

# Greater Falls

# Neighbourhood Renewal Survey

# 2008



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## Background

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'.<sup>1</sup> 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 key ongoing research projects undertaken by the Research Unit is its programme of Neighbourhood Renewal Surveys. This is a rolling programme of surveys carried out in a number of problem 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, Government launched "People and Place – A strategy for Neighbourhood Renewal". The strategy seeks to target those communities throughout Northern Ireland that are suffering 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 Neighbourhood Renewal strategy falls within the remit of the Department for Social Development (DSD). The total population affected by deprivation throughout Northern Ireland is approximately 280,000 (or one person in 6)<sup>2</sup>.

The DSD Neighbourhood Renewal Team and staff from NIHE Research Unit met in November 2006 to discuss the objectives of the DSD with regard to local consultation in Neighbourhood Renewal areas. Following Board approval for the Research Programme in March 2007 - which includes DSD requested NRA research - the Research Unit met formally with DSD and NISRA on 8 May 2007 to develop a way forward. DSD confirmed the following in relation to its 36 NRAs:

- i) the need to monitor change over time at the NI level; that is, closing the gap between the 36 Neighbourhood Renewal Areas and the NI average;

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<sup>1</sup> Housing (NI) Order 1981, Article 6

<sup>2</sup> DSD website Urban Regeneration > Neighbourhood Renewal

- 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 DSD would like a small number of additional questions/amendments which in the event, were acceptable to NIHE;
- v) that they would like to undertake the surveys on the basis of a three year programme, i.e. on average 12 per year; and
- vi) 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 are being targeted for action. The areas include: 15 in Belfast, six in Derry and 15 in other towns and cities across Northern Ireland.

### **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 Perceptive Insight Market Research. Perceptive Insight piloted the questionnaire in December 2007 and fieldwork commenced in January 2008 and concluded at March 2008.

### **Survey Objectives**

The objectives of the pilot 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, personal safety and experience of crime;
- 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.

## Survey Methodology

Perceptive Insight carried out survey fieldwork, conducting interviews face-to-face with householders whose addresses were randomly sampled from the Postal Address Database. Each household was contacted by letter prior to visits by interviewers. Interviewers made at least five attempts to obtain a completed questionnaire at each issued address unless a sampled household had notified Perceptive Insight of their unwillingness to participate in the survey. At least one of the five attempts were 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 Greater Falls Neighbourhood Renewal Survey was based on a random sample of 900 households from all tenures in the Greater Falls Neighbourhood Renewal Area.

On completion of the fieldwork period, 81 addresses in the sample were ineligible due to being vacant, non residential or derelict which reduced the valid sample to 819 addresses. Of these there were 504 completed surveys, giving a reasonably high response rate of 62% (Table 1a).

**Table 1a**

Breakdown of response:		
	Number	%
Original target sample	900	
Vacant/Derelict properties	81	
Revised target sample	819	100
Refusals	104	13
Non-contacts	211	26
Actual interviews achieved	<b>504</b>	<b>62</b>

## Presentation of Findings

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

Introduction and Methodology

Chapter 1: Key Findings

Chapter 2: Socio-Economic Profile

Chapter 3: Physical characteristics of the home and area

Chapter 4: Greater Falls NRA

## Chapter 5: Neighbourhood Renewal

### Appendix Tables

For data protection purposes it is the policy of the Research Unit that if less than five people respond in a particular way to any given question, the exact number is not reported, as it may be possible to identify individuals.

Therefore, regardless of the size of the sample or sub-sample, if the number of responses is less than five, this is indicated throughout the report, in both the textual and tabular analyses, by the sign '<5'.

## 1.0 Key Findings

### 1.1 Socio-Economic Profile

- There were more female HRPs (55%) than male (45%).
- The highest proportion of HRPs were aged between 40 and 59 years (38%).
- 1,264 individuals were identified as resident in the 504 households surveyed.
- Analysis by age shows that, at the time of the research, the age profile of the Greater Falls area was predominantly youthful, with 22% of household members aged 15 or under and a further 17% aged between 16 and 24.
- Almost one-quarter (23%) of household members were aged between 40 and 59 and 18% were between 25 and 39.
- A further 14% of household members were aged between 60 and 74 and the remaining 7% were aged over 75.
- Almost one-third (30%) of HRPs were retired from work and a similar proportion (29%) were working. Equal proportions (15%) were looking after the family/home and permanently sick/disabled.
- The highest proportion (17%) of households in the Greater Falls NRA were Lone Older and the lowest (10%) were Small Family households.
- The highest proportion of respondents said their gross household income was between £9,961 and £14,028 (26%). Seventeen per cent had less than £6,961 and fewer respondents (4%) had an annual income of more than £30,000.
- The two main benefits received by the Household Reference Person were Housing Benefit (44%) and Income Support (36%).
- More than two-fifths (44%) of respondents said they or someone in their household had a disability that affected their normal day-to-day activities.
- The majority (95%) of HRPs described their household religion as Catholic.
- The majority of HRPs (97%) said their ethnic origin was white



## 1.2 Physical Characteristics of the home

- 44% of respondents lived in owner-occupied accommodation and a similar proportion (43%) lived in social housing (NIHE and Housing Associations).
- Eleven percent of respondents lived in privately rented accommodation and a further 2% lived in other accommodation,
- More than half (55%) of respondents had lived in the Greater Falls NRA for more than 15 years.
- The majority (88%) of respondents said they lived in a house; 8% lived in a flat and 3% lived in a bungalow.
- The most prevalent home security measures in respondents' homes were window locks (57%), door chains (31%), security lights (27%), door viewers (19%) and burglar alarms (6%).
- More than two-fifths (43%) of respondents had two smoke alarms in their dwelling. Almost one-third (32%) had one smoke alarm and 19% had three smoke alarms. A small proportion (6%) of respondents had no smoke alarms present.
- Two-thirds (66%) of respondents said their household had no vehicles; almost one-third (31%) said they had one vehicle and 2% had two or more vehicles.
- The majority (98%) of respondents had full central heating in their home. The main heating source in almost half (49%) of all homes represented in the survey was mains gas and more than two-fifths (44%) were heated by fuel oil.
- Respondents reported high levels of satisfaction with various aspects of their heating system, ranging from 92% satisfied with the ease of use of the system to 48% satisfied with the cost of running the system.
- Almost one-fifth (18%) of respondents said they had been unable to adequately heat their home. The high cost of domestic fuel (33%), money needed for other priorities (29%) and low household income (24%) were factors contributing to respondents' inability to adequately heat their home.
- One-quarter (25%) of respondents had heard of the Warm Homes Scheme.
- Seventy-one per cent of respondents said their home was about the right size. One-fifth (20%) said it was too small and 9% said it was too big.
- More than four-fifths (81%) of respondents were satisfied with their home; 15% were dissatisfied and 4% were neither satisfied nor dissatisfied.
- More than one-tenth (12%) of these respondents said they intended to buy their home during the following 2 years

- More than one-tenth (14%) of respondents said they had applied for a transfer from their present property during the previous two years and a further 9% said they intend to apply for a transfer during the following 12 months.

### **1.3 Greater Falls NRA**

- Almost three-quarters (74%) of respondents agreed that they really felt part of the community living in the area and 17% disagreed.
- More than two-thirds (68%) of respondents disagreed that they felt embarrassed to bring people to the area and more than a quarter agreed with this statement.
- Almost three-quarters (71%) of respondents agreed that they were proud to come from the area; 15% disagreed and a similar proportion (13%) neither agreed nor disagreed with this statement
- Almost half (48%) said the area was changing for the worse; more than a quarter (29%) said it was not really changing and 23% said it was changing for the better.
- More than two-thirds (67%) of respondents said there was a (minor or major) problem with youths loitering and a similar proportion (66%) said alcohol abuse by people under 18 was a problem. Almost three-fifths (58%) said there was a problem with dogs in the area.
- The majority (95%) of respondents said they felt safe walking around the area during the day and a similar proportion (99%) said they felt safe in their own home during the day. In contrast, only 46% of respondents said they felt safe walking around the area after dark; however, 90% of respondents said they felt safe in their own home after dark.
- The minority of respondents said they had experienced crimes including vandalism to car (11%), verbal threat (8%), burglary (6%) and vandalism to property (4%).

### **1.4 Neighbourhood Renewal**

- More than one-quarter (28%) of respondents said they were aware of physical changes that had improved the neighbourhood within the previous 12 months. The highest proportion (48%) of respondents cited the new developments (houses/shops) in the area as the main improvement.

- The most common issues that respondents said needed to be addressed were anti-social behaviours including loitering, drinking, drugs and vandalism (37%).
- Almost one-third (32%) of respondents cited the need for improved facilities/activities for young children.
- More than one-tenth (13%) of respondents said they were aware of the Housing Executive's Neighbourhood Warden Service. Of these respondents, almost one-fifth (19%) had used the service.
- Almost half (48%) of respondents said their area had a community/residents' association; 21% said their area did not have one and the remaining 31% didn't know.
- More than three-quarters (76%) of respondents felt the community association was representative of the community as a whole. Almost one-quarter (23%) of respondents felt their local community/residents' association was not representative of the community as a whole.
- More than two-thirds (70%) of respondents said they would not consider joining a local association compared to 14% who said they would. A further 14% of respondents were undecided and 2% were already members of a local community/residents' association.
- Four-fifths (80%) of respondents were not aware that their household lay within the Greater Falls NRA.

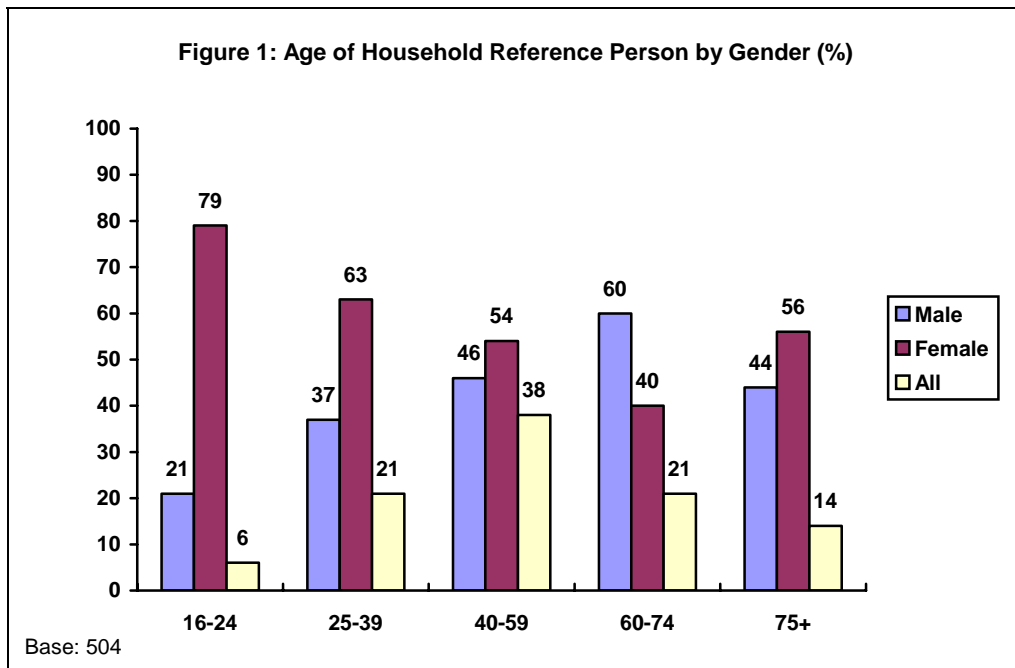
### Socio-Economic Profile

**2.0** This chapter details an introduction to the socio-economic characteristics of households within the Greater Falls NRA. It focuses on the profile of the respondents and their families/cohabitants, tenure, length of tenure and contains information about some of the physical characteristics of dwellings in the NRA.

#### Gender and Age of Household Reference Person

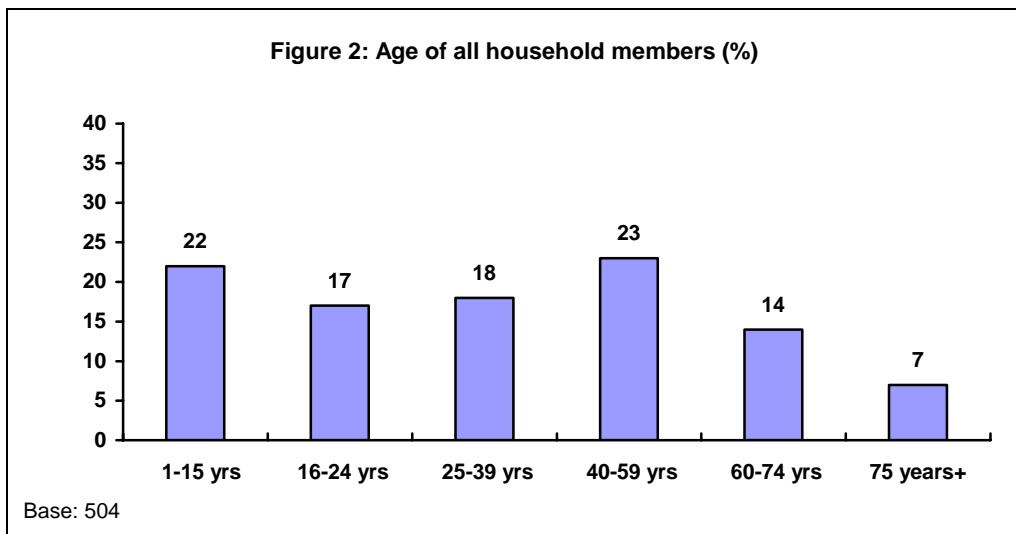
**2.1** In line with other government bodies, the Housing Executive’s Research Unit has replaced the term ‘Head of Household’ (HoH) with that of ‘Household Reference Person’ (HRP).

There were more female HRPs (55%) than male (45%). The highest proportion of HRPs were aged between 40 and 59 years (38%); equal proportions (21%) were aged between 25 and 39 and between 60 and 74. Fourteen percent were aged over 75 and the remaining 6% were between 16 and 24. Figure 1 shows a breakdown of gender within the different age groups. Only in the age 60-74 category is the proportion of male HRPs (60%) greater than female (40%) (Figure 1; Appendix Table 1).



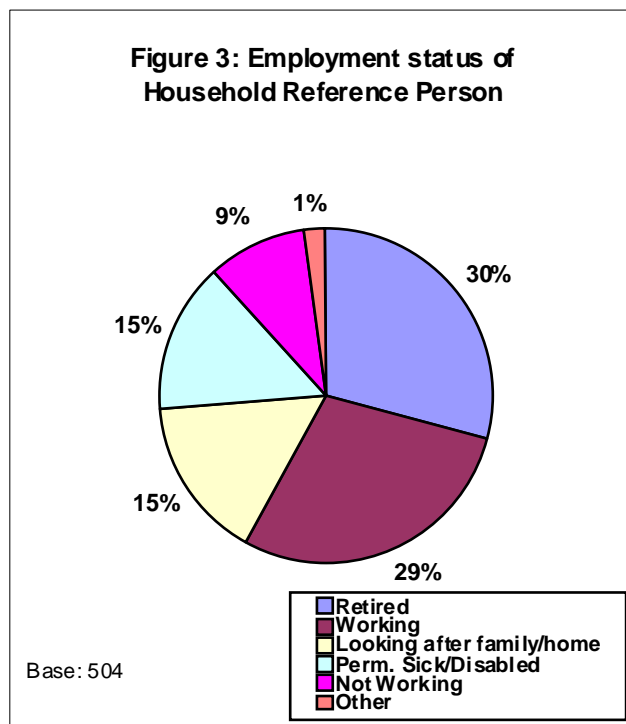
**Age of all household members**

**2.2** In total, 1,264 individuals were identified as resident in the 504 households surveyed. Analysis by age shows that, at the time of the research, the age profile of the Greater Falls area was predominantly youthful, with 22% of household members aged 15 or under and a further 17% aged between 16 and 24. Almost one-quarter (23%) were aged between 40 and 59 and 18% were between 25 and 39. A further 14% were aged between 60 and 74 and the remaining 7% were aged over 75 (Figure 2; Appendix Table 2).



**Employment Status of Household Reference Person**

**2.3** Almost one-third (30%) of HRP's were retired from work and similar proportion (29%) were working. Equal proportions (15%) were looking after the family/home and permanently sick/disabled. Nine per cent were not working and a very small proportion (1%) comprised other categories such as student (Figure 3, Appendix Table 3).



## Household Type

**2.4** Households were classified into eight types according to the number and ages of household members. A description of each household type and comparisons of findings between this survey and those of the 2006 House Condition Survey are included in Table 1b.

Table 1b: Household Type Definitions	Greater Falls 2008 %	HCS 2006 %
Lone Older (lone person of pensionable age - 65 years for men, 60 years for women)	17	15
Large Adult (three or more adults - related or unrelated - and no dependent children < 16)	14	13
Lone Adult (lone person below pensionable age - 65 years for men, 60 years for women)	14	14
Two Older (two people - related or unrelated - at least one of whom is of pensionable age)	13	16
Large Family (any two adults - related or unrelated - living with more than 2 dependent children < 16)	12	10
Lone Parent (sole adult living with dependent child(ren) < 16)	11	6
Two Adult (two people - related or unrelated - below pensionable age)	10	14
Small Family (any two adults - related or unrelated - living with 1 or 2 dependent children < 16)	10	12

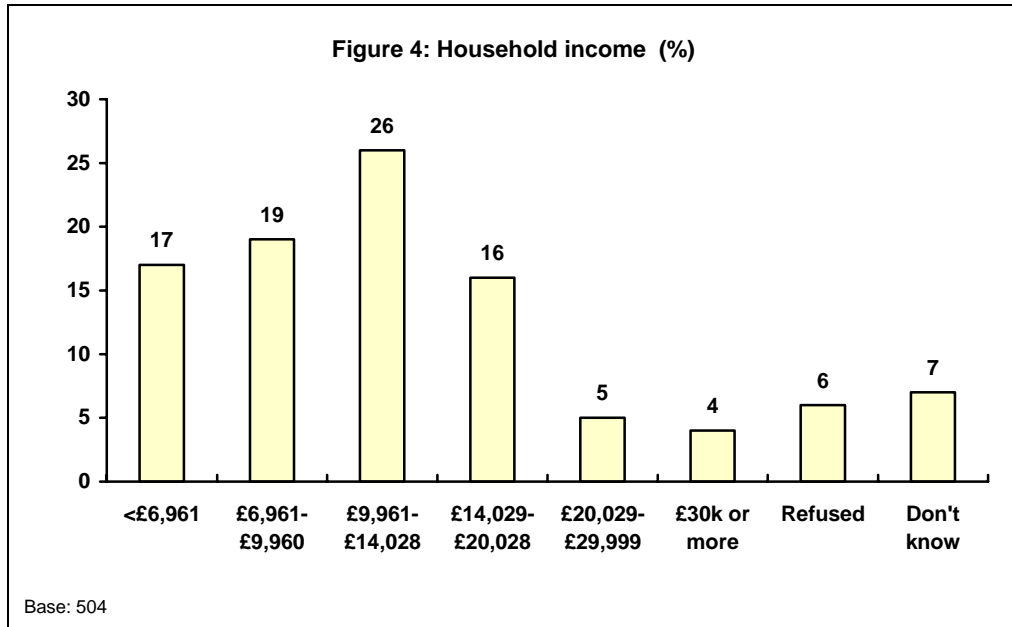
### Household Type comparison with House Condition Survey 2006

**2.5** Table 1b shows the highest proportion (17%) of households in the Greater Falls NRA were Lone Older and the lowest (10%) were Small Family households. In contrast to the 2006 HCS, there were almost twice as many lone parent households (11%) as found in the 2006 HCS (6%). Generally, proportions of most household types in the Greater Falls NRA were fairly consistent with proportions found in the 2006 HCS ([Appendix Table 4](#)).

### Annual household Income

**2.6** 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.

The highest proportion (26%) of respondents said their annual gross household income was between £9,961 and £14,028. Seventeen per cent had less than £6,961 and fewer respondents (4%) had more than £30,000 (Figure 4; Appendix Table 5).



## Benefits

**2.7** The two main benefits received by HRPs were Housing Benefit (44%) and Income Support (36%). Table 1c and Appendix Table 6 summarise the benefits received by respondents and their partners (if applicable).

<b>Table 1c: Benefits received</b>	<b>Household Reference Person</b>	<b>Partner</b>
Housing Benefit	44	5
Income Support	36	10
Retirement Pension	31	28
A Disability Benefit	31	24
Child Benefit	24	25
Incapacity Benefit	18	6
Child Tax Credit	10	8
Pension Credit	6	3
Working Tax Credit	5	2
Jobseekers Allowance	3	3
Other including Carers allowance	2	2

### **Long-term Illness or Disability**

**2.8** At the time of the survey, more than two-fifths (44%) 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 (85%) said their household had one disabled member, 14% had two disabled members and a small proportion (1%) said they had three or more disabled members ([Appendix Table 7 and 8](#)).

### **Household Religion**

**2.9** The majority (95%) of HRPs described their household religion as Catholic. Smaller proportions (4%) described their household religion as Protestant, mixed Protestant/Catholic, other, none or refused to state their religion ([Appendix Table 9](#)).

### **Ethnic group and Nationality of Household Reference Person**

**2.10** The majority (97%) of HRPs said they were white and the remaining 3% were from another ethnic group, including Chinese, Indian, Pakistani and Black African ([Appendix Table 10](#)).

Four-fifths (80%) of HRPs were Irish, 10% were Northern Irish and 7% were British. A smaller proportion (3%) consisted of other nationalities including Portuguese, Polish and Nigerian ([Appendix Table 11](#)).



**Physical characteristics of the home and area**

**3.0** This chapter presents an analysis of some of the physical characteristics of homes within the Greater Falls NRA, tenure, length of tenure, satisfaction with aspects of accommodation and propensity to buy or transfer NIHE or Housing Association properties.

**Tenure**

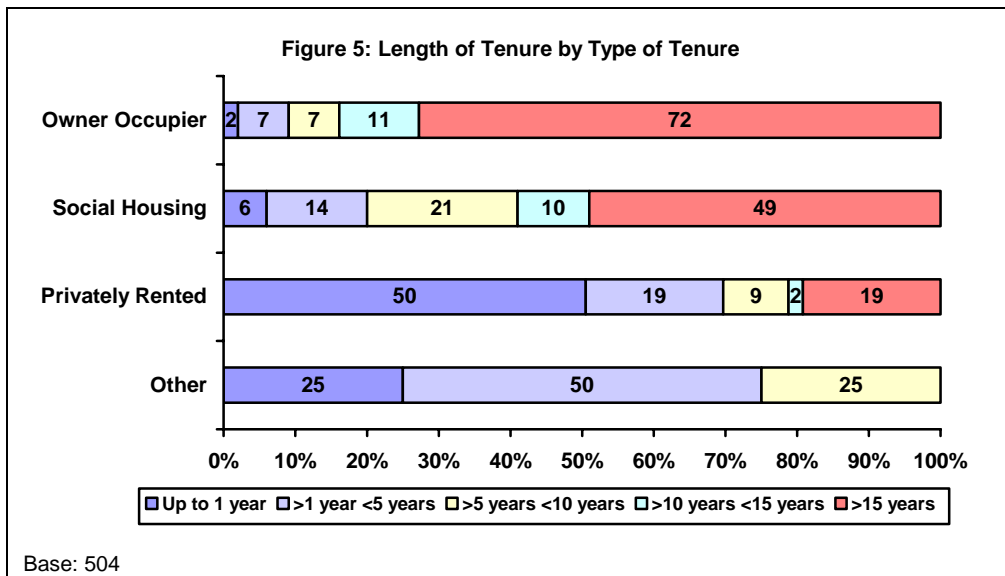
**3.1** The highest proportion (44%) of respondents lived in owner-occupied properties and a similar proportion (43%) lived in social housing (NIHE and Housing Associations). Eleven percent of respondents lived in privately rented accommodation and a further 2% lived in other accommodation, including accommodation provided by the Royal Victoria Hospital ([Appendix Table 12](#)).

**Length of time living in Greater Falls NRA**

**3.2** More than half (55%) of respondents had lived in the Greater Falls NRA for more than 15 years. The remaining 45% had lived there for less than 15 years ([Appendix Table 13](#)).

**Tenure by length of time living in Greater Falls NRA**

**3.3** Analysis of length of tenure by type of tenure shows that high proportions of respondents living in the owner-occupied (72%) and social housing tenures (49%) had lived in the greater Falls NRA for more than 15 years. Conversely, half (50%) of respondents living in privately rented accommodation had lived in the area for less than one year. Further detail is in [Figure 5 and Appendix Table 13](#).



### **Dwelling Type**

**3.4** The majority (88%) of respondents said they lived in a house; 8% lived in a flat and 3% lived in a bungalow. A smaller proportion (1%) lived in other dwelling types such as sheltered dwelling or bedsit ([Appendix Table 15](#)).

### **Home Security**

**3.5** Home security measures in respondents' homes included window locks (57%), door chains (31%), security lights (27%), door viewers (19%) and burglar alarms (6%) ([Appendix Table 16](#)).

### **Smoke Alarms**

**3.6** More than two-fifths (43%) of respondents had two smoke alarms in their dwelling. Almost one-third (32%) had one smoke alarm and 19% had three smoke alarms. A small proportion (6%) of respondents had no smoke alarms present ([Appendix Table 17](#)).

### **Vehicle Ownership**

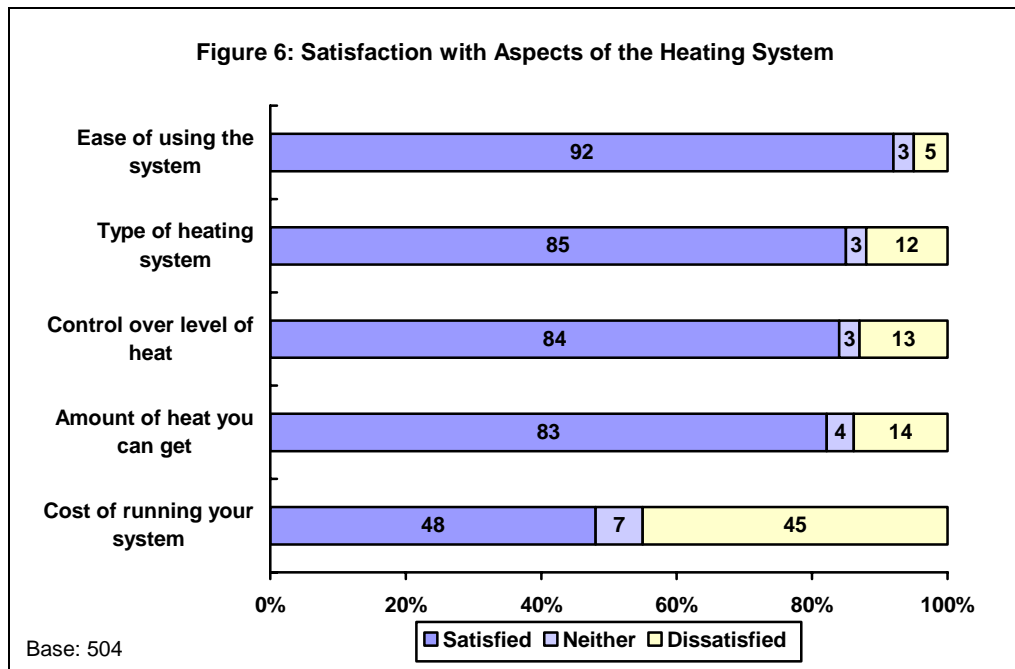
**3.7** Respondents were asked how many cars or other vehicles were owned or available for use by anyone in their household. Two-thirds (66%) of respondents said they had no vehicles; almost one-third (31%) said they had one vehicle and 2% had two or more vehicles. Respondents' most common area for parking in the Great Falls NRA was on the street (51%) or in a driveway (35%) ([Appendix Tables 18 and 19](#)).

### **Heating System**

**3.8** The majority (98%) of respondents had full central heating in their home. The main heating source in almost half (49%) of all homes was mains gas and more than two-fifths (44%) were heated by fuel oil. Other main heating sources included Economy 7 and solid fuel systems ([Appendix Tables 20 and 21](#)).

### **Satisfaction with heating system**

**3.9** Respondents reported high levels of satisfaction with various aspects of their heating system, ranging from 92% satisfaction with the ease of use of the system to 48% satisfaction with the cost of running the system ([Figure 6](#); [Appendix Table 22](#)).



### Ability to adequately heat the home

**3.10** Respondents were asked if they had ever been unable to adequately heat their home during the previous 12 months. Almost one-fifth (18%) of respondents said they had been unable to adequately heat their home. The high cost of domestic fuel (33%), money needed for other priorities (29%) and low household income (24%) were factors contributing to respondents' inability to adequately heat their home ([Appendix Tables 23-26](#)).

### Warm Homes Scheme

**3.11** One-quarter (25%) of respondents had heard of the Warm Homes Scheme. Analysis by tenure shows that awareness of the scheme was highest among owner-occupiers (39%) ([Appendix Table 29](#)).

### Size of home

**3.12** Seventy-one per cent of respondents said their home was about the right size. One-fifth (20%) said it was too small and 9% said it was too big ([Appendix Table 30](#)).

### Satisfaction with Home

**3.13** More than four-fifths (81%) of respondents were satisfied with their home; 15% were dissatisfied and 4% were neither satisfied nor dissatisfied. Respondents' main reasons for dissatisfaction were varied, including 'house

is too small' (20%), 'house hard to heat' (17%) and 'condensation/damp' (16%) ([Appendix Tables 31 and 32](#)).

### **House Sales and Transfers**

**3.14** Respondents who had been living in social housing (NIHE or Housing Association properties) were asked about their intentions to purchase or transfer/exchange their dwelling. More than one-tenth (12%) of these respondents said they intended to buy their home during the next two years; more than four-fifths (84%) said they did not intend to buy their home and 4% were unsure ([Appendix Table 33](#)).

**3.15** More than one-tenth (14%) of respondents said they had applied for a transfer from their present property during the previous two years and a further 9% said they intended to apply for a transfer during the next 12 months. More than three-quarters (76%) said they would like to transfer within the local area and one-fifth (20%) said they would like to transfer to a different area. The most common reason cited for wanting to transfer was that the size of the dwelling was not suitable (24%) or due to antisocial behaviour in the area (24%) ([Appendix Table 34-37](#)).

### Greater Falls NRA

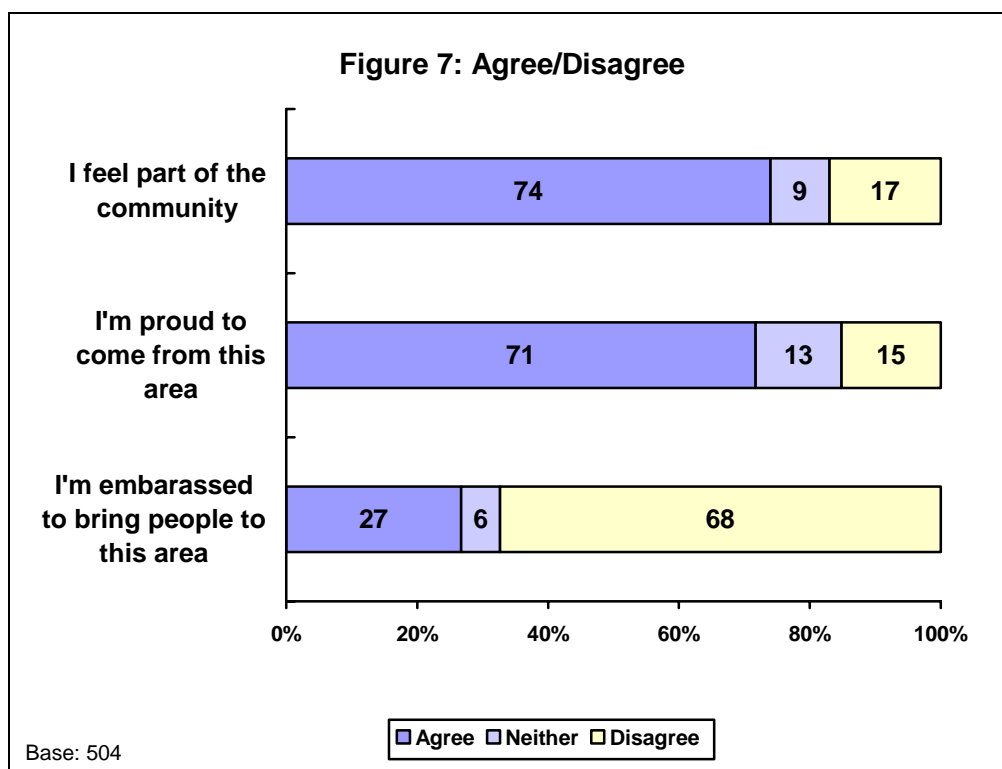
**4.0** This chapter presents an analysis of data from questions aimed specifically at respondents' perceptions of life in the Greater Falls NRA including opinion of the area, experience of crime and antisocial behaviour and sense of community safety.

#### Perceptions on the area you live in

**4.1** Respondents were asked how much they agreed or disagreed with a number of statements related to their perceptions of the area they lived in. Almost three-quarters (74%) of respondents agreed that they really felt part of the community living in the area and 17% disagreed (Figure 7; Appendix Table 38).

**4.2** More than two-thirds (68%) of respondents disagreed that they felt embarrassed to bring people to the area and more than one-quarter (27%) agreed with this statement (Figure 7; Appendix Table 38).

**4.3** Almost three-quarters (71%) of respondents agreed that they were proud to come from the area; 15% disagreed and a similar proportion (13%) neither agreed nor disagreed (Figure 7; Appendix Table 38).



**4.4** Respondents were asked if they thought the area was changing. Almost half (48%) said the area was changing for the worse; more than a quarter (29%) said it was not really changing and 23% said it was changing for the better ([Appendix Table 39](#)).

**4.5** Respondents were then asked for their main reasons why they thought the area had changed. Respondents who thought the area was changing for the better cited the new houses and hospital as their main reason (23% of reasons given); vandalism, antisocial behaviour and crime were given as reasons why respondents thought the area was changing for the worse (36% of reasons) ([Table 1d](#), [Appendix Table 40](#)).

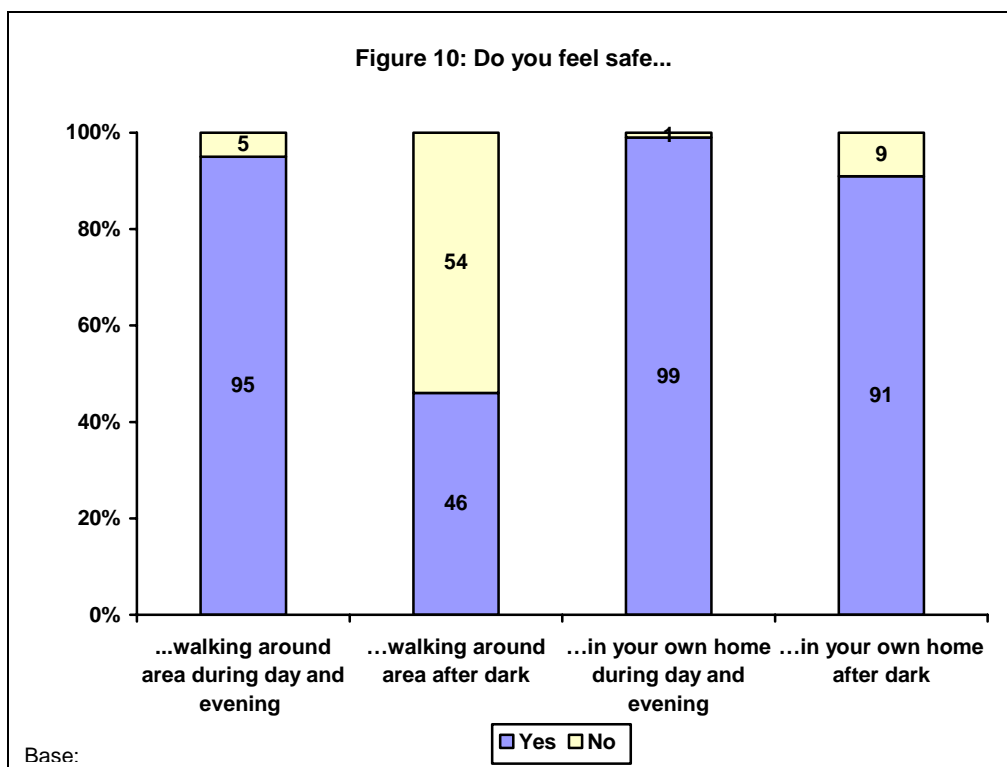
<b>Table 1d: Perceptions about change in the area and reasons</b>					
<b>Changing for the Better</b>		<b>Not really changing</b>		<b>Changing for the Worse</b>	
New houses/hospital being built	23%	No real change in the area	42%	Vandalism/antisocial behaviour/crime	36%
Nice and quite area	21%	Nice and quiet area	18%	Young people drinking/doing drugs	28%
Less anti-social behaviour	12%	Don't know	16%	Houses being rented and landlords don't care	12%
Better shops and amenities	10%	Young people drinking/doing drugs	6%	Area is untidy and rundown	7%
Cleaner/safer area	8%	Vandalism/antisocial behaviour/crime	6%	Undesirable neighbours and no community spirit	5%
Nicer people/newer cultures moving in	6%	New houses/hospital being built	2%	Dogs fouling, biting and barking	3%
Good community spirit coming together	5%	Nicer people/newer cultures moving in	1%	Parking/traffic concerns	2%
Community association set up	4%	Other	10%	Poor facilities for children/teenagers	2%
Other	11%			Other	5%

**Extent of problems within the area**

**4.6** More than two-thirds (67%) of respondents said there was a problem with youths loitering and a similar proportion (66%) said alcohol abuse by people under 18 was a problem. More than half (58%) said there was a problem with dogs in the area. A full breakdown of the extent of perceived problems within the Greater Falls NRA is in [Appendix Table 41](#).

**Perceptions on personal safety**

**4.7** The majority (95%) of respondents said they felt safe walking around the area during the day/evening and a similar proportion (99%) said they felt safe in their own home during this time. In contrast, only 46% of respondents said they felt safe walking around the area after dark; however, 90% of respondents said they felt safe in their own home after dark. Respondents' reasons for not feeling safe are detailed fully in the Appendix Tables ([Figure 8](#); [Appendix Tables 42-49](#)).



**Experience of crime and reporting to Police**

**4.8** The minority of respondents said they had experienced crimes during the previous 12 months including vandalism to car (11%), verbal threat (8%), burglary (6%) and vandalism to property (4%). Respondents who had experienced crime were asked if they had reported the incident to the police, details of which are included in Appendix [Table 50](#).



## **Neighbourhood Renewal**

5.0 This chapter explores respondents' awareness of physical improvements to the area, recent neighbourhood renewal activity, assesses community involvement, measures satisfaction with services and asks what services, facilities or improvements are needed in the Greater Falls NRA.

### **Physical changes within the Greater Falls NRA**

5.1 Respondents were asked if they were aware of any physical changes which had improved the neighbourhood within the previous 12 months. More than one-quarter (28%) said they were aware of physical changes. Respondents could give more than one comment and the highest proportion of these comments (48%) cited improvements such as new developments (houses/shops) in the area. Fifteen per cent of respondents said improved road surfacing, ramps and new roads had improved the neighbourhood and 12% said the area had been cleaned up and parks were being better kept ([Appendix Tables 51 and 52](#)).

### **Issues that need to be addressed**

5.2 Respondents were asked if there were any important issues in the neighbourhood that they thought needed to be addressed. The most common issues cited were anti-social behaviours including loitering, drinking, drugs and vandalism (37%). A full round-up of issues is in the appendix tables ([Appendix Tables 53 and 54](#)).

### **Facilities/Services/Activities in the area**

5.3 Respondents were asked about the existence of certain facilities in the area and whether anyone in their household would use them. If the facility existed the respondent was asked to state its main location. The highest proportion (71%) of respondents were aware of the provision of sports facilities in their area; more than half (52%) were aware of the pre-school in their area and 47% were aware of adult education classes. Use of these facilities varied greatly. A full breakdown of responses is in [Table 1e and Appendix Table 55](#).

<b>Table 1e</b>	<b>% Aware of...</b>	<b>Of those aware, % who would use...</b>	<b>Main Location</b>
Sports facilities	71%	33%	Halls or Community Centres
Pre-school play group	52%	19%	Halls or Community Centres
Adult education classes	47%	21%	Halls or Community Centres
Youth activities	46%	20%	Halls or Community Centres
Information/ advice services	46%	33%	Citizens Advice Bureau
Mother and Toddler Group	44%	14%	Halls or Community Centres
IT facilities	43%	20%	Halls or Community Centres/ Schools/Colleges
Exercise Classes	42%	28%	Leisure centre/sport club
Senior citizens facilities	34%	13%	Halls or Community Centres
Extended Schools (primary)	32%	22%	Schools/Colleges
Childcare facility	31%	20%	Halls or Community Centres
Womens group	30%	11%	Halls or Community Centres
Extended Schools (secondary)	27%	17%	Schools/Colleges
Unemployment/ Job Club	23%	9%	Schools/Colleges
Health Awareness Courses	17%	42%	Hospitals/Health Centres
Mens group	13%	12%	Halls or Community Centres

### **Services needed that are not already available**

5.4 Respondents were asked what facilities, services or activities they would like to see provided in the area that were not already available. Almost one-third (32%) of respondents cited the need for improved facilities/activities for young children ([Appendix Table 56](#)).

### **Activities in support of local schools**

5.5 A small proportion (5%) of respondents said they or someone from their household had been involved in activities within or in support of local schools

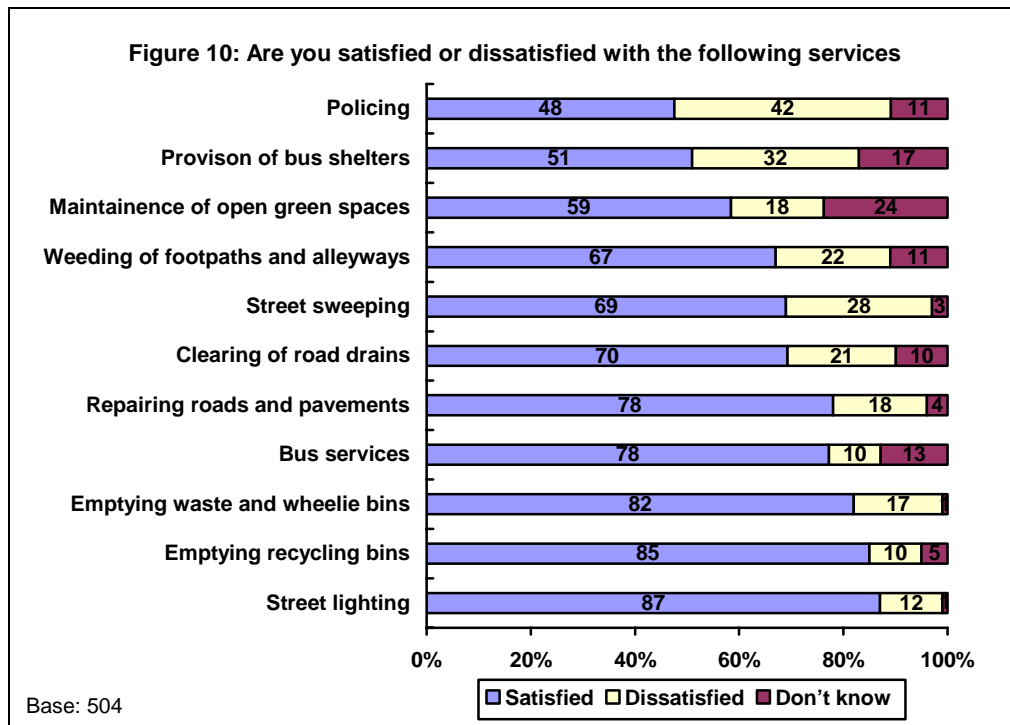
in the area. These respondents had been active in areas such as fundraising, after-school activities and parent groups ([Appendix Tables 57 and 58](#)).

### Neighbourhood Warden

5.6 More than one-tenth (13%) of respondents said they were aware of the Housing Executive's Neighbourhood Warden Service. Of these respondents, almost one-fifth (19%) had ever used the service and the majority of these had been satisfied with the service they had received ([Appendix Tables 59-61](#)).

### General Services within the area

5.7 Respondents were asked about a number of general services provided in the area and whether they found them satisfactory or unsatisfactory. The highest proportion (87%) of respondents were satisfied with street lighting in the area and the lowest proportion (48%) were satisfied with policing. The reasons for dissatisfaction are varied and are detailed in the appendix tables ([Appendix Tables 62-84](#)).



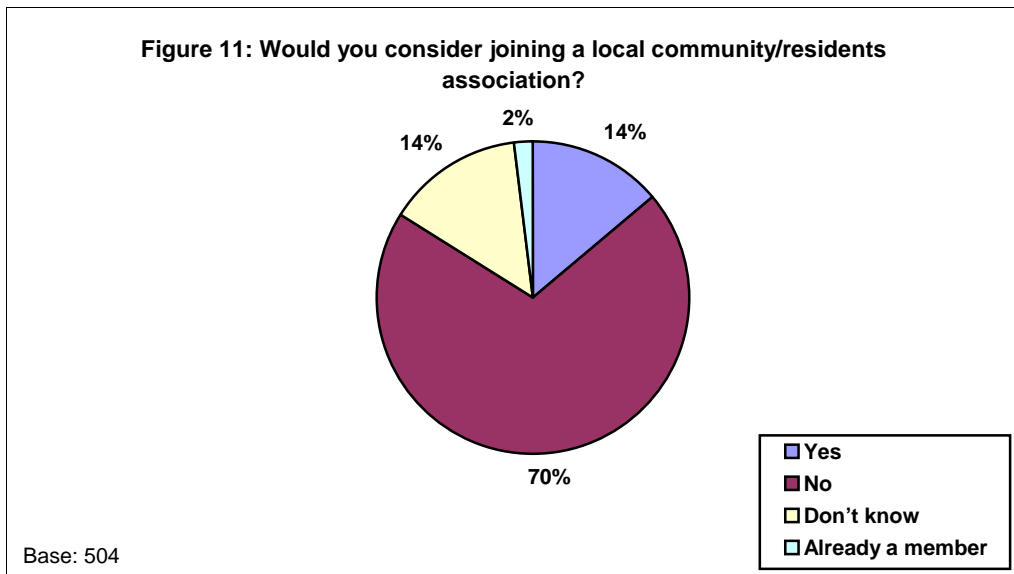
### Community/Residents' Associations

5.8 Almost half (48%) of respondents said their area had a community/residents' association; 21% said their area did not have one and the remaining 31% said they did not know. Respondents were also asked to give the name of

their local community/residents' association. These are listed in the appendix tables ([Appendix Tables 85 and 86](#)).

5.9 Of the respondents who said their area had a community/residents association, more than three-quarters (77%) felt the association was representative of the community as a whole. Almost one-quarter (23%) of respondents felt their local community/residents' association was not representative of the community as a whole. The reasons given were varied and are listed in the appendix tables ([Appendix Table 87 and 88](#)).

5.10 More than two-thirds (70%) of respondents said they would not consider joining a local community/residents' association and 14% said they would consider joining. A further 14% of respondents were undecided and 2% were already members of a local community/residents association ([Figure 11; Appendix Table 89](#)).



**Awareness of the local NRA**

5.11 Four-fifths (80%) of respondents were not aware that their home was within the Greater Falls NRA. Of the 20% of respondents who were aware that their home was within the Greater Falls NRA, the majority (89%) had not contributed to the consultation process for the development of a neighbourhood renewal action plan and 8% had done so. Among the sub-group of respondents who had not contributed to the process, the main reason cited by more than four-fifths (84%) was that they had never heard of

Neighbourhood Renewal or had not been asked to contribute ([Appendix Tables 90-93](#)).

**Table 1: Gender of HRP by Age of HRP**

	Age HRP						Total
	16-24	25-39	40-59	60-74	75+	no response	
Male	6 21%	39 37%	88 46%	64 60%	31 44%	<5 50%	<b>229</b> <b>45%</b>
Female	22 79%	67 63%	104 54%	42 40%	39 56%	<5 50%	<b>275</b> <b>55%</b>
<b>Total</b>	<b>28</b> <b>100%</b>	<b>106</b> <b>100%</b>	<b>192</b> <b>100%</b>	<b>106</b> <b>100%</b>	<b>70</b> <b>100%</b>	<b>&lt;5</b> <b>100%</b>	<b>504</b> <b>100%</b>

Base: 504 respondents

**Table 2: Age of all household members**

	Number	Percent
1-15	283	22
16-24	215	17
25-39	224	18
40-59	286	23
60-74	171	14
75+	85	7
<b>Total</b>	<b>1264</b>	<b>100</b>

Base: 504 respondents

**Table 3: Employment Status HRP**

	Number	Percent
Retired (excludes looking after home)	149	30
Working full-time	101	20
Looking after family / home	78	15
Permanent sick / disabled	76	15
Working part-time	42	8
Not working long-term (> 1 year)	41	8
Not working short-term (< 1 year)	7	1
Self employed	6	1
Student (further / higher education)	<5	1
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 4: Household Type comparison with House Condition Survey 2006**

<b>Household Type Definitions</b>	<b>Greater Falls 2008 %</b>	<b>HCS 2006 %</b>
Lone Older (lone person of pensionable age - 65 years for men, 60 years for women)	17	15
Lone Adult (lone person below pensionable age - 65 years for men, 60 years for women)	14	14
Large Adult (three or more adults - related or unrelated - and no dependent children < 16)	14	13
Two Older (two people – related or unrelated - at least one of whom is of pensionable age)	13	16
Large Family (any two adults - related or unrelated - living with more than 2 dependent children < 16)	12	10
Lone Parent (sole adult living with dependent child(ren) < 16)	11	6
Two Adults (two people – related or unrelated – below pensionable age)	10	14
Small Family (any two adults - related or unrelated - living with 1 or 2 dependent children < 16)	10	12

Base: 504 respondents

**Table 5: Annual household Income**

	Number	Percent
under £6,961	85	17
£6,961-£9,960	97	19
£9,960-£14,028	132	26
£14,029-£20,028	78	15
£20,029-£30,000	26	5
£30,000 or more	21	4
Refused	28	6
Don't know	37	7
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 6: Benefits**

<b>Benefits received</b>	<b>Household Reference Person</b>	<b>Partner</b>
Housing Benefit	44	5
Income Support	36	10
Retirement Pension	31	28
A Disability Benefit	31	24
Child Benefit	24	25
Incapacity Benefit	18	6
Child Tax Credit	10	8
Pension Credit	6	3
Working Tax Credit	5	2
Jobseekers Allowance	3	3
Other including Carers allowance	2	2

Base: 504 respondents

**Table 7: Does any member of your household have a disability which affects their normal day to day activities?**

	Number	Percent
Yes	222	44
No	282	56
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 8: How many members of your household have a disability which affects their normal day to day activities?**

	Number	Percent
One	189	85
Two	30	14
Three or more	<5	1
<b>Total</b>	<b>222</b>	<b>100</b>

Base: 222 respondents with one or more disabled members of the household

**Table 9: How would you describe the religious composition of this household?**

	Number	Percent
Catholic	479	95
Mixed Protestant / Catholic	7	1
None	7	1
Other	6	1
Protestant	<5	1
Refused	<5	0
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 10: Ethnicity of HRP**

	Number	Percent
White	490	97
Other	10	3
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 11: Nationality of HRP**

	Number	Percent
Irish	405	80
Northern Irish	51	10
British	33	7
Other	15	3
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents



**Table 12: Tenure**

	Number	Percent
Owner occupier	221	44
Social Housing	217	43
Rent privately	54	11
Other including RVH	12	2
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 13: Length of time living in Greater Falls NRA**

	Number	Percent
Up to a year	49	10
1 year or more but less than 5	61	12
5 years or more but less than 10	69	14
10 years or more but less than 15	47	9
More than 15 years	277	55
Not stated	1	0
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 14: Tenure by Length of time living in Greater Falls NRA**

	Tenure				
	Social Housing	Rent privately	Owner occupier	Other including RVH	Total
Up to a year	14 6%	27 50%	5 2%	<5 25%	<b>49</b> <b>10%</b>
1 year or more but less than 5	30 14%	10 19%	15 7%	6 50%	<b>61</b> <b>12%</b>
5 years or more but less than 10	45 21%	5 9%	16 7%	<5 25%	<b>69</b> <b>14%</b>
10 years or more but less than 15	21 10%	<5 2%	25 11%	0 0%	<b>47</b> <b>9%</b>
More than 15 years	107 49%	10 19%	160 72%	0 0%	<b>277</b> <b>55%</b>
Not stated	0 0%	<5 2%	0 0%	0 0%	<b>&lt;5</b> <b>0%</b>
<b>Total</b>	<b>217</b> <b>100%</b>	<b>54</b> <b>100%</b>	<b>221</b> <b>100%</b>	<b>12</b> <b>100%</b>	<b>504</b> <b>100%</b>

Base: 504 respondents

**Table 15: Which of the following best describes your home?**

	Number	Percent
House	441	88
Flat	42	8
Bungalow	16	3
Other including sheltered dwelling and bedsit.	5	0
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 16: Home Security**

	Yes		No		Total	
	Num	Percent	Num	Percent	Num	Percent
Window locks	286	57	218	43	<b>504</b>	<b>100</b>
Door chain	158	31	346	69	<b>504</b>	<b>100</b>
Security lights	134	27	370	73	<b>504</b>	<b>100</b>
Door viewer	96	19	408	81	<b>504</b>	<b>100</b>
Burglar Alarm	30	6	474	94	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 17: How many working smoke alarms in total do you have in your house?**

	Number	Percent
One	161	32
Two	215	43
Three or more	96	19
None	32	6
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 18: How many cars or other vehicles are owned or available for use, by one or more of your household?**

	Number	Percent
None	333	66
One	158	31
Two or more	13	2
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 19: Where do you park your only or main vehicle?**

	Number	Percent
On the street	88	51
On the driveway/private entry	60	35
Within residential complex / car park / safe area	9	5
In the garage	7	4
Relatives/neighbours property / garage / driveway	7	4
<b>Total</b>	<b>171</b>	<b>100</b>

Base: 171 respondents with one or more vehicles available for use in the household

**Table 20: Do you have central heating in your home?**

	Number	Percent
Yes - fully	494	98
Yes - partial	<5	1
No	6	1
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 21: What is your main source of heating?**

	Number	Percent
Mains gas	247	49
Oil fired with radiators	224	44
Economy 7	13	3
Solid fuel glass fronted fire – with radiators	7	1
Electric fire - not economy 7	5	1
Solid fuel open fire – with radiators	5	1
Solid fuel open fire – no radiators	<5	0
Don't know	<5	0
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 22: How satisfied are you with the following aspects of your heating system?**

	Very satisfied		Satisfied		Neither		Dissatisfied		Very dissatisfied		Total	
	Num	%	Num	%	Num	%	Num	%	Num	%	Num	%
Ease of using the system	226	45	236	47	13	3	22	4	7	1	<b>504</b>	<b>100</b>
The type of heating system	213	42	218	43	14	3	45	9	14	3	<b>504</b>	<b>100</b>
The control over the level of heat	197	39	228	45	13	3	57	11	9	2	<b>504</b>	<b>100</b>
The amount of heat that you can get	191	38	226	45	19	4	55	11	13	3	<b>504</b>	<b>100</b>
The cost of running your system	62	12	181	36	33	7	171	34	57	11	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 23: In the last 12 months, have you ever been unable to adequately heat your home?**

	Number	Percent
Yes	93	18
No	411	82
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 24: Was the cost of domestic fuel a factor in your inability to heat your home?**

	Number	Percent
Yes	31	33
No	62	67
<b>Total</b>	<b>93</b>	<b>100</b>

Base: 93 respondents who have been unable to adequately heat their home in the last 12 months

**Table 25: Was low household income a factor in your inability to heat your home?**

	Number	Percent
Yes	22	24
No	71	76
<b>Total</b>	<b>93</b>	<b>100</b>

Base: 93 respondents who have been unable to adequately heat their home in the last 12 months

**Table 26: Was money needed for other priorities a factor in your inability to heat your home?**

	Number	Percent
Yes	27	29
No	66	71
<b>Total</b>	<b>93</b>	<b>100</b>

Base: 93 respondents who have been unable to adequately heat their home in the last 12 months

**Table 27: Were other reasons a factor in your inability to heat your home?**

	Number	Percent
Yes	53	57
No	40	43
<b>Total</b>	<b>93</b>	<b>100</b>

Base: 93 respondents who have been unable to adequately heat their home in the last 12 months

**Table 28: Specify other reasons for your inability to heat your home**

	Number	Percent
System breakdown	34	64
Poor system / radiators	8	15
Other	5	9
Expensive to heat	<5	6
Draughts	<5	4
Poor insulation	<5	2
<b>Total</b>	<b>53</b>	<b>100</b>

Base: 53 respondents who gave an other reason for their inability to adequately heat their home

**Table 29: Have you heard of the Warm Homes Scheme (by tenure)?**

	Tenure				<b>Total</b>
	Owner Occupier	Social Housing	Rent Privately	Other	
Yes	86 39%	32 15%	10 19%	0 0%	<b>128</b> <b>25%</b>
No	135 61%	185 85%	44 81%	12 100%	<b>376</b> <b>75%</b>
<b>Total</b>	<b>221</b> <b>100%</b>	<b>217</b> <b>100%</b>	<b>54</b> <b>100%</b>	<b>12</b> <b>100%</b>	<b>504</b> <b>100%</b>

Base: 504 respondents

**Table 30: Would you say that your home is:**

	Number	Percent
About the right size	359	71
Too small	100	20
Too big	44	9
Don't know	<5	0
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 31: Overall, how satisfied or dissatisfied are you with your home?**

	Number	Percent
Very satisfied	247	49
Satisfied	161	32
Neither satisfied nor dissatisfied	20	4
Dissatisfied	57	11
Very dissatisfied	19	4
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 32: Reasons not satisfied**

	Responses	
	N	Percent
House is too small for my needs	22	20
Need my heating improved / draughty/hard to heat	19	17
Condensation/damp	17	16
Still waiting on repairs to be done/needs work done	15	14
Don't like the area/intimidation	15	14
Need kitchen and bathroom improved/windows	5	5
Problem with stairs / need a bungalow	5	5
Other	5	5
Would like a NIHE House	<5	3
Noisy - needs sound proofing	<5	2
House is too big for my needs	<5	1
<b>Total</b>	<b>109</b>	<b>100</b>

Base: 76 respondents who gave 109 reasons for their dissatisfaction with the home

**Table 33: Do you intend to buy your home from the Housing Executive / Housing Association within the next 2 years?**

	Number	Percent
Yes	26	12
No	182	84
Don't know	9	4
<b>Total</b>	<b>217</b>	<b>100</b>

Base: 217 respondents who were Housing Executive or Housing Association tenants

**Table 34: Have you applied to the Housing Executive / Housing Association for a transfer from your present property in the last 2 years?**

	Number	Percent
Yes	27	14
No	164	86
<b>Total</b>	<b>191</b>	<b>100</b>

*Base: 191 respondents who did not (or did not know if they) intend to buy their home*

**Table 35: Do you intend to apply for a Housing Executive / Housing Association transfer within the next 12 months?**

	Number	Percent
Yes	14	9
No	150	91
<b>Total</b>	<b>164</b>	<b>100</b>

*Base: 164 respondents who did not intend to apply for a transfer*

**Table 36: Where do you wish to transfer?**

	Number	Percent
Within the local area	31	76
To a different area	8	20
Area not specified	<5	5
<b>Total</b>	<b>41</b>	<b>100</b>

*Base: 41 respondents who had applied or who intend to apply for a transfer within the next 12 months*

**Table 37: Reasons for transfer**

	Responses	
	N	Percent
House is too small/too big	12	24
Youths being disruptive/anti-social behaviour	12	24
Stairs are unsuitable / need bungalow	6	12
Damp	4	8
To be closer to my family	4	8
Other	4	8
Property is too poor to repair	3	6
Poor health	3	6
Heating Problem	2	4
<b>Total</b>	<b>50</b>	<b>100</b>

*Base: 41 respondents who gave 50 reasons for wanting to transfer/apply for a transfer*

**Table 38: Perceptions on 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	266	53	105	21	44	9	32	6	56	11
I'm embarrassed to bring people to this area	61	12	74	15	31	6	48	10	290	58
I feel proud to come from this area	284	56	74	15	66	13	36	7	41	8

Base: 504 respondents

**Table 39: Would you say that, overall, this area is...**

	Number	Percent
Changing for the worse	243	48
Not really changing	144	29
Changing for the better	117	23
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 40: Reasons why area is changing**

Changing for the Better	%	Not really Changing	%	Changing for the Worse	%
New houses/ hospital being built	23	No real change in the area	42	Vandalism/antisocial behaviour/ crime	36
Nice and quite area	21	Nice and quiet area	18	Young people drinking/doing drugs	28
Less anti-social behaviour	12	Don't know	16	Houses being rented and landlords don't care	12
Better shops and amenities	10	Young people drinking/doing drugs	6	Area is untidy and rundown	7
Cleaner/safer area	8	Vandalism/ antisocial behaviour/crime	6	Undesirable neighbours and no community spirit	5
Nicer people/newer cultures moving in	6	New houses/hospital being built	2	Dogs fouling, biting and barking	3
Good community spirit coming together	5	Nicer people/newer cultures moving in	1	Parking/traffic concerns	2
Community association set up	4	Other	10	Poor facilities for children/ teenagers	2
Other	11			Other	5

Base: 117 respondents

Base: 144

Base: 243

**Table 41: Perceived problems with the area**

	Not a problem		Minor problem		Major problem		Don't know		Total	
	Num	%	Num	%	Num	%	Num	%	Num	%
Alcohol abuse by people under 18	142	28	91	18	244	48	27	5	504	100
Youths loitering/joyriding/anti-social behaviour	166	33	114	23	223	44	<5	0	504	100
Nuisance from dogs	216	43	109	22	179	36	0	0	504	100
Speeding vehicles/motorcycles/taxi horns after midnight	211	42	122	24	170	34	<5	0	504	100
Level of vandalism	229	45	109	22	161	32	5	1	504	100
Drug abuse	170	34	74	15	150	30	110	22	504	100
Solvent abuse	176	35	63	13	146	29	119	24	504	100
Alcohol abuse by people over 18	217	43	101	20	145	29	41	8	504	100
Car parking within the area	279	55	74	15	135	27	16	3	504	100
Illegal dumping	257	51	112	22	134	27	<5	0	504	100
Level of graffiti	243	48	128	25	129	26	<5	1	504	100
Theft/burglary	276	55	112	22	98	19	18	4	504	100
Quads/scramblers	304	60	108	21	90	18	<5	0	504	100
Late night parties/loud music/pubs open late	358	71	74	15	68	13	<5	1	504	100
Nuisance from ball games	401	80	70	14	33	7	0	0	504	100
Bonfire sights	451	89	30	6	22	4	<5	0	504	100
Neighbourhood disputes elsewhere in the area	411	82	43	9	17	3	33	7	504	100
Racial intimidation	403	80	33	7	15	3	53	11	504	100
Other intimidation	428	85	19	4	15	3	42	8	504	100
Neighbourhood disputes in your street	428	85	57	11	13	3	6	1	504	100

Base: 504 respondents

**Table 42: Do you feel safe walking around this area during the day and evening?**

	Number	Percent
Yes	479	95
No	25	5
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 43: Why don't you feel safe walking around this area during the day and evening?**

	Number
Loitering/antisocial behaviour/drinking/crime/assault/break ins	16
Afraid/unsafe/vulnerable/isolated	<5
Health reasons	<5
I wouldn't go out after dark	<5
Racial abuse	<5
<b>Total</b>	<b>25</b>

Base: 504 respondents



**Table 44: Do you feel safe walking around this area after dark?**

	Number	Percent
Yes	230	46
No	274	54
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 45: Why don't you feel safe walking around this area after dark?**

	Number	Percent
Loitering/anti-social behaviour/drinking/crime	206	41
Afraid/unsafe/vulnerable	39	8
I wouldn't go out after dark	13	3
Health reasons	7	1
Other	6	2
Don't know	<5	1
<b>Total</b>	<b>274</b>	<b>100</b>

Base: 274 respondents who don't feel safe walking around the area after dark?

**Table 46: Do you feel safe in your own home during the day and evening?**

	Number	Percent
Yes	498	99
No	6	1
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 47: Why don't you feel safe in your own home during the day and evening?**

	Number
Loitering/anti-social behaviour/drinking/crime	5
Afraid/unsafe/vulnerable	<5
<b>Total</b>	<b>6</b>

Base: 6 respondents who don't feel safe in their own home during the day and evening

**Table 48: Do you feel safe in your own home after dark?**

	Number	Percent
Yes	456	90
No	47	9
Don't know	1	0
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 49: Why don't you feel safe in your own home after dark?**

	Number	Percent
Loitering/anti-social behaviour/drinking/crime/break-in/assault	25	53
Afraid/unsafe/vulnerable	14	30
Other	5	11
Nothing further/no comment	<5	4
Don't know	<5	2
<b>Total</b>	<b>47</b>	<b>100</b>

Base: 47 respondents who don't feel safe in their own home after dark

**Table 50: Household members who have experienced crime within last 12 months**

	Yes		No		Total		Reported to police Num
	Num	%	Num	%	Num	%	
Vandalism of car or other motor vehicle	56	11	448	89	<b>504</b>	<b>100</b>	23
Verbal threat	41	8	463	92	<b>504</b>	<b>100</b>	9
Burglary/theft from your property	29	6	475	94	<b>504</b>	<b>100</b>	19
Vandalism of property	19	4	485	96	<b>504</b>	<b>100</b>	12
Theft from car or other motor vehicle	17	3	487	97	<b>504</b>	<b>100</b>	10
Physical assault	14	3	490	97	<b>504</b>	<b>100</b>	6

Base: 504 respondents

**Table 51: Are you aware of any physical changes that have improved your neighbourhood in the last 12 months?**

	Number	Percent
Yes	140	28
No	356	71
Don't know	8	2
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 52: Specify physical changes to your neighbourhood**

	Responses	
	N	Percent
Development in the area (housing and shops)/maintenance	81	48
Roads improved- surfacing and ramps/new roads	25	15
Area clean up/parks better kept	20	12
Community Watch/Community Association	10	6
Sports facilities- all weather pitches	10	6
Gates over the entries- restricting unauthorised access	8	5
Other	6	4
Area generally quieter/bad element moved out/nicer people	<5	2
Better lighting	<5	2
Landscaping/grass cutting/new shrubs	<5	1
<b>Total</b>	<b>168</b>	<b>100</b>

Base: 140 respondents who gave 168 examples of improvements to the neighbourhood

**Table 53: Are there any important issues in your neighbourhood that you think need to be addressed?**

	Number	Percent
Yes	325	65
No	179	36
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 54: Specify important issues that you think need to be addressed**

	Responses	
	N	Percent
Anti-social behaviour- loitering/drinking/drugs/vandalism	175	37
More youth activities/facilities	46	10
Street cleaning/area cleaning/better upkeep of gardens/parks	42	9
Dogs- fowling/fighting/barking	29	6
More police patrols/neighbourhood watch	26	6
Too many private landlords	19	4
Better facilities for children	17	7
Illegal dumping/litter/pigeons around the litter	16	3
Other	13	3
Traffic problem/road safety/better bus service / road & foot	12	3
More employment / investment	8	2
Get rid of/allocate derelict/empty housing	8	2
Better heating/facilities in housing	8	2
More facilities for the elderly/consideration for their need	7	2
Better street lighting	6	1
Ramps required to reduce speeding	6	1
More social housing allocated to those who need it	<5	1
Quicker/better repairs/improved conditions	<5	1
Place for people to meet / get help / advice / residents associations	<5	1
Undesirables coming into the area	<5	1
CCTV	<5	0
Don't know	<5	0
<b>Total</b>	<b>473</b>	<b>100</b>

Base: 325 respondents who gave 473 examples of issues they thought needed to be addressed

**Table 55: Facilities/Services/Activities in the area**

	Aware of... %	Would use... %	Main Location
Sports facilities	71	33	Halls or Community Centres
Pre-school play group	52	19	Halls or Community Centres
Adult education classes	47	21	Halls or Community Centres
Information/advice services	46	33	Citizens Advice Bureau
Youth activities	46	20	Halls or Community Centres
Mother and Toddler Group	44	14	Halls or Community Centres
IT facilities	43	20	Halls or Community Centres/ Schools/Colleges
Exercise Classes	42	28	Leisure centre/sport club
Senior citizens facilities	34	13	Halls or Community Centres
Extended Schools (primary)	32	22	Schools/Colleges
Childcare facility	31	20	Halls or Community Centres
Women's group	30	11	Halls or Community Centres
Extended Schools (secondary)	27	17	Schools/Colleges
Unemployment/Job Club	23	9	Schools/Colleges
Health Awareness Courses	17	42	Hospitals/Health Centres
Men's group	13	12	Halls or Community Centres

Base: 504 respondents

**Table 56: Facilities/Services needed that are not already available**

	Responses	
	N	Percent
Don't know	239	40
Improved facilities/activities for youth/children	191	32
Leisure facilities- arena/10 pin bowling/leisure centre/snooker	35	6
Better facilities for the elderly	34	6
Parks/walkways/cycle lanes and green spaces	25	4
Hobbies/classes (exercise/art/first aid/education/cultural activities)	23	4
Residents groups / information centre / support groups / citizens advice	10	2
Other	10	2
Better policing / security	7	1
Medical / health / rehabilitation / pharmacy services	6	1
Shops/ATM's	<5	1
Bus service- more bus runs	<5	1
Bars/restaurants	<5	1
Mother and toddler groups / pre school activities	<5	0
Recycling facilities	<5	0
<b>Total</b>	<b>594</b>	<b>100</b>

Base: 495 respondents who gave 594 examples of facilities or services needed in the area

**Table 57: Are you or any members of your household involved in any activities within or in support of schools in your area?**

	Number	Percent
Yes	27	5
No	477	95
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 58: Specify involvement in local schools**

	Responses	
	N	Percent
Fund raising/charity events	7	23
After school activities/sports/play school trips	6	20
Work there	6	20
Volunteer work with the school	6	20
Parent groups / board of governors	<5	13
Through Community Association	<5	3
<b>Total</b>	<b>30</b>	<b>100</b>

Base: 30 respondents whose households have been involved in activities in support of local schools

**Table 59: Do you know about the Neighbourhood Warden Service provided by the Housing Executive?**

	Number	Percent
Yes	64	13
No	440	87
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 60: Have you ever used the service?**

	Number	Percent
Yes	12	19
No	52	81
<b>Total</b>	<b>64</b>	<b>100</b>

Base: 64 respondents who knew about the Neighbourhood Warden Service

**Table 61: How satisfied or dissatisfied were you with the service you received?**

	Number	Percent
Very satisfied	8	67
Quite satisfied	<5	17
Neither satisfied nor dissatisfied	<5	8
Dissatisfied	<5	8
<b>Total</b>	<b>12</b>	<b>100</b>

Base: 12 respondents who had used the Neighbourhood Warden Service

**Table 62: Emptying of general household waste and wheelie bins**

	Number	Percent
Satisfactory	414	82
Unsatisfactory	84	17
Don't know	6	1
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 63: Why is emptying of general household waste unsatisfactory?**

	Number	Percent
More frequent collection – fortnightly is too long	25	30
Bins are not emptied / collected properly	11	13
Other	9	11
Rubbish and smell in entries	7	8
Bin not collected or returned to door	6	7
Bins set on fire / stolen	6	7
Sometimes not emptied at all	6	7
Black bags are never collected	5	6
Bins are too small	<5	4
Never know when they are coming over holidays	<5	4
Come too late in the day	<5	4
<b>Total</b>	<b>84</b>	<b>100</b>

Base: 84 respondents who had found the emptying of household waste service to be unsatisfactory

**Table 65: Emptying of recycling bins**

	Number	Percent
Satisfactory	427	85
Unsatisfactory	50	10
Don't know	27	5
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 66: Why is emptying of recycling bins unsatisfactory?**

	Number	Percent
Don't have one / need recycling facilities	26	52
Too small / need bigger boxes	12	24
Should be emptied more often	<5	6
Not emptied fully	<5	4
Not returned after collection	<5	4
Other	5	10
<b>Total</b>	<b>50</b>	<b>100</b>

Base: 50 respondents who had found the emptying of recycling bins to be unsatisfactory

**Table 67: Repairing of roads and pavements**

	Number	Percent
Satisfactory	395	78
Unsatisfactory	91	18
Don't know	18	4
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 68: Why is repairing of roads and pavements unsatisfactory?**

	Number	Percent
General bad state of repair	26	29
Poor repair / repairs not done properly	17	19
Uneven / bad surfaces	15	17
Takes too long / never repaired	13	14
Pot holes	10	11
Other	6	7
Making area dirty / wet / slippery	<5	4
<b>Total</b>	<b>91</b>	<b>100</b>

Base: 91 respondents who had found the repairing of roads and pavements service to be unsatisfactory

**Table 69: Street sweeping**

	Number	Percent
Satisfactory	350	69
Unsatisfactory	140	28
Don't know	14	3
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 70: Why is street sweeping unsatisfactory?**

	Number	Percent
Rarely cleaned / not frequent enough	62	44
Never done	28	20
Could be better / more work done	24	17
Rubbish and dirty everywhere	12	9
Other	8	6
Parked cars are a problem / hindrance	6	4
<b>Total</b>	<b>140</b>	<b>100</b>

Base: 140 respondents who had found the street sweeping service to be unsatisfactory

**Table 71: Clearing of road drains**

	Number	Percent
Satisfactory	352	70
Unsatisfactory	104	21
Don't know	48	9
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 72: Why is clearing of road drains unsatisfactory?**

	Number	Percent
Always flooding / blocked	37	36
Rarely done / not frequent enough	31	30
Never done	22	21
Not done properly / could be better	6	6
Other	5	5
Bad smell	<5	3
<b>Total</b>	<b>104</b>	<b>100</b>

*Base: 104 respondents who had found the clearing of road drains service to be unsatisfactory*

**Table 73: Street lighting**

	Number	Percent
Satisfactory	439	87
Unsatisfactory	62	12
Don't know	<5	1
<b>Total</b>	<b>504</b>	<b>100</b>

*Base: 504 respondents*

**Table 74: Why is street lighting unsatisfactory?**

	Number	Percent
Need more lights	28	45
Broken lights / need replaced	17	27
Could be better / need improved	14	22
Takes too long to fix them	<5	5
<b>Total</b>	<b>62</b>	<b>100</b>

*Base: 62 respondents who had found the provision of street lighting to be unsatisfactory*

**Table 75: Policing in the area**

	Number	Percent
Satisfactory	240	48
Unsatisfactory	209	41
Don't know	55	11
<b>Total</b>	<b>504</b>	<b>100</b>

*Base: 504 respondents*



**Table 76: Why is policing in the area unsatisfactory?**

	Number	Percent
Not enough presence / would like more patrols	106	51
Never see them	64	31
Other	14	7
Useless / not interested / don't want to know	6	3
Response time is slow	5	2
Not wanted here - not welcome	5	2
Police should do more about youths / underage drinking / anti social behaviour	<5	2
Only come out when called	<5	1
Never here when needed	<5	1
<b>Total</b>	<b>209</b>	<b>100</b>

Base: 209 respondents who had found the policing service to be unsatisfactory

**Table 77: Bus services**

	Number	Percent
Satisfactory	392	78
Unsatisfactory	49	10
Don't know	63	12
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 78: Why are bus services are unsatisfactory?**

	Number	Percent
Irregular / Infrequent	31	63
Poor service / no service in the area or estate	12	25
Too far away	5	10
Never on time / not dependable	<5	2
<b>Total</b>	<b>49</b>	<b>100</b>

Base: 49 respondents who had found bus services to be unsatisfactory

**Table 79: Provision of bus shelters**

	Number	Percent
Satisfactory	258	51
Unsatisfactory	163	32
Don't know	83	17
<b>Total</b>	<b>504</b>	<b>100</b>

**Table 80: Why is the provision of bus shelters unsatisfactory?**

	Number	Percent
Vandalised	86	53
There are none in the area	43	26
Need more in the area	30	18
Other	<5	3
<b>Total</b>	<b>163</b>	<b>100</b>

Base: 163 respondents who had found the provision of bus shelters to be unsatisfactory

**Table 81: Maintenance of open green spaces**

	Number	Percent
Satisfactory	295	58
Unsatisfactory	90	18
Don't know	119	24
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 82: Why is the maintenance of open green spaces unsatisfactory?**

	Number	Percent
Needs more maintenance / regular cleaning	29	32
No green areas	27	30
Litter / bottles / dumping ground	10	11
Other	6	7
Always vandalised	4	4
Not enough green areas	<5	4
Dogs / dogs dirt	<5	4
Mess / bad condition and trashed	<5	4
Used as a drinking ground	<5	2
<b>Total</b>	<b>90</b>	<b>100</b>

Base: 90 respondents who had found the maintenance of open green spaces to be unsatisfactory

**Table 83: Weeding of footpaths and alleyways**

	Number	Percent
Satisfactory	337	67
Unsatisfactory	113	22
Don't know	54	11
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 84: Why is the weeding of footpaths and alleyways unsatisfactory?**

	Number	Percent
Never done	63	56
Rarely done / needs done more often	24	21
Entries / alleys very dirty and poorly kept	14	12
Could be better	9	8
Not stated	<5	2
Other	<5	1
<b>Total</b>	<b>113</b>	<b>100</b>

Base: 113 respondents who had found the weeding of footpaths and alleyways to be unsatisfactory

**Table 85: Does your area have a community / residents association?**

	Number	Percent
Yes	243	48
No	107	21
Don't know	154	31
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 86: State the name of your local community / resident association?**

	Number	Percent
Clonard Residents Association	67	28
St.James' Forum	40	16
Don't know	28	11
Blackie Centre	17	7
Beechmount Residents Association	14	6
Falls Community Council	13	5
The Forum/Forum committee	12	5
Grosvenor Leisure Centre/rd	11	4
Iveagh Community Association	9	4
Divis Development Committee	7	3
Other	7	3
Finn Savage	<5	2
CRJ	<5	1
Rock Residents	<5	1
Tower Residents	<5	1
Springfield Rd	<5	1
Filor	<5	1
Frank Gillen	<5	1
<b>Total</b>	<b>243</b>	<b>100</b>

Base: 243 respondents whose area had a community/residents association

**Table 87: Do you feel the local community / residents association is representative of the local community as a whole?**

	Number	Percent
Yes	186	76
No	55	23
Don't know	<5	1
<b>Total</b>	<b>243</b>	<b>100</b>

Base: 243 respondents whose area had a community/residents association

**Table 88: Why do you not feel the local community / residents association is representative of the local community as a whole?**

	Responses	
	N	Percent
Some people in the area are left out/it is a clique	24	42
No-one listens/Don't ask our area/do nothing for us	17	30
I know nothing about it / never consulted / no interest	11	19
Don't know	<5	5
Other	<5	4
<b>Total</b>	<b>57</b>	<b>100</b>

Base: 55 respondents who gave 57 reasons why they felt the community group was not representative of the local community

**Table 89: Would you consider joining a local community / residents association?**

	Number	Percent
Yes	70	14
No	351	70
Don't know	73	14
Already a member	10	2
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 90: Are you aware that your household lies within the NRA?**

	Number	Percent
Yes	99	20
No	405	80
<b>Total</b>	<b>504</b>	<b>100</b>

Base: 504 respondents

**Table 91: Did you contribute to the consultation process for the development of the Neighbourhood Renewal Action Plan?**

	Number	Percent
Yes	8	8
No	88	89
Don't know	<5	3
<b>Total</b>	<b>99</b>	<b>100</b>

Base: 99 respondents who were aware their household lies within the Greater Falls NRA

**Table 92: Specify your level of involvement**

	Responses	
	N	Percent
Asked and consulted for opinions and suggestions toward area	7	87
Member of committee/group	<5	13
<b>Total</b>	<b>8</b>	<b>100</b>

*Base: 8 respondents who had contributed to the consultation process*

**Table 93: Please tell us your main reason why you did not contribute to the consultation process?**

	Number	Percent
Never heard of it/wasn't asked	74	84
Not interested / keep to myself	5	6
Health reasons/too old	<5	3
Time doesn't allow because of work / studies	<5	3
Haven't lived here that long	<5	2
Not specified	<5	1
<b>Total</b>	<b>88</b>	<b>100</b>

*Base: 88 respondents who had not contributed to the consultation process*