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# Rathgill Neighbourhood Renewal Survey Report

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**Bangor District Office**

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**Date: December 2010**

# CONTENTS

<b>1.0 INTRODUCTION .....</b>	<b>3</b>
Background .....	3
Sample .....	3
Methodology .....	3
Response rate .....	3
Presentation of findings .....	4
<b>2.0 EXECUTIVE SUMMARY .....</b>	<b>5</b>
<b>3.0 FINDINGS .....</b>	<b>8</b>
Profile of Household and Household Reference Person.....	8
Housing Executive tenants .....	12
The home .....	13
Life on the estate .....	16
Additional comments .....	20
<b>APPENDIX 1: TABULAR REPORT.....</b>	<b>21</b>

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## 1.0 INTRODUCTION

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### 1.1 Background

The Research Unit, on behalf of Housing and Regeneration and Bangor District Office, conducted a Neighbourhood Renewal Survey in the Rathgill estate during August/September 2010.

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

### 1.2 Sample

As identified through PRAWL, the area contained a total of 543 privately-owned Housing Executive and Housing Association properties.

### 1.3 Methodology

Due to the size of the estate, the Research Unit drew a random sample of 320 households. Each of these households received a letter inviting them to participate in the survey. Research Unit staff carried out the fieldwork for the survey during August and September 2010.

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

On commencement of fieldwork, 12 properties/addresses in the sample were found to be ineligible, resulting in a revised target figure of 308 possible contacts.

### 1.4 Response rate

Response to the survey was high at 69%.

<b>Breakdown of response:</b>		
	<b>Number</b>	<b>%</b>
Original sample	320	
Voids/vacant properties	8	
No such address	2	
Community House / Supported Housing	2	
Revised sample	308	100
Refusals	46	15
Non-contact	51	17
Actual interviews achieved	211	69

## 1.5 Presentation of findings

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

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

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

Since the total achieved sample in this survey is 211 and questions were directed at sub-samples of less than 100 and also less than 50 respondents, all of the above conditions apply to sections of both the textual and tabular analyses.

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

The HRP is the household member who:

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

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

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## 2.0 EXECUTIVE SUMMARY

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

- ◆ **Household type:** The predominant household types in the Rathgill estate were lone adult (19%), two adult (17%), lone parent (15%), lone older (13%) and small family (13%).
- ◆ **Tenure:** 53% of respondents were Housing Executive tenants, 22% were owner-occupiers, 20% were housing association tenants, 4% were private renters and 1% had purchased their property through co-ownership.
- ◆ **Age of household members:** Equal proportions (21%) were aged 25-39 and 40-59; 20% were aged under 16, 16% were aged 60 or older and 11% were aged between 16 and 24. The remaining 12% of respondents refused or omitted to state the age of household members.
- ◆ **Household religion:** 75% of households were Protestant, 3% were Catholic, 3% were mixed (Protestant/Catholic), 11% stated other or none as their religious affiliation and 8% refused or omitted to state their household religion.
- ◆ **Ethnic origin of household members:** 95% of household members were white, 1% stated 'other' as their ethnic origin and 4% refused or omitted to state the ethnic origin of their household members.
- ◆ **Gross weekly household income:** Income details were not available for 35% of households, due to non-response and 'refusal/don't know' responses. Of the remainder, 18% had a weekly income of between £201 and £300, 17% had between £141 and £200 and 11% had a gross weekly income of more than £300.
- ◆ **Benefits received by HRP and/or Partner:** The main benefits received by HRPs were Housing Benefit (47%), Child Benefit (28%), Disability Benefit (26%), Child Tax Credits (24%), Retirement Pension (24%), Income Support (23%), Pension Credit (14%), Working Tax Credits (14%) and Incapacity Benefit (14%). More than one-third (71: 35%) of HRPs had partners. Partners' main benefits were: Retirement Pension (7%) and Disability Benefit (6%).
- ◆ **Gender of HRP:** 56% were female and 39% were male. The remaining 5% of respondents did not disclose the gender of their HRP.
- ◆ **Age of HRP:** 29% were aged between 40 and 59; 27% were 25-39, 26% were 60 or older and 8% were between 16 and 24.
- ◆ **Marital status of HRP:** 33% were single (never married), 20% were married (first marriage), 15% were divorced, 14% were widowed, 9% were separated, 5% were re-married and 4% refused or omitted to state their marital status.
- ◆ **Employment status of HRP:** 37% were working (19% full-time, 13% part-time and 5% self-employed); 24% were retired and 16% permanently sick/disabled. 11% were not working (10% long-term and 1% short-term), 6% were looking after family/home and 1% were students. The remaining 4% refused or omitted to state their employment status.
- ◆ **Disability:** 40% of households surveyed had at least one family member with a physical disability.

## 2.2 Housing Executive tenants:

- ◆ 82% of Housing Executive tenants did not intend to buy their home. Their main reasons were financial (40%) and too old to buy (22%).
- ◆ Of the tenants who did not intend to buy their home, 11 respondents (10%) had applied for a transfer. More than half of this sub-sample (6 respondents) wished to move from the Rathgill estate.

## 2.3 The home:

- ◆ Equal proportions (23%) of respondents had lived in the estate for one to five years and for 10 to 15 years, 19% for five to 10 years, a further 19% for more than 15 years and 17% for less than a year.
- ◆ 96% of households surveyed had at least one smoke alarm (30% had one, 38% had two and 28% had three or more smoke alarms); 2% had no smoke alarms installed.
- ◆ 56% of homes surveyed had window locks, 51% had security lights/external lights, 32% had a door chain and 18% had a 'peephole' viewer on their front door; a small proportion (7%) had a burglar alarm fitted.
- ◆ 75% of respondents were either very satisfied or satisfied with their home, 14% were neither satisfied nor dissatisfied and 10% were either dissatisfied or very dissatisfied.
- ◆ The majority of respondents thought the following aspects of their homes were very good/good: pedestrian access (89%); vehicle access (88%); number of bedrooms (83%); kitchen layout (82%); size of garden (82%); size of bedrooms (81%); kitchen fittings (81%) and parking provision (81%).
- ◆ 46% of homes surveyed had oil-fired central heating with radiators, 28% had mains gas and 15% had Economy 7. Fewer homes had solid fuel glass-fronted fire with radiators (10%) or solid fuel open fire with radiators (1%).
- ◆ 78% of respondents were satisfied with ease of use of their heating system, 74% with control over the amount of heat, 72% with the amount of heat, 72% with health factors and 60% with the cost of running the system.

## 2.4 Life on the estate:

- ◆ 52% of respondents thought their estate was changing for the better, 41% thought it was not really changing and 6% thought the estate was changing for the worse.
- ◆ Main reasons stated by respondents who thought the estate was changing for the better were: estate is tidier and has a cleaner appearance, quiet, good neighbours and community centre.
- ◆ The main reasons stated by respondents who thought the estate was changing for the worse were: anti-social behaviour, noisy neighbours and homes not maintained.
- ◆ 51% of respondents reported that they were proud or fairly proud of the general image of the estate; 37% had no strong feelings and 11% were slightly or very ashamed.
- ◆ Respondents reported high levels of satisfaction with the provision of the majority of general services in the area: clearing of road drains (96%), maintenance of open green areas (92%), emptying of wheelie bins (91%), street lighting (90%) and litter removal (90%).

- ◆ Dissatisfaction was highest with policing in the area (18%), the provision of bus shelters (13%), bus service (12%), repairs to roads and pavements (12%) and weeding of footpaths/alleyways (12%)
- ◆ More than one-quarter (28%) of respondents were aware of the Housing Executive's neighbourhood warden service.
- ◆ Issues considered to be a major/minor problem by most respondents included: dogs fouling on footpaths/green areas (60%) speeding vehicles/motorcycles (50%), nuisance from dogs (44%), unsupervised children – aged under 12 (40%), alcohol abuse – over 18 years (37%), late night parties/loud music (36%) and youths loitering (36%).
- ◆ Crimes that minorities of respondents reported they had experienced during the previous 12 months included: vandalism of property (8%), verbal threats (7%), vandalism of car (7%) and burglary of home (3%).
- ◆ Almost all respondents said they felt safe in their home (99%) and walking around the area during the day (98%); most also felt safe at home after dark (89%), although fewer felt safe walking around the area after dark (73%).
- ◆ 84% of respondents were aware of the Rathgill Community Association and 36% were aware of Rathgill Solutions. Almost half (45%) thought the Residents' Association was representative of the community as a whole, 17% felt they were not representative and 37% were unsure.

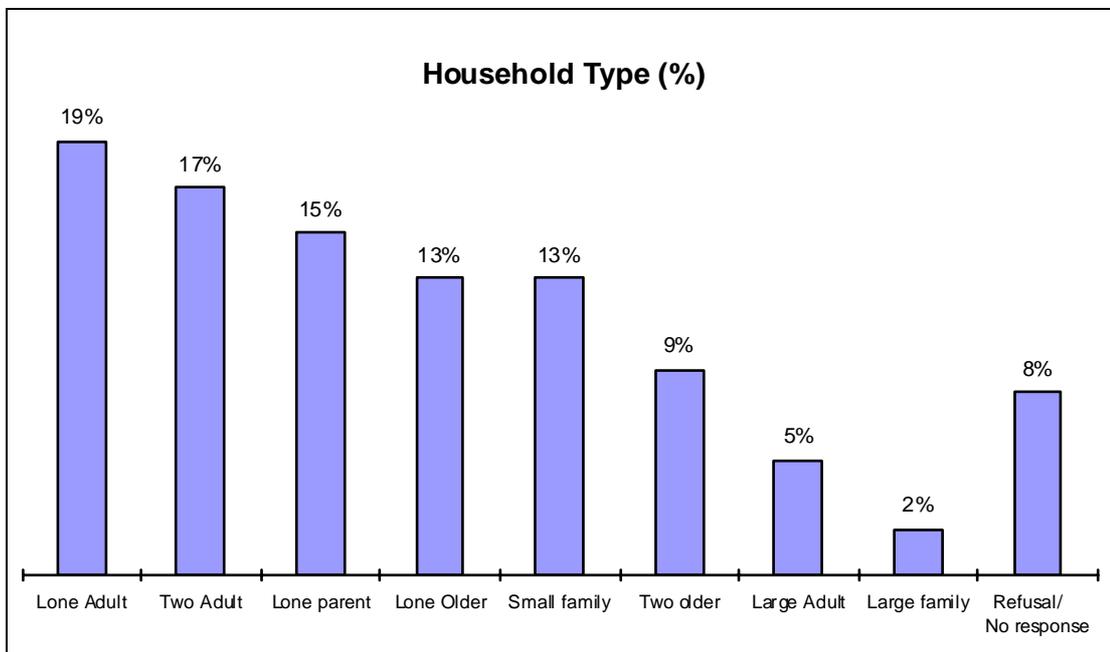
## 3.0 Household Profile

### 3.1 Household type

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

The predominant household types in the Rathgill estate were lone adult (19%), two adult (17%) and lone parent (15%). Equal proportions (13%) were lone older and small family households. The remaining households were: two older (9%), large adult (5%) and large family (2%). Insufficient information was received from 8% of respondents to enable definition of household type (Figure 1; *Appendix Table 1*).

Figure 1



Base: 211 (all respondents)

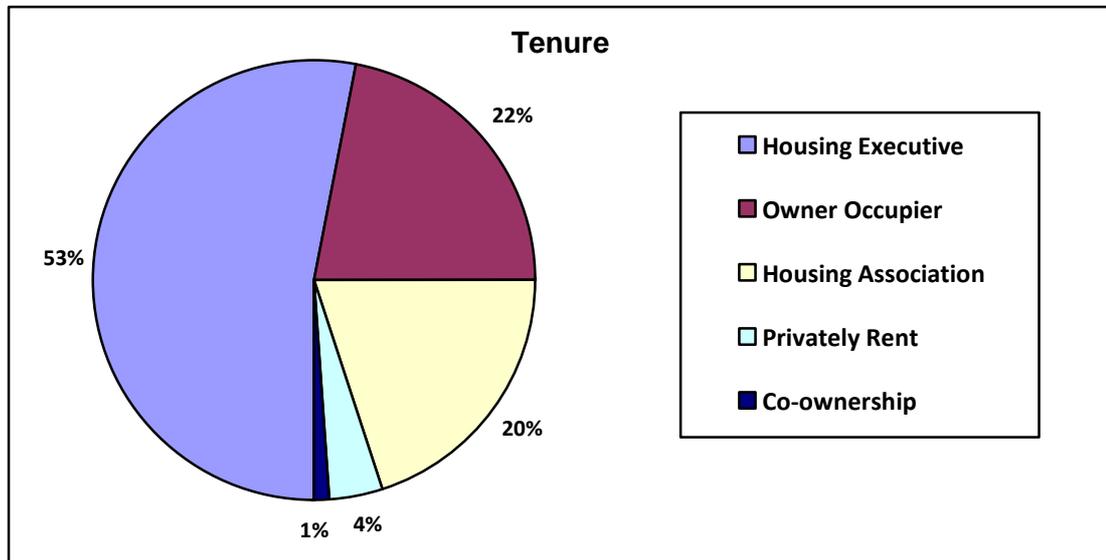
### 3.2 Number of people per household

More than one-third (34%) of households in the survey comprised one person, 41% had two persons, 12% had three persons, 9% had four persons and 4% had five or more household members. The remaining 1% of respondents either refused or omitted to provide information on the number of people in their household (*Appendix Table 2*).

### 3.3 Tenure

More than half (53%) of households rented from the Housing Executive, 22% were owner-occupied and one-fifth (20%) of households rented from a housing association. Smaller proportions rented privately (4%) and had purchased through co-ownership (1%) (Figure 2; Appendix Table 3).

Figure 2



Base: 211 (all respondents)

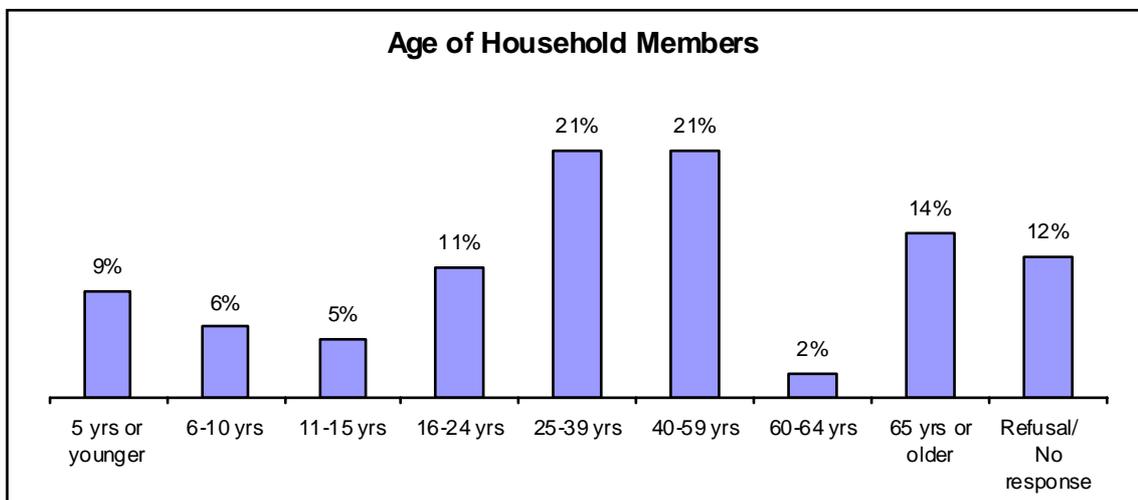
### 3.4 Household members

Respondents were asked to state the number of people living in their household and their ages. The survey gathered information on a total of 429 household members.

#### Age

Equal proportions (21%) of household members were aged between 25 and 39 and between 40 and 59. More than one-tenth (14%) of household members were 65 or older and 11% were aged between 16 and 24. Smaller proportions were five years old or younger (9%), aged between six and 10 (6%), aged between 11 and 15 (5%) and between 60 and 64 (2%). The age of 12% of household members was not available, due to refusal or non-response (Figure 3; Appendix Table 4).

Figure 3



Base: 429 household members

### 3.5 Household religion

The religion of three-quarters (75%) of households in the Rathgill estate was described as Protestant, 3% were Catholic and 3% were of mixed religion (Protestant/Catholic). More than one-tenth (11%) of respondents stated that either their household religion was 'other' or they had no religious affiliation, and 3% described their religion as mixed Protestant/Catholic. The remaining 8% of respondents either refused or omitted to state the religion of their household (*Appendix Table 5*).

### 3.6 Ethnic origin of household members

The majority (95%) of household members were white; 4% refused or omitted to state the ethnic origin of household members and the remainder of respondents (1%) stated 'other' as their ethnic origin (*Appendix Table 6*).

### 3.7 Gross Weekly Household Income

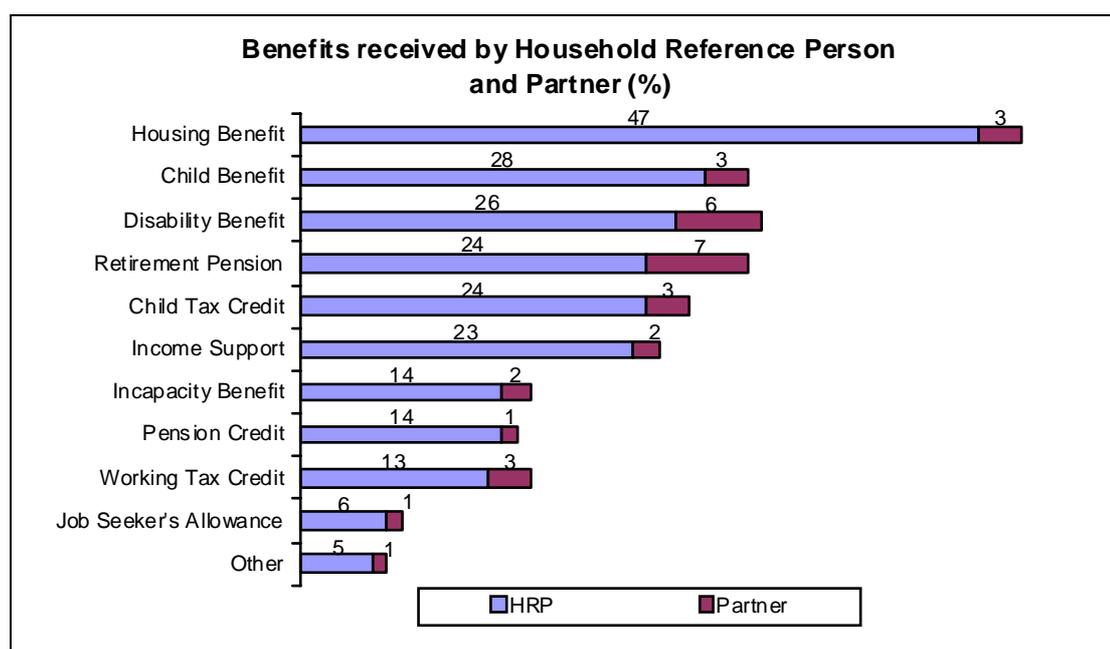
More than one-third (35%) of respondents did not know, refused or omitted to state the gross weekly income of their household. Of the remainder, 18% stated that their household's gross weekly income was between £201 and £300 and 17% had between £141 and £200. More than one-tenth (11%) stated that their gross weekly income was more than £300 per week. A further 7% of households had between £81 and £100, 6% had between £101 and £120 and 4% had between £121 and £140. Smaller proportions (2%) had an income of between £61 and £80 and 1% had £60 or less per week (*Appendix Table 7*).

### 3.8 Benefits received by HRP and/or Partner

The main benefits received by HRPs were Housing Benefit (47%), Child Benefit (28%) and Disability Benefit (26%). Equal proportions (24%) of HRPs were in receipt of Child Tax Credits and Retirement Pension. Other benefits received by HRPs included Income Support (23%), Incapacity Benefit (14%), Pension Credit (14%), Working Tax Credit (13%), and Job Seekers Allowance (6%). A small proportion (5%) of respondents stated that the HRP was in receipt of other benefits (Carer's Allowance, Attendance Allowance, Rates Relief, Widow's Pension and War Pension).

More than one-third (71: 35%) of HRPs had partners. Partners' main benefits were: Retirement Pension (7%) and Disability Benefit (6%) (*Figure 4; Appendix Table 8*).

**Figure 4**



Base: 201 respondents / 71 partners who gave sufficient information

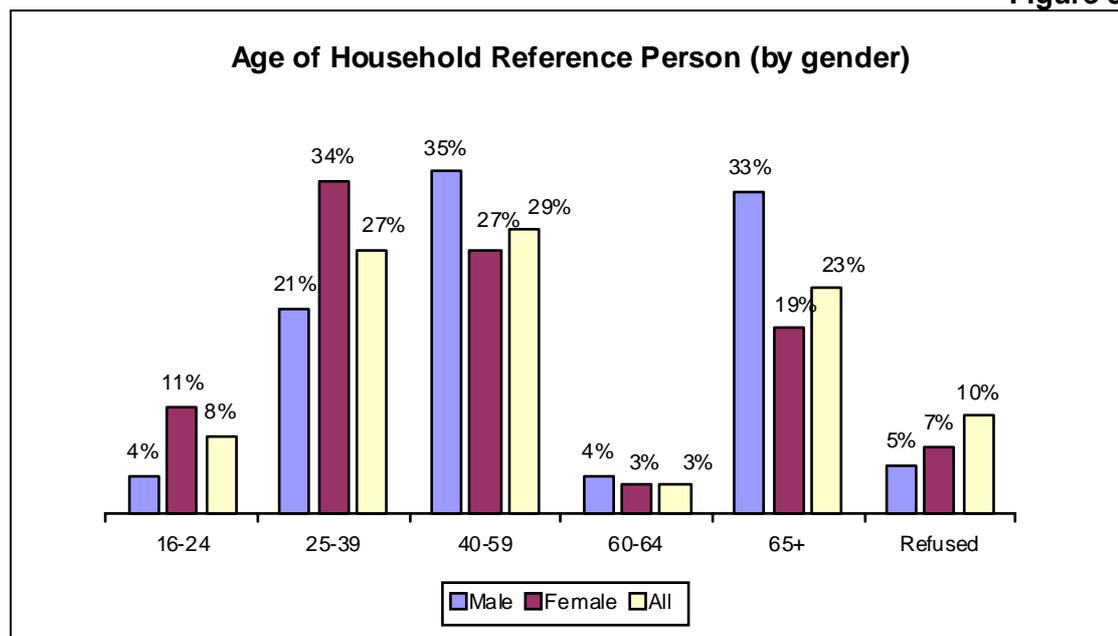
### 3.9 Gender of Household Reference Person (HRP)\*

Fifty-six percent of HRPs were female and 39% were male. The remaining 5% did not disclose the gender of their HRP (*Appendix Table 9*).

### 3.10 Age of HRP

Most respondents (90%) stated the age of their HRP. Almost one-third (29%) of HRPs were aged between 40 and 59, 27% were between 25 and 39 and 23% were aged 65 or older. Eight percent of HRPs were aged between 16 and 24 and 3% were aged between 60 and 64 years (*Figure 5; Appendix Table 10*).

**Figure 5**



Base: 211 (all respondents)

### 3.11 Marital status of HRP

One-third (33%) of HRPs were single (never married), 20% were married (first marriage) and 15% were divorced. A further 14% were widowed, 9% were separated, 5% were re-married and <1% were in a civil partnership. The remaining 4% of respondents either refused or omitted to state the marital status of their HRP (*Appendix Table 11*).

### 3.12 Employment status of HRP

Almost one-quarter (24%) of HRPs were retired, 19% were working full-time and 16% were permanently sick/disabled. A further 13% were working part-time and 10% were not working long-term. Smaller proportions were looking after family/home (6%), self-employed (5%), not working short-term (1%) and a student in further/higher education (1%). The remainder of respondents (4%) refused or omitted to state the employment status of their HRP (*Appendix Table 12*).

### 3.13 Household members with a physical disability

Two-fifths (40%) of respondents said their household had at least one member with a disability. Among these households, 83% (72 respondents) had one disabled member and 17% (15 respondents) had two disabled members (*Appendix Tables 13 and 14*).

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

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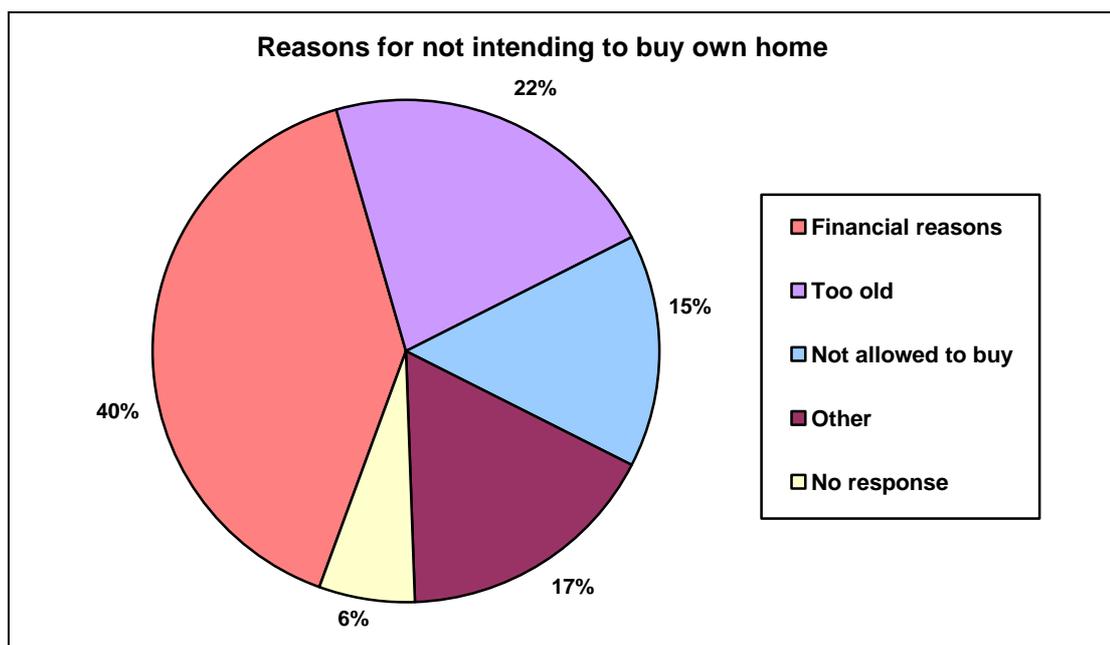
## 4.0 HOUSING EXECUTIVE TENANTS

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### 4.1 Purchase of home

More than half (53%) of all respondents were Housing Executive tenants, most of whom (82%) said they did not intend to purchase their home. The main reasons cited were: financial reasons (36; 40%), too old to buy (20; 22%) and not allowed to buy property (*bungalow*) (14; 15%). A smaller proportion (17%) of respondents gave various other reasons for not intending to purchase their home and 6% omitted to state their reasons (Figure 6; *Appendix Tables 15 and 16*).

Figure 6



Base: 91 NIHE tenants who did not intend to buy their home

### 4.2 Transfer

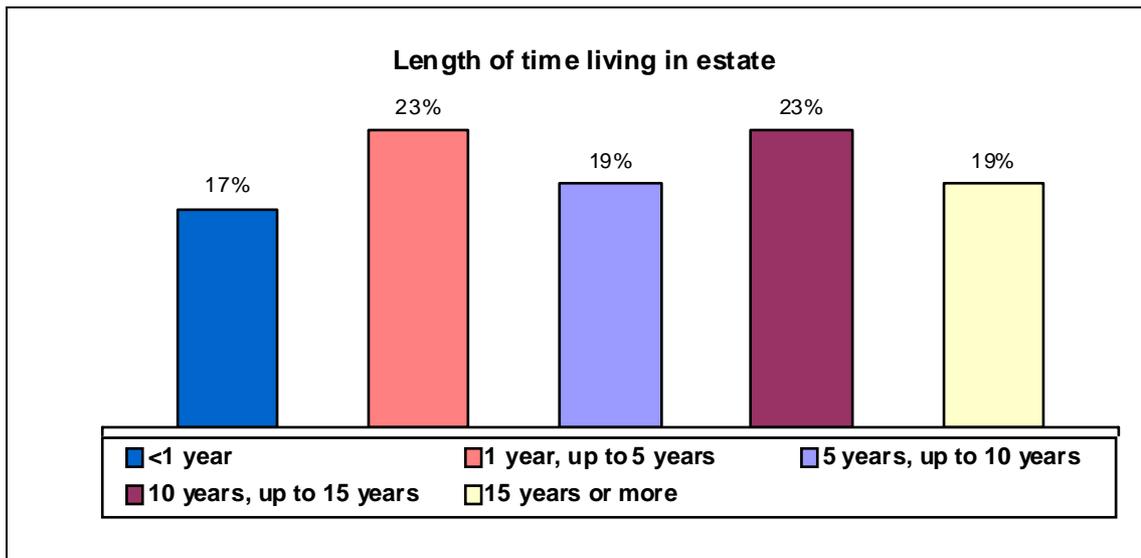
Of the Housing Executive tenants who did not intend to buy their home or who were unsure at the time of the survey (91; 82%), 11 respondents had applied for a transfer from their present property and 5 respondents had intended to apply within the next 12 months. Of these respondents, 10 wished to transfer within their own estate and six wished to transfer to a different estate. Reasons for wishing to transfer included: property does not suit, health reasons and to move closer to family/friends (*Appendix Tables 17-19*).

## 5.0 THE HOME

### 5.1 Length of residence

Equal proportions (23%) of respondents had lived in their present home for one year, up to five years, or 10 years, up to 15 years. Almost one-fifth (19%) had lived in their present home for between five and 10 years and a similar proportion (19%) had lived in their present home for more than 15 years. The remaining 17% of respondents had lived in their present home for less than one year (Figure 7: *Appendix Table 20*).

Figure 7



### 5.2 Location of previous home

The location of respondents' previous home was: outside Rathgill but within the Bangor area (68%), outside Bangor (18%) and within Rathgill (14%) (*Appendix Table 21*).

### 5.3 Current property type

More than half (53%) of respondents lived in houses, 28% lived in bungalows and 19% lived in flats (*Appendix Table 22*).

#### **5.4 Smoke alarms**

Most households surveyed (96%) had at least one smoke alarm (30% had one, 38% had two and 28% had three or more smoke alarms). A small proportion (2%) of respondents reported that their home had no smoke alarms installed (*Appendix Table 23*).

#### **5.5 Home security**

More than half (56%) of respondents stated that they had window locks, 51% had security lights/external lights, 32% had a door chain and 18% had a 'peephole' viewer on their front door; a small proportion (7%) had a burglar alarm fitted in their home (*Appendix Table 24*).

#### **5.6 Size of home**

The majority of respondents (75%) thought their home was about the right size, 19% thought their home was too small and the remaining 5% thought their home was too big or were unsure (*Appendix Table 25*).

#### **5.7 Overall satisfaction with home**

Three-quarters of respondents (75%) were either very satisfied or satisfied with their home, 14% were neither satisfied nor dissatisfied and 10% were dissatisfied with their home (*Appendix Table 26*).

#### **5.8 Physical aspects of home**

Respondents were asked about a variety of aspects of their home (*Appendix Table 27*). The majority of respondents reported all aspects to be either very good or good:

- ◆ pedestrian access -----89%
- ◆ vehicle access-----88%
- ◆ number of bedrooms-----83%
- ◆ kitchen layout-----82%
- ◆ size of garden -----82%
- ◆ size of bedrooms -----81%
- ◆ kitchen fittings -----81%
- ◆ parking provision-----81%
- ◆ electrical fitting -----80%
- ◆ standard of bathroom-----74%
- ◆ windows-----70%
- ◆ internal doors -----70%
- ◆ security of dwelling -----67%
- ◆ garden fencing -----66%
- ◆ external doors -----64%
- ◆ dining area provision-----62%
- ◆ outside storage-----56%

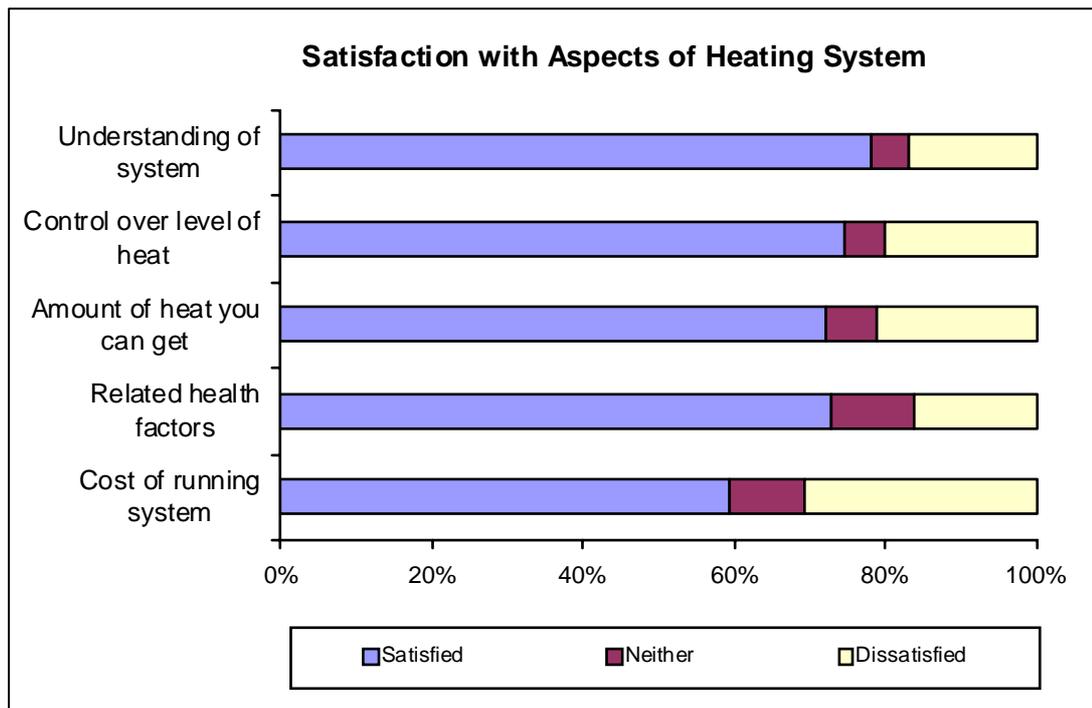
#### **5.9 Heating**

Almost half (46%) of homes represented in the survey had oil-fired central heating with radiators; 28% had mains gas and 15% had Economy 7. Fewer homes had solid fuel glass-fronted fire with radiators (10%) and solid fuel open fire with radiators (1%) (*Appendix Table 28*).

**5.10** Satisfaction with aspects of heating systems was as follows:

- ◆ Ease of use of the system (78%),
- ◆ control over amount of heat (74%),
- ◆ amount of heat (72%),
- ◆ health factors (72%),
- ◆ cost of running the system (60%) (Figure 8: *Appendix Table 29*).

**Figure 8**



Base: 211 (all respondents)

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## 6.0 LIFE ON THE ESTATE

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### 6.1 Image of the estate

More than half (52%) of respondents thought their estate was changing for the better, 41% thought it was not really changing and 6% thought the estate was changing for the worse (*Appendix Table 30*).

The respondents who felt the estate was changing for the better (109 respondents; 52%) were asked to state their main reasons (respondents could give more than one response).

Main findings were as follows:

- ◆ Estate is tidier and has a cleaner appearance ---- 66; 61%
- ◆ Quiet good neighbours and community centre ---- 46; 42%
- ◆ Improvements better image----- 34; 31%
- ◆ Less crime and antisocial behaviour----- 15; 14%
- ◆ People taking pride in area----- 10; 9%
- ◆ Less graffiti-----5; 5%
- ◆ Other reasons ----- <5; 4%

(*Appendix Table 31*)

Respondents who felt the estate was changing for the worse (12 respondents; 6%) were asked to state their main reasons (respondents could give more than one response).

Main findings were as follows:

- ◆ Anti-social behaviour ----- 7 respondents
- ◆ Noisy neighbours fighting----- <5 respondents
- ◆ Homes not maintained ----- <5 respondents
- ◆ Not a close community----- <5 respondents
- ◆ Flags should be taken down ----- <5 respondents
- ◆ Dogs barking----- <5 respondents
- ◆ Other various problems ----- 5 respondents

Respondents were asked how they felt about the general image of the estate if friends or relatives came to visit. More than half (51%) reported that they were proud or fairly proud of the general image of the estate, 37% had no strong feelings about the image of the estate and 11% were slightly or very ashamed. A small proportion (1%) gave no response (*Appendix Table 32*).

### 6.2 Satisfaction with general services in the area

Respondents reported high levels of satisfaction with the provision of the majority of general services in the area. High proportions of respondents were satisfied with the clearing of road drains (96%), maintenance of open green areas (92%), emptying of wheelie bins (91%), street lighting (90%), litter removal (90%), street sweeping (89%), bus service (97%) and repairing roads and pavements (84%).

Dissatisfaction was highest with policing in area (18%), the provision of bus shelters (13%), bus service (12%), repairs to roads and pavements (12%) and weeding of footpaths/alleyways (12%) (*See Appendix Table 33 for full details.*)

### 6.3 Neighbourhood warden

The Housing Executive provides a neighbourhood warden within the estate. More than one-quarter (58 respondents; 28%) were aware of the neighbourhood warden. Of these, 12 respondents had used the service and a similar number were satisfied with the service provided (*Appendix Tables 34 and 35*).

### 6.4 Perceived problems within the estate

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

- ◆ Dogs fouling on footpaths/green areas: ----- 60% (24% major; 36% minor)
- ◆ Speeding vehicles/motorcycles: ----- 50% (17% major; 33% minor)
- ◆ Nuisance from dogs: ----- 44% (18% major; 26% minor)
- ◆ Unsupervised children – aged under 12: ----- 40% (13% major; 27% minor)
- ◆ Alcohol abuse – aged over 18: ----- 37% (11% major; 26% minor)
- ◆ Late night parties/loud music: ----- 36% (8% major; 28% minor)
- ◆ Youths (aged over 12) loitering: ----- 36% (13% major; 23% minor)
- ◆ Car parking within the estate: ----- 34% (7% major; 27% minor)
- ◆ Alcohol abuse – aged over 18: ----- 34% (11% major; 23% minor)
- ◆ Level of vandalism: ----- 31% (6% major; 25% minor)
- ◆ Nuisance from ball: games: ----- 29% (10% major; 19% minor)
- ◆ Flags and emblems: ----- 27% (11% major; 16% minor)
- ◆ Level of graffiti: ----- 26% (4% major; 22% major)
- ◆ Drug abuse: ----- 26% (10% major; 16% minor)
- ◆ Solvent abuse: ----- 26% (11% major; 15% minor)
- ◆ Illegal dumping: ----- 24% (5% major; 19% minor)
- ◆ Neighbours disputing in your street: ----- 23% (6% major; 17% minor)
- ◆ Neighbours disputing elsewhere in the estate: - 22% (3% major; 19% minor)

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

- ◆ Racism ----- 91%
- ◆ abandoned vehicles ----- 88%
- ◆ bonfire site ----- 84%
- ◆ intimidation ----- 83%
- ◆ sectarianism ----- 83%
- ◆ theft and burglary ----- 79%

(*Appendix Table 36*)

### 6.5 Crime

Almost three-quarters of respondents (74%) stated that neither they nor any other member of their household had experienced any crimes during the previous 12 months. Crimes that minorities of respondents reported they had experienced during the previous 12 months included: vandalism of property (8%), verbal threats (7%) and vandalism of car (7%). Smaller proportions of respondents had experienced burglary of home (3%), physical assault (2%), theft from car (1%) and theft of car (1%). The remaining 4% had experienced other crimes. Respondents who had experienced crime were asked if they had reported the incident to the police, details of which are included in *Appendix Table 37*.

## 6.6 Feelings of safety

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

- ◆ at home during the day (99%),
- ◆ walking around the area during the day (98%),
- ◆ at home after dark (89%), and
- ◆ walking around the area after dark (73%) (*Appendix Table 38*).

## 6.7 Rathgill Community Association

The majority of respondents (84%) were aware of the Rathgill Community Association and more than one-third (36%) of respondents were aware of Rathgill Solutions Ltd (*Appendix Tables 39 and 40*).

6.8 Almost half (45%) of respondents who were aware of the Rathgill Community Association (84% of all respondents) felt it was representative of the community as a whole; 17% felt it was not representative and 37% were unsure. The remaining 1% omitted to answer the question (*Appendix Table 41*).

6.9 Respondents who felt the Rathgill Community Association was not representative of the community as a whole (31 respondents; 17%) were asked to state their main reasons. (Respondents could give more than one response)

Main reasons were as follows:

- ◆ limited contact from community Association (13 respondents),
- ◆ work mainly for old part of estate (5 respondents),
- ◆ lack of communication between group and residents (6 respondents),
- ◆ fail to support OAPs (<5 respondents), and
- ◆ other various reasons (15 respondents).

(*Appendix Table 42*)

## 6.10 Activities/services/courses respondents would like to see in the estate

The Rathgill Community Association are interested in finding out the uptake of various services, courses and activities residents would like to see provided by them. Respondents were asked to identify, from a list, the activities/services/courses they or a member of their household would use.

Responses were as follows:

- ◆ Rathgill Solutions; ----- (59; 28%)
- ◆ Information/advice services/surgeries: ----- (57; 27%)
- ◆ First aid training: ----- (53; 25%)
- ◆ Basic IT classes: ----- (46; 22%)
- ◆ Internet café drop in: ----- (43; 20%)
- ◆ Summer schemes: ----- (43; 20%)
- ◆ Arts and crafts classes: ----- (41; 19%)
- ◆ Introduction to the internet: ----- (41; 19%)
- ◆ British and Irish history classes: ----- (29; 14%)
- ◆ Child protection training: ----- (29; 14%)
- ◆ Parent and toddler group: ----- (25; 12%)
- ◆ Music classes: ----- (24; 11%)
- ◆ Peace and reconciliation training: ----- (19; 9%)
- ◆ Surestart: ----- (15; 7%)

(*Appendix Table 43*)

Respondents were asked what other facilities or services that they would like to see provided by the Rathgill Community Association. 28 respondents suggested other activities or services. Respondents could give more than one response to this question. Their main responses included:

- ◆ More activities/facilities for children: ----- (17)
- ◆ More activities/facilities for over 50's and OAPs: ---- (10)
- ◆ Newsletter: ----- (<5)
- ◆ Social activities: ----- (<5)
- ◆ Neighbourhood watch: ----- (<5)

*(Appendix Table 44)*

### 6.11 George Green Centre

Almost three-quarters (74%) of respondents were aware of the George Green Centre. Of these respondents, almost one-fifth 19% (30 respondents) stated that they or a member of their household use the facilities/service provided.

The facilities/services used by respondents included:

- ◆ Children and parent groups/schemes: ----- 31
- ◆ Private hire: -----5
- ◆ CAB: -----<5
- ◆ Men's groups: -----<5
- ◆ Other: -----8

*(Appendix Table 45 - 47)*

### 6.12 Street signage

The Rathgill Community Association is interested in finding out residents' views on the need for different types of street signage that would benefit the area. Respondents were asked to identify from a list, signage that they thought would benefit the area.

Responses in favour of the follow street signage were as follows:

- ◆ No dogs fouling in public places: ----- 86%
- ◆ Speed limits: ----- 80%
- ◆ No littering: ----- 78%
- ◆ No drinking alcohol in public places:----- 75%

*(Appendix Table 48)*

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## **7.0 ADDITIONAL COMMENTS**

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**7.1** On completion of the questionnaire, all respondents were given the opportunity to make general comments about their estate. In total 27% (58 respondents) commented on a number of issues concerning life on the Rathgill estate.

**7.2** Other comments included:

- ◆ Happy with estate,
- ◆ estate is improving for the better,
- ◆ area needs a play park,
- ◆ litter and broken glass is a problem,
- ◆ problem with dogs,
- ◆ need better policing, and
- ◆ more needs to be done for OAPs.

## TABULAR REPORT –RATHGILL

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

**Table 1: Household Types**

<b>Definition of Household Types:</b>		<b>Number</b>	<b>%</b>
Lone Adult	One person below pensionable age – 65 years for men, 60 years for women	41	19
Two Adult	Two people, related or unrelated, below pensionable age	36	17
Lone Parent	Sole adult living with dependent (children) under 16 years of age	32	15
Lone older	Lone person of pensionable age, 65 years for men, 60 years for women	27	13
Small Family	Any two adults, related or unrelated living with 1 or 2 dependent children under 16 years of age	27	13
Two Older	Two people, related or unrelated, at least one of whom is of pensionable age	19	9
Large Adult	Three or more adults, related or unrelated, with or without 1 dependent child under 16 years of age	11	5
Large family	Any two adults, related or unrelated, living with 3 or more dependent children under 16 years of age OR three or more adults, related or unrelated, living with two or more dependent children under 16 years of age	<5	2
Refusal/non response	Respondent refused to give details of their household or gave insufficient information to define household type	14	8
<b>Total</b>		<b>211</b>	<b>100</b>

*Base: 211 respondents*

**Table 2: Number of people in each household**

	<b>Number</b>	<b>Percentage</b>
One person	71	34
Two people	86	41
Three people	26	12
Four people	18	9
Five people or more	8	4
Refusal/non response	<5	1
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents*

**Table 3: Tenure**

	<b>Number</b>	<b>Percentage</b>
Rent from Housing Executive	111	53
Owner Occupier	47	22
Housing Association	43	20
Private rented	8	4
Purchased through co-ownership	<5	1
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents*

**Table 4: Age of household members**

	Number	Percentage
5 years old or less	39	9
6 – 10 years old	25	6
11 – 15 years old	21	5
16 – 24 years old	46	11
25 – 39 years old	91	21
40 – 59 years old	88	21
60 – 64 years old	10	2
65 or older	58	14
Refusal/non response	51	12
<b>Total</b>	<b>429</b>	<b>100</b>

*Base: 429 household members***Table 5: Religion of household**

	Number	Percentage
Protestant	159	75
Catholic	7	3
Mixed Religion Protestant/Catholic	6	3
None	16	8
Other	7	3
Refusal/non response	16	8
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents***Table 6: Ethnic Origin of Household Reference Person**

	Number	Percentage
White	200	95
Other	<5	1
Refusal/ non response	9	4
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents***Table 7: Approximate Weekly Income of Household by Household Type (Percentages)**

	Lone adult	Two adults	Lone parent	Small family	Large family	Large adult	Two older	Lone older	Refused	No response	All Households
£60 or less	5	-	3	-	-	-	-	-	-	-	1
£61 to £80	5	-	6	-	-	-	-	-	-	-	2
£81 to £100	15	11	9	-	-	-	-	7	-	-	7
£101 to £120	2	3	16	-	-	-	-	15	-	22	6
£121 - £140	5	3	9	4	-	-	-	7	-	-	4
£141 - £200	20	11	19	11	18	-	42	11	-	11	17
£201 - £300	15	25	16	26	36	-	16	7	-	11	18
>£300	15	19	-	22	-	-	11	-	20	11	11
Refusal	12	11	13	30	45	75	26	19	80	44	23
Don't know	7	17	9	9	-	25	5	33	-	-	12
Total	100	100	100	100	100	100	100	100	100	100	100

*Base: 211 households about which there was sufficient information*

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

	Head of Household		Partners	
	Number	%	Number	%
Housing Benefit	93	47	5	3
Child Benefit	60	28	6	3
Disability Benefit	51	26	11	6
Retirement Pension	47	24	13	7
Child Tax Credit	46	24	6	3
Income Support	44	23	<5	2
Incapacity Benefit	27	14	<5	2
Pension Credit	27	14	<5	1
Working Tax Credit	26	13	5	3
Job Seekers Allowance	11	6	<5	<1
Other benefits (Carers Allowance, Attendance allowance, rates relief, widows parents allowance, war pension)	9	5	<5	<1

*Base: 201 respondents who gave sufficient information*      *71 Partners*

**Table 9: Gender of Household Reference Person**

	Number	Percentage
Male	83	39
Female	117	56
Refusal/non response	11	5
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents*

**Table 10: Age of Household Reference Person**

Age groups	Male		Female		Refusal/non response		All	
	Num	%	Num	%	Num	%	Num	%
16-24	3	4	13	11	-	-	<b>16</b>	<b>8</b>
25-39	17	21	40	34	-	-	<b>57</b>	<b>27</b>
40-59	29	35	31	27	1	9	<b>61</b>	<b>29</b>
60-64	3	4	3	3	-	-	<b>6</b>	<b>3</b>
65+	27	33	22	19	-	-	<b>49</b>	<b>23</b>
Refusal/Non response	4	5	8	7	10	91	<b>22</b>	<b>10</b>
<b>Total</b>	<b>83</b>	<b>100</b>	<b>117</b>	<b>100</b>	<b>11</b>	<b>100</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents*

**Table 11: Marital Status Household Reference Person**

	Number	Percentage
Single (never married)	69	33
Married (first marriage)	43	20
Divorced (but not legally re-married)	31	15
Widowed (but not legally re-married)	29	14
Separated (but not legally re-married)	18	9
Re-married	11	5
Civil partnership	<5	<1
Refusal/non response	9	4
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents*

**Table 12: Employment details Household Reference Person**

	Number	Percentage
Retired (excludes looking after home)	51	24
Working full-time	41	19
Permanently sick/Disabled	34	16
Working part-time	28	13
Not working long term (more than 1 year)	20	10
Looking after family/home	12	6
Self employed	10	5
Not working short term (less than 1 year)	<5	1
Student (further/higher education)	<5	1
Refusal/Non response	9	4
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents***Table 13: Household members with a disability**

	Number	%
Yes	85	40
No	123	58
Refusal/non response	<5	2
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents***Table 14: Number of members with a disability**

	Number	%
One	72	83
Two	15	17
<b>Total</b>	<b>87</b>	<b>100</b>

*Base: 87 respondents who said a member of their household had a disability***Table 15: Do you intend to buy your home from the Housing Executive?**

	Number	Percentage
Yes	7	6
No	91	82
Don't know	13	12
<b>Total</b>	<b>111</b>	<b>100</b>

*Base: 111 Housing Executive respondents*

**Table 16: Reasons for not wanting to buy your home**

	Number	Percentage
Financial Reasons	36	40
Too old to buy	20	22
Not allowed to buy (bungalow)	14	15
Prefer to rent	5	6
Not in property long enough	<5	2
Noisy neighbours	<5	2
Doesn't suit family	<5	2
Needs to many repairs	<5	2
Not nice area, not right time, would prefer larger home	<5	3
Non response	5	6
<b>Total</b>	<b>91</b>	<b>100</b>

*Base: 91 Housing Executive respondents who do not intend to buy their own home*

**Table 17: Have you applied to the Housing Executive for a transfer?**

	Number	Percentage
Yes	11	10
No	100	90
<b>Total</b>	<b>111</b>	<b>100</b>

*Base: 111 Housing Executive respondents*

**Table 18: Do you intend to apply for a Housing Executive transfer?**

	Number	Percentage
Yes	5	5
No	95	95
<b>Total</b>	<b>100</b>	<b>100</b>

*Base: 100 Housing Executive respondents who had not already applied for a transfer*

**Table 19: Where do you wish to transfer to?**

	Number
Wish to transfer to different estate	6
Wish to transfer within own estate	10
<b>Total</b>	<b>16</b>

*Base: 16 Housing Executive respondents who have applied/intend to apply for a transfer*

**Table 20: Length of residence in present home**

	Number	Percentage
Less than one year	35	17
1 year or more but less than 5 years	48	23
5 years or more but less than 10 years	41	19
10 years or more but less than 15 years	48	23
More than 15 years	39	19
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents*

**Table 21: Location of previous home**

	Number	Percentage
Within Rathgill	31	14
Outside Rathgill but within the Bangor area	143	68
Outside Bangor	37	18
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents*

**Table 22: Property Type**

	Number	Percentage
House	112	53
Bungalow	58	28
Flat	41	19
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents*

**Table 23: Smoke alarms**

	Number	Percentage
None	<5	2
One	64	30
Two	80	38
Three or more	60	28
No - response	<5	1
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents*

**Table 24: Home security**

	Number	Percentage
Window locks	117	56
Security lights/External lights	108	51
Door chain	67	32
Door viewer/Peephole	37	18
Burglar Alarm	15	7

*Base: 211 respondents*

**Table 25: Size of home**

	Number	Percentage
About the right size	159	75
Too small	41	19
Too big	7	3
Not sure	<5	2
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents*

Table 26:

## Overall satisfaction with home

	Number	Percentage
Very satisfied	40	19
Satisfied	118	56
Neither	30	14
Dissatisfied	19	9
Very dissatisfied	<5	1
<b>Total</b>	<b>211</b>	<b>100</b>

Base: 211 respondents

Table 27:

## Assessment of physical aspects of your home (%)

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	No response/Refusal	N/A	Total %
Pedestrian access	24	65	5	3	2	1	-	100
Vehicle access	25	63	7	4	2	-	-	100
Number of bedrooms	19	64	7	6	3	1	-	100
Kitchen layout	26	56	6	7	5	1	-	100
Size of garden	23	59	9	7	2	-	1	100
Size of bedrooms	20	61	8	9	1	1	-	100
Kitchen Fittings	26	55	6	9	5	-	-	100
Parking provision	22	59	9	7	2	1	-	100
Electrical fittings	19	61	5	10	4	1	-	100
Standard of Bathroom	23	51	6	16	4	1	-	100
Windows	21	49	8	10	12	-	-	100
Internal doors	17	53	5	15	8	2	-	100
Security of dwelling	16	51	15	12	5	1	-	100
Garden fencing	18	48	10	12	11	-	2	100
External doors	19	45	4	18	12	1	-	100
Dining area	11	51	10	11	7	2	8	100
Outside Storage	14	42	13	17	7	1	6	100

Base: 211 respondents

Table 28:

## Main heating system

	Number	Percentage
Oil fired with radiators	96	46
Mains Gas	60	28
Economy 7	32	15
Solid fuel glass fronted fire (with radiators)	20	10
Solid fuel open fire (with radiators)	<5	1
<b>Total</b>	<b>211</b>	<b>100</b>

Base: 211 respondents

**Table 29: How satisfied are you with the following aspects of your heating system?**

	Very satisfied		Satisfied		Neither		Dissatisfied		Very dissatisfied	
	Num	%	Num	%	Num	%	Num	%	Num	%
The ease of use of the system	46	22	118	56	10	5	14	7	20	10
The control over the level of heat	47	22	109	52	10	5	25	12	17	8
The amount of heat	48	23	104	49	14	7	23	11	20	10
Related health factors	41	19	112	53	23	11	17	8	16	8
The cost of running your system	30	14	96	46	21	10	46	22	18	9

*Base: 211 respondents*

**Table 30: Would you say the estate is ...?**

	Number	Percentage
Changing for the better	109	52
Not really changing	87	41
Changing for the worse	12	6
No Response	<5	1
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents*

**Table 31: Main reasons why estate is changing for the better**

	Number	Percent
Estate is tidier and has cleaner appearance	66	61
Quiet, good neighbours and community centre	46	42
Improvement, better image	34	31
Less crime and anti-social behaviour	15	14
People taking pride in area, buying own homes	10	9
Less graffiti	5	5
Other reasons	<5	4

*Base: 109 respondents who said that the estate is changing for the better.  
N.B. Respondents could give more than one response*

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

	Number	Percentage
Proud	35	17
Fairly proud	71	34
No strong feelings	79	37
Slightly ashamed	20	10
Very ashamed	<5	1
No response	<5	1
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents*

Table 33:

## Satisfaction with general services within the area

	Satisfied		Dissatisfied	
	Number	%	Number	%
Clearing of road drains	202	96	9	4
Maintenance of open green areas	195	92	16	8
Emptying wheelie bins	191	91	20	10
Street lighting	189	90	22	10
Litter removal	189	90	22	10
Street sweeping	187	89	23	11
Weeding of footpaths and alleyways	185	88	26	12
Repairing roads & pavements	185	88	25	12
Bus services	185	88	25	12
Provision of bus shelters	183	87	28	13
Policing in area	171	81	38	18

*Base: 211 respondents*

Table 34:

## Are you aware of the neighbourhood warden service provided by the NIHE?

	Number	%
Yes	58	28
No	153	72
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents*

Table 35:

## Have you ever used the service?

	Number	%
Yes	12	21
No	46	79
<b>Total</b>	<b>58</b>	<b>100</b>

*Base: 58 respondents who knew about the neighbourhood warden service*

Table 36:

## Perceived problems within the estate

	Major problem		Minor problem		Not a problem		Non-response	
	<i>Num</i>	%	<i>Num</i>	%	<i>Num.</i>	%	<i>Num</i>	%
Dog fouling on footpaths/green areas	51	24	75	36	83	39	1	1
Speeding vehicles/motorcycles	35	17	69	33	104	49	2	1
Nuisance from dogs	37	18	55	26	116	55	2	1
Unsupervised children – under 12	28	13	57	27	122	58	3	1
Alcohol abuse – over 18	23	11	55	26	128	61	4	2
Late night parties/loud music	17	8	58	28	133	63	2	1
Youths over 12 years old loitering	27	13	49	23	132	63	2	1
Car parking within estate	15	7	57	27	134	64	4	2
Alcohol abuse – under 18	24	11	49	23	134	64	3	1
Level of vandalism	12	6	52	25	143	68	3	1
Nuisance from ball games	22	10	39	19	146	69	3	1
Flags and emblems	23	11	33	16	152	72	2	1
Level of graffiti	8	4	47	22	153	73	2	1
Drug abuse	22	10	34	16	151	72	3	1
Solvent abuse	24	11	32	15	152	72	2	1
Illegal dumping	11	5	41	19	156	74	2	1
Neighbour disputes in your street	12	6	36	17	160	76	2	1
Neighbour disputes elsewhere in the estate	7	3	39	19	159	75	5	2
Theft and burglary	5	2	35	17	167	79	3	1
Sectarianism	9	4	23	11	176	83	2	1
Intimidation	7	3	24	11	176	83	3	1
Bonfire sites	9	4	21	10	177	84	3	1
Abandoned vehicles	<5	1	19	9	186	88	3	1
Racism	<5	1	15	7	191	91	2	1
Other	7	3	3	1	198	93	2	1

Base: 211 respondents

Table 37:

## Household members who have experienced crime within last 12 months

	Yes		No		Reported to police <i>Num</i>
	<i>Num</i>	%	<i>Num</i>	%	
Vandalism of property	16	8	194	92	5
Verbal threat	15	7	196	93	4
Vandalism of car	14	7	196	93	7
Burglary of home	6	3	204	97	4
Physical assault	5	2	206	98	3
Theft from car	<5	1	210	99	No response
Theft of car	<5	1	210	99	No response
Other	8	4	203	96	1

Base: 210/211 respondent

**Table 38: Feeling of safety within estate and home**

	Yes		No	
	Number	%	Number	%
Feel safe in home during the day	208	99	<5	1
Feel safe walking in this area during the day	207	98	<5	2
Feel safe in home after dark	118	89	23	11
Feel safe walking in this area after dark	153	73	56	27

*Base: 211 respondents***Table 39: Did you know there is a Rathgill Community Association?**

	Number	Percentage
Yes	178	84
No	33	16
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents***Table 40: Have you heard of Rathgill Solutions?**

	Number	Percentage
Yes	75	36
No	133	63
No response	<5	1
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents***Table 41: Do you feel Rathgill Community Association is representative of the community as a whole?**

	Number	Percentage
Yes	80	45
No	31	17
Don't know	65	37
No response	<5	1
<b>Total</b>	<b>178</b>	<b>100</b>

*Base: 178 respondents***Table 42: Reasons why the Community Association not representative?**

	Number
Limited contact from them	13
Work mainly for old part of estate	5
Fail to support OAPs	<5
Not all residents participate	<5
No Response	5
Other	10

*Base: 31 respondents.**N.B. Respondents could give more than one response*

Table 43:

Would you or any member of your family use ...?

	Yes (one or more household members would use the service)		No (no household members would use the service)		No response	
	Num	%	Num	%	Num	%
Rathgill Solutions	59	28	134	64	18	9
Information advice services/surgeries	57	27	147	70	7	3
First aid training	53	25	153	73	5	2
Basic IT classes	46	22	160	76	5	2
Internet café drop in	43	20	163	77	5	2
Summer schemes	43	20	163	77	5	2
Arts and crafts classes	41	19	165	78	5	2
Introduction to internet	41	19	164	78	6	3
British and Irish history classes	29	14	174	83	8	4
Child protection training	29	14	174	83	8	4
Parent /toddler group	25	12	180	85	6	3
Music classes	24	11	182	86	5	2
Peace and reconciliation training	19	9	184	87	8	4
Surestart	15	7	187	89	9	4

*Base: 211 respondents*

Table 44: What other facilities or services would like to see provide by Rathgill Community Association?

Main reasons	Number
More activities/facilities for children	17
More activities/facilities for over 50s and OAPs	10
Newsletter	2
Social activities	2
Neighbourhood watch	2
Other	11

*Base: 28 respondents.**N.B. Respondents could give more than one response.*

**Table 45: Have you heard of the George Green Community Centre within the Rathgill Area?**

	Number	Percentage
Yes	155	74
No	55	26
No response	1	1
<b>Total</b>	<b>211</b>	<b>100</b>

*Base: 211 respondents***Table 46: Do you or any member of your household use any of the facilities or services provided by the George Green Community Centre?**

	Number	Percentage
Yes	30	19
No	125	81
<b>Total</b>	<b>155</b>	<b>100</b>

*Base: 155 respondents***Table 47: What facilities/services have you used at the George Green Centre?**

	Number
Children and parent groups and schemes	31
Private hire	4
CAB	2
Men's groups	2
Other	8

*Base: 30 respondents**N.B. Respondents could give more than one response.***Table 48: Would you be in support of the erection of the following street signs within the area...?**

	Yes		No		Don't know		No response		Total	
	Num	%	Num	%	Num	%	Num	%	Num	%
No dogs fouling in public places	182	86	14	7	13	6	2	1	<b>211</b>	<b>100</b>
Speed limits	168	80	24	11	18	9	1	1	<b>211</b>	<b>100</b>
No Littering	165	78	22	10	22	10	2	1	<b>211</b>	<b>100</b>
No drinking alcohol in public places	158	75	26	12	24	11	3	1	<b>211</b>	<b>100</b>

*Base: 211 respondents*