7
£20000 to £24999	7	3
£25000 to £29999	9	4
£30000+	5	2
Refusal	5	2
Don't know	31	14
Total	216	100

Base: 216 respondents

Table 1.7: Benefits

Benefits received	Household Reference Person (%)	Partner (%)
Housing Benefit	57	5
Income Support	46	10
A Disability Benefit	41	30
Child Benefit	37	31
Child Tax Credit	23	16
Retirement Pension	18	12
Incapacity Benefit	14	12
Pension Credit	13	9
Working Tax Credit	12	9
Other including Carers allowance	5	4
Jobseekers Allowance	2	-

Base: 216 respondents

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

	Number	Percent
Yes	89	41
No	127	59
Total	216	100

Base: 216 respondents

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

	Number	Percent
One	75	84
Two	12	15
Three or more	1	1
Total	89	100

Base: 89 respondents with one or more disabled members of the household

Table 1.10: Household Religion

	Number	Percent
Catholic	214	99
Protestant ,Other, None and Refused	2	1
Total	216	100

Base: 216 respondents

Table 1.11: Ethnicity of HRP

	Number	Percent
White	216	100
Total	216	100

Base: 216 respondents

Table 1.12: Nationality of HRP

	Number	Percent
Irish	173	80
Northern Irish	29	13
British	13	6
Other	1	1
Total	216	100

Base: 216 respondents

2. Characteristics of the home and area

Table 2.1: Tenure

	Number	Percent
Social Housing	124	57
Owner occupier	80	37
Rent privately	12	6
Total	216	100

Base: 216 respondents

Table 2.2: Length of time living in Colin NRA

	Number	Percent
Up to a year	14	7
1 year or more but less than 5	33	15
5 years or more but less than 10	38	18
10 years or more but less than 15	29	13
More than 15 years	102	47
Total	216	100

Base: 216 respondents

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

	Number	Percent
Within Colin NRA	101	47
Outside Lisburn City Council area	91	42
Outside Colin NRA, but within Lisburn City Council area	14	7
Have never lived anywhere else	10	5
Total	216	100

Base: 216 respondents

Table 2.4: Tenure by Length of time living in Colin NRA

	Tenure			
	Social Housing	Rent privately	Owner occupier	Total
Up to a year	10 8%	4 33%	0 0%	14 7%
1 year or more but less than 5	19 15%	4 33%	10 13%	33 15%
5 years or more but less than 10	30 24%	1 8%	7 9%	38 18%
10 years or more but less than 15	18 15%	0 0%	11 14%	29 13%
More than 15 years	47 38%	3 25%	52 65%	102 47%
Total	124 100%	12 100%	80 100%	216 100%

Base: 216 respondents

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

	Number	Percent
House	165	76
Bungalow	35	16
Flat	16	7
Total	216	100

Base: 216 respondents

Table 2.6: Home security measures present

	Yes		No		Total	
	Num	Percent	Num	Percent	Num	Percent
Window locks	127	59	89	41	216	100
Security lights	74	34	142	66	216	100
Door chain	39	18	177	82	216	100
Burglar Alarm	20	9	196	91	216	100
Door viewer	11	5	205	95	216	100

Base: 216 respondents

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

	Number	Percent
One	58	27
Two	100	46
Three or more	50	23
None	8	4
Total	216	100

Base: 216 respondents

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

	Number	Percent
None	105	49
One	91	42
Two or more	20	9
Total	216	100

Base: 216 respondents

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

	Number	Percent
On the driveway	75	68
On the street	29	26
In the garage	6	5
Parking bay	1	1
Total	111	100

Base: 111 respondents with one or more vehicles available for use in the household

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

	Number	Percent
Yes – full	214	99
Yes – partial	2	1
Total	216	100

Base: 216 respondents

Table 2.11: What is your main source of heating?

	Number	Percent
Oil fired with radiators	104	48
Mains gas	98	45
Solid fuel open fire – with radiators	5	2
Solid fuel glass fronted fire – with radiators	5	2
Economy 7	2	1
Solid fuel open fire – no radiators	1	1
Total	216	100

Base: 216 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	%	N	%	N	%
Ease of using the system	124	57	77	36	4	2	8	4	3	1	216	100
The control over the level of heat	92	43	87	40	18	8	11	5	8	4	216	100
The type of heating system	101	47	74	34	7	3	19	9	15	7	216	100
The amount of heat that you can get	85	39	77	36	14	7	22	10	18	8	216	100
The cost of running your system	25	12	74	34	31	14	56	26	30	14	216	100

Base: 216 respondents

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

	Number	Percent
Yes	72	33
No	144	67
Total	216	100

Base: 216 respondents

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

	Yes		No		Total	
	Num	Percent	Num	Percent	Num	Percent
Cost of domestic fuel	43	60	29	40	72	100
Other priorities	39	54	33	46	72	100
Other factors	39	54	33	46	72	100
Low household income	39	54	33	46	72	100

Base: 72 respondents who have been unable to adequately heat their home in the last 12 months

Table 2.15: Specify other reasons for your inability to heat your home

	Number
Poor/faulty heating	9
Breakdowns/mechanical problems	8
Drafts	6
House difficult to heat/cool down too quickly	5
Other bills	2
Other including airlock, leaks, no insulation, older system	9
Total	39

Base: 39 respondents who gave other reasons for their inability to adequately heat their home

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

	Tenure			
	Social Housing	Rent Privately	Owner Occupier	All
Yes	31 25%	5 42%	38 48%	74 34%
No	93 75%	7 58%	42 53%	142 66%
Total	124 100%	12 100%	80 100%	216 100%

Base: 216 respondents

Table 2.17: Would you say that your home is:

	Number	Percent
About right size	173	80
Too small	32	15
Too big	11	5
Total	216	100

Base: 216 respondents

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

	Number	Percent
Very satisfied	84	39
Satisfied	105	49
Neither satisfied nor dissatisfied	8	4
Dissatisfied	13	6
Very dissatisfied	6	3
Total	216	100

Base: 216 respondents

Table 2.19: Reasons for dissatisfaction with home

	Number
Dwelling needs repair	5
Dwelling too small	4
Landlord will not do repairs	3
Anti-social behaviour	2
Damp	2
Poor standard of repairs	2
Other including, no back garden, pets/vermin, condensation, hard to heat	7
Total	25

Base: 19 respondents who were dissatisfied with the home who gave 25 reasons

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

	Number	Percent
Yes	6	5
No	115	93
Don't know	3	2
Total	124	100

Base: 124 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 two years?

	Number	Percent
Yes	19	16
No	99	84
Total	118	100

Base: 118 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	Percent
Yes	8	8
No	91	92
Total	99	100

Base: 99 respondents who did not intend to apply for a transfer

Table 2.23: Where do you wish to transfer?

	Number
Within the local area	18
To a different area	9
Total	27

Base: 27 respondents who had applied or who intend to apply for a transfer within the next 12 months

Table 2.24: Reasons for transfer

	Number
Anti-social behaviour	9
Home too small	6
Would like a bungalow/ground floor flat	3
Want to live near family	3
Don't like the area	2
Another bedroom	2
Other including too big, want a garden, house too cold	5
Total	30

Base: 27 respondents who gave 30 reasons for wanting to transfer/apply for a transfer

3. Colin NRA

Table 3.1: Perceptions about the local area

	Strongly agree		Agree a little		Neither		Disagree a little		Strongly disagree	
	N	%	N	%	N	%	N	%	N	%
I really feel part of the community	102	47	46	21	27	13	19	9	22	10
I feel proud to come from this area	93	43	44	20	31	14	21	10	27	13
I'm embarrassed to bring people to this area	21	10	29	13	12	6	39	18	115	53

Base: 216 respondents

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

	Number	Percent
Not really changing	93	43
Changing for the better	62	29
Changing for the worse	61	28
Total	216	100

Base: 216 respondents

Table 3.3: Reasons why area is changing

Changing for the Better	N	%	Changing for the Worse	N	%
Less anti-social behaviour	28	38	Anti-social behaviour	22	34
Area kept cleaner/tidier	8	11	Issues with young people	15	23
Fewer young people/grown up	6	8	Too many properties built in area	5	8
Facilities for children	4	6	No facilities for young people	4	6
Nice area/good neighbours	4	6	Problems with neighbours	3	5
Landscaping	4	6	Don't care for property	2	3
Taking more pride in houses/area	3	4	Litter/area more dirty	2	3
Improving the area	3	4	Other including no community spirit, area run down and empty properties, strangers, traffic problems.	9	14
New sports facilities	2	3			
New houses in the area	2	3			
Other including improved transport, improvements to area, improved roads, community spirit, better facilities.	9	12			
TOTAL	73	100	TOTAL	64	100

Base: 62 respondents who gave 73 answers

Base: 61 respondents who gave 64 answers

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	Total
	%	%	%	%	%
Rubbish or litter lying about	43	22	21	14	100
Vandalism, graffiti and other deliberate damage to property or vehicles	43	22	19	16	100
People being drunk or rowdy in public places	41	22	21	17	100
Teenagers hanging around on streets	39	19	22	20	100
Abandoned or burnt out cars	31	19	25	25	100
People using or dealing in drugs	31	17	27	26	100
Noisy neighbours or loud parties	10	7	28	56	100

Base: 216 respondents

Table 3.5: How much is your own quality of life affected by fear of crime – on a scale of 1 to 10? (1='no effect' to 10='total effect')

Scale:	1	2	3	4	5	6	7	8	9	10	Total
Num	21	19	21	16	42	17	27	24	10	19	216
%	10	9	10	7	19	8	13	11	5	9	100

Base: 216 respondents

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

	Number	Percent
Very safe	24	11
Fairly safe	37	17
A bit unsafe	44	20
Very unsafe	111	51
Total	216	100

Base: 216 respondents

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

	Number	Percent
Fear of being mugged or physically attacked	58	37
Young people hanging around	47	30
Fear of becoming a victim of crime	27	17
Fear of being subject to or witnessing antisocial behaviour	10	7
Too old	3	2
Fear of receiving verbal abuse	3	2
Ill/sick/disabled	2	1
Fear of burglary/vandalism	2	1
Other including Family responsibilities, Young people using or dealing drugs, Mess	3	2
Total	155	100

Base: 155 respondents who don't feel safe

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

	Number	Percent
Very safe	150	69
Fairly safe	59	27
A bit unsafe	3	1
Very unsafe	4	2
Total	216	100

Base: 216 respondents

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

	Number
Fear of becoming a victim of crime	2
Fear of being mugged or physically attacked	2
Young people hanging around	2
Fear of burglary or vandalism	1
Total	7

Base: 7 respondents who don't 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	Percent
Very safe	86	40
Fairly safe	66	31
A bit unsafe	32	15
Very unsafe	32	15
Total	216	100

Base: 216 respondents

4. Neighbourhood Renewal

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

	Number	Percent
Yes	75	35
No	141	65
Total	216	100

Base: 216 respondents

Table 4.2: Specify physical changes to your neighbourhood

	Number	Percent
Environmental improvements		
Area is cleaner	20	22
Fences/wall rebuilt/improved	13	14
Planting trees/plants/flowers/gardens	12	13
Painting area/removing graffiti	7	8
Street lighting	2	2
<i>Sub total</i>	54	58
Structural improvements		
Housing Executive's improvement to houses	7	8
New roads/road improvements	4	4
Derelict houses knocked down	2	2
Blocking alleys etc. restricting access	1	1
Better car parking	1	1
<i>Sub total</i>	15	16
Social improvements		
Park/play area	4	4
Greater security	3	3
More community activities	3	3
Football arena	2	2
Better shopping/sporting facilities/leisure facilities	2	2
A community association has been formed	2	2
Football pitch	1	1
More police/community policing	1	1
Less underage drinking/anti social behaviour	2	2
<i>Sub total</i>	20	20
Other		
Other improvements including Recycling.	4	4
Total	93	100

Base: 75 respondents who gave 93 examples of physical changes

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

	Number	Percent
Yes	140	65
No	76	35
Total	216	100

Base: 216 respondents

Table 4.4: Specify important issues that you think need to be addressed

	Number	Percent
Anti-social behaviour	40	24
Control youths/better parenting	26	16
Clean area/remove graffiti/litter	22	13
Facilities for children/young people	19	11
Greater security	7	4
Dogs	4	2
Quads/scooters/motorbikes	4	2
Better street lighting	4	2
Control access to the area	4	2
More policing	3	2
Problem neighbours	3	2
Footpaths/pathways	2	1
Derelict properties	2	1
More shops	2	1
More facilities	2	1
Drug abuse/dealing	2	1
More plants/trees/greenery	2	1
Weeding/grass cut/hedges trimmed	2	1
Other including roads, parking, housing, employment, travellers.	17	10
Total	168	100

Base: 140 respondents who gave 168 examples of issues they thought needed to be addressed

Table 4.5: Facilities/Services/Activities in the area

	Aware of	Would use	
	%	%	Number
Pre-school play group	69	10	15
Adult education classes	58	19	24
IT facilities	57	24	29
Mother and Toddler Group	55	10	12
Extended Schools (primary)	51	30	33
Unemployment/Job Club	51	17	18
Youth activities	50	25	27
Women's group	50	11	12
Sports facilities	45	33	32
Information/advice services	44	36	34
Exercise Classes	41	14	12
Senior citizens facilities	37	11	9
Health Awareness Courses	29	13	4
Childcare facility	29	3	2
Extended Schools (secondary)	27	27	16
Men's group	12	16	4
Other	3	43	3

Base: 216 respondents

Table 4.6: Did you know about the Neighbourhood Warden service provided by the Housing Executive?

	Number	Percent
Yes	34	16
No	182	84
Total	216	100

Base: 216 respondents

Table 4.7: Have you ever used the service?

	Number
Yes	11
No	23
Total	34

Base: 34 respondents who knew about the Neighbourhood Warden Service

Table 4.8: How satisfied or dissatisfied were you with the service you received?

	Number
Very/quite satisfied	5
Neither satisfied nor dissatisfied	1
Very/quite dissatisfied	5
Total	11

Base: 11 respondents who had used the Neighbourhood Warden Service

Table 4.9: Emptying of general household waste and wheelie bins

	Number	Percent
Satisfactory	166	77
Unsatisfactory	49	23
Total	216	100

Base: 216 respondents

Table 4.10: Why is emptying of general household waste unsatisfactory?

	Number
Black bins not emptied regularly enough	37
Bins left/not collected	3
Bins are stolen	3
Mess is left in bins or on street	3
Not allowed more than one bin	2
Difficulty getting new bins	1
Total	49

Base: 49 respondents who had found the emptying of household waste service to be unsatisfactory

Table 4.11: Emptying of recycling bins

	Number	Percent
Satisfactory	193	89
Unsatisfactory	16	7
Don't know	7	3
Total	216	100

Base: 216 respondents

Table 4.12: Why is emptying of recycling bins unsatisfactory?

	Number
Don't have a bin. (It was stolen)	4
More frequent collection needed	2
No information about recycling	2
Don't always lift/empty bin	2
Other including No glass recycling and Bin is never emptied	6
TOTAL	16

Base: 16 respondents who had found the emptying of recycling bins to be unsatisfactory

Table 4.13: Repairing of roads and pavements

	Number	Percent
Satisfactory	140	65
Unsatisfactory	68	32
Don't know	8	4
Total	216	100

Base: 200 respondents

Table 4.14: Why is repairing of roads and pavements unsatisfactory?

	Number
Poor roads/potholes	23
Need more repairs/improvements	14
Too slow	10
Poor pavements	7
They only repair patches of road	5
Work is incomplete/not done properly	3
Not cleaned	2
Other including Inappropriate speed ramps, Left until someone hurts themselves before fixing, Poor drainage	3
Total	68

Base: 68 respondents who had found the repairing of roads and pavements service to be unsatisfactory

Table 4.15: Street sweeping

	Number	Percent
Satisfactory	144	67
Unsatisfactory	67	31
Don't know	5	2
Total	216	100

Base: 216 respondents

Table 4.16: Why is street sweeping unsatisfactory?

	Number
Clean more often/not cleaned frequently	23
No one does it/never see it being done	24
Don't do a good job/could be cleaner/tidier	8
Too much litter/broken glass around	5
Parked cars in the way	2
Other including Major areas never cleaned, Have to do it yourself, Don't clean outside houses, Don't go out of their way to do it, Not enough manpower	5
Total	67

Base: 67 respondents who had found the street sweeping service to be unsatisfactory

Table 4.17: Clearing of road drains

	Number	Percent
Satisfactory	157	73
Don't know	22	10
Unsatisfactory	37	17
Total	216	100

Base: 216 respondents

Table 4.18: Why is clearing of road drains unsatisfactory?

	Number
Floods after heavy rain	19
Never see it being done	7
Drains block	5
Need cleaned	2
Other including Could be done more often, Not fixed properly, Have to clear drains ourselves, Need more drains/better drainage system.	4
Total	37

Base: 37 respondents who had found the clearing of road drains service to be unsatisfactory

Table 4.19: Street lighting

	Number	Percent
Satisfactory	179	83
Unsatisfactory	37	17
Total	216	100

Base: 216 respondents

Table 4.20: Why is street lighting unsatisfactory?

	Number
Need more street lighting	14
Poor maintenance/repair	9
Vandalism	5
Need brighter lights/too dark	3
Lights not on at appropriate times	3
Broken/blown bulbs	2
Other including Could be better/improved	1
Total	37

Base: 37 respondents who had found the provision of street lighting to be unsatisfactory

Table 4.21: Policing in the area

	Number	Percent
Satisfactory	124	57
Don't know	19	9
Unsatisfactory	73	34
Total	216	100

Base: 216 respondents

Table 4.22: Why is policing in the area unsatisfactory?

	Number	Percent
Should be more police/patrols in the area	34	47
Never/hardly ever see police in the area	24	33
Police don't do anything/could be better	4	6
Don't come when they are called	4	6
Come too late	3	4
Only come when something happens	2	3
They don't care	2	3
Total	73	100

Base: 73 respondents who had found the policing service to be unsatisfactory

Table 4.23: Bus services

	Number	Percent
Satisfactory	167	77
Don't know	37	17
Unsatisfactory	12	6
Total	216	100

Base: 216 respondents

Table 4.24: Why are bus services unsatisfactory?

	Number
Need to be more frequent/ take too long	6
Poor service in area/needs improvements	2
Other including Bus stop too far away, Not aware of timetable, Buses are unreliable, Need flexi bus service.	4
Total	12

Base: 12 respondents who had found bus services to be unsatisfactory

Table 4.25: Provision of bus shelters

	Number	Percent
Unsatisfactory	141	65
Don't know	38	18
Satisfactory	37	17
Total	216	100

Base: 216 respondents

Table 4.26: Why is the provision of bus shelters unsatisfactory?

	Number	Percent
Not many/no bus shelter	112	79
Vandalism/damage	20	14
Need some more shelters	9	6
Total	141	100

Base: 141 respondents who had found the provision of bus shelters to be unsatisfactory

Table 4.27: Maintenance of open green spaces

	Number	Percent
Satisfactory	167	77
Unsatisfactory	43	20
Don't know	6	3
Total	216	100

Base: 216 respondents

Table 4.28: Why is the maintenance of open green spaces unsatisfactory?

	Number
Problems with quads/motorcycles	12
Poorly maintained	11
Full of rubbish/needs cleaned up	9
Vandalism	3
Don't cut grass	3
Cut grass not lifted	2
No/not enough open green areas	2
Put up trees	1
Total	43

Base: 43 respondents who had found the maintenance of open green spaces to be unsatisfactory

Table 4.29: Weeding of footpaths and alleyways

	Number	Percent
Satisfactory	145	67
Unsatisfactory	56	26
Don't know	15	7
Total	216	100

Base: 216 respondents

Table 4.30: Why is the weeding of footpaths and alleyways unsatisfactory?

	Number
Don't see them do anything/nothing done	23
Needs cleaned up	9
Needs done more often	7
Broken glass	6
Lack of maintenance	3
Could do more	3
Other including Do our own, Not all areas are weeded	5
Total	56

Base: 56 respondents who had found the weeding of footpaths and alleyways to be unsatisfactory

Table 4.31: Does your area have a community/residents' association?

	Number	Percent
Yes	83	38
Don't know	83	38
No	50	23
Total	216	100

Base: 216 respondents

Table 4.32: State the name of your local community/residents' association?

	Number	Percent
Don't know	44	53
Colin Community Association	9	11
Glenbawn Residents Association	5	6
Glengoland Residents Association	3	4
Twinbrook Association	2	2
Brook activity centre	2	2
Glendowan Residents Association	2	2
Laurelbank Neighbourhood Watch	2	2
Community Restorative Justice	2	2
Neighbourhood watch	1	1
Glasvey Residents Association	1	1
Cherry and Aspen Association	1	1
Callen Street Community Centre	1	1
Springbanks Residents Forum	1	1
Summerhill and Thornill Association	1	1
Woodside Community Association	1	1
Poleglass Community Association	1	1
Chestnut Park and Bridge Inn	1	1
BIH	1	1
Clanmill housing Association	1	1
Lagmore Residents Association	1	1
Total	83	100

Base: 83 respondents whose area had a community/residents association

Table 4.33: Do you feel the local community/residents' association is representative of the local community as a whole?

	Number	Percent
Yes	45	54
No	38	46
Total	83	100

Base: 83 respondents whose area had a community/residents association

Table 4.34: Why do you feel the local community/residents' association is not representative of the local community as a whole?

	Number
Don't know/not sure	18
Don't know who they are/never seen them	7
No/bad communication	4
Do not involve everyone/cliقة	2
Never use them/people don't take part	2
Other including Not helpful, For own gain/agenda, Don't think they can do/can sort out the problems in the area, Have not lived in area long enough to comment	5
Total	38

Base: 38 respondents who gave reasons why they felt the community group was not representative of the local community

Table 4.35: Would you consider joining a local community/residents' association?

	Number	Percent
No	159	74
Yes	30	14
Don't know	24	11
Already a member	3	1
Total	216	100

Base: 216 respondents

Table 4.36: Were you aware that your household lies within the Colin NRA?

	Number	Percent
Yes	63	29
No	153	71
Total	216	100

Base: 216 respondents

Table 4.37: Did you contribute to the consultation process for the development of the Neighbourhood Renewal Action Plan?

	Number	Percent
Yes	11	18
No	51	81
Don't know	1	2
Total	63	100

Base: 63 respondents who were aware their household lies within Colin

Table 4.38: Specify your level of involvement

	Number
Filled out forms	3
Was a community representative	2
Gave my views/ideas	2
Other including Attended meetings, Helped out.	4
Total	11

Base: 11 respondents who had contributed to the consultation process

Table 4.39: Please tell us your main reason why you did not contribute to the consultation process.

	Number	Percent
Didn't know about it	38	75
Wasn't asked	5	10
Ill/not well	2	4
Busy/didn't have time	3	6
Other including Didn't live in area, Waste of time/not interested	3	6
Total	51	100

Base: 51 respondents who had not contributed to the consultation process

5. 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	%	N	%	N	%
Staying at school is important if you want to get a good job	187	87	19	9	6	3	3	1	1	1	0	0
Children at school in Northern Ireland get a good education	141	65	42	19	12	6	15	7	1	1	5	2
I enjoyed my time at school	99	46	36	17	11	5	21	10	47	22	2	1

Base: 216 respondents

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

	Number	Percent
Yes	85	39
No	131	61
Total	216	100

Base: 216 respondents

Table 5.3: How many children who are at school (aged between 4 and 18) are you the parent/legal guardian of?

	Number	Percent
One	31	37
Two	30	35
Three	18	21
Four	3	4
Five	3	4
Total	85	100

Base: 85 respondents

Table 5.4: What year is your child (or if more than one child, your eldest child) in at school?

	Number	Percent
Year 1 (P1)	11	13
Year 2 (P2)	7	8
Year 3 (P3)	3	4
Year 4 (P4)	6	7
Year 5 (P5)	7	8
Year 6 (P6)	10	12
Year 7 (P7)	3	4
Year 8 (Form 1)	6	7
Year 9 (Form 2)	4	5
Year 10 (Form 3)	5	6
Year 11 (Form 4)	6	7
Year 12 (Form 5)	10	12
Year 13 (Lower sixth)	5	6
Year 14 (Upper sixth)	2	2
Total	85	100

Base: 85 respondents

Table 5.5: 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	%	N	%	N	%
My child's school is a good school	77	91	8	9	0	0	0	0	0	0
My child's school is well led and well managed	73	86	12	14	0	0	0	0	0	0
I find my child's school welcoming to parents	76	89	8	9	1	1	0	0	0	0
My child's school gives me clear information on how my child is getting on	74	87	7	8	2	2	2	2	0	0

Base: 85 respondents

Table 5.6: 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.	83	98	2	2	0	0	0	0	0	0
Helping your child with schoolwork	81	95	1	1	1	1	0	0	2	2

Base: 85 respondents

Table 5.7: 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	Percent
Yes	19	22
No	66	78
Total	85	100

Base: 85 respondents

Table 5.8: How involved do you personally feel in you child's school life?

	Number	Percent
Very involved	59	69
Fairly involved	20	24
Not very involved	5	6
Not at all involved	1	1
Total	85	100

Base: 85 respondents

Table 5.9: Do you go to parent-teacher meetings?

	Number	Percent
Yes	82	97
No	3	4
Total	85	100

Base: 85 respondents

Table 5.10: Involvement in local schools

	Yes		No	
	N	%	N	%
Help out with the dinner duties/school trips and so on	15	18	70	82
Involved with Parent/Teacher Association	4	5	81	95
Help out in the classroom	3	4	82	97
Help out with school clubs	2	2	83	98

Base: 85 respondents

Table 5.11: How often do you help your child out with their homework?

	Number	Percent	NIOS 2009
Every time	45	53	31%
Most times	8	9	24%
Occasionally	12	14	29%
When asked	13	15	3%
Never	6	7	11%
Depends what it is	-	-	2%
Doesn't get homework	1	1	1%
Total	85	100	100%

Base: 85 respondents

Table 5.12: How confident do you/would you feel helping your child with your homework

	Number	Percent	NIOS 2009
Always confident	36	42	28%
Confident some of the time	15	18	19%
Confident most of the time	25	29	47%
Never confident	9	11	3%
Depends what it is	-	-	3%
Total	85	100	100%

Base: 85 respondents

Table 5.13: Do you have any children in the household in Year 1 to Year 7

	Number	Percent
Yes	62	73
No	23	27
Total	85	100

Base: 85 respondents

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

	Strongly agree		Agree a little		Neither		Disagree a little		Strongly disagree		Don't know	
	N	%	N	%	N	%	N	%	N	%	N	%
My child's school puts enough emphasis on reading and writing skills	51	82	8	13	-	-	1	2	1	2	1	2
My child's school puts enough emphasis on basic numeracy skills/sums	50	81	8	13	1	2	-	-	-	-	3	5

Base: 36 respondents

Table 5.16: Have you ever worked in a school?

	Number	Percent
Yes	43	20
No	173	80
Total	216	100

Base: 216 respondents

