

Shared Communities Survey

Hilden, Lisburn

Report Produced by the Research Unit October 2015



HousingExecutive

ACKNOWLEDGEMENTS

The Housing Executive would like to express its gratitude to all those involved in the Hilden shared communities' research and in particular to the residents of Hilden who took the time to complete the survey and without whose co-operation the survey could not have been undertaken.

Cover photographs of Hilden, courtesy of NIHE and HCA



Hilden youth initiative mural

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1.0 BACKGROUND TO STUDY

- 1.1 Hilden is situated on the outskirts of Lisburn Town Centre. It comprises properties located between Glenmore and Roseville (for a map of the survey area see Figure 1)
- 1.2 At the time of the survey Hilden had approximately 1,400 properties of different tenure: Housing Executive, housing association, privately rented and owner occupied.
- 1.3 Hilden Community Association was established in 2001 to address issues of concern for residents of the Hilden area including housing, recreational, social and environmental issues. Hilden Community Association was involved with the campaign to save the local post office and renovate two children's play parks; it also runs a yearly festival.
- 1.4 Hilden Community Association was selected by the Housing Executive's community Cohesion Unit to participate in the Shared Communities Programme in early 2013, the overall purpose of the programme being to develop shared communities where people choose to live with others regardless of their religion, race or nationality in a neighbourhood that is safe and welcoming to all, and threatening to no-one.
- 1.5 The programme is community led and provides an opportunity for residents to engage in good relations projects within their own area as well as neighbouring estates. Central to the programme is a survey designed by the Housing Executive's Research Unit, in consultation with groups selected, to assess attitudes to community relations as well as determine the needs of the community.
- 1.6 This report details the method by which the Hilden survey was conducted and resultant research findings.

2.0 SAMPLE AND METHODOLOGY

2.1 Members of the Housing Executive's Research and Community Cohesion Units met with Hilden Community Association in 2015. Following consultation with community representatives the questionnaire design and methodology for the survey were agreed.

2.2 The objectives of the survey were to:

- measure satisfaction with local facilities/services;
- identify activities or services that could be provided at a local community level;
- assess attitudes to community relations and community safety in the area; and
- identify areas of work needed in order to develop and implement an action plan.

2.3 The area to be surveyed had approximately 1,400 properties of different tenure (see Figure 1 for a map of the area). A random sample of 200 properties was taken.

2.4 Each of the 200 properties in the sample received a letter inviting the household to participate in the survey. Included with the letter was a copy of the questionnaire to be completed by the occupier and collected by Housing Executive research staff.

2.5 The questionnaire was designed for self-completion; however research officers helped complete questionnaires to those residents who requested assistance during the fieldwork period. A copy of the questionnaire is included in Appendix 1 (p. 17).

2.6 Research officers carried out the fieldwork in March 2015.

2.7 In line with organisational policy Research Unit staff carry photographic ID at all times when conducting fieldwork. Visits to properties are made at varying times of the day and a total of five attempts are made to collect surveys. However, in practice, when passing an address every opportunity is made to encourage occupants to participate. Therefore the minimum of five visits is often exceeded. If, at the end of the fieldwork period, Research Officers have been unable to contact a household member the address is recorded as a non-contact.

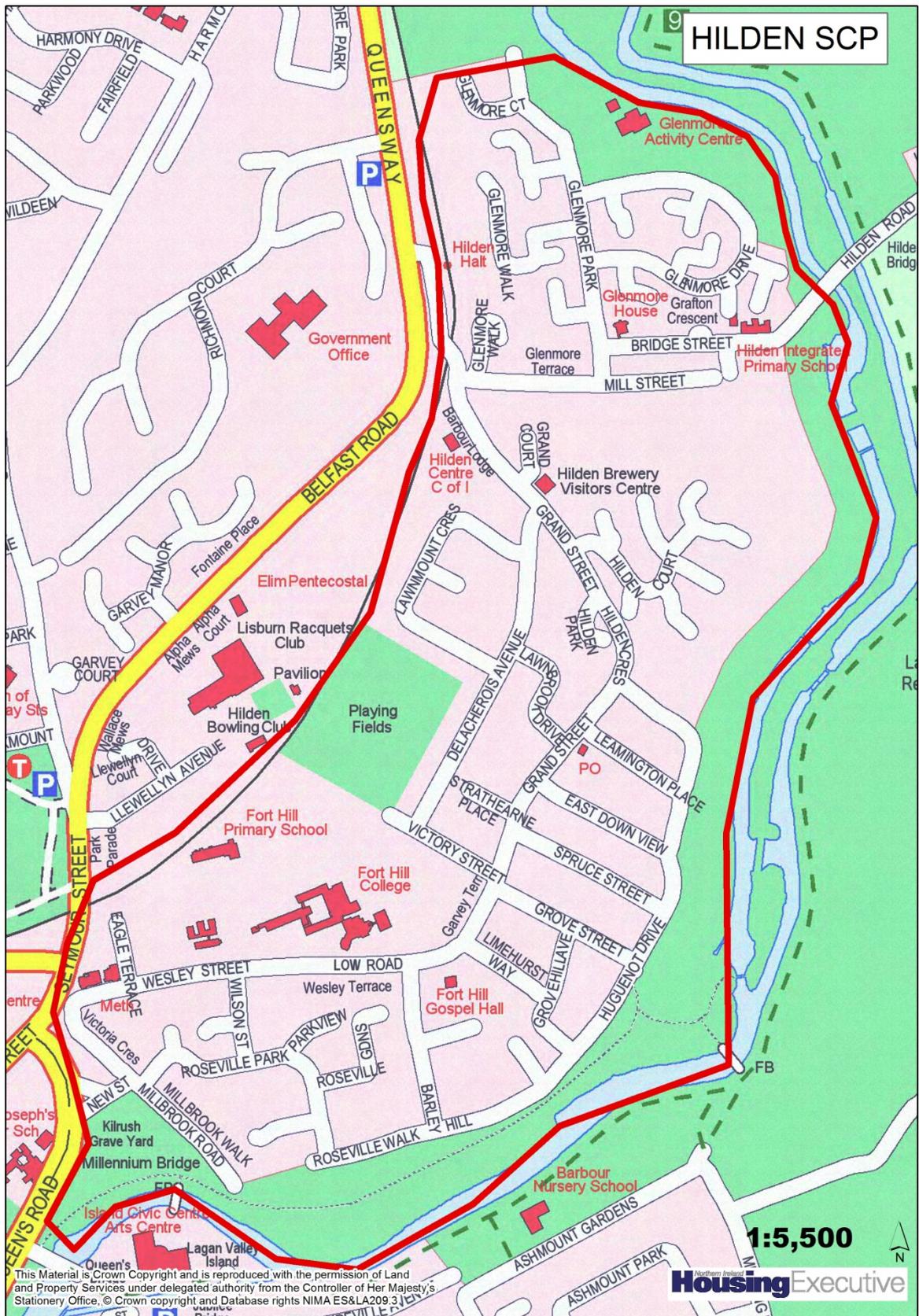
2.8 On completion of the fieldwork 7 addresses were identified as ineligible due to being vacant or non-existent which reduced the number of valid addresses to 193. A total of 96 completed questionnaires were returned which yielded a response rate of 50 per cent.

Table 2.1: Breakdown of response rate

	Number	%
Original target	200	
Vacant	7	
Revised target	193	100
Non contacts	59	31
Refusals	38	20
Completed questionnaires	96	50

- 2.9 A breakdown down of figures is available in the tabular results included in Appendix 2 (p. 29).
- 2.10 Due to rounding, some tables do not add to 100%. Also, for data protection purposes, and in particular where questions are considered sensitive, if the number of respondents is less than five the actual figures have been omitted and are shown as <5.
- 2.11 In some cases the base is less than 96, which may be due to some respondents not giving sufficient information when answering that question. This is recorded as non-response.

Figure 1: Map of the Hilden survey area



3.0 RESEARCH FINDINGS

3.1 HOUSEHOLD PROFILE

Characteristics of households

'Lone older' (18; 19%) and 'two older' (12; 13%), where at least one person is of pensionable age (65 for men; 60 for women), totalled almost one-third (30; 32%) of all households surveyed. More than one-fifth (20; 22%) were 'lone adult' households; a similar portion of respondents were 'small family' (16; 17%) or (15; 16%) 'two adults' households. Less than one-tenth (6; 7%) were 'lone parent' households. (For more information on household types see Table 1 of Appendix 2).

One-third (32; 33%) of households had a member(s) with a disability which affects their normal day to day activities. Of those households (n=32) the majority (26 households) had one member with a disability (Appendix Tables 2 and 3).

Characteristics of Household Reference Person¹ (HRP)

More than half (52; 54%) of HRPs were female, the rest (43; 45%) were male. One-third (31; 33%) of HRPs were aged between 40 and 59. More than one-third (34; 36%) of HRPs were 60 years or more at the time of the survey (16; 17% aged 60 to 74 and 18; 19% aged 75 years or more). More than one-quarter (27; 29%) were aged between 25 and 39 and one percent was aged between 16 and 24 (Appendix Tables 4 and 5).

More than half (51; 53%) of all HRPs were working (full-time, part-time or self-employed) at the time of the survey and almost one-third (30; 31%) were retired. One-tenth (10; 10%) of HRPs were permanently sick or disabled; three per cent were looking after family home and two percent were not working at the time of the survey (Appendix Table 6).

In terms of ethnic origin, the vast majority (90; 97%) of HRPs were white. Four-fifths (77; 80%) of HRPs were British and more than one-tenth (12; 13%) were Northern Irish at the time of the survey (Appendix Tables 7 and 8).

Almost three-quarters (67; 70%) described the religious composition of their household as Protestant and more than one-tenth (12; 13%) as Catholic (Appendix Table 9).

¹The household reference person (HRP) is the member of the household who owns or pays the rent or mortgage on the property. Where two people have equal claim (e.g. two persons cohabitating who jointly own or rent the property) the household reference person is the person with the highest annual income. The definition is for analysis purposes and does not imply any authoritative relationship within the household.

3.2 CHARACTERISTICS OF THE HOME AND AREA

Length of time living in the Hilden area

Almost half (45; 47%) of respondents had lived in their present home for more than 15 years at the time of the survey. Almost one-fifth (17; 18%) had lived in their present home for one year or more but less than five years (Appendix Table 10).

At the time of the survey almost half (47; 49%) of respondents lived outside the local area but within Lisburn City Council before their present home and more than one-third (34; 35%) had lived in the same local area (Hilden) (Appendix Table 11).

Four-fifths of respondents (77; 80%) stated they were unlikely to move from the local area in the next two years. Nine per cent (9 respondents) reported that they were likely to move and one-tenth (10; 10%) were undecided. Reasons given by respondents for moving away varied from needing a bigger house, would like to buy a property and employment reasons (Appendix Table 12).

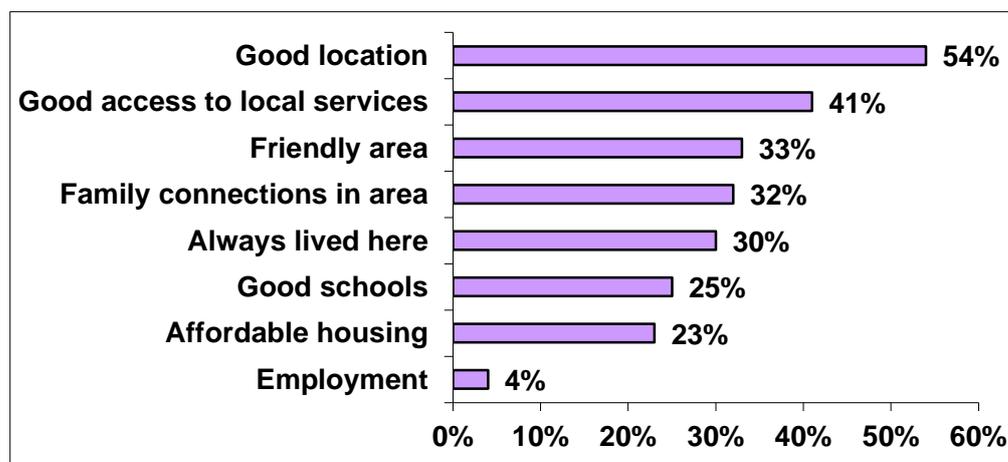
Dwelling tenure

Almost three-fifths (57; 59%) of respondents owned their own home; more than one-quarter (25; 26%) rented from the Housing Executive; more than one-tenth (12; 13%) rented from a private landlord and the remaining two per cent (2 respondents) rented from a housing association at the time of the interview (Appendix Table 13).

Reasons for staying in the Hilden area

Respondents were asked why they continue to stay in the Hilden area and included in the questionnaire was a list of reasons. In the event, the vast majority (95; 99%) stated at least one reason as to why they continued to stay the Hilden area.

Figure 3.1: Respondents' reasons for staying in the Hilden area



As Figure 3.1 above illustrates, the most common reason among respondents for staying in the Hilden area was because they felt it was a 'good location' with more than half (52; 54%) stating that this was the case. More than two-fifths (39; 41%)

stated it was 'good access to local services' and one-third (32; 33%) stated it was a 'friendly area' as reasons for staying in the Hilden area; 'employment' was the reason least cited among respondents (4; 4%) (Appendix Table 14).

Community spirit in the Hilden area

Respondents were asked to gauge the level of community spirit in the Hilden area. Almost three-quarters (69; 72%) of respondents felt that community spirit in their area was either 'very good' or 'good'; nearly one-quarter (22; 23%) felt it was 'neither good nor poor'. A small proportion (2; 2%) felt community spirit in the area was either 'poor' or 'very poor'; three per cent (3 respondents) did not know of the level of community spirit in the area (Appendix Table 15).

3.3 SERVICES AND FACILITIES

General services and facilities

Respondents were asked about a number of services and facilities in their area and whether they found them satisfactory or unsatisfactory. The majority of respondents found many of the services and facilities in the area satisfactory. For example, all respondents (100; 100%) found the 'primary school', 'chemists' (95; 99%), 'secondary school' (94; 98%), 'higher/further education' (93; 97%), 'emptying of wheelie bins' (91; 95%), 'advice services' (90; 94%), 'adult education' (89; 93%) and 'sport/leisure services' (88; 92%) satisfactory. Conversely, more than half (51; 53%) of respondents stated that 'dog fouling' in the area was unsatisfactory. One-third of respondents also found 'car parking' (32; 33%), 'policing in the area' (29; 30%); 'repairing of roads and pavements' (27; 28%) and 'street lighting' (16; 17%) to be unsatisfactory (Appendix Table 16).

Level of awareness and use of the Hilden Community Association

When asked if they were aware of Hilden Community Association, more than two-thirds (65; 68%) reported they were aware; less than one-third (31; 32%) were not aware. Of those respondents who stated that they were aware of the community association (65; 68% of all respondents) one-fifth (13; 20%) said they attended or used activities/facilities provided at the community centre. Respondents who reported not attending/using activities/facilities were asked an open-ended question as to why. In the event, 52 respondents made 52 comments, the most common reasons given include: not aware of what Hilden community association provides (16 respondents), never felt the need to use it (11 respondents), not enough time (7 respondents) and not interested or too old (2 respondents), (Appendix Tables 17 to 18b).

Future community events/activities/projects

Respondents were asked what events/activities/projects they or any member of their household would choose to attend/use if it were provided locally. Similar proportions of respondents said a 'summer festival' (39; 41%) and 'keep fit' (38; 40%) was the event/activity/project had the highest level of interest. Equal

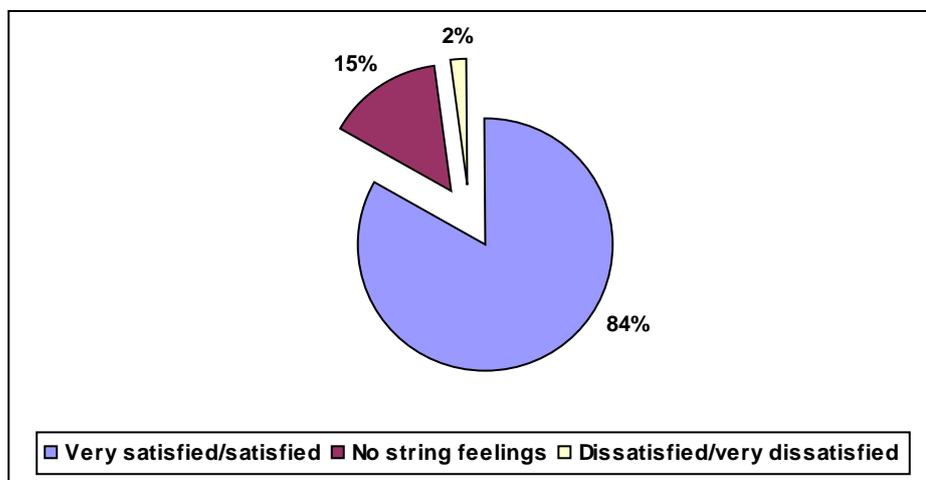
proportions (32; 33% in each case) would attend either a 'community centre' or 'football'. Survey findings show respondents would be least likely to attend a 'women's group' (17; 18%) and 'youth drop-in' (17; 18%) (Appendix Table 19).

Satisfaction with Hilden as a place to live

Respondents were asked to rate their overall satisfaction of the Hilden area as a place to live. As Figure 3.2, shows, more than four-fifths (80; 84%) of all respondents were either 'very satisfied' or 'satisfied' with the Hilden area as a place to live; more than one-tenth (14; 15%) had 'no strong feelings'. Two per cent (2 respondents) were either 'dissatisfied' or 'very dissatisfied' (Appendix Table 20a).

Respondents were asked to state any changes they would like to see in the Hilden area. In total 41 respondents (46%) gave 65 comments. Of these, eight themes emerged which were each commented on by up to nine respondents: tidy up the area (9 respondents) more traffic calming measures (8 respondents), more parking (7 respondents), regenerate the main street/local shopping area (7 respondents), more police presence (4 respondents), more facilities for children/young people (4 respondents), more pedestrian crossings (3 respondents), more social housing (3 respondents), more measures to tackle dog fouling (3 respondents) (Appendix Table 20b).

Figure 3.2: Level of satisfaction with the Hilden area as a place to live



3.4 ATTITUDES TO COMMUNITY RELATIONS

Perceptions of community relations

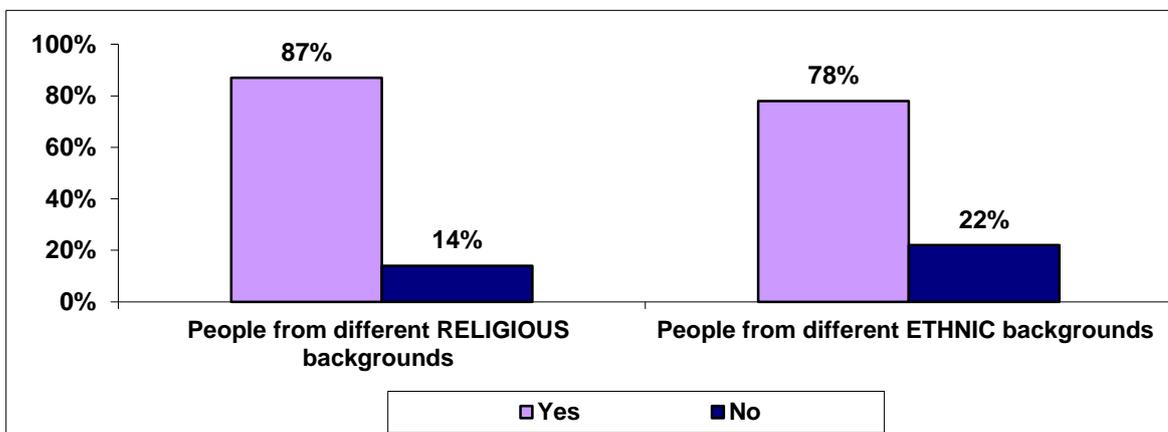
In the first instance, respondents were asked how concerned they were about relations between people of different community backgrounds in the Hilden area. Almost four (76; 79%) of respondents were 'not very concerned' or 'not at all concerned'. More than one-fifth (20; 21%) were either 'very concerned' or 'slightly concerned'. The main reason for concern was 'a continuing community divide' (Appendix Tables 21a and 21b).

In terms of levels of concern between people of different community backgrounds in Northern Ireland as a whole; more than two-thirds (65; 68%) were either ‘not very concerned’ or ‘not at all concerned’, almost one-third (30; 32%) of respondents were either ‘very concerned’ or ‘slightly concerned’ about Northern Ireland as a whole rather than their own area. Respondents were asked to state why they were concerned. In total 30 respondents (32%) gave 30 reasons why. Three themes emerged which were each commented on by four or more respondents and related to concerns that Northern Ireland is not as inclusive as it should be (18 respondents); negative attitudes towards foreign nationals (8 respondents) and a continuing community divide (Protestant/Catholic)(4 respondents) (Appendix Table 22a and 22b).

Mixing with people from different backgrounds

In order to measure respondents’ attitudes to mixing with people from different backgrounds respondents were asked if they would attend events/activities/projects which would include people from different backgrounds. As Figure 3.3 below shows, more than four-fifths (83; 87%) of respondents stated they or a member of their household would attend shared events/activities/projects which would include people from different *religious* backgrounds. Fewer (75; 78%) stated that they or a member of their household would attend shared events/activities/projects which would include people from different *ethnic* backgrounds (Appendix Table 23).

Figure 3.3: Would you or any of your household attend events/activities/project which would include people from different backgrounds?



Respondents were also asked whether they already mixed frequently, sometimes, never or haven’t had the opportunity to mix with people from a different community or religious background. At the time of the survey the majority (88; 92%) of respondents said that they or members of their household did mix with people from a different community or religious background (53; 55% ‘frequently’; 35; 37% ‘sometimes’); 7 per cent (7 respondents) stated they hadn’t had the opportunity to do so and the remaining respondent (1%) stated they never mixed with people from a different community or religious background (Appendix Table 24).

Perception of community relations in the Hilden area

When asked about their perceptions of community relations in the Hilden area less than one-fifth (18; 19%) of respondents stated that community relations were 'getting better', more than half (52; 54%) felt they were 'about the same' and less than one-tenth (9; 9%) felt they were 'getting worse'. Almost one-fifth (17; 18%) of respondents were unsure how to gauge community relations in the area (Appendix Table 25).

Community relations in the future in Northern Ireland

In terms of future community relations in Northern Ireland as a whole, almost one-third (30; 31%) of respondents felt relations between people of different community backgrounds are better now compared to five years ago. Similarly almost one-third (31; 32%) of respondents felt relations between people from different backgrounds would be better in five years' time. (Appendix Table 26 and Table 27).

Moving towards a more mixed community

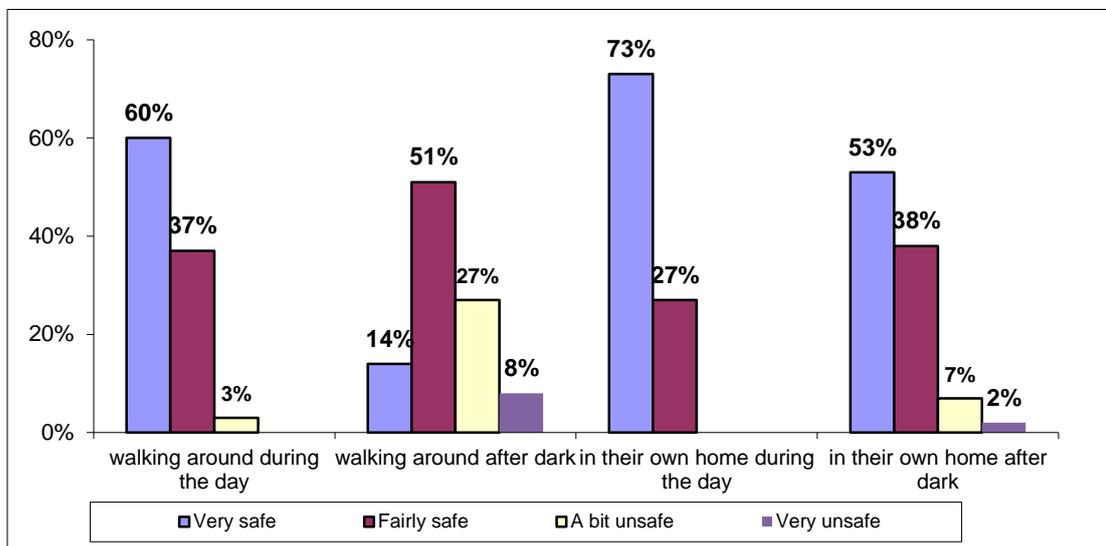
More than half (50; 52%) of respondents would be in favour of their area moving towards a more mixed community rather than predominantly Protestant; more than one-fifth (20; 21%) would not be in favour. However, more than one-quarter (26; 27%) of respondents were undecided (Appendix Table 28).

3.5 COMMUNITY SAFETY

Perception of personal safety

Respondents were asked about their feelings of personal safety in the Hilden area. As Figure 3.4 below illustrates, the majority (93; 97%) of respondents felt safe walking around the area during the day. Fewer (62; 65%) felt safe walking around the area after dark, (Appendix Tables 29 and 30).

Figure 3.4: Respondents' perceptions of personal safety



All respondents (100; 100%) felt safe in their home during the day, and 91 per cent (87 respondents) felt safe in their home after dark ; although 9 per cent (9 respondents) did not feel safe in their own homes after dark (Appendix Tables 31 and 32).

Those respondents who reported not feeling safe to any of the pervious questions were asked an open-ended question regarding what would make them feel safer. In the event, 25 respondents made 25 comments. These were various and numbers are too small to report, however the main reason stated was 'more police presence' (17 respondents) (Appendix Table 33).

Respondents' concerns within the Hilden area

Respondents were given a list of issues that might affect residents living within any given neighbourhood and were asked whether they were concerned or not concerned about these issues within the Hilden area. Table 3.2 below shows that more than two-thirds (66; 69%) of residents were concerned about 'Burglary and theft' in the area and the same proportion (66; 69%) were concerned about 'Dog fouling'. Almost two-thirds of respondents were concerned with 'Attacks on elderly people' (60; 63%).

Respondents were least concerned about 'People making a noise (during the day)' (16; 17%) (Appendix Table 34).

Table 3.2: Percentage of respondents' concerned within the Hilden area

	%
Burglary and theft	69
Dog fouling	69
Attacks on elderly people	63
Damage/vandalism to property	50
Underage drinking	50
Drugs (using or dealing)	50
Damage/vandalism to a car or other motor vehicle	48
Attacks on young people	44
Joyriding and car crime (theft and damage)	43
Teenagers causing a nuisance	38
Assaults	32
Discrimination against ethnic minorities	32
Graffiti	30
People making a noise (late at night)	30
Stray dogs and cats	28
Disputes with neighbours	21
Local traffic noise	21
Displays of flags and emblems	19
People making a noise (during the day)	17
Other	3

Base: 96

Keeping residents informed

The majority (90; 94%) of respondents thought the best way to keep people aware of and interested in community activities in the area was through a community newsletter. A further four per cent (4 respondents) felt the best way to keep residents informed was through community meetings and the remaining two per cent (2 respondents) stated feedback from existing community groups as a best means (Appendix Table 35).

3.6 ADDITIONAL COMMENTS

Finally, on completion of the questionnaire, all respondents were given the opportunity to make general comments about living in the Hilden area and/or the research being carried out. In total 24 respondents made 34 comments. The main comment from respondents was that they were happy living in the Hilden area (7 respondents) and that the area needed to be tidied up (5 respondents) (Appendix Table 36).

4.0 SUMMARY

- Survey findings show that ‘good location’ and ‘good access to local services’ were the most common reasons given for why respondents continued to live in the Hilden area.
- Survey findings also show that the majority of residents found many of the services and facilities in the Hilden area satisfactory. Dog fouling however, was the exception.
- Nevertheless, more than two-thirds were either ‘very satisfied’ or ‘satisfied’ with the Hilden area as a place to live, with only a small minority feeling dissatisfied. Although, when asked to state what changes they would like to see, the most common suggestions included tidying up the area, more car parking and more facilities for children.
- More than two-thirds were aware of the Hilden Community Association. However, of those respondents who were aware, only one-fifth reported using/attending any of the facilities/activities provided; the main reasons given for not using the facility was not aware of what Hilden Community Association provides.
- Whilst proportions were relatively small, there was some interest in possible future activities that could be provided locally and these included a ‘summer festival’ and ‘keep fit classes’.
- In terms of cross-community activities there was a willingness among residents to mix with people from different ethnic as well as religious backgrounds. Furthermore, the majority (88; 92%) of respondents reported that they already mixed with people from different community or religious backgrounds.
- In terms of living together, however, just more than half (50; 52%) would be in favour of their area moving towards a more mixed community rather than being predominantly Protestant.
- In general people feel safe in the Hilden area. However, far fewer respondents felt safe walking around the area at night than during the day; when asked what would make them feel safer, more police presence was the most common response.
- Moreover, the main concerns for residents in the area were ‘Burglary and theft’, ‘Dog fouling and ‘attacks on the elderly’.
- Lastly, almost three-quarters (69; 72%) of all respondents felt community spirit in the area was either ‘very good’ or good’, with the majority of respondents stating that a newsletter was the best way to keep residents informed of community activities.

Appendix 1

Questionnaire

Research Unit, Northern Ireland Housing Executive									
OFFICE USE ONLY									
Received	AM	PM	EVE	SAT	Punched		Schedule No:		
Coding					Validated				

HILDEN COMMUNITY SURVEY

This confidential survey has been developed in partnership with Hilden Community Association and the Housing Executive's Community Cohesion Unit. It is important to note that this survey is for **all residents** so whether you are a Housing Executive or Housing Association tenant, a home owner or are renting from a private landlord we would be grateful if all householders take the time to complete the survey. Please do so by circling the appropriate response(s) for each question. All information will be treated in the strictest confidence and will be used only for the purposes of this research.

Section 1: Living Here

Q1. How long have you lived in your present home?

Please circle one response only

Less than 1 year	1
1 year or more but less than 5 years	2
5 years or more but less than 10 years	3
10 years or more but less than 15 years	4
15 years or more	5

Q2. Where did you live immediately before your present home?

1. Please circle one response only

Same local area (Hilden)	1
Outside current local area but within Lisburn City Council area	2
Outside Lisburn City Council area but within Northern Ireland	3
Outside Northern Ireland, please specify	4

Q3. Do you rent or own your home?

Please circle one response only

Rent from Housing Executive	1
Rent from Housing Association	2
Rent from private landlord	3
Owner occupier	4
Other, please specify	5

Q4. Which of the following best describes your home?

Please circle one response only

House	1
Bungalow	2
Flat	3
Other, please specify	4

Q5. What are your reasons for staying in the Hilden area?

Please circle all that apply

Always lived here	1
Affordable housing costs	2
Family connections in the area	3
Good location	4
Good schools	5
Friendly area	6
Good access to local services	7
Employment	8
Other (<i>please specify below</i>)	9

Q6a. Would you say the level of community spirit in this area is ...?

Please circle one response only

Very good	1	Go to Q7a
Good	2	
Neither good nor poor	3	
Poor	4	Go to 6b
Very poor	5	
Don't know	888	Go to Q7a

Q6b. If you answered poor or very poor, please state why.

Q7a. Do you think you are likely to move away from Hilden area in the next two years?

Please circle one response only

Yes	1	Go to Q7b
No	2	Go to Q8
Don't know	888	Go to Q8

Q7b. If yes, why do you think you are likely to move away in the next two years?

Section 2: Services and facilities in the Hilden area

Q8. The following is a list of general services within the area. Please circle a response for each to indicate whether the service is satisfactory or unsatisfactory. If it is unsatisfactory, please give your main reason why.

Please circle a response on each line

	Satisfied	Unsatisfactory	Why unsatisfactory
Emptying of wheelie bins	1	2	
Repairing of roads and pavements	1	2	
Provision of dog fouling bins	1	2	
Street sweeping	1	2	
Street signage	1	2	
Street lighting	1	2	
Policing of the area	1	2	
Car parking	1	2	
Play areas for children	1	2	
Doctors	1	2	
Chemists	1	2	
Dentists	1	2	
Advice services	1	2	
Primary school	1	2	
Secondary school	1	2	
Higher/Further education 16+	1	2	
Adult education	1	2	
Sport/leisure centre	1	2	

Q9a. Are you aware of the Hilden Community Association?

Please circle one response only

Yes	1	Go to Q9b
No	2	Go to Q10

Q9b. Do you or any member of your household use/attend services/facilities/activities provided by Hilden Community Association?

Please circle one response only

Yes	1	Go to Q10
No	2	Go to Q9c

Q9c. If no, please state why?

Q10. Are you involved in any local community groups?

Please circle one response only

Yes	1
No	2

Q11. If provided locally, which events/activities/projects would you or any member of your household choose to attend?

Please circle one response on each line

	Yes – one or more household members would use/attend	No – no household member would use/attend
Community Centre	1	2
Women's group	1	2
Zumba dance	1	2
Keep fit	1	2
Youth drop in	1	2
Children's summer scheme	1	2
Children's Halloween party	1	2
Children' Christmas party	1	2
Pensioner's Halloween party	1	2
Pensioner's Christmas party	1	2
Computer courses	1	2
Summer festival	1	2
Football	1	2
Other, please specify	1	2

Q12a. How satisfied or dissatisfied are you with Hilden as a place to live?

Please circle one response only

Very satisfied	Satisfied	No strong feelings	Dissatisfied	Very dissatisfied
1	2	3	4	5
Go to Q13			Go to Q12b	

Q12b. If dissatisfied or very dissatisfied, please state why.

Q13. Thinking about living in the Hilden area, please state what changes you would like to see, if any, which have not been previously mentioned in this questionnaire.

1.

2.

Section 3: Attitudes to community relations

Q14a. How concerned/unconcerned are you about relations between people of different community backgrounds in the **Hilden** area?

Please circle one response only

Very concerned	Slightly concerned	Not very concerned	Not at all concerned
1	2	3	4
Go to Q14b		Go to Q15a	

Q14b. If very concerned or slightly concerned, please state why.

Q15a. How concerned/unconcerned are you about relations between people of different community backgrounds in **Northern Ireland** as a whole?

Please circle one response only

Very concerned	Slightly concerned	Not very concerned	Not at all concerned
1	2	3	4
Go to Q15b		Go to Q16	

Q15b. If very concerned or slightly concerned, please state why.

Q16. Do you or members of your household mix with people from a different community/religious backgrounds?

Please circle one response only

Frequently	1
Sometimes	2
Haven't had the opportunity	3
Never	4

Q17. Would you or any member of your household attend shared events/activities/projects which included people from...?

Please circle one response only

	Yes	No
Different religious backgrounds	1	2
Different ethnic backgrounds	1	2

Q18a. Do you think community relations in this area are...?

Please circle one response only

Getting better	1	Go to Q19a
About the same	2	Go to Q19a
Getting worse	3	Go to Q18b
Don't know	888	Go to Q19a

Q18b. If you think community relations in this area are getting worse, please state why.

Q19a. Do you think relations between people of different community backgrounds in Northern Ireland are better, the same or worse now than compared to 5 years ago?

Please circle one response only

Better	1	Go to Q20a
The same	2	Go to Q20a
Worse	3	Go to Q19b
Don't know	888	Go to Q20a

Q19b. If worse, please state why.

Q20a. Do you think relations between people of different community backgrounds in Northern Ireland will be better, the same or worse in 5 year's time?

Please circle one response only

Better	1	Go to Q21
The same	2	Go to Q21
Worse	3	Go to Q20b
Don't know	888	Go to Q21

Q20b. If worse, please state why.

Q21. What would be your view on your area moving towards a more mixed community rather than predominantly Catholic or Protestant?

Please circle one response only

I would be in favour of this	1
I would not be favour of this	2
Don't know	888

Section 4: Community safety

Q22a. The following questions are about your own personal safety within this area and by area we mean within a 15 minute walk from your home. How safe/unsafe do you feel...?.

Please circle one response on each line

	Very safe	Fairly safe	A bit unsafe	Very unsafe
...walking around this area during the day? (i.e. 6.00 am to 9.00 pm)	1	2	3	4
...walking around this area after dark? (i.e. 9.00 pm to 6.00 am)	1	2	3	4
...in your own home during the day? (i.e. 6.00 am to 9.00 pm)	1	2	3	4
...in your own home after dark? (i.e. 9.00 pm to 6.00 am)	1	2	3	4

Q22b. If you have answered 'a bit unsafe' or 'very unsafe' to any of the above what makes **you feel unsafe** in this area?

Q22c. What would make you feel safer?

Q23. Below is a list of issues that might affect residents living in any given area. Please state whether you are concerned/not concerned about any of the following aspects within the Hilden area:

Please circle one response on each line

	Concerned	Not Concerned
Attacks on elderly people	1	2
Attacks on young people	1	2
Discrimination against minority ethnic communities	1	2
Burglary and theft	1	2
Damage/vandalism to property	1	2
Damage/vandalism to car	1	2
Stray dogs	1	2
Dog fouling	1	2
Drugs (using or dealing)	1	2
Graffiti	1	2
Joyriding and car crime (theft and damage)	1	2
Local traffic noise	1	2
People making noise (during the day)	1	2
People making noise (late at night)	1	2
Under age drinking	1	2
Assaults	1	2
Displays of flags and emblems	1	2
Teenagers causing a nuisance	1	2
Disputes with neighbours	1	2
Other, please specify	1	2

Q24. What do you think would be the best way for Hilden Community Association to keep people aware of community activities and events in the area?

Please circle one response only

Community newsletter	1
Community meetings	2
Feedback through existing community groups	3
Other, please specify	4

Section 5: You and your household

It would be very helpful to the research if you could provide some details about yourself and the people who live with you

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

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

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

Q25a. Does any member in the household have any long term illnesses, health problems or disability which limits his/her daily activities or the work they can do?

Please circle one response only

Yes	1	Go to Q25b
No	2	Go to Q26

Q25b. How many members of the household have a disability that affects their normal day to day activities

Please circle one response only

1	2	3+
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Q26. How many people live in this household?

Enter number

--

Q27. Could you please complete the following table and provide details of everyone who lives here and how they are related to the **Household Reference Person (HRP)**? *This is the person who would be considered to be the head of the household.* Please circle a response for each category that applies to each person. Please start by giving the age of the Household Reference Person and then work down the categories, circling the appropriate response.



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

Q28. The Housing Executive has a policy of promoting complete equality in the provision of housing and housing related services in Northern Ireland. In order to help monitor this it would be helpful if you would describe the religious composition of this household.

Please circle one response only

Protestant	Catholic	Mixed Religion Protestant/Catholic	Other (Specify)	None	Don't Know	Refused
1	2	3	4	5	888	777

Q29. Are there any other comments you would like to make about living in the Hilden area or the research being carried out?

Thank you very much for completing the questionnaire.

A research officer will call at your door during the next few weeks to collect the completed questionnaire. The research officer will help you if you would like assistance to complete the questionnaire.

If you have any queries regarding this survey, please do not hesitate to contact the Freephone Number in the Housing Executive's Research Unit on **0800 072 0987 (no cost from landline phones, mobile providers may vary)**.

Appendix 2

Tabular results

TABULAR RESULTS

1: Household types and their definitions

			N	
	TWO ADULTS	Two people, related or unrelated, below pensionable age	15	16
	LONE ADULT	One person below pensionable age	20	22
	SMALL FAMILY	Any two adults, related or unrelated, living with one or two dependent children aged under 16	16	17
	LONE OLDER	Lone person of pensionable age	18	19
	LONE PARENT	Lone adult living with one or more dependent children aged under 16	6	7
	TWO OLDER	Two people, related or unrelated, at least one of whom is of pensionable age	12	13
	LARGE ADULT	Three or more adults, related or unrelated, living with or without one dependent children aged under 16	<5	2
	LARGE FAMILY	Any two adults, related or unrelated, living with three or more dependent children aged under 16 or three or more adults, related or unrelated, living with two or more dependent children aged under 16	<5	4
	Total		93	100
Missing	Non response	Respondents gave insufficient information to define household type	<5	
Total			96	100

Base: 96 respondents

Table 2: Does any member of your household have a disability?

	Number	%
Yes	32	33
No	64	67
Total	96	100

Base: 96 respondents

Table 3: Number in household with a disability

	Number	%
One	26	81
Two	6	19
Total	32	100

Base: 32 households which have a member(s) with a disability

Table 4: Gender of HRP

		Number	%
	Female	52	54
	Male	43	45
	Total	95	100
Missing	Non response	<5	
Total		96	

Base: 95 respondents

Table 5: Age group of HRP

		Number	%
	16-24	<5	1
	25-39	27	29
	40-59	31	33
	60-74	16	17
	75+	18	19
	Total	93	100
Missing	Non response/refusal	<5	
Total		96	

Base: 93 respondents

Table 6: Employment status of HRP

	Number	%
Working	51	53
Retired	30	31
Not working	<5	2
Permanently sick/disabled	10	10
Looking after family home	<5	3
Total	96	100

Base: 96 respondents

Table 7: Ethnicity of HRP

	Number	%
White	93	97
Other	<5	3
Total	96	100

Base: 96 respondents

Table 8: Nationality of Household Reference Person (HRP)

	Number	%
British	77	80
Northern Irish	12	13
Irish	<5	2
Other	5	5
Total	96	100

Base: 96 respondents

Table 9: Religious composition of households

	Number	%
Protestant	67	70
Catholic	12	13
Mixed Protestant / Catholic	<5	4
None	7	7
Other	<5	2
Refused	<5	4
Total	96	100

Base: 96 respondents

Table 10: How long have you lived in your present home?

	Number	%
Less than 1 year	6	6
1 year or more but less than 5 years	17	18
5 years or more but less than 10 years	11	12
10 years or more but less than 15 years	17	18
15 years or more	45	47
Total	96	100

Base: 96 respondents

Table 11: Where did you live immediately before your present home?

	Number	%
Same local area (Hilden)	34	35
Outside local area but within Lisburn City Council	47	49
Outside Lisburn City	13	14
Outside Northern Ireland	<5	2
Total	96	100

Base: 96 respondents

Table 12: Do you think you are likely to move away from the Hilden area in the next two years?

	Number	%
Yes	9	9
No	77	80
Don't know	10	10
Total	96	100

Base: 96 respondents

Table 13: Household tenure

	Number	%
Rent from Housing Executive	25	26
Owner occupier	57	59
Rent from private landlord	12	13
Rent from a housing association	<5	2
Total	96	100

Base: 96 respondents

Table 14: Respondents' reasons for staying in the Hilden area

	Number	%
Good location	52	54
Good access to local services	39	41
Friendly area	32	33
Family connections in area	31	32
Always lived here	29	30
Good schools	24	25
Affordable housing	22	23
Employment	<5	4

Base: 96 respondents

Table 15: Respondents' perception of the level of community spirit in the Hilden area

	Number	%
Very good	16	17
Good	53	55
Neither good nor poor	22	23
Poor	<5	2
Very poor	-	-
Don't know	<5	3
Total	96	100

Base: 96 respondents

Table 16: Satisfaction with services and facilities in the Hilden area

	Satisfactory		Unsatisfactory	
	Number	%	Number	%
Primary school	96	100	0	0
Chemists	95	99	<5	1
Secondary school	94	98	<5	2
Higher/Further education 16+	93	97	<5	3
Emptying of wheelie bins	91	95	5	5
Advice services	90	94	6	6
Adult education	89	93	7	7
Sport/leisure services	88	92	8	8
Street signage	86	90	10	10
Dentists	84	88	12	12
Street sweeping	84	88	12	12
Play areas for children	84	88	12	12
Doctors	83	87	13	13
Street lighting	80	83	16	17
Policing of the area	67	70	29	30
Repairing of roads and pavements	69	72	27	28
Car parking	64	67	32	33
Dog fouling	45	47	51	53

Base: 96 respondents

Table 17: Are you aware of the Hilden Community Association community?

	Number	%
Yes	65	68
No	31	32
Total	96	100

Base: 96 respondents who stated they were aware of the Hilden Community Association community at the time of the survey

Table 18a: Do you or any member of your household use/attend services/facilities/activities provided by the Hilden Community Association?

	Number	%
Yes	13	20
No	52	80
Total	65	100

Base: 65 respondents that use/attend services/facilities/activities provided by Hilden Community Association

Table 18b: Reasons given for not using/attending services/facilities/activities provided by the Hilden Community Association?

	Number
Not aware of what Hilden Community Association provides	16
Never felt the need to use Hilden Community Association	11
Not enough time	7
Not interested in attending services	2
Too old	2
Other, including: only new to the area, has a bad reputation, nothing for pensioners, mobility problems	4
Non response	10
Total	52

Base: 52 comments made by 52 respondents

N.B. respondents could give more than one response (five respondents did not give a reason)

Table 19: What events/activities/projects would you or any members of your household consider using if provided?

	Number	%
Summer festival	39	41
Keep fit	38	40
Community Centre	32	33
Football	32	33
Children's Christmas party	29	30
Computer courses	29	30
Children's Halloween party	28	29
Zumba dance	28	29
Children's summer scheme	26	27
Pensioners' Christmas party	23	24
Pensioners' Halloween party	19	20
Women's group	17	18
Youth drop-in	17	18
Other, including: spin classes, summer bbq, further higher education classes	<5	3

Base: 96 respondents

Table 20a: Level of satisfaction with the Hilden area as a place to live

	Number	%
Very satisfied	36	38
Satisfied	44	46
No strong feeling	14	15
Dissatisfied	<5	1
Very dissatisfied	<5	1
Total	96	100

Base: 96 respondents

Table 20b: What changes would you like to see in the Hilden area?

	Number
Tidy up the area	9
More traffic calming measures	8
More parking	7
Regenerate the main street/local shopping area	7
More police presence	4
More facilities for children/young people	4
More pedestrian crossings	3
More social housing	3
More measures to tackle dog fouling	3
Other, including,, more information about local events/services/facilities, floodlights in playing fields	17
Total	65

Base: 65 comments made by 41 respondents

N.B. respondents could give more than one response

Table 21a: How concerned are you about relations between people of different community backgrounds in the Hilden area?

	Number	%
Very concerned	7	7
Slightly concerned	13	14
Not very concerned	52	54
Not at all concerned	24	25
Total	96	100

Base: 96 respondents

Table 21b: Reasons given for being concerned about community relations between people of different community backgrounds in the Hilden area

	Number
Continuing community divide	7
Tensions between locals and foreign nationals	4
Reluctant to move on	3
Other, local children have difficulty getting into local schools, work to be done to create a neutral area, ongoing problem of ASB	4
No response	3
Total	20

Base: 20 comments made by 17 respondents

N.B. respondents could give more than one response, (three respondents did not make a comment)

Table 22a: How concerned are you about relations between people of different community backgrounds in Northern Ireland as a whole?

	Number	%
Very concerned	13	14
Slightly concerned	17	18
Not very concerned	49	51
Not at all concerned	16	17
No response	<5	1
Total	96	100

Base: 96 respondents

Table 22b: Reasons given for being concerned about community relations between people of different community relations in Northern Ireland

	Number
Northern Ireland not as inclusive as it should be	17
Too many foreign nationals in Northern Ireland	8
Continuing community divide Protestant/Catholic	4
Other, hate crimes	1
No response	3
Total	33

Base: 33 comments made by 30 respondents

N.B. respondents could give more than one response

Table 23: Would you or any member of your household attend shared events/activities/projects which include people from...

	Different RELIGIOUS backgrounds		Different ETHNIC backgrounds	
	Number	%	Number	%
Yes	83	87	75	78
No	13	14	21	22
Total	96	100	96	100

Base: 96 respondents

Table 24: Do you or any of your household mix with people from a different community/religious background?

	Number	%
Frequently	53	55
Sometimes	35	37
Haven't had the opportunity	7	7
Never	<5	1
Total	96	100

Base: 96 respondents

Table 25: Respondents' perception of community relations in the Hilden area

	Number	%
Getting better	18	19
About the same	52	54
Getting worse	9	9
Don't know	17	18
Total	96	100

Base: 96 respondents

Table 26: Do you think relations between people of different community backgrounds in Northern Ireland are better, the same or worse than 5 YEARS AGO?

	Number	%
Better	30	31
The same	43	45
Worse	9	9
Don't know	14	15
Total	96	100

Base: 96 respondents

Table 27: Do you think relations between people of different community backgrounds in Northern Ireland would be better, the same or worse in 5 YEARS TIME?

	Number	%
Better	31	32
The same	42	44
Worse	<5	2
Don't know	21	22
Total	96	100

Base: 96 respondents

Table 28: What would be your view on your area moving towards a more mixed community rather than predominantly Catholic or Protestant?

	Number	%
I would be in favour of this	50	52
I would NOT be in favour of this	20	21
Don't know	26	27
Total	96	100

Base: 96 respondents

Table 29: Do you feel safe walking around the area during the day (i.e. 6.00am to 9.00pm)?

	Number	%
Very safe	58	60
Fairly safe	35	37
A bit unsafe	<5	3
Very unsafe	0	0
Total	96	100

Base: 96 respondents

Table 30: Do you feel safe walking around the area at night (i.e. 9.00pm to 6.00am)?

	Number	%
Very safe	13	14
Fairly safe	49	51
A bit unsafe	26	27
Very unsafe	8	8
Total	96	100

Base: 96 respondents

Table 31: Do you feel safe in your own home during the day (i.e. 6.00am to 9.00pm)?

	Number	%
Very safe	70	73
Fairly safe	26	27
A bit unsafe	0	0
Very unsafe	0	0
Total	96	100

Base: 96 respondents

Table 32: Do you feel safe in your own home during a night (i.e. 9.00pm to 6.00am)?

	Number	%
Very safe	51	53
Fairly safe	36	38
A bit unsafe	7	7
Very unsafe	<5	2
Total	96	100

Base: 96 respondents

Table 33: What would make you feel safer in the Hilden area?

	Number
More police presence	17
Street wardens	2
Neighbourhood crime	1
Less crime	1
Other including, not going out at night, less flags/murals and graffiti, bar staying closed and more car parking provided to combat disputes	4
Total	25

Base: 25 comments made by 25 respondents

N.B. respondents could give more than one response

Table 34: Respondents' concerns within the Hilden area

	Concerned		Not concerned	
	N	%	N	%
Burglary and theft	66	69	30	31
Dog fouling	66	69	30	31
Attacks on elderly people	60	63	36	38
Damage/vandalism to property	48	50	48	50
Underage drinking	48	50	48	50
Drugs (using or dealing)	48	50	48	50
Damage/vandalism to a car or other motor vehicle	46	48	50	52
Attacks on young people	42	44	54	56
Joyriding and car crime (theft and damage)	41	43	55	57
Teenagers causing a nuisance	36	38	60	63
Assaults	31	32	65	68
Discrimination against ethnic minorities	31	32	65	68
Graffiti	29	30	67	70
People making a noise (late at night)	29	30	67	70
Stray dogs and cats	27	28	69	72
Disputes with neighbours	20	21	76	79
Local traffic noise	20	21	76	79
Displays of flags and emblems	18	19	78	81
People making a noise (during the day)	16	17	80	83
Other	<5	3	93	97

*Base: 96 respondents***Table 35: What would be the best way for Hilden Community Association to keep people aware of events/activities/projects in the area?**

	Number	%
Community newsletter	90	94
Community meetings	<5	4
Feedback through existing community groups	<5	2
Total	96	100

Base: 96 respondents

Table 36: Any other comments you would like to make about living in the Hilden area or the research being carried out?

	Number
Happy living in the Hilden area	7
Tidy up area	5
More car parking spaces	4
Better standard from NIHE when repairs and maintenance carried out	2
Other including, More activities that are inclusive and are for all members of the community, more children play areas,	16
Total	34

Base: 34 comments made by 24 respondents

N.B. respondents could give more than one response



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