



# Telling the Story of Loughlinstown & Shanganagh / Rathsallagh

*"A residents perspective on community issues"*

September 2005

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### "Telling the Story of Loughlinstown and Shanganagh / Rathsallagh"

#### *'A residents perspective on community issues'*



This report is the outcome of a comprehensive needs analysis undertaken over six months in order to establish accurate data, local information and the views of residents living in the RAPID area of Loughlinstown and Shanganagh / Rathsallagh in Shankill, Co Dublin. Its objective was to gather the views of local residents in order to identify priority issues and needs and to facilitate the planning and provision of appropriate services.

By gathering such information the RAPID programme wishes to achieve three things. Firstly, to support and assist local organisations by providing access to quality data so that they may create applications/proposals that attract additional resources. Secondly, to immediately influence the development of the 2006 service plans of all agencies and organisations working within the RAPID area by highlighting priority issues and target groups that need to be addressed. Thirdly, to inform the RAPID Action Plan for the next three years.

The production of this research represents an example of positive collaboration within the RAPID Capacity Building Task Group. Facilitated by Southside Partnership, representatives from Southside Women's Action Network (SWAN), the Southside Local Employment Service (SLES), Dun Laoghaire Rathdown County Council and the RAPID Programme formed a sub group to oversee this project. Members of this group worked very hard, met frequently, engaged and briefed researchers, trained local community researchers, to ensure a quality outcome. The process was very much an integrated response, with each organisation contributing its own particular expertise and resources to the project. It was in my view an example of true partnership in action. Financial resources were provided by SWAN, Southside Partnership and the RAPID programme.

While the 80:20 Educating and Acting for a Better World Company' were appointed as the research consultants to this project, the sub-group ensured that there was strong involvement of local people in the research project. With the on the ground support of SWAN and SLES, fourteen local people were recruited and trained to administer the door to door questionnaires. In addition to the technical expertise of the research company, we believe that a large amount of the success of this project should be dedicated to the commitment and engagement of these fourteen local community researchers and the on going support they received from both SWAN and SLES throughout this project.

It must be pointed out that this research represents the best possible attempt to gather local information while operating with very limited resources. We acknowledge that there are many questions which we would have liked to ask residents but were unable to include as we strived to ensure the questionnaire was practical, implementable and user friendly.

This report contains many statistical facts and expressed opinions of local residents and it is intended that it is used as a step in "Telling the story of Loughlinstown and Shanganagh / Rathsallagh" It is hoped that this document will be used widely by organisations providing services in the RAPID area.

On behalf of the RAPID Area Implementation Team, I would like to congratulate all involved in this Project, the Capacity Building Task Group and its individual member organisations, the Consultancy company and the local community researchers. I would especially like to thank all of the residents in Loughlinstown and Shanganagh / Rathsallagh who gave of their time to contribute to this survey and sincerely hope that their efforts will be rewarded with a tangible response to the issues highlighted within this important document.

**Marie Carroll**  
*Chairperson*  
*RAPID Area Implementation Team*  
September 2005

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# EXECUTIVE SUMMARY

## EXECUTIVE SUMMARY

Following RAPID consultations in 2001, the Dún Laoghaire/Rathdown RAPID Area Implementation Team, the Southside Area Partnership, Dún Laoghaire/Rathdown County Council, the Southside Women's Action Network (SWAN) and the Southside Local Employment Service Network (LESN) identified the need for this survey.

A Research Advisory Team comprised of representatives of each of these groups was formed to oversee the research and 80:20 Educating and Acting for a Better World, was commissioned to conduct the work which was done between April and August 2005. Most of the field research was carried out by a team of 14 local researchers trained and supported by 80:20 - this 'added value' dimension of the project was one of the successful outcomes of the project.

The conclusions and recommendations within the report are based on responses to a questionnaire administered to the target population by the field researchers as well as focus groups with members of the community.

### Key Findings

- ▶ Much of the RAPID area has become more mature with 28.7 per cent of those surveyed stating that they have lived in the area for 26 years or more and only 12.2 per cent having moved in during the past five years.
- ▶ It is clear from both the quantitative and qualitative data collected that while there have been significant improvements in material terms in the area, such improvements have not impacted equally on all groups and there are significant 'pockets of disadvantage'.
- ▶ Notably, in terms of service provision and planning, a significant proportion of households contain at least one member who can be classified as being 'vulnerable' under the definition of such groups in the National Anti-Poverty Strategy - 27.8 per cent of households contain at least one lone parent; 14.6 per cent of households contain at least one person who is unemployed; while 10.8 per cent of households contain at least one person with a disability.
- ▶ In ranking the issues of concern in the area, respondents to this survey identified crime and personal safety (in all its dimensions as well as divergent views on its causes and patterns); the need for greater facilities, services and activities for young people (this need was considered by many to be connected to the need to reduce anti-social behaviour); and the requirement for education, training and employment opportunities.
- ▶ Young people under the age of 19 years make up approximately one-third (32.9 per cent) of the population of the area; 17-18 year olds make up almost 5 per cent of the total with a high proportion of males within this group; those aged 65+ make up just 2.2 per cent of the population - a figure considerably lower than the national average of 11.1 per cent.
- ▶ The presence and profile of young people is of key importance in terms of the numbers present, their 'real' and 'perceived' behaviour, the paucity of facilities and activities for them, the issues of drugs and 'anti social behaviour' and the need to actively involve young people in discussions about their own priorities. There are also divided views in the area as to the behaviour and impact of young people generally.
- ▶ It is clear that while access to information or to locations and sources of information is available, there is, nonetheless, a need to improve targeted information and communication provision generally throughout the area.
- ▶ In terms of accessing key services, those surveyed did not identify serious difficulty with services generally with some important exceptions - environmental services (especially recycling), facilities and opportunities for young people (especially teenagers), public transport and information provision on services and issues of importance to the community.
- ▶ Throughout the research, respondents expressed the view strongly that there is insufficient consultation and discussion with local communities by the Council and by service providers regarding planning and development in the area.



### Recommendations

The report outlines seven recommendations as follows:

- 1 **The need to ensure feedback to the community on the outcomes and conclusions of the research** - there is evidence of 'survey fatigue' and a belief that despite such surveys, little happens. In this context, feedback to the community is important in generating positive energy for, as well as participation in, future activities in the area.
- 2 **Development of an appropriate forum within which the community can discuss its concerns around crime & personal safety with An Garda Síochána** - Given the prominence of crime & personal safety as a priority issue, there is a need for a 'safe' forum within which the community and An Garda Síochána can share their views on community policing.
- 3 **The need to consult with, and engage, young people on significantly extending youth services and activities in the area** - the Area Implementation Team, statutory service providers and appropriate community-based organisations should initiate and support the design and delivery of a consultation process with young people locally. This process should focus on issues such as their perceptions and needs prior to discussion and agreement on a greatly extended youth service within the area.
- 4 **Increased focus on the situation and needs of identified groups** - the elderly, lone-parents, the unemployed, those with disabilities and those with educational needs.
- 5 **Prepare and publish an information brochure** - given the expressed need for ongoing information provision, the RAPID Area Implementation Team should consider the publication of a broadly popular and accessible information brochure.
- 6 **A collaborative exercise to address the area-based issues identified in the survey** - given the information provided by the survey, it is recommended that actions are agreed at RAPID AIT level, focused directly on the identified area-based issues such as - recycling, traffic calming and congestion, consultation with local communities regarding future planning etc.
- 7 **The need for a new RAPID Strategic Plan and follow through** - It is clear from this survey and the discussions around it that a new, more targeted and focused strategic plan is required to address the changing nature and context of the area and the needs of the various groups identified. The existing RAPID Area Implementation Team is the most obvious forum and context in which to develop such a plan given its mandate and membership.



### Terms of reference for the research

The need for this survey was identified by the Dún Laoghaire/Rathdown RAPID Area Implementation Team, the Southside Area Partnership, Dún Laoghaire/Rathdown County Council, the Southside Women's Action Network (SWAN) and the Southside Local Employment Service Network (LESN). Following RAPID consultations with the community in 2001, a number of issues were identified, which required further examination. In addition, local service providers had a requirement for a detailed profile of the area in question, which the Census figures were unable to provide because the RAPID area and Council area span but do not fully encompass two electoral divisions - the smallest unit of measurement utilised by the Central Statistics Office (CSO) in its compilation of Census figures. A Research Advisory Committee comprising representatives of each organisation was formed to source funding and to manage the research. Members of the Research Advisory Group are listed in Appendix 1. 80:20 Educating & Acting for a Better World, a local development education charity, was commissioned by the Research Advisory Group to carry out the research. The research was carried out between April and August 2005.

### Research Methodology

It was agreed by the Research Advisory Group and 80:20 that the research would involve

- ▷ A questionnaire to be administered to the target population by local field researchers trained and supported by 80:20
- ▷ Focus groups with members of the community
- ▷ A report on the findings of the survey
- ▷ Conclusions and Recommendations based on an analysis of the questionnaire results and the focus groups.

### The Survey

The target population was agreed by the Research Advisory Group to be those living in the RAPID areas of Shankill - Rathsallagh and Loughlinstown (See RAPID area map - Appendix 2). This amounts to approximately 1,581 households.

Fourteen field researchers were recruited from within the community by SWAN and LESN to administer a questionnaire. The field researchers were trained by 80:20 over a period of three sessions, lasting 2 - 3 hours on each occasion. This aspect of the research was considered to be particularly important in order to encourage participation and engender ownership of the survey among the community. In keeping with community development principles, it was deemed to be more appropriate and of greater benefit, to develop and utilise the skills of local people who are more likely to elicit the required information than 'strangers' or 'outsiders'. This worked particularly well in most cases for field researchers who administered questionnaires within their own immediate area.

Based on the issues identified in the RAPID consultations of 2001, 80:20 compiled a survey instrument (structured questionnaire) in conjunction with the Research Advisory Group and the field researchers. Each field researcher then administered two pilot questionnaires within their allotted area and substantial changes were made on this basis. Primarily, the questionnaire was considered to be far too long and respondents were unwilling to complete the entire questionnaire at the door. The length of questions was therefore reduced while maintaining as much of the content as possible (See Appendix 3).

There was also much discussion about the wording of section 3, 'Prioritising Needs'. The need to ensure that respondents did not simply tick 'high priority' to every sub-heading had to be balanced by the need to reduce the length of the question. In addition, it was agreed that because all of the issues included in the survey are important per se, respondents would be unwilling to tick 'lower priority' unless the question was appropriately worded to indicate that 'lower priority' does not mean 'unimportant'.

A question on 'head of household' was included in the questionnaire correlating broadly with the Census question, which changed in 2002 from 'head of household' to 'reference person'. It was decided to leave the phrase 'head of household' for the purpose of this survey, as it was considered that it might take more time and space to explain 'reference person'.

Finally, field researchers felt that some of the questions were somewhat personal and that people would feel as uncomfortable answering



## SECTION ONE

them as they would asking. These questions were therefore omitted.

For the survey proper, a systematic random sample of households in the RAPID area was chosen. The sampling interval used was every fourth house, which based on a target population of 1,581 households was intended to elicit almost 400 responses. Each field researcher was allocated approximately 113 households in the area, from which to obtain 27 completed questionnaires. Field researchers were advised to call to every fourth household (starting at No. 4) and to return as many times as necessary to obtain a response from the selected household. In cases where field researchers had called back as many as four or five times and still received no response, they were advised to repeat the process, starting at No. 5 and calling at every fourth house until they had obtained 27 questionnaires in total.

This sampling framework appears to have worked well in providing a representative sample of the RAPID area population except perhaps in the case of senior citizens. This is because local authorities have a policy of housing elderly persons together in designated senior citizen housing. The sampling framework, with a sampling interval of one in four houses does not take account of this factor. Because the elderly are not as evenly distributed throughout the area as the general population, they are therefore unlikely to be represented in the same way as other groups within the general population. However, local authorities do not have this policy in relation to any other grouping and it might therefore be assumed, based on the normal dispersal within a community that utilising a sampling interval in this way, other groups are relatively accurately represented.

The survey was advertised through a newsletter, flyers and word-of-mouth in the community. Field researchers conducted the survey during June/July 2005 and visited households at different times of the day/evening and at weekends to ensure as wide-ranging a response as possible in terms of age/gender.

In total, 376 usable questionnaires were returned, amounting to 24 per cent of the 1,581 households in the area. Of these, 224 (59.6 per cent) were completed by households in Loughlinstown and 148 (39.3 per cent) were completed by households in Shankill/Rathsallagh, while 4 questionnaires (1.1 per cent) were returned without stating the location. The geographical spread of respondents covers all of the target area of 1,581 households (Table 1.1).

*Table 1.1 Location of respondents*

### Loughlinstown

Location	N	%	Location	N	%
Loughlinstown Park	16	4.3	Loughlinstown Woods	23	6.1
Gleanntan	7	1.9	Cois Coille	4	1.1
Glenavon Park	26	6.9	Holly Court	11	2.9
Cypress Court	7	1.9	Cedar Court	9	2.4
Laurel Avenue	5	1.3	Sheelin Avenue	8	2.1
Sheelin Hill	2	0.5	Sheelin Walk	1	0.3
Sheelin Drive	5	1.3	Ennel Court	6	1.6
Inagh Court	6	1.6	Sheelin Grove	1	0.3
Glencar Court	8	2.1	Glencar Lawn	5	1.3
Achill Road	6	1.6	Arran Avenue	3	0.8
Arran Drive	2	0.5	Lambay Close	4	1.1
Lambay Drive	3	0.8	Cromlech Fields	32	8.5
Cois Cualann	7	1.9	River Close	10	2.7
Davitt Park	6	1.6	Glendruid Group Traveller Scheme	1	0.3
N = 376					

### Shankill

Location	N	%	Location	N	%
Rathsallagh Park	25	6.6	Rathsallagh Drive	16	4.3
Rathsallagh Grove	28	7.4	Rathsallagh Avenue	7	1.9
Shanganagh Cliffs	54	14.4	Shanganagh Woods	6	1.6
Clifton Park	12	3.2	Location not specified	4	1.1
N = 376					

Field researchers noted a number of issues in relation to particular questions during the course of pilot testing and, although changes were made based on the results of the pilot test, some questions, as noted below, remained problematic.

In the first instance, there appeared to be very little enthusiasm on the part of the community for answering 'another' questionnaire. Although some respondents went into great detail in the commentary, many more simply wanted to get through the questionnaire as quickly as possible. Field researchers found that a large proportion of respondents were becoming impatient towards the end of the questionnaire and frequently asked 'is it nearly finished?' It appears that there were a number of other surveys being carried out in the area – a Quarterly National Household Survey of some households coincided with this survey, as did some market research and a survey being carried out by a local community group. The fact that this survey is intended to be of benefit to the community by providing people with a voice to express their views did not have the positive effect that might have been anticipated. Field researchers encountered a large degree of apathy and 'discussion fatigue' i.e. many respondents feel they have discussed the relevant issues over and over again and that nothing significant has changed.

In section 1, question 2, respondents were asked to indicate the age and gender of all members of the household. The exact age of those in the 0 - 19 year age group was to be specified in order to assist in planning for service delivery. It was thought that while asking the exact age of those in other age groups might be considered personal, respondents would have no difficulty in stating the age of those 19 and under. However, in a significant number of cases (75), the exact age for this group was not specified. In addition, the age group of 13 persons, was not stated at all. This appears to have been due to error on the part of field researchers. Lack of specific information from this question also impacts on question 5, where respondents were asked to state if full-time education has not yet ended. Because of this, findings in relation to the age at which education ceased cannot be directly compared with the Census of 2002 as this would require having an exact number for those in the survey population who are 15 years and over at the time of the survey.

In section 2, questions 1 and 2 refer to knowledge about services and facilities. In theory, if respondents answered yes to the first question 'Do you think you have enough information about the services and facilities in your area?' - they should also have answered yes to the second question 'Do you know where to go when you require a service or facility?' and similarly if they answered no to the first, they should also have answered no to the second. However, a significant proportion of respondents answered yes to the first and no to the second or vice versa. Although field researchers were asked to probe respondents if they did so, it nonetheless appears that some, at least, did not fully understand the questions.

Section 3, 'prioritising needs' was problematic from the start, not least because of the length of the question. A significant amount of time was spent with field researchers and with the Research Advisory Group discussing the wording of the question. Field researchers were advised to strongly emphasise the disadvantage of placing every issue as 'high priority' i.e. it is accepted that all of the issues are important per se as they were identified in RAPID consultations in 2001, but that in order to prioritise service delivery, issues must be ranked according to need. Some respondents insisted nonetheless in ranking everything with 'high priority' so that this may skew the findings slightly. However, even including these questionnaires, an overall pattern still reveals itself, identifying the priority needs of the community.

Also in this section, question 2 on ranking the issues presented similar problems for a small number of respondents who were unwilling to rank the issues from 1 - 7 as requested. Although field researchers explained the necessity of ranking the issues from 1 - 7 in order to help with service planning, these respondents either misunderstood or felt that they could not prioritise one issue over another. Instead they put 1 or 2 beside all seven issues to indicate equal priority, rendering their answer void and therefore unusable.

The third question in this section on 'vulnerable groups' e.g. lone parents, unemployed etc. posed a problem for both field researchers and some respondents. Field researchers felt that the question was very sensitive and were somewhat uncomfortable asking. In fact, the sensitivity of the question dictated its placement towards the end of the questionnaire. In theory, it should have been in section 1 with the other 'profiling' questions but it was decided by the Research Advisory Group that such a question might alienate respondents at the start of the questionnaire, which would be highly undesirable. A small number of respondents commented that they did not wish to be categorised while field researchers also note that some respondents chose not to tick the relevant box(es) even though it was apparent that they are a member of at least one of the groups listed.

In terms of analysis, this question also poses a challenge as respondents were not asked to indicate the number of members in the household who fall into each of these categories. It was considered important to have this question as short and unobtrusive as possible. However, because the absolute number of persons in each category is unknown, it is difficult to compare these findings with those of the Central Statistics Office in the Census of 2002.

## SECTION ONE

### Focus Groups

Focus groups were organised for members of the community – one in Shankill and one in Loughlinstown. The focus group in Shankill, although poorly attended, yielded some very rich qualitative information about the Shankill / Rathsallagh RAPID area. The Loughlinstown focus group was cancelled because of a lack of participation. A focus group was also held with field researchers when they had completed the administration of the survey. This was important for two reasons - in the first place, to allow field researchers an opportunity to express their own views as members of the community and secondly to garner any information that may not have been committed to paper on the doorsteps. Focus groups were due to be held with two youth groups - one in Shankill and one in Loughlinstown. However, these could not be organised for various reasons and it is hoped that based on the findings of this research, supplementary research can be organised specifically around youth issues.

### Findings

The returned questionnaires were analysed using SPSS – a Statistical Package for the Social Sciences as well as a thorough qualitative analysis. Notwithstanding the challenges noted above, there is a wealth of information contained in the responses, outlined in Sections 2 and 3, which can be effectively used to strategically plan for service provision in the Dún Laoghaire / Rathdown RAPID area.

It should be noted that the findings of the survey are based on both quantitative and qualitative data. The questionnaire contains both 'closed' questions, which provide quantitative data based on tick-box answers and 'open' questions, which provide qualitative data by allowing respondents to express their perceptions and expand on the issues of concern to them. Focus groups also provide an opportunity to explore certain issues, which arise during the course of the survey and therefore add qualitative depth to the findings. However, in relation to qualitative data, it is important to note that while the perceptions of respondents and other participants have been clearly identified through the questionnaire and focus groups, the research does not seek any evidence to either substantiate or repudiate the assessment given by such participants during the course of the research.

### Conclusions and Recommendations

Data from the questionnaires was cross-referenced with information obtained through the two focus groups to establish a comprehensive picture of the situation with regard to needs in the Dún Laoghaire / Rathdown RAPID area. Conclusions and recommendations are made in sections 4 and 5.

# Dún Laoghaire / Rathdown RAPID AREA IN CONTEXT

## SECTION TWO

As the survey was based on a systematic random sample, it is possible to extrapolate the survey profile to the wider RAPID area so that we can then estimate population, household composition etc. for the whole area.

There are 1,439 persons in the 376 households surveyed, which gives an average of 3.8 persons per household. This compares with a County average and a national average of 2.9 persons per household in 2002. If we then extrapolate this finding to the wider Dún Laoghaire / Rathdown RAPID area, which contains 1,581 households, we can estimate that there are approximately 6,008 persons living in the area at present. This figure represents 3.1 per cent of the County population, which stood at 191,792 in 2002.

The age and gender of persons in the wider RAPID area can also be estimated from the survey results. Table 2.1 indicates the age and gender of all members of the households surveyed where age and gender was specified (1,400 persons). The age and / or gender of 39 persons was not specified and the specific age of 75 children and young people between the ages of 0 - 19 yrs was not specified.

*Table 2.1 Age & Gender of members of households surveye*

Age Group	% Male	% Female	% Person
<1 yr	0.6	0.5	0.6
1 yr	1.4	0.9	1.1
2 yrs	1.5	0.9	1.2
3 yrs	0.6	1.1	0.9
4 yrs	0.5	1.2	0.9
5 yrs	1.7	0.9	1.3
6 yrs	1.2	1.2	1.2
7 yrs	1.4	1.8	1.6
8 yrs	1.2	1.4	1.3
9 yrs	0.9	0.7	0.8
10 yrs	1.8	1.5	1.6
11 yrs	1.4	1.6	1.5
12 yrs	2.0	1.9	1.9
13 yrs	1.4	1.4	1.4
14 yrs	1.7	1.4	1.5
15 yrs	1.7	1.6	1.6
16 yrs	2.1	1.8	1.9
17 yrs	2.4	2.3	2.4
18 yrs	3.5	1.6	2.5
19 yrs	1.8	1.4	1.6
0 - 19 unspecified	4.8	3.5	4.1
20 - 24 yrs	12.7	13.0	12.9
25 - 34 yrs	15.6	17.3	16.5
35 - 54 yrs	25.6	29.9	27.9
55 - 64 yrs	8.0	7.4	7.6
65+ yrs	2.6	1.9	2.2
<b>N</b>	<b>660</b>	<b>740</b>	<b>1400</b>

## SECTION TWO

Of the survey population for whom gender was specified, 47.1 per cent is male and 52.9 per cent is female. In comparison with the national gender breakdown, this represents slightly less males than there are in the State as a whole at 49.7 per cent. The gender profile of the RAPID area therefore correlates more closely with the Dún Laoghaire/Rathdown County gender profile, where 47.6 per cent of the population is male.

Of the 1,400 persons for whom age and gender was specified, the 0 - 19 year old category makes up one third of the population overall (32.9 per cent). This is slightly higher than the general population based on 2002 Census figures, in which 0 - 19 year olds represent 29.1 per cent of the population (Table 2.2), and far higher than in the County as a whole where 0 - 19 yr olds represent just over one quarter of the population at 26.7 per cent. In the RAPID area, it is interesting to note that there is a large proportion of 17 and 18 year olds (4.9 per cent of the RAPID population) and within this group, a particularly large proportion of male 18 year-olds (Table 2.1). In the County as a whole, the population of 17 - 18 year olds is 3.1 per cent.

The next largest group in the survey population is that of 35 - 54 year olds at 27.9 per cent, which again, is slightly higher than the State figure of 26.6 per cent for this age group in 2002 and closer to the County figure of 27.1 per cent. The most striking discrepancy between the sample population and the general population however, is in the proportion of elderly persons with only 2.2 per cent of 1,400 persons for whom age and gender was specified being 65 years or over, while in the State as a whole, the proportion of elderly persons is 11.1 per cent and in the County, those 65 years and over represent 12.5 per cent of the population.

The small proportion of elderly persons in this survey may be accounted for to some extent by the fact that local authorities have a policy of housing elderly persons together in designated senior citizen housing areas (See Methodology, Section 1). However, this is unlikely to fully account for such a high discrepancy between local, County and national figures. It may therefore be concluded that although the actual proportion of senior citizens in the Dún Laoghaire/Rathdown RAPID area may be somewhat higher than indicated by this survey, they nonetheless represent a relatively small proportion of the RAPID population compared with County and national figures.

*Table 2.2 Age of survey population and national population (Census 2002)*

Age Group	Survey Population	County Population	State Population
0 - 19 yrs	32.9	26.7	29.1
20 - 24 yrs	12.9	9.0	8.4
25 - 34 yrs	16.5	14.5	15.9
35 - 54 yrs	27.9	27.1	26.6
55 - 64	7.6	10.2	8.9
65+	2.2	12.5	11.1

Based on the breakdown in table 2.1, we can estimate the proportion of persons in each age group and gender category in the wider RAPID area. Using our estimated population of 6,008 in the wider area, we can then approximate that the following numbers (Table 2.3) fall into each age group and gender in the RAPID area.

Table 2.3 Estimated population in RAPID area by age group and gender

Age Group	M	F	P
<1 yr	17	17	34
1 yr	39	30	69
2 yrs	43	30	73
3 yrs	17	34	52
4 yrs	13	39	52
5 yrs	47	30	77
6 yrs	34	39	73
7 yrs	39	56	94
8 yrs	34	43	77
9 yrs	26	21	47
10 yrs	51	47	99
11 yrs	39	52	90
12 yrs	56	60	116
13 yrs	39	43	82
14 yrs	47	43	90
15 yrs	47	52	99
16 yrs	60	56	116
17 yrs	69	73	142
18 yrs	99	52	150
19 yrs	51	43	94
<b>0 - 19 unspecified</b>	<b>137</b>	<b>112</b>	<b>249</b>
20 - 24 yrs	360	412	772
25 - 34 yrs	442	550	991
35 - 54 yrs	725	949	1674
55 - 64 yrs	227	236	463
65+ yrs	73	60	133
<b>N</b>	<b>2830</b>	<b>3178</b>	<b>6008</b>

Of the 376 households surveyed, the vast majority (95.7 per cent) are comprised of a single family, compared with 91.4 per cent of households at County level. While 2.3 per cent of households in the RAPID area contain two or more families sharing the same house, only 0.4 per cent of households are in this category at County level. Finally, 1.3 per cent of households in the RAPID area are house-share arrangements involving unrelated persons, compared with a much higher 5.4 per cent at County level. Only two respondents did not state the relationship of the household members. An additional category included in the Census questionnaire but not included in the survey account for the remainder of the County population.

Based on these findings, we can calculate that the majority of households in the wider RAPID area are single-family households. However, based on findings elsewhere (noted below) and observations made by field researchers, it may also be the case that in households where a child has become a lone parent and remains in the family home with their own child, respondents do not necessarily view this as two families sharing the same house. In other words, the extent of two-family households is somewhat masked in the RAPID area by the perception of grandparents that three generations living in the same household is still 'one family'.

A majority of respondents (314 or 83.5 per cent) named a 'head of household', while 38 respondents (10.8 per cent) said this question was 'not applicable' as the title is equally shared between themselves and their partner (Table 2.4). In 24 cases, the respondents concerned did not answer the question. Of the 352 respondents who answered the question, over half (53.4 per cent) fall into the 35 - 54 age group. This compares with 43 per cent at County level in this age group who are identified in the Census of 2002 as 'reference person' for the household. Among those in this age group considered by respondents as head of household there is an almost equal amount of males

## SECTION TWO

and females - 98 men and 90 women. This varies greatly from the County profile in which 63.8 per cent of those in the 35 - 54 year age group identified as 'reference person' are male. Between the ages of 20 and 34, females in the RAPID area are more likely to be considered 'head of household'. This is particularly evident in the 25 - 34 year age group, where females account for 59.1 per cent of those identified as head of household. Again this varies from the County profile where 60.8 per cent of males in this age category are considered to be the 'reference person'. This finding may be related to single parenthood among women in the RAPID area and this possibility is examined below under 'vulnerable groups'.

*Table 2.4 Age & Gender of Head of Household*

Age	Male %	Female %	Total %
20 - 24	0.6	0.7	0.6
25 - 34	10.8	17.7	12.5
35 - 54	58.7	61.2	53.4
55 - 64	21.6	15.0	16.5
65+	8.4	5.4	6.3
Not applicable	-	-	10.8
<b>N</b>	<b>167</b>	<b>147</b>	<b>352</b>

Of 1,391 persons for whom the age at which education ended was given, almost one third (32.1 per cent) are still in full-time education (Table 2.5). Almost one fifth (19.6 per cent) of those who stated the age at which their education ended, completed their full-time education between the ages of 15 and 16 years. However, when this figure is taken as a proportion of those 15 years and over (1,160 persons) as is the case with the Census (See Methodology, Section 1), this figure rises to 23.4 per cent.<sup>1</sup> This compares with 13.9 per cent at County level and 20.9 per cent of the general population based on Census 2002 figures. The proportion of those 15 years and over whose full-time education ended under the age of 15 years (16.5 per cent) is higher than the national figure for this category - 13.1 per cent and far higher than the County figure, which stands at 6.9 per cent. In addition, it is conceivable that some of the 92 individuals who claim to be 'unsure' about the age at which their full-time education ended are early school leavers but did not wish to state this on a questionnaire, as a small proportion of those in this category are currently between the ages of 25 - 34, an age at which they would be likely to remember their school-leaving age.

*Table 2.5 Age at which education ended*

Age at which education ended	%	N
<15	13.7	191
15 - 16 yrs	19.6	272
17 yrs	8.7	121
18 yrs	11.3	157
19 yrs	3.7	52
20+ yrs	4.3	60
Not yet ended	32.1	446
Unsure	6.6	92
<b>Total</b>	<b>100.0</b>	<b>1391</b>

Within the households surveyed, 907 persons are registered to vote. This is approximately 81 per cent of the population, which is eligible to vote (approximately 1,119 persons are 18 years and over).<sup>2</sup> Seven households contain no registered voters and 13 households did not state whether or not any members of the household are registered to vote. Of the 907 individuals registered to vote, 798 or 88 per cent say they exercise their vote in local and national elections, 102 individuals do not vote in local and national elections, five do so 'sometimes' and two did not say whether or not they use their vote.

### Vulnerable Groups

<sup>1</sup> The figure for persons 15 yrs and over is estimated by taking the number of persons 15+ yrs for whom age was specified (1,088 persons) and adding it to the number of persons for whom age was not specified that correlates with the correct proportion of 15+ yrs based on those for whom age was specified (72 persons).

<sup>2</sup> The number of persons over the age of 18 is calculated on a similar basis as above. See footnote 1

Respondents were asked to tick boxes as relevant to indicate whether they themselves or someone in the household is a member of any of the vulnerable groups listed in table 2.6, as defined by the National Anti-Poverty Strategy (NAPS, 1997). 371 respondents answered the question. In each case, the actual number in each category could be higher as the respondent was not asked to indicate the number of persons in the household in each category. So for example, it is possible that there could be more than one unemployed person or more than one lone parent etc. (See Methodology, Section 1). It should also be noted that some respondents may have ticked more than one box indicating that there is either one person in the household who falls into a number of 'vulnerable' categories or that several persons within the household are members of a 'vulnerable' group.

Table 2.6 Vulnerable groups

Group	%	N
Lone Parent	27.8	103
Unemployed	14.6	54
Member of Ethnic Minority Community	0.8	3
Member of Traveller Community	1.6	6
Person with a disability	10.8	40
Elderly Person	5.7	21
Carer	4.9	18
<b>N = 371</b>		

Of the 376 households surveyed, 27.8 per cent have at least one lone parent as a member of the household.<sup>3</sup> At national level, based on 2002 Census figures, 11.7 per cent of households are composed of a lone parent with children, while at County level, the figure is 10.7 per cent (In both cases this includes 1.5 per cent of lone parents with children who have other persons living in the household). As a percentage of family units in the general population, lone parents (both male and female) comprise 16.6 per cent, while at County level, the figure is 15.4 per cent. A direct comparison cannot be made between Census figures and the figures from this survey for the reasons noted above. However, 27.8 per cent of households including at least one lone parent (and possibly more than one) indicates a significant proportion of people in this category of 'vulnerable group' as defined by the National Anti-Poverty Strategy.

Furthermore, field researchers, particularly in the Shankill-Rathsallagh area commented on a sense of under-reporting in relation to lone parenthood. Even in cases where it was evident that a lone parent was the head of a single family unit or where a child had become a lone parent and remained with his or her parents, this was not acknowledged in responses. There are a number of reasons suggested for this under-reporting. In cases where lone parents are living with partners and do not wish the State to know, they are reluctant to commit these details to paper irrespective of assurances about the confidentiality of the survey. Secondly, in some cases, widowed or separated spouses with children living in the home, do not consider themselves 'lone parents', as this is a term associated with 'single' or 'unmarried' parents. Finally, and this is particularly the case where children have become lone parents while remaining in the family home, the parents of these children do not necessarily view their child as a 'lone parent' perhaps because they are still living in the family home or because of the stigma they perceive as being attached to lone parenthood.

It was noted above that female heads of household are in the majority in the 20 - 34 year age group and that this may be related to lone parenthood. This finding is borne out by further analysis, which indicates that in households where there is at least one lone parent, females are far more likely to be the head of household (Table 2.7). Of 103 households where there is at least one lone parent living in the home, 98 have stated whether or not they consider a particular member to be a 'head of household'. Of these, in 69.4 per cent of cases overall, the head of household is female. However, in all cases where there is at least one lone parent living in the house and the head of household is between 20 and 34, the head of household is also female. In other words there are no male heads of household between the ages of 20 and 34 in households where there is at least one lone parent. It should be noted that the 'head of household' in this case may not necessarily be the lone parent as respondents were only asked to indicate whether anyone in the household falls into that category.

<sup>3</sup> The Central Statistics Office (CSO) defines a lone parent as 'one parent with one or more usually resident never married children of any age'. This includes separated, divorced, widowed and single parents.

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Table 2.7 Households containing lone parents by Head of Household

Age group	Gender of Head			Total
	Male	Female	Not Applicable	
20 - 24	0.0	100.0	0.0	1
25 - 34	0.0	100.0	0.0	18
35 - 54	30.5	69.5	0.0	59
55 - 64	46.6	53.3	0.0	15
Not applicable	0.0	0.0	100.0	5
<b>N = 98</b>				

14.6 per cent of respondents state that there is at least one person in the household who is unemployed. Again it is difficult to compare this finding with national unemployment figures as the absolute number of unemployed persons in the sample households is not available. In the Census of 2002, 4.5 per cent of the general population 15 years and over classed itself under Principal Economic Status (PES) as being unemployed, while at County level, 2.2 per cent of the population was classified as unemployed.

Field researchers who are local to the areas in which they were administering the survey conclude that there are relatively few members of the ethnic minority community living in the area generally and this appears to be borne out by the findings of the survey, in which only a small proportion of households surveyed (0.3 per cent) contain a member of an ethnic minority community.

Six households contain members of the Traveller community representing 1.5 per cent of households in the sample. These six households contain 23 persons representing 1.6 per cent of the sample population. Although a direct comparison cannot be made, this is nonetheless higher than the proportion of Travellers represented in the State as a whole at 0.6 per cent and a good deal higher than the number of Travellers represented in the County at 0.3 per cent.

Forty households or 10.6 per cent of the sample include a person with a disability. Again, a direct comparison with national figures is not possible because the absolute number of persons with a disability is not known.

The proportion of households in the sample stating that at least one elderly person is a member of the household is relatively low at 5.7 per cent. In this case we can work out the absolute number of those 65 years and over because age was specified for 1,400 persons in the sample. However, this yields an even lower proportion of elderly persons overall in the sample at only 2.2 per cent or 31 elderly persons in total. This compares with a national figure of 11.1 per cent and a County figure of 12.5 per cent. As noted by GAMMA (1999), the percentage of households in which elderly people live alone, has implications for the provision of services and measurement of economic dependency. Of the 31 elderly persons in the sample, 29 per cent or nine persons live alone - four of whom are female and five of whom are male. This is higher than at County level where 24.9 per cent of those 65 years and over live alone and higher also than at State level where 25.8 per cent of those 65 years and over live alone. Seven households contain couples where both partners are 65 years or over.

Surprisingly, given the number of households in which an elderly person resides and in particular, the number of households including a person with a disability, the number of households with carers is relatively low at 18 or 4.8 per cent of sample households.

# SURVEY FINDINGS

## SECTION THREE

Based on the time spent living in the community (Table 2.2), it might be assumed that the respondents to this survey are reasonably familiar with the issues and concerns of the RAPID area and are therefore relatively well placed to identify priority needs. Over one quarter of households (28.7 per cent) have lived in the area for 26 years or more and only 46 have moved into the community within the past five years.

*Table 3.1 Length of time living in the Community*

Length of Time	%	N
0 - 5 years	12.2	46
6 - 10 years	18.1	68
11 - 15 years	5.9	22
16 - 20 years	18.4	69
21 - 25 years	12.8	48
26+ years	28.7	108
Not specified	4.0	15
<b>N</b>	<b>100.0</b>	<b>376</b>

Of 370 respondents who stated their gender, 58.6 per cent are female and 41.4 per cent are male. Overall, respondents are relatively balanced in terms of gender. Of 150 male respondents who stated their age, almost half (45.3 per cent) are in the 35 - 54 year age bracket. Similarly the majority of female respondents who stated their age (57.4 per cent) are in the 35 - 54 year age group. In total, 192 respondents fall into this age group.

*Table 3.2 Age & Gender of respondents*

Age Group	Male %	Female %	Total %
0 - 19	4.7	1.4	2.7
20 - 24	5.3	4.2	4.6
25 - 34	16.7	19.0	18.0
35 - 54	45.3	57.4	52.5
55 - 64	18.7	15.3	16.7
65+	9.3	2.7	5.5
<b>N</b>	<b>150</b>	<b>216</b>	<b>366</b>

Within the middle age groups 25 - 64, there is a good cross-section by age and gender so that this group can adequately reflect the views of many within the community. However, while almost one third of the population falls into the 0 - 19 year age group, only 2.7 per cent of responses were from 0 - 19 year olds. This is because the questionnaire was not directed towards those under the age of 18 (although a small number of 17 year olds did complete the questionnaire). Based on findings throughout the research and again, on observations made by field researchers, it may be necessary to carry out specific research into the needs of young people, which involves young people themselves. This finding is elaborated on below and in the conclusions.

## SECTION THREE

### LIVING IN THE COMMUNITY

#### SERVICES AND FACILITIES

##### Knowledge of services and facilities

Over half of respondents (56.6 per cent) feel they have enough information about the services and facilities in their area, while nearly three quarters (71.8 per cent) state that they know where to go when they require a service or facility. An anomaly is therefore evident in answers to these two questions as it might be presumed that the 42.8 per cent who do not feel they have enough information about the services and facilities in their area would have stated that they do not know where to go when they require a service or facility. However, this is not the case with only 27.1 per cent saying they do not know where to go when they require a service or facility. Based on pilot results, field researchers were therefore asked to query respondents if they answered yes to the first question and no to the second and vice versa. The anomaly in responses persisted nonetheless. Field researchers suggest that this may be because respondents do not generally feel they have enough information about what is going on in the area via direct means e.g. newsletters, leaflet drops etc. although they may know the places within the community where they can go to obtain such information in a situation where they actively require a service or facility (See also Methodology, Section 1).

In comments by respondents, it is evident that appropriate and relevant information is not available to those who need it or in some cases they are unaware of where to go to access such information. The information needs identified by respondents centre around events/activities and services available in the area, post-natal depression, opportunities for getting involved locally at community level, services for young people, environmental services (especially recycling) and on the upkeep of the area, disability issues, schools and school services. Sources of information cited as being useful and of relevance include local shops, the community rooms in Loughlinstown, churches, general leaflets and neighbours. While Shanganagh House in Shankill is also a source of information, this is cited as being somewhat problematic due to the perceptions of some respondents that this is not as 'open' a service as they would like (See also below).



##### Accessing services and facilities

The vast majority of respondents (80.3 per cent) have not experienced any problems with accessing services or facilities in the area while 12.5 per cent say they have experienced problems. Almost three-quarters of respondents (73.7 per cent) feel that community services and facilities are generally available i.e. anyone from the community can access them if they wish to. A small proportion of respondents (2.1 per cent) said they do not know or that this does not apply to them as they have not tried to access services and facilities in the area.

A number of issues stand out as being consistently referred to by those consulted in relation to accessibility of services - access to information on services, environmental services especially as regards recycling, facilities for young people and transport services.

##### Information issues

Again, the central issue raised regarding access to community services and facilities is that of information provision and information accessibility - this issue consistently arises in the responses of large numbers of those consulted. Local residents argue that there is a lack of effective communication regarding what services are available at community level, how to access them and who to contact on specific items. Some of those who responded pointed out that there was a newsletter in the past and that it should be initiated again (the RAPID newsletter was identified as being helpful and useful).

A number of related issues are of note. Some respondents point out that literacy levels are a barrier to accessing information whilst others complain that 'you have to be in the know' to learn about community initiatives or activities. There was also specific reference to the information needs of older people.





#### *Environmental services*

By far the most referred to item in this category was the lack of recycling services. Respondents complained of having to travel outside the area in order to access such services and some noted that not all residents have cars. Others referred to difficulties with bin collections, the need for cleaning of laneways (and who to approach for same) and the need for payphones that cannot be vandalised. The fact that many areas within the locale remain inaccessible to people with disabilities (due to problems with the footpaths) was also noted by some.

#### *Transport*

The poor quality of local bus services was cited by many, especially those dependent on such services for shopping and for accessing other services and those with disabilities. The main issue referred to was that of frequency.

#### *Activities*

Generally, there was a feeling in the majority of responses that not enough activities are occurring at community level or, if they are, not enough people know about them. In particular, pensioners' needs were mentioned, as were the needs of youth (see below).

A second issue which arose in quite a few responses was the view that activities are not as 'open to all' as they should be - reference was made to the need to be 'in the know', 'cliques' and the 'same faces' participating in all activities - in short, there was a sense of unfairness (in terms of information and access) about activities at community level. Mention was also made of the importance of having children in school if one wanted to know what was happening locally. Additional comments were also made about access to Summer Projects being limited and controlled.

#### *Facilities*

Regarding facilities, the issues raised relate to information provision, the limited number of places available for potential participants and the need for transport for elderly people to ensure access.

There was general agreement amongst respondents that there is a complete lack of facilities for young people - especially for young and older teenagers and for those with disabilities. Time and time again, respondents referred to the needs of teenagers, the need for youth activities beyond football and the need for additional youth groups.

In focus group discussions it became evident that Loughlinstown Community Rooms are considered to be an excellent resource, which is under-utilised at present. Some commented that not enough people know about the availability of the rooms for the community or what goes on there. It was suggested that the Rooms could be used as a one-stop-shop for information about all activities in the community and that this would solve two problems i.e. people would go there to find out about education, employment, activities, childcare etc. and that in so doing, they would also become more familiar with the facility, thereby expanding its usage as a genuine community resource. Leaflets and newsletters could be distributed advertising the community rooms and what they offer.

While Shanganagh Park House is recognised as a valuable resource, it suffers from perceptual problems in that some respondents consider it to be the preserve of a small clique of people within the community. This finding, while evident in questionnaire responses was most prevalent in focus group discussions both in Shankill and among field researchers, many of whom encountered this sentiment at the doorsteps in Shankill / Rathallagh. While this may not in fact be true of Shanganagh Park House, the fact that it is perceived as such means there is a greater need for outreach so that the community is aware that it is an inclusive service, which is open to all.



#### *Other issues cited*

## SECTION THREE

Amongst the other issues noted by respondents were the need for improved health services (via the health centre), better availability of local shops (and variety of goods in such shops), a local employment service and the need for cheap and available photocopying and secretarial services etc. A number of respondents referred to the need for better response times from the Gardai as well as improved policing generally.

### Planning for services and facilities

Over half of respondents (51.9 per cent) do not feel that there is enough discussion in planning for the area. A number of respondents feel quite strongly about this issue, while focus group discussions indicate that there is a certain resignation about the Council making decisions for the area without consulting residents e.g. with regard to the new sewage treatment facility.

In comments made by respondents, the overwhelming response to this question was negative - not only is there no forum or structured opportunity to comment on services, there is also a serious lack of information about what is happening locally. The concerns identified are - *insufficient information, lack of consultation by the Council and by service providers and residents being informed 'after the fact'*. Specific reference was made to sewage works for new apartments, housing, bus services, school developments, youth services, policing, community facilities, playgrounds, planning issues and to house demolitions.

The majority of respondents commented on this issue and there is a strong sense of alienation throughout the responses - people note that they do not participate because 'it makes no difference'. In their view, their opinion is deemed irrelevant. Many argue that the community does not exist in the Council's plans and actions. Regardless of the different perspective, which the Council or service providers may have, this view is one of the most strongly expressed throughout the questionnaires.

In a final question in this section relating to additional comments, which respondents might have, the responses confirm the issues already identified - lack of facilities for youth, the elderly, the need for a library, improved bus services, the issue of bin collections (and charges), poor shopping opportunities, public phones, recycling needs, access to playgrounds, neighbourhood cleanliness (road sweeping) etc. A number of respondents also claim that there is uneven development within the area in that they perceive Loughlinstown as being better serviced and supported than Shankill/Rathsallagh.

A specific issue, which appears regularly in the overall response pattern is a perception of young people hanging about and causing problems. It is clear that some respondents (usually, but not exclusively older) see the behaviour of young people as 'problematic' - hanging around, littering the place, engaging in anti-social behaviour etc.

Finally, it is important to note that a number of respondents recognise the availability of services and the fact that some groups and services do provide information about opportunities or initiatives. However, they feel that people don't access these services and facilities for their own reasons. In other words, they see that services and facilities are available 'if people make an effort'. This view, although not predominant is nonetheless expressed on a significant number of occasions throughout the survey.



**PUBLIC NOTICE**

**Section 73 of Roads Act, 1993**

**Extinguishment of Public Rights of Way**

In accordance with the provisions of Section 73 of the Roads Act, 1993 Dun Laoghaire Rathdown County Council hereby gives notice of its intention to extinguish the public rights-of-way

- (a) between houses no 46 and houses No. 41 - 43 Laurel Avenue
- (b) adjacent to houses No 57 to No 61 Laurel Avenue
- (c) Open space running parallel to houses no 57 to No 61 Laurel Avenue

Following the public consultation process under the Planning and Development Act 2000 for the re-development of Laurel Avenue, Ballybrack as approved by Dun Laoghaire Rathdown County Council on 10<sup>th</sup> May 2004

Copies of the drawing showing the above Public Rights of Way may be inspected from Thursday, 18<sup>th</sup> August, 2005 in the Transportation Department, County Hall, Marine Road, Dun Laoghaire from 9.30am to 1pm and 2.15pm to 4.30pm Monday to Thursday and 4.00pm Friday. The latest date for inspection of the map is 4.30 p.m on Thursday, 15<sup>th</sup> September, 2005.

Objections to or representations regarding the extinguishment of these rights-of-way may be made in writing to the Senior Executive Officer, Transportation Department, Dun Laoghaire-Rathdown County Council, Local 2, County Hall, Marine Road, Dun Laoghaire.

Persons making such objections or representations may make a request in writing to state their case at an Oral Hearing conducted by a person appointed by Dun Laoghaire-Rathdown County Council for that purpose. The latest date for receipt of objections, representations or requests for an oral hearing is 4.30 p.m. on Thursday, 29<sup>th</sup> September, 2005.

## PRIORITISING NEEDS

In this section of the questionnaire, respondents were asked to prioritise each sub-heading under seven general headings. 'High priority' was to be given to those issues, which require immediate attention within the community while 'Low priority' was to be ascribed to those issues, which are either not as pressing or which are already being dealt with (See also Methodology Section 1). 'Not applicable' refers to issues about which the respondent is unsure or which they do not consider to be a priority - either high or low. In each table, 'N' indicates the number of respondents who answered the question and it might be assumed that those who did not answer the question are either unconcerned with the issue or do not know enough to comment on its priority level.

### Education, Training & Employment

Of all the headings listed under education, training and employment, drug awareness education received the highest priority rating at 81.5 per cent with 'start your own business support' receiving the lowest priority at 32.7 per cent. Back to education programmes for young early school leavers were also considered to be important at 61.7 per cent while training for unemployed people is considered a high priority by 59.1 per cent of respondents who answered this question.

Table 3.3 Education, Training & Employment

Issue	Priority Rating			N
	High	Low	N/A	
Parental involvement in young people's education	52.0	37.7	10.3	358
Drug awareness education	81.5	14.0	4.6	372
Back to education programmes for young people (ESL)	61.7	32.2	6.0	366
Access to education for young parents	49.9	44.6	5.6	359
Adult education / return to learning programmes	40.1	53.4	6.5	354
Training for unemployed people	59.1	37.0	3.9	362
Employment support for those returning to work	48.1	47.5	4.4	360
Start your own business support	32.7	49.9	17.5	349

#### The predominant issues identified by respondents in commentary under this heading are:

- ▷ the needs of early school leavers and those falling behind in education
- ▷ the growing problem of drug abuse and its impact at community level
- ▷ the need for additional CE schemes and training opportunities for certain groups  
e.g. lone parents and the unemployed
- ▷ activities and facilities for young people outside of the school context
- ▷ ongoing additional opportunities in adult education e.g. evening courses, courses other than computing, parenting skills courses, literacy etc.
- ▷ childcare for those who need it most to return to education / employment, even if only on a part-time basis.

### Community Participation

Nearly 70 per cent of respondents who answered the question feel that more information is required so that people know how they can participate. Many respondents note that it is not an issue of unwillingness but a lack of information, which prevents some individuals from participating in the community. A majority of respondents (61.5 per cent) would also like to see greater discussion with the community by State and community organisations. Training for community volunteers is not considered to be quite as high a priority. Nonetheless, over half of respondents rated this issue highly.

## SECTION THREE

Table 3.4 Community Participation

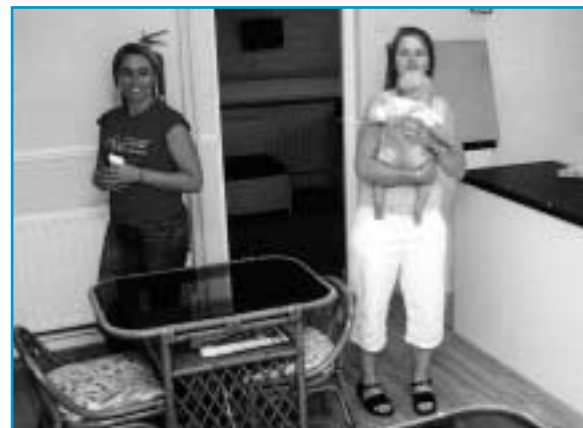
Issue	Priority Rating			N
	High	Low	N/A	
Training for community volunteers to encourage participation	56.5	34.9	8.6	361
More information so that people know how they can participate	69.7	25.8	4.4	360
Greater discussion with the community by State and community organisations	61.5	32.0	6.5	356

As in other parts of the questionnaire, the general response to this question was that there is a serious deficit of information, a lack of opportunities for engagement, a sense that community consultation is advocated but not practised and a general sense of alienation. There is also a strong current of opinion that community activities are dominated by a limited number of people who don't encourage or want broader participation.

**The comments below are indicative of these issues:**

- ▷ not enough information coming back to the community from the people that represent the community on different groups
- ▷ some people take over and won't let new ideas be expressed
- ▷ people need information and organisation to get involved in community issues
- ▷ the state never involves community people when planning for their area
- ▷ people would volunteer if they felt accepted by people who are being paid, if people were encouraged and respected they would participate
- ▷ more parents would participate if their children were allowed to participate in youth groups  
- too many children are excluded
- ▷ a monthly newsletter is needed, especially for kids during the summer
- ▷ It is always the same people involved, fair play to them because without them there would be nothing done. More people should be getting involved in their own area.

Many respondents and in particular, focus group participants noted the 'lack of community spirit'. They say that there was a thriving community spirit in the past but that this seems to have disappeared and that people are now reluctant to become involved, so that there is only a small handful of people who end up 'doing everything'. The reasons given for this include the fact that more people are now working and are therefore too busy with their own lives to participate as fully in the community. In addition, having young children is a primary motivator - particularly for women - to encourage involvement in the community. Many of those who were involved in the community in the past now have grown up children and have begun to engage with their own personal development rather than with the development of the community. Finally, a sense of apathy and resignation with regard to Council plans for the area appears to have eroded the community spirit that existed previously.





### Crime & Personal Safety

Drug-dealing is accorded the highest priority rating under this heading at 80.2 per cent of respondents to that question while over three quarters of respondents to the question on anti-social behaviour state that it is a high priority. Community Garda presence is considered problematic by many with 70 per cent of respondents to the question placing it at high priority. This issue is also frequently mentioned by respondents in open-ended questions.

Interestingly, only 350 respondents answered the question on domestic violence and of these, half place it as a lower priority and 18.3 per cent state that they do not know or that it is not applicable. This finding is in keeping with other community surveys (See for example, A New Dawn, 2002, Corduff CDP), in which respondents display a reluctance to discuss the issue of domestic violence or to acknowledge it as a problem despite the concerns of many national interest groups about the prevalence of domestic violence against women and girls in Ireland, as well as those recently expressed in a UN report (Irish Times, 3 August 2005).

Table 3.5 Crime & Personal Safety

Issue	Priority Rating			N
	High	Low	N/A	
Drug-dealing	80.2	15.4	4.4	364
Substance abuse	66.4	29.1	4.5	357
Anti-social behaviour	75.3	22.3	2.5	364
Community Garda presence	70.0	28.3	1.6	367
Domestic violence	31.7	50.0	18.3	350
Personal safety of people in the community	62.2	33.3	4.4	360

#### Three overwhelming issues dominate responses on crime and personal safety:

- ▷ a desire for a greater and more visible Garda presence allied with a swifter response time plus increased community policing
- ▷ the issue of drug abuse and the need to engage more effectively with it before 'it gets out of hand'
- ▷ the issue of what many perceive to be 'anti-social behaviour' amongst groups of young people.

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Interestingly there are significant variations in the degree to which respondents perceive crime and safety to be of the highest priority. Some respondents perceive crime to be very high, others disagree (this is not an issue of different areas having different levels – even within the same area, people have different views). Nonetheless, the focus group with field researchers reveals a different perception of crime and personal safety between the two areas surveyed. Crime and anti-social behaviour is perceived to have reduced somewhat in Shankill, while in Loughlinstown, it appears to be on the increase according to respondents. Field researchers surmise that this is to do with the flow of age groups i.e. in Loughlinstown, a new group of ‘problematic’ young people is coming of an age where they are beginning to engage in anti-social behaviour and petty crime, whereas in Shankill, those in this in-between age-group have grown up so there are either young children or older young people who have passed this stage.

There is unanimous agreement that drug abuse and drug dealing is a serious problem - on the street, in the fields, at the DART station etc. Those who commented on the question about crime and personal safety say that the Garda response to the issue is inadequate – call out times are too long, phones are not answered, drug dealing is openly visible, weekend policing is poor etc. Many would like to see more police ‘walking the beat’ or going around on bicycles rather than driving around the area and ‘never getting out of the car’. Others have commented that the Gardaí need better training in dealing with behaviour locally, especially with regard to teenagers - they view the attitude of Gardaí as problematic because they tend to ‘harass’ young people for hanging around instead of catching those who are dealing drugs.

On the question of anti-social behaviour, there are divergent views throughout the responses. Older people generally perceive teenagers and their behaviour (hanging around, sitting on walls, drinking, taking drugs, stealing etc.) as a major problem -one that inhibits them from walking around the area. They give high priority to getting teenagers ‘off the streets’. Others take a different view - they perceive the behaviour of teenagers as indicative of the lack of activities and opportunities - they distinguish between minor anti-social behaviour and serious issues such as drug dealing. Their approach is to highlight the need for adequate services and activities in order to prevent young people from becoming involved in major anti-social activity.

Considerable comment is also made about house break-ins, car stealing, bins being set on fire and the feeling that some have of not being safe in the area generally. Another issue, which received comment under this heading is the need for greater child safety through the use of traffic calming measures in the area, especially where children play. This is also addressed under the heading of ‘physical environment’ below.



### Childcare & Family Support

Affordable childcare was considered to be the highest priority in this section with 62.3 per cent of 361 respondents ranking it as such. 239 respondents who ranked affordable childcare as a priority (either high or low) stated the type of childcare which they feel is required. Of these, 112 feel that full-day care is required while 99 would like to see half-day care provided and 28 would like to see occasional care available. Interestingly, of 103 households where there is at least one lone parent, only 71.8 per cent (74 respondents) specified the type of affordable childcare they would like to see available while 20 respondents whose household contains at least one lone parent indicated that affordable childcare is not a priority for them. Of the 74 that did specify their childcare needs, the greatest need is for half-day care at 48.6 per cent, followed closely by full-day care at 43.2 per cent. It appears that affordable full-day care is predominantly required by families where both parents are working.

A lower number of respondents answered the questions on family support and after-school and homework clubs (354 and 350 respectively). Less than half of these in each case consider these issues to be high priority while nearly one fifth say the issues are not applicable to them.

Table 3.6 Childcare &amp; Family Support

Issue	Priority Rating			N
	High	Low	N/A	
Family support	49.4	31.1	19.5	354
After-school and homework clubs	43.7	37.1	19.1	350
Affordable childcare	62.3	18.6	19.1	361

In general, those who commented on this issue argue that childcare services and supports are seriously inadequate, especially for those in poorer circumstances. Local facilities in Barnardos or in the crèche in Shanganagh House are deemed to be excellent but severely limited in capacity and with long waiting lists. Childcare is seen to be very expensive when available and therefore beyond the capacity of many.

In commentary, there is strong support for existing after school activities – homework clubs, after school clubs etc. These are seen as positive and necessary as well as ‘preventive’ in that they significantly reduce the possibilities for ‘anti-social behaviour’.

Respondents and focus group participants also note that there is a small number of families in each area, which require intensive intervention to avoid family breakdown with all its consequent community effects.

### Young people’s services and facilities

It is clear that respondents feel the greatest need in the community is support for those at risk of drug misuse and early school leaving with almost three-quarters of respondents who answered the question stating that such support is required. Drop-in facilities for teenagers are also high on the agenda and this is related in the minds of respondents to anti-social behaviour, largely caused by groups of teenagers (and younger children) ‘hanging around’ with nothing to do. Discussions with field researchers revealed that young people expressly stated their desire to have a place to go where they can just ‘be themselves’, without so many rules and regulations. The majority of respondents feel that there is very little for young people to do once they have reached the age of 11 and over and they also find that activities organised for teenagers and older children are not meeting the needs because they do not take account of what young people themselves want to do. A less formal atmosphere with activities informed by consultation with young people is required to attract young people to engage.

Access to existing services and facilities does not appear to be problematic although many respondents who listed this as a high priority took ‘access’ to mean ‘availability’. In other words, many respondents feel that there simply isn’t enough for young people to do in the area.



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Table 3.7 Young people's services and facilities

Issue	Priority Rating			N
	High	Low	N/A	
Provision of sport / recreation facilities for those 10 yrs and under	59.1	32.7	8.2	352
Provision of sport / recreation facilities for those 11 yrs and over	62.9	28.0	9.1	350
Drop-in facilities for teenagers	71.7	23.1	5.2	364
Improved access to existing facilities for young people	54.6	39.5	5.9	339
Support for those at risk of drug misuse and early school leaving	74.4	20.3	5.4	355
Encouraging volunteers to work with young people	56.9	38.5	4.6	348
Support for young people with disabilities	65.1	28.7	6.2	355

As indicated earlier, there is almost unanimous agreement that services and facilities for young people, especially those in the teenage years, are seriously inadequate. Many respondents are of the view that with little to do, young people are encouraged to 'hang around' and 'loiter in laneways' and so run the risk of becoming bored and involved in problematic behaviour. There is strong support for an accessible, well-managed and affordable youth 'Drop-in Centre' where informal activity could occur directed by the needs of young people.

Many note that whilst there is a need to improve the quality and quantity of sports facilities so that people do not have to go outside the area, there is a need also to provide for those who are not interested in sport.

There is also considerable comment on the need to involve young people in organising and managing youth activities - local people and service providers need to listen to young people and take on board their views. This was also very evident in focus groups where participants expressed the view that young people do not currently engage because there is very little available in the first place and because what is available does not interest them. Some respondents commented on the need for people who are trusted by young people to work with them, to find out what their needs are and to pro-actively engage them. Comment is also made on the need to include young people with disabilities.

Finally, a number of respondents complain that access to existing youth activities and facilities needs to be opened up to involve a broader range of participants - too many activities are perceived to be the domain of particular groups.

### Physical Environment

By far the most outstanding issue under the heading of 'Physical Environment' is the availability of waste and recycling facilities with over 70 per cent of respondents to this question placing it as a high priority. This issue was also frequently mentioned in open-ended questions and in focus groups. The difficulty centres mainly around facilities for plastic recycling, which are only available at Ballyogan. This means that residents without a car are unable to recycle their plastic waste. In addition, the elderly are unable to carry their glass and paper recyclables as far as the local recycling depots so that they too are unable to recycle unless they have a car with which to transport the waste.

Traffic congestion and road safety is the next issue of greatest concern under this heading and this too is clear from comments made by respondents. Cars are travelling too fast through the area and there is simply too much traffic to allow for a safe and healthy environment. To a lesser extent, the condition of local amenities, litter and graffiti cause some concern. Comments about the quality and appearance of housing focus mainly on those, which are boarded up and derelict causing unsightliness and also posing a health risk. Some residents say the smell coming from such houses is unbearable while rats have become prevalent around these sites. There appears to be general satisfaction with lighting and residents note that improvements have been made in recent years. Physical access for people with disabilities is somewhat problematic with many noting the bad



Table 3.8 Physical Environment

Issue	Priority Rating			N
	High	Low	N/A	
Quality and appearance of housing	45.0	50.4	4.5	353
Lighting	28.9	66.3	4.9	350
Traffic congestion and road safety	58.7	37.7	3.6	361
Condition of local amenities e.g. playing areas, public spaces	53.5	41.1	5.4	355
Physical access for people with disabilities e.g. pathways	52.9	40.2	6.9	348
Litter	50.1	47.3	2.5	357
Graffiti	42.0	54.8	3.1	352
Availability of waste and recycling facilities	70.6	28.0	1.4	354

In commentary on this subject, there was a high level of response with a common pattern of issues and concerns emerging. The key issues identified were: a severe shortage of recycling facilities, road and traffic safety.

The lack of local recycling facilities has emerged as the single most commented-upon issue in the entire survey. Respondents are concerned about the lack of recycling services in general, about the need for plastic recycling, the removal of large items and recycling services for people without their own transport. Many respondents note the degree of dumping that takes place and the need to try to prevent it by making such recycling services as are available as accessible as possible. Some also commented on the need for greater education on dumping and on recycling as well as littering generally.

Other issues noted in commentary include the need for an increased use of ramps to slow traffic, increased use of traffic lights, the need for additional zebra crossings, improvements in street lighting as well as the need to improve footpaths some of which are currently badly broken up. An additional issue is that of traffic congestion especially in the mornings and during school hours - many feel there is a need for a more efficient traffic management plan for the area.

A majority of respondents argue for greater pro-activity on the part of the Council as regards the general appearance of the area. Many commented on the widespread litter and graffiti, the appearance of boarded up houses, the lack of trees and shrubs, the need for grass cutting and better signage generally. Some commentators noted the good work of certain estate management services in this respect.

### Health & Well-being

Counselling and mental health services were given the highest priority rating in this section at 57.1 per cent - the only issue under this heading, which over half of respondents to the question felt was a high priority. Access to low-cost family planning was the next highest priority on this list with 46.6 per cent of respondents to the question placing it at 'high'. Over one third of respondents would like to see male and female sexual health services prioritised. With regard to this question, some field researchers feel that respondents did not necessarily have the same understanding of this question as was intended unless



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it was explained to them.

Issue	Priority Rating			N
	High	Low	N/A	
Access to conventional health services e.g. GP visits	27.2	63.6	9.2	357
Access to alternative health services e.g. homoeopathy	18.6	66.2	15.2	355
Information on available health services	42.7	52.0	5.3	356
Health education courses e.g. nutrition, physical exercise	33.0	56.4	10.5	351
Male and female sexual health services	37.2	46.2	16.6	355
Access to low-cost family planning	46.6	37.6	15.7	356
Counselling and mental health services	57.1	35.2	7.8	361

Table 3.9 Health & Well-being

Almost two-thirds of respondents rated access to health services - both conventional and alternative as a low priority, indicating a general satisfaction with such services in the area. It was noted in focus groups however, that many residents in the area are not medical card holders and that there is generally not a problem with access to private health services. Some field researchers felt that a question should have been asked about the local health centre / clinic and that this may have elicited a different response. Nearly 43 per cent of respondents to the question would like more information on the health services that are available to them. Only one third of respondents to the question on health education courses feel that this is a priority area.

**In commentary, a number of issues emerged in this category although there was some disagreement amongst respondents as to whether there was sufficient information available locally on health and well-being. It is clear from the responses that local people feel there is a need for a number of specific services focused on the following areas:**

- ▷ greater information and access to basic information on nutrition, personal lifestyles, exercise, sexual health and on the impact of substance misuse
- ▷ programmes on sexual health, STDs and pregnancy issues for young people especially
- ▷ counselling services for a variety of contexts including simple support counselling for those experiencing general depression rather than specifically for those with mental illness
- ▷ follow up healthcare for older people especially those recently hospitalised
- ▷ the need for specifically focused health support for both men and women
- ▷ alternative health strategies and initiatives

Two additional points of a general character emerged - one relating to the issue of sewage locally which some saw as a major problem leading to 'stress and depression' and the point that when people feel safe in their neighbourhood, they enjoy good health.

### Ranking of Issues

Respondents were not required to rank all of the headings listed if they did not feel strongly about particular issues (See Methodology Section). In this way, those issues which were not ranked (under the column 'NR' on table 3.10 below), also indicate individual priorities as it might be assumed that respondents would rank those issues of greatest priority to them.

It is evident that crime and personal safety are of most concern in the area with the greatest proportion of respondents ranking this issue (only 12 per cent of respondents did not) and 41.5 per cent placing it at number one. A further 29.8 per cent placed crime and personal safety at No. 2 or No. 3 on the ranking scale. No other issue is considered to be quite as important with the next highest - Education, Training and Employment being placed at number one by 17 per cent of respondents.

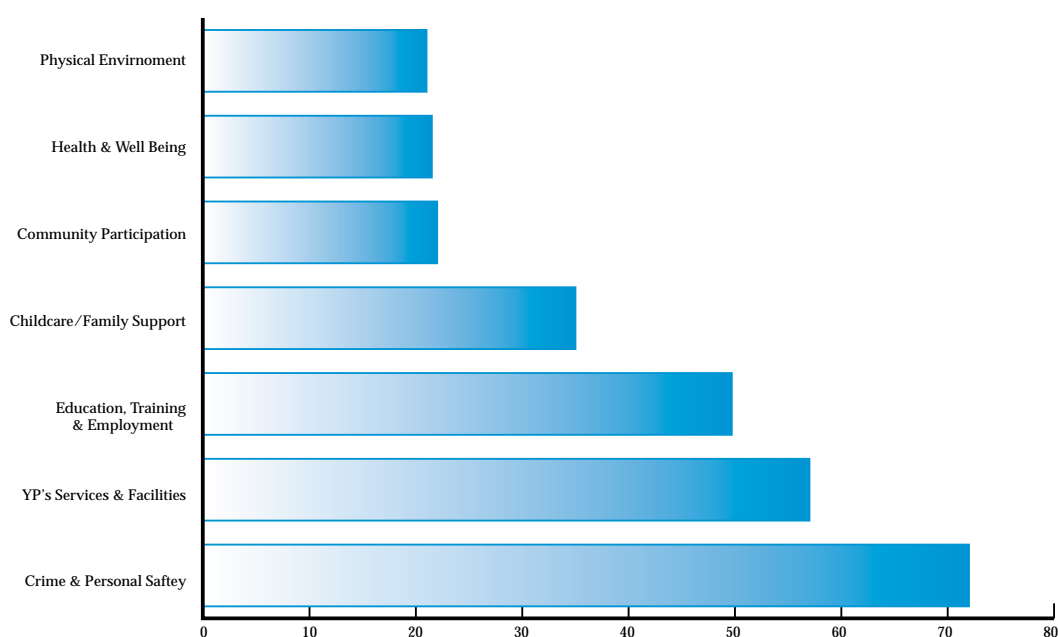
Table 3.10 Ranking of issues

Issue	Ranking							
	1	2	3	4	5	6	7	NR
Education, training, employment	17.0	15.4	17.3	11.2	8.0	4.8	4.3	22.1
Community participation	4.0	8.0	9.3	13.8	13.8	9.6	8.0	33.5
Crime and personal safety	41.5	18.1	11.7	6.9	5.6	2.9	1.4	12.0
Childcare / family support	7.4	14.4	14.1	11.7	12.0	6.6	6.9	26.9
Young people's services and facilities	14.4	20.2	22.1	8.5	6.4	8.0	1.6	18.9
Physical environment	2.4	10.1	8.2	6.9	6.1	17	18.9	30.3
Health & Well-being	6.6	6.6	8.0	9.8	10.6	11.4	17.6	29.3
N = 376								

Surprisingly, given the comments of respondents elsewhere in the questionnaire, young people's services and facilities was ranked at number one by only 14.4 per cent of respondents, although a further 42.3 per cent placed it at No. 2 or No. 3. Therefore, when the ranking is shown on the basis of placement in the top three (Figure 1) the number one issue is crime and personal safety (71.3 per cent), followed by young people's services and facilities (56.7 per cent) and in third place is education, training and employment (49.7 per cent).<sup>4</sup>

It is evident from the pattern of responses that there is a clear link in the minds of respondents between crime and personal safety – including anti-social behaviour – and the need to provide services and facilities for young people as well as education, training and employment for the area generally. The link, which is made by respondents between the need for young people's services and facilities and the need to prevent anti-social behaviour is all the more evident because there is no apparent pattern between those ranking the need for young people's services and facilities in the top three and those who have children. In other words respondents without children or young people in their own household are just as likely to rank this issue in the top three as those with children and young people.

Figure 1 Ranking based on placement by respondents of top three issues



<sup>4</sup> These figures have been arrived at by adding the scores for placement at 1,2 and 3 on the scale

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Childcare / family support is ranked in the middle at 35.9 per cent while health & well-being, community participation and physical environment are at the lower end of the scale with an average of 21 per cent. The lower priority accorded to health & well-being was evident from previous responses (See table 3.9 above - Health & Well-being), where a relatively low priority was attached to most sub-headings in this section. With regard to community participation, respondents appear to be aware that greater community participation is required. However, overall, this is not considered to be as pressing an issue as others. Based on comments in the section above on 'Physical Environment', this issue is evidently considered to be generally satisfactory with the exception of recycling facilities and waste management.

**The following reasons were offered in general on the priority choices people made:**

- ▷ Those who highlighted crime and safety issues saw these as a necessary starting point prior to embarking on other issues. People commented that it is impossible to move ahead and become involved if you don't feel safe. Dealing with people's fears around safety is key - otherwise they are unlikely to consider the needs and concerns of others.
- ▷ Those who highlighted the needs of youth did so for a number of discernible reasons - having children themselves, wanting to prevent young people from being anti-social, tackling issues such as drugs and substance abuse, seeing young people as the 'future' of the area and wanting to build from the bottom up in terms of improving the community. Some respondents argue that a lot more needs to be done to offer young people better role models for the future as well as a sense of being actually listened to and valued. Others emphasised the need to curb the behaviour of young people and to control their anti-social activities.
- ▷ Those highlighting the need for greater community consultation, engagement and participation saw this as fundamental to changing all issues within the area from the physical environment to health and well-being to safety and a broad sense of belonging and being valued.

Of 327 respondents who answered the question about groups in the community whose needs are not being met (other than the vulnerable groups listed in table 2.6, above), nearly one-third (30.3 per cent) suggest that there are other groups. In particular, young people were mentioned and many of those who responded to this question reiterated the needs of the elderly and people with disabilities, whom they feel are being excluded. In this section, much concern was expressed about the needs of the elderly despite the fact that the elderly comprise only a very small proportion of the sample population. It is possible that the definition of 'elderly' understood by respondents is somewhat younger than 65 years of age and over.

**The groups identified by a significant proportion of respondents were, in order of priority:**

- ▷ teenagers and young adults
- ▷ people with disabilities
- ▷ the elderly especially those living alone and those with health problems
- ▷ lone parents especially those with young children



When asked if they would like to attend a discussion on the needs of the community, 62.6 per cent of those who answered the question

(364 respondents), indicated that they would like to attend such a discussion. However, when community meetings were organised - and well advertised - during the course of the survey, attendance was extremely poor to the extent that the meeting in Loughlinstown could not go ahead. This points to a general apathy, which was apparent during the course of the survey and seems to relate mainly to a feeling of 'discussion fatigue'. (See Methodology, Section 1). Amongst the 179 respondents who offered comments in response to this question, the following were the priority topics listed:

<b>Youth issues and Youth services</b>	<b>Crime &amp; Personal Safety / Anti-social behaviour</b>
<b>Drugs &amp; related issues</b>	<b>Policing issues</b>
<b>The physical environment / recycling</b>	<b>The elderly</b>
<b>Education &amp; training</b>	<b>Disability issues</b>
<b>Childcare</b>	<b>Community development</b>

# CONCLUSIONS

## SECTION FOUR

- At a quantitative level, this survey has identified a number of patterns of significance. Of particular importance is the fact that those under 19 years of age make up approximately one-third (32.9%) of the population of the area - somewhat higher than the national figure of 29.1%. Also of importance is that the population of 17-18 year olds is almost 5% of total (with a higher than average number of males). Particularly striking is the fact that those aged 65+ make up just 2.2% of the population whereas the national figure is 11.1%

Of special note in terms of the needs of the area, and the recommendations that follow, is the fact that, despite a sense amongst the researchers of some level of under-reporting, a significant proportion of households in the area contain at least one person classed under the National Anti-Poverty Strategy definition as being 'vulnerable'.

Additionally, it is worth noting that 28.7% of those surveyed had lived in the area for over 26 years whilst only 12.2% had moved in during the past five years.

- Generally, there appears to be a consensus - in both questionnaire responses and in focus group discussions that there have been significant improvements in material terms in the community over the past number of years. Many respondents and focus group participants would not consider the community to be 'deprived'. However, it is equally clear that this improvement has not impacted in the same way on all groups within the community. In this way, the exclusion of certain groups and indeed individual families suffering multiple disadvantages is hidden or masked by the general socio-economic level of the community.

Because of this, one of the key conclusions of this survey is that the area still contains 'pockets of poverty and disadvantage'. Therefore, the general recognition that the area overall is doing 'quite well' should not undermine initiatives focused directly on those 'vulnerable' groups, such as young people, lone parents, people with disabilities and the elderly, who require targeted and focused attention to meet their needs.

- There appears to be some element of 'discussion fatigue' within the community, which led to a certain resistance in responding to the survey. Many felt they had been consulted before and did not receive sufficient feedback or felt that previous consultations / discussions did not result in discernible change locally. The Research Advisory Group (and others conducting research in the area) should consider this carefully and ensure that some feedback is provided to the community.



- The presence and profile of young people in the area is of importance both in terms of the actual numbers present (especially the number of teenagers), their 'real' and 'perceived' behaviour, the paucity of facilities and activities to engage them, the issues of drugs and 'anti social behaviour' and the need to actively involve young people in discussions about their own priorities. As with similar surveys elsewhere, the issue of young people and their role locally is one about which there are many, and divergent, views. There is significant agreement that services, opportunities and activities for young people are seriously deficient throughout the area. The limited number of young people surveyed expressed the need for a 'centre' or 'drop in' which is accessible and appropriate to their requirements. Apart from football, structured activities are limited and, again, there is a perception that they are not inclusive.
- In relation to the above, many respondents expressed the view that too many young people 'hang around' locally and engage in 'anti-social behaviour' (reference was made to drug taking, alcohol abuse, verbal abuse and setting fire to bins). Others respond that young people 'hanging about' is not anti social behaviour but rather a reflection of lack of opportunities and access. Older people in particular feel threatened by the mere presence of groups of young people and generally perceive the issue as one of inadequate policing. Others disagreed, but where there appears to be unanimity is on the need to engage more effectively with the needs of young people.
- The issue of information, its relevance and accessibility became a central theme in responses to the survey. It is clear that while



access to information or to locations and sources of information is available, there is, nonetheless, a need to improve targeted information and communication provision generally throughout the area. There are members of the community who, for different reasons, are not aware of activities, services and opportunities within the area or who do not access information through currently existing mechanisms. Those active in the community or with direct access to community sources have the necessary information but there are many outside these sources and services who remain 'information poor'.

- ▶ In terms of accessing key services, those surveyed did not identify serious difficulty with services generally with some crucial exceptions - environmental services (especially recycling), facilities and opportunities for young people (especially teenagers) and information on specific issues and services. These three issues have emerged from the survey as central, recurring themes.
- ▶ There are two additional issues that, while not represented strongly in the overall answers, were mentioned sufficiently to merit comment - one, the view that the Loughlinstown area is better served and supported than the Shankill/Rathsallagh area and, two, the view that services and centres are not as inclusive and open as they should be and that there is a need to be pro-active in terms of greater outreach and inclusion.
- ▶ Throughout the research, respondents expressed the view strongly that there is insufficient consultation and discussion with local communities by the Council and by service providers regarding planning and development in the area. In particular, respondents commented on the 'lack of opportunities' for engaging with the key structures and institutions that influence and shape local development.



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▲ In terms of defining area priorities, the survey has identified the following needs:

- 1 **Education, training and employment** - drugs education, back to education opportunities and training for the unemployed were identified as high priority issues.
- 2 **Community participation** - a lack of relevant and appropriate information on how to become involved as well as the need for current services and facilities to become more inclusive were identified as priorities.
- 3 **Crime and personal safety** - drug dealing and drug related behaviour, general crime, 'anti-social behaviour' and in relation to this, a lack of effective policing emerged as key issues.
- 4 **Childcare and family support** - the need for affordable childcare was the key priority under this heading, in particular for families with both parents working
- 5 **Young people's services and facilities** - the need for drugs education, appropriate activities and the general lack of services and facilities emerged as key priorities.
- 6 **Physical environment** - the priority issues in this category were recycling needs, the need for traffic-calming as well as congestion-relief in specific locations and the need for a general environmental 'clean-up'.
- 7 **Health and well-being** - the need for general counselling services i.e. somewhere that people can talk about issues of concern to them generally was identified as being of importance.

▲ In terms of ranking the issues, respondents identified crime and personal safety (in all its dimensions including divergent views as to its causes and patterns), services and facilities for young people, and the need for education, training and employment opportunities as the three most important issues overall.

▲ Respondents to the survey identified young people, those with disabilities, the elderly and parents with young children as being those groups most at risk of being excluded within the area.

### GENERAL RECOMMENDATION

One of the key conclusions from this research is the need to focus more directly on the needs and concerns of particular groups within the area. While there has been a general improvement in the area overall, certain members of the community - both in terms of 'vulnerable groups' and individual families - have not benefited as much as the population at large.

The follow-through from this survey should directly address this issue. With the exception of a number of identified issues such as recycling, information needs and crime and safety, area-based programmes and activities are unlikely to meet the needs of these groups. Targeted services are required, which focus directly on those most in need in the community. Chief amongst these groups are young people, those with specific educational needs, lone parents, those with disabilities and the elderly.

#### Recommendation 1

##### Feedback to the community on the outcomes and conclusions of the research

Given the feedback received on doorsteps, the promoters of the research should consider developing a summary of this research and making it available, via a variety of means (local newsletters, shops, community centres, service providers, local radio etc.) to the local community. Such a summary could also include reference to key sources of information and support locally and an invitation to interested individuals to become involved with any agreed follow-through, thus enhancing the level of community participation.

#### Recommendation 2

##### Development of an appropriate forum within which the community can discuss its concerns around crime & personal safety with An Garda Síochána

There is evidently a certain lack of communication between the general community and the community policing structure, which is currently in place. Crime & personal safety has been given the highest priority by the community and there is a clear need for the community to have significant input into the way in which the area is policed. The RAPID AIT could act as a liaison between the community and An Garda Síochána, providing a forum for discussion and agreement about policing issues in the area.

#### Recommendation 3

##### Undertaking consultation with young people on the need for significantly extended youth services

As already highlighted, the area of youth issues, youth facilities and activities as well as relations between younger and older members of the community is a key priority issue emerging from the responses in the survey. The Area Implementation Team, statutory service providers and appropriate community-based organisations should initiate and support the design and delivery of a consultation process with young people locally. This process should focus on issues such as their perceptions and needs prior to discussion and agreement on a greatly extended youth service within the area. It is vital to the success of such an activity that young people be directly involved from the very outset and that they are central to the delivery and analysis of such a consultation.

This consultation could be done through local schools (at class level) as well as via local sports, cultural and youth club structures. Specific attention should be paid to seeking the views of 'unattached' young people through street-focused research, using other local young people and their leaders plus appropriate service providers. Obviously, the views and needs of other groups, vis-à-vis young people, should also inform the consultation. This consultation should be the first stage of an extended process of engagement with young people within the area.

This is not a process that can be undertaken by the promoters of this research - it will require broad agreement, involvement and support and a 'representative task group' should be considered to support such an initiative.

Furthermore, given the clear link in some people's minds between anti-social behaviour and lack of facilities and services for young people, this recommendation should be related in some way to Recommendation 2 so that community police, young people and the wider community have a 'safe' environment in which to express their respective views to one another.

## SECTION FIVE

### Recommendation 4

#### **Focusing on the situation and needs of identified groups - the elderly, lone-parents, the unemployed, those with disabilities and those with educational needs**

As noted in the general recommendation above, there is a need to focus on the views and expressed needs of different groups especially those groups (other than young people) identified in the survey and listed above. The follow up should take a variety of approaches including focus group meetings, meetings with representative associations and service providers at statutory and community levels.

The purpose of such meetings and follow-through would be to identify, describe and assess needs and concerns as well as considering the best means through which to address these. Such an approach could strengthen the participation of these groups and consequently enhance their social inclusion in the community.

Again, this is not a process that can be undertaken by one group in isolation, it will require a co-ordinated approach involving all the key structures and organisations throughout the area.

### Recommendation 5

#### **Prepare and publish an information brochure**

Given the stated importance of access to relevant and appropriate information and the expressed need for additional information to that already available, the RAPID Area Implementation Team should consider the publication of a broadly popular and accessible information brochure. In particular, such a brochure or booklet should provide key reference points from where those seeking specific information on the range of issues identified in this research could begin or from which they could receive appropriate advice and referral as necessary.

Most importantly, given the identified need for education, training and employment opportunities, this brochure should contain specific information on where to go to find out about all such opportunities within the community.

### Recommendation 6

#### **A collaborative exercise to address the area-based issues identified in the survey**

Given the information provided by respondents during the survey, it is recommended that actions are agreed at RAPID AIT level, focused directly on the identified area-based issues - recycling, traffic calming and congestion, consultation with local communities regarding future planning etc. The identification of specific actions based on the information from this survey would help to inform the budgetary process of the various agencies involved in the RAPID AIT.

This process of collaboratively agreeing actions at AIT level, could form a core element of the follow-through from the survey and would serve a number of important functions. It would demonstrate that community views are valued and taken seriously, that surveys can yield positive outcomes, that service providers and community groups value the views and opinions of local people etc. It could also have the additional value of encouraging those who may be so disposed to become more active at community level.

This exercise should be developed in conjunction with, or following on from Recommendation 7 below.

### Recommendation 7

#### **On the need for a new RAPID Strategic Plan and follow through**

It is clear from this survey and the discussions around it that a new, more targeted and focused strategic plan is required to address the changing nature and context of the area and the needs of the various groups identified. The existing RAPID Area Implementation Team is the most obvious forum and context in which to develop such a plan given its mandate and membership.

Whilst the results of the survey pose a number of questions and challenges - particularly around the interpretation of responses and perceptions - nonetheless, the broad pattern evident across the range of responses suggests the need for improved targeting and focus. The groups 'in need' identified through the survey as well as the specific area-based needs and problems highlighted should provide a clear context in which to develop such a plan. Given the nature of the issues identified and the range of service providers and organisations involved in addressing these needs, there is a clear requirement for a co-ordinated approach involving all stakeholders throughout the area.

### Members of Research Advisory Group

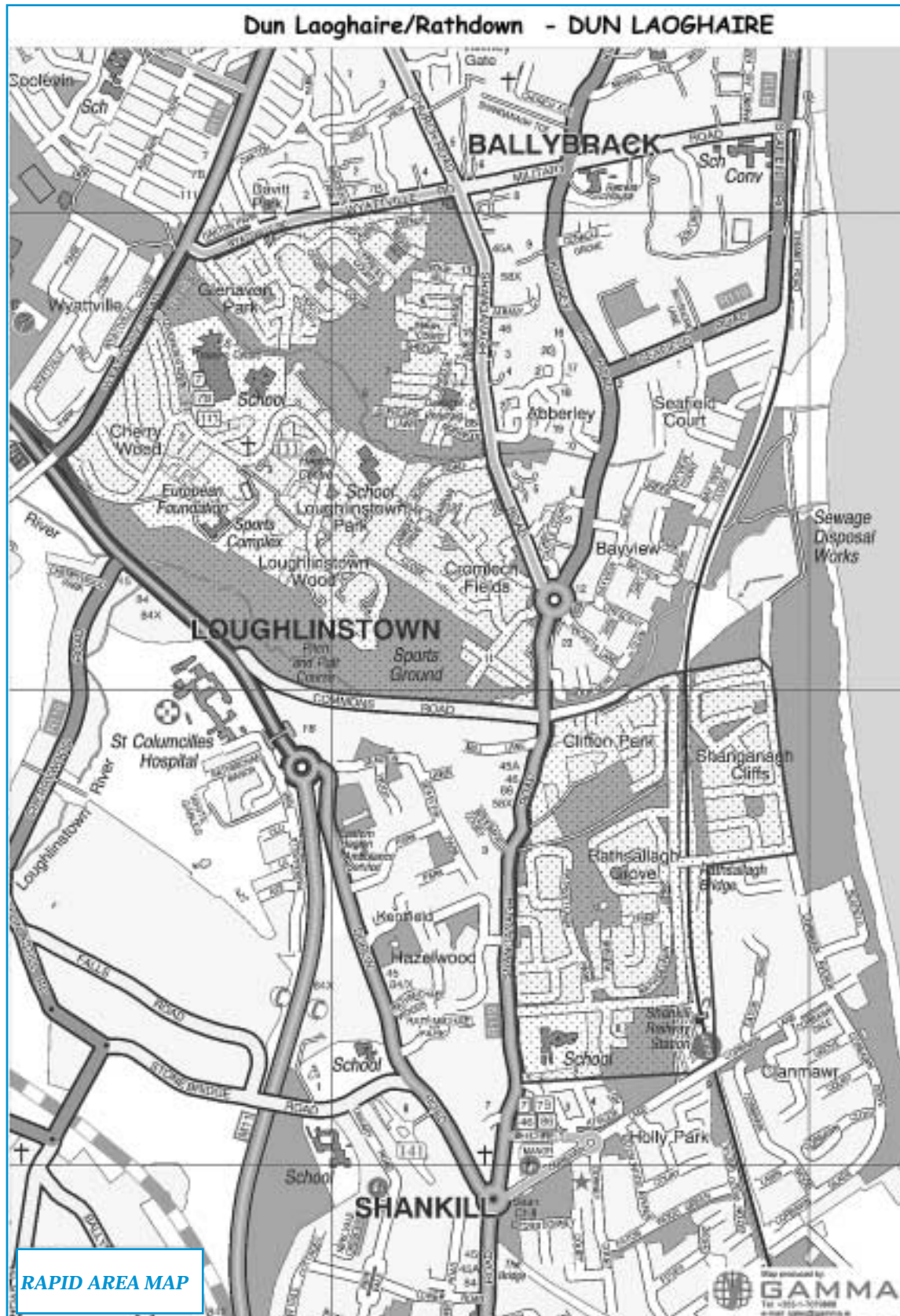
<b>Anne Keegan</b>	Southside Local Employment Service (LES)
<b>Dave Lawless</b>	Dún Laoghaire / Rathdown RAPID Co-ordinator
<b>Marguerite Hanratty</b>	Southside Area Partnership
<b>Pauline Davy</b>	Southside Women's Action Network (SWAN)
<b>Torry Schellhorn</b>	Dún Laoghaire / Rathdown County Council Social Inclusion Unit

### Field Researchers Names

<b>Ann McCoy</b>	<b>Christine McGuinness</b>
<b>Frances Healy</b>	<b>Georgina Potts</b>
<b>Iolanda McCauley</b>	<b>Jackie Mooney</b>
<b>Jean Brown</b>	<b>Joan McCann</b>
<b>Kay Finn</b>	<b>Kay Morrison</b>
<b>Liz Hynes</b>	<b>Liz Kinsella</b>
<b>Majella Breen</b>	<b>Marie Fitzpatrick</b>

# APPENDICES

## APPENDIX TWO



### Loughlinstown / Shanganagh Community Survey QUESTIONNAIRE

Name of Field Researcher: \_\_\_\_\_

Location (street / estate name): \_\_\_\_\_

#### Section 1: Profile

1 How long have you lived in this community? \_\_\_\_\_

2 Age & Gender of household members (Person 1 is respondent i.e. person answering the questionnaire)

	Male	Female	0 - 19 (please specify)	20 -24	25 - 34	35 - 54	55 -64	65+
Person 1								
Person 2								
Person 3								
Person 4								
Person 5								
Person 6								
Person 7								

3 Please state which of the above is the 'head of household' or 'reference person': Person No. \_\_\_\_\_

4 Please state the relationship of the household members as follows:

Family  Two or more families  House-share (unrelated)

5 Please state the age at which full-time education ended for all household members (Person1 is respondent)

	Age at which full-time education ended	Full-time education not yet ended	Unsure
Person 1			
Person 2			
Person 3			
Person 4			
Person 5			
Person 6			
Person 7			

6 How many people over the age of 18 in your household are registered to vote? \_\_\_\_\_

7 Of these, do you / they usually vote during local and / or national elections? Yes  No

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## APPENDIX THREE

### Section 2: Services & Facilities

Services & Facilities in your area may include: schools, church, youth service, FÁS, Gardai, Local Employment Services, community centre, health centre, shopping centre, community groups, bin collection, recycling facilities housing, bus service, car parking etc.

	Yes	No
1 Do you think you have enough information about the services & facilities in your area?	<input type="checkbox"/>	<input type="checkbox"/>
2 Do you know where to go when you require a service or facility?	<input type="checkbox"/>	<input type="checkbox"/>
3 Have you or your family had any problem accessing services / facilities that you require? If yes, please give details:	<input type="checkbox"/>	<input type="checkbox"/>
<hr/> <hr/> <hr/>		
4 Do you think that community services & facilities are generally available i.e. anyone from the community can access them if they wish to? If no, please give details:	<input type="checkbox"/>	<input type="checkbox"/>
<hr/> <hr/> <hr/>		
5 Do you think there is enough discussion with the local community in planning for services & facilities? If no, please give details:	<input type="checkbox"/>	<input type="checkbox"/>
<hr/> <hr/> <hr/>		
6 Do you have any other comments to make on services and facilities in the community?		
<hr/> <hr/> <hr/> <hr/>		

### Section 3: Prioritising Needs

1 Please rank the following needs in order of priority for you. Please consider which issues you think need to be addressed *most urgently* in the community and mark only these as 'High Priority'. Issues which are *relatively* less urgent or which you think have already been dealt with should be marked with 'Lower Priority'. If you do not know whether a need should be prioritised or if it does not apply to you, tick 'N/A'. Please note that the purpose of this survey is to find out what the priority needs of the RAPID communities are. While we recognise that all of these needs are important it is not possible to prioritise service delivery if everyone ranks *everything* as 'high priority'.

#### Education, Training & Employment:

Priority Level	High	Lower	N/A
Parental involvement in young people's education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug awareness education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Back to education programmes for young people who left school early	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to education for young parents including lone parents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult education / return to learning programmes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training for unemployed people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment support for those returning to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Start your own business support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any comments on education, training & employment in your community?

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#### Community Participation

Priority Level	High	Lower	N/A
Training for community volunteers to encourage participation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More information so that people know how they can participate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greater discussion with the community by State and community organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any comments on community participation in your community?

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# APPENDICES

## APPENDIX THREE

### Crime & Personal Safety:

Priority Level	High	Lower	N/A
Drug-dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Garda presence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic Violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal safety of people in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any comments on crime & personal safety in your community?

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**Childcare / family support:** (family support can cover a wide range of services including after-school support and homework clubs, parenting courses, health services, counselling etc.)

Priority Level	High	Lower	N/A
Family support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After-school and homework clubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable childcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please specify:      Full-day Mon – Fri       Half-day Mon – Fri       Occasional

Do you have any comments on childcare / family support in your community?

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### Young people's services and facilities:

Priority Level	High	Lower	N/A
Provision of sport / recreational activities and facilities for those 10 yrs and under	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of sport / recreational activities and facilities for those 11yrs and over	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drop-in facilities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved access to existing facilities for young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for those at risk of drug misuse and early school-leaving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encouraging volunteers to work with young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support for young people with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any comments on young people's services and facilities in your community?

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### Physical Environment

Priority Level	High	Lower	N/A
Quality & Appearance of housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic congestion & road safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of local amenities e.g. playing areas, public spaces etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical access for people with disabilities e.g. pathways etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of waste & recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any comments on the physical environment in your community?

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# APPENDICES

## APPENDIX THREE

### Health & Well-being

Priority Level	High	Lower	N/A
Access to conventional health services e.g. GP visits, vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to alternative health services e.g. homoeopathy, acupuncture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on available health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health education courses e.g. nutrition, physical exercise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Male & female sexual health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to low-cost family planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counselling & mental health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any comments on health and well-being in your community?

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2 Based on the above, please rank the following in order of your priorities for this community where '1' is the highest, 2 is the next highest and so on:

Education, Training & Employment

Community participation

Crime & personal safety

Childcare / family support

Young people's services & facilities

Physical environment

Health & Well-being

Do you have any comments about why you rank them this way?

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3 Please tick the boxes as relevant if you or anyone in your household is:

- A lone parent
- Unemployed
- A member of an ethnic minority community
- A member of the Traveller community
- A person with a disability
- An elderly Person (65+)
- A carer i.e. caring for an elderly person or a person with a disability

If you ticked one or more of the boxes above, please tell us what you think are the priority needs of these groups in this community

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4 Are there any other groups in the community whose needs are not being met?

Yes No

If yes, please give details:

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### Section 4: Further Discussion

1 Would you attend a community discussion on the needs of the community? If yes, please specify which needs / topics you would like to attend a discussion on:

Yes No

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2 If you have any additional comments about any of the topics covered in the questionnaire or if you feel there are important topics not covered in the questionnaire, please use the space overleaf:

Thank you for your time & patience!

**Contact**

**RAPID Co-ordinator**

**Community and Enterprise Department**

**Dún Laoghaire / Rathdown RAPID Programme**

**Dún Laoghaire / Rathdown County Council**

**County Hall, Marine Road, Dun Laoghaire, Co Dublin**

**Tel 01 205 4700**

