

Fenside Estate

Quality of Life Consultation

Survey Report 2004



Prepared by:
Priority Research Ltd

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On behalf of:
Boston Mayflower Ltd



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Contents

	Page
1. Introduction	3
2. Summary of Main Findings	5
3. Survey Results	
- 3.1 Demographic information	9
- 3.2 Moving	15
- 3.3 The Fenside Estate	19
- 3.4 Services and Facilities	25
- 3.5 Community Involvement	31
- 3.6 Fear of Crime	37
- 3.7 Overall Satisfaction	41
- 3.8 Priorities for the future	45
4. Appendices	
- 4.1 Methodology	53
- 4.2 Estate map	57
- 4.3 Focusing results	61
- 4.4 Sample questionnaire	69
- 4.5 Data summary	81

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1. Introduction

1. Introduction

Background

Boston Mayflower engaged Priority Research to conduct a survey of residents living on the Fenside Estate during October/November 2004. This survey was intended to provide a baseline of data as part of the development of a strategy to meet the future needs of the community. It builds upon earlier research findings that highlighted continuing quality of life issues on the estate, even though there has been considerable improvement in recent years. The strategy will help Boston Mayflower and other partners determine how best to improve the quality of life for *all* residents on the estate in the future.

Aims and objectives

The main objective was to assess current opinion regarding:

- Satisfaction with the features of the estate
- Satisfaction with the services and facilities that were available
- The impact of crime, safety and ASB issues
- The reputation of the area, including those factors that encouraged people to stay or gave them impetus to move
- Community spirit and willingness to become involved with neighbourhood issues

In addition, PRL's unique "Priority Search" methodology would help to establish residents' priorities for making the estate a better place to live in the future.

The survey

The initial stage of the consultation work gathered ideas from residents to help identify key topics for the survey. This was conducted by means of four days worth of doorstep interviews during which a single open question was posed: "What would make Fenside Estate a better place in which to live?". The responses to this stage were reviewed by the steering group and formed the basis of the final part of the questionnaire – the Priority Search.

The survey was conducted by in home interviews during October/November 2004. A sample of 378 were successfully interviewed, which represented approximately 35% of the households on the estate. The interviews were conducted according to a quota sample to ensure that they were as representative as possible of the age, gender and tenure profile of the estate.

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small. Due to rounding some graphs may not add up to 100%. Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level.

Further details of the methodology can be found in section 4.1.

2. Summary of main findings

2. Summary of main findings

2.1 Overall satisfaction

- 2.1.1 It is positive to see that the majority of the sample were happy to live on the Fenside Estate (63%, p.43). One of the main demographic differences was unsurprisingly related to length of residence in the estate, with residents of at least 20 years standing being the most likely to be happy with estate (76%). There was also a geographic component to the results, with residents in the Carlton area significantly less satisfied (54%), whilst in Ingram people were far happier (75%). Homeowners were significantly more likely to be positive than tenants (72% and 63% respectively, whilst fear of crime and ASB was also correlated with people's attitude to living on the estate (p.42-43).
- 2.1.2 Fortunately, it is very possible that people will be happier with living on the estate in the future as the balance of opinion amongst respondents was that the estate had become a better place to live in the last few years (55% agreed, 18% disagreed, p.43). The main things that most appealed to residents about the estate included the proximity to family, friends and good neighbours, proximity to shops, health facilities and the CCTV cameras (p.44). In addition, a third of respondents (35%) cited recent improvements as one of the positive features (p.44).
- 2.1.3 However, despite the evident recent improvement, the consensus was that more still needed to be done to improve the reputation of the estate (86% agreed, including 96% in the Ingram area, p.42-43). In fact, the area's reputation was the third most frequently cited reason by those planning to move within the next three years (15%, p.17).
- 2.1.4 Indeed, around one in six of the sample did not expect to be living in the same home three years hence; with 38% of this group giving at least one reason for moving that could be attributed to the area (e.g. disliked the area, poor reputation, lack of amenities or neighbour problems, p.17).

2.2 Priorities for future improvements

- 2.2.1 In response to the question "What would make Fenside Estate a better place in which to live?" the top seven significant priorities for improvement were as follows:
- "Tackle drug dealers"
 - "Tackle anti-social behaviour in general"
 - "Do more to control dogs, i.e. dog mess and noise"
 - "Work to improve children's behaviour"
 - "Encourage local businesses to provide job opportunities"
 - "Encourage more shops onto the estate"
 - "More facilities and activities for kids" (p.47)

2.3 Drugs and crime

- 2.3.1 The dominant priority for local residents was for drug dealing to be tackled (p.47), so it is therefore of little surprise that almost a quarter of those who felt able comment said that drug dealing was a serious problem (23%), whilst a further 17% considered it to be a slight problem (p.22-23).
- 2.3.2 One of the reasons why drugs was considered to be a problem was the fact that almost one in five local residents claimed to have seen evidence of illegal drug use - 53% of that group subsequently rated drug dealing as a serious problem (see p.39). Respondents also made a clear link between crime and drugs, with 39% of people who had recently suffered from property crime rating drugs as a serious problem (p.22).
- 2.3.3 Drug dealing was clearly a dominant issue, but 56% of respondents also considered "vandalism" to be a slight or serious problem in the Fenside area, followed by 38% who felt the same about "other crime" (p.22).
- 2.3.4 The results show that concern about property crime (67%) was more widespread than the level of concern about crimes to the person (23% remembered feeling worried). The reason why so many people remembered feeling worried about crime was that a quarter had experienced theft from their grounds/outbuildings, vandalism, car crime or burglary in the last year. In contrast, only 6 individuals had suffered a crime to the person (p.38-39).

2. Summary of main findings

2.3.5 On a positive note, the proportion of respondents who felt worried about suffering crime, especially crime to the person, would arguably have been worse without the CCTV system on the estate. In fact, 38% of the sample gave this as an example of one of the good things about living on the estate (p.44).

2.4 Anti-social behaviour

2.4.1 Anti-social behaviour (ASB) had caused concern to almost a quarter of the sample in the last year (23%), and had been experienced by 13% of respondents (p.38-40). Furthermore, one could link four of the top seven priorities to ASB (see above). The main demographic differences here were that younger residents aged under 45 were more likely to have encountered this problem (15%), although the level of concern remained constant across age groups. ASB was as common an experience for home owners as it was for Boston Mayflower tenants, yet it was homeowners who were the most likely to prioritise tackling anti-social behaviour above many other suggestions for improving the local area (p.48).

2.5 Young people

2.5.1 "Young people hanging around" was actually mentioned more often than any other issue when one considers those who rated it as either a slight or serious problem (60% combined total, p.22-23). One reason for this is the perceived link between young people and anti-social behaviour - 48% with recent experience of ASB thought that "young people hanging around" was a serious problem (also see p.38-39).

2.5.2 Facilities for children and young people were in fact one of the themes of the results, with improvements in this area appearing as the second most important priority overall for single parents, only just behind the issues of drugs (p.48).). Furthermore, the sample as a whole considered "work to improve children's behaviour" as the fourth highest priority for the future (p.47)

2.5.3 Unfortunately, given the high proportion of children and young people on the estate (40% of households with children aged under 16), around a third of respondents were satisfied with the play areas (31%), a quarter with the childcare and other facilities for young children (27% and 26% respectively), and only one in five (20%) with the facilities for older children and young people. On all four measures, the ratings given by single parents and /or those living in the Ingelow area were significantly poorer, whereas those in the Taverner area were more positive (p.26-27).

2.5.4 On a more positive note, half of those who responded said that they were satisfied with the help and support available to families, with only 12% who were actively dissatisfied (p.26-27). Indeed, almost one in ten respondents made use of the Sure Start scheme (p.34), and this group were even more satisfied with the level of support they received (77%).

2.5.5 The provision of facilities for young people also includes schools, and on this point the primary and secondary schools were generally considered to be accessible (71% and 64% respectively), ratings that were significantly higher in the Ingram area (p.26-27).

2.6 Features of the estate

2.6.1 The Fenside estate was generally considered a good place to live (p.43), and one of these reasons for this must surely be that resident's were typically satisfied both with their own homes (77%), and with the general appearance of the properties overall (72%, p.21).

2.6.2 One aspect of the properties on the estate that was less satisfactory was the fencing, indeed over a quarter of the sample (27%) found the fencing to be in some way unsatisfactory. This was particularly marked amongst Boston Mayflower tenants (p.20-21). However, lower satisfaction did not automatically mean that this issue was a priority for residents (p.47).

2.6.3 A further two issues generated reasonably high levels of dissatisfaction, yet did not appear as priorities when asked later in the questionnaire about the most important improvements in the future. Both the standard of grounds maintenance and the availability of parking caused dissatisfaction to just over a fifth of respondents (p.21), yet "clear the cuttings after the grass is

2. Summary of main findings

mown" and "more off road parking" were relatively low priorities (p.47). There was a reasonably high level of satisfaction with the condition of the roads and pavements (63%), with even higher levels of satisfaction regarding the street lighting (78%, p.21).

- 2.6.4 The issue of dogs appeared surprisingly high in the list of overall priorities for improving the estate (number three, p.47), with 15% of the sample rating it as a serious problem and a further 31% considering it to be a slight problem (p.22-23).

2.7 Services and facilities

- 2.7.1 It is encouraging to see that over three quarters of respondents (79%) said they were satisfied with their access to shops (p.27). Furthermore, 53% said that one of best things about living on the estate was being near to shops (p.44). However, this did not prevent "encourage more shops onto the estate" appearing in the top half of the list of priorities for the future (p.47).
- 2.7.2 The majority of respondents (69%) also said they were satisfied with the health facilities in the area, with many again saying that this was one of the best aspects of living on the estate (41%, p.44). In this instance, it was residents in employment who felt least well served, along with those who were permanently sick or disabled and/or residents in the Taverner area (p.26-27).
- 2.7.3 The public transport links to the estate were generally considered to be accessible (74%), however, only 61% of those who commented felt that services ran sufficiently frequently, with over a fifth actively dissatisfied. However, improvements to the bus service were not one of the key priorities for the future (p.50).
- 2.7.4 It was clear that access to training and employment opportunities was not as widespread as one would have wished, indeed the fifth highest priority for the future was "encourage local businesses to provide job opportunities" (p.47). Unsurprisingly, this was the second highest priority, behind tackling drugs, for unemployed respondents. It was also more important for respondents in the Taverner area (p.48).
- 2.7.5 Although not representing the majority of the sample, there was also an appetite amongst some local residents for access to additional paid for services such as gardening or a handy person, advice on doing these jobs or even tool equipment hire. The proportion of respondents interested in all three of these options was just under 20%, and they were actually more popular amongst homeowners than Boston Mayflower tenants (p.29).

2.8 Community involvement

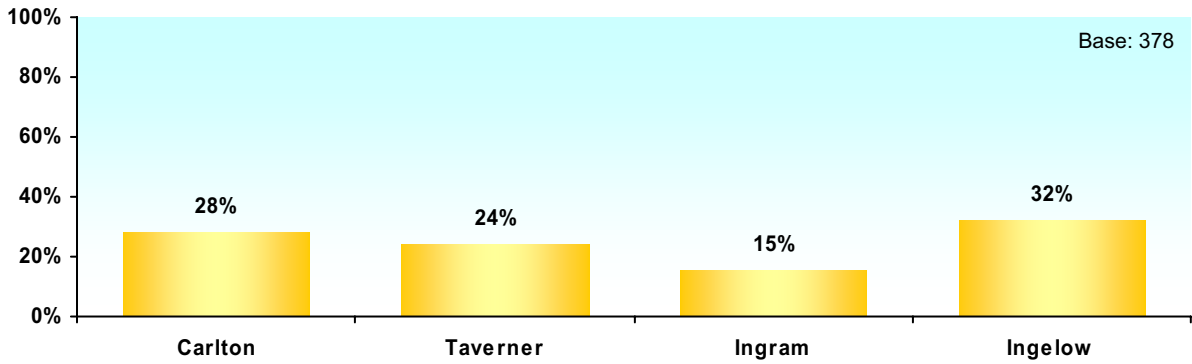
- 2.8.1 It is unfortunate to see from the results that the majority of residents interviewed in the survey did not feel either community spirited, nor recognised a similar spirit in their neighbours. Indeed, only 40% felt that there was a good community spirit in the area, with slightly fewer (37%) said that they actually felt part of the community in the Fenside neighbourhood. The latter figure is also very similar to the proportion who said being part of the community was important to them (38%, p.33). Interestingly, the single group most likely to feel part of the community were BME residents (63%, p.32).
- 2.8.2 However, just because the majority of respondents were not able to relate to an abstract sense of community, did not mean that they necessarily felt isolated. In fact, when asked what the best things were about living on the estate, well over half mentioned the fact that they had friendly neighbours and/or that they were near to friends and family (both 61%, p.33).
- 2.8.3 As a result of all of this, it was unsurprising that less than half the sample were generally aware of what was going on locally (46%). The level of awareness was actually higher amongst homeowners than with Boston Mayflower's tenants (60% compared to 46%, p.32-33).
- 2.8.4 Positively, a quarter of respondents said that they would like to become more involved in consultation in issues affecting the estate, something that was most popular for residents aged 16-59 (31% average, with relatively little variation between the youngest and eldest respondents in this category, p.35).

Survey results

3.1 Demographic information

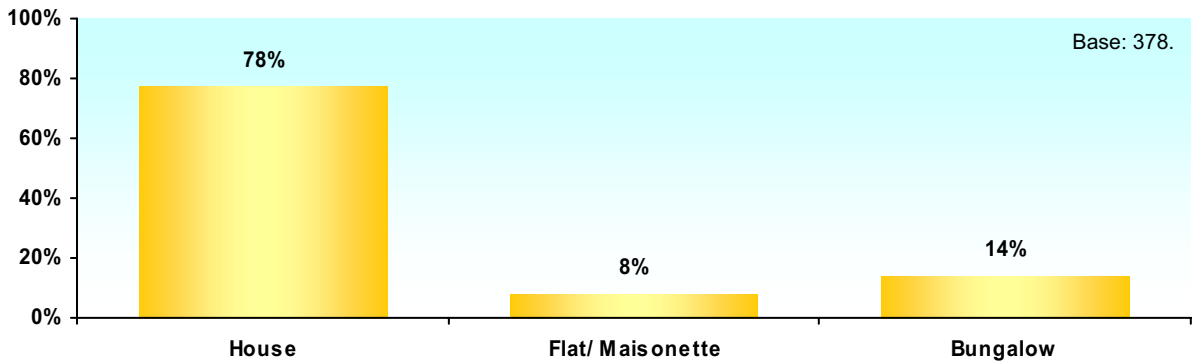
3.1 Demographic information

3.1.1 Area

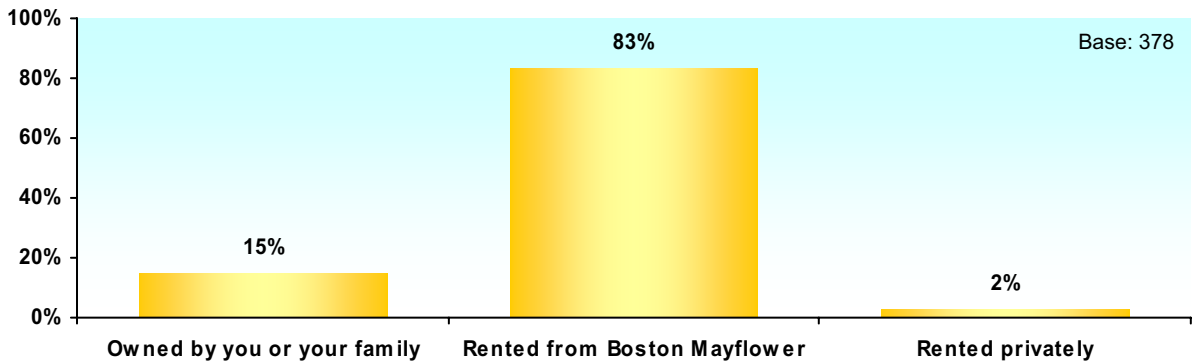


Note: See Appendix 4.2 for a map of the Fenside estate defining these areas

3.1.2 Property type

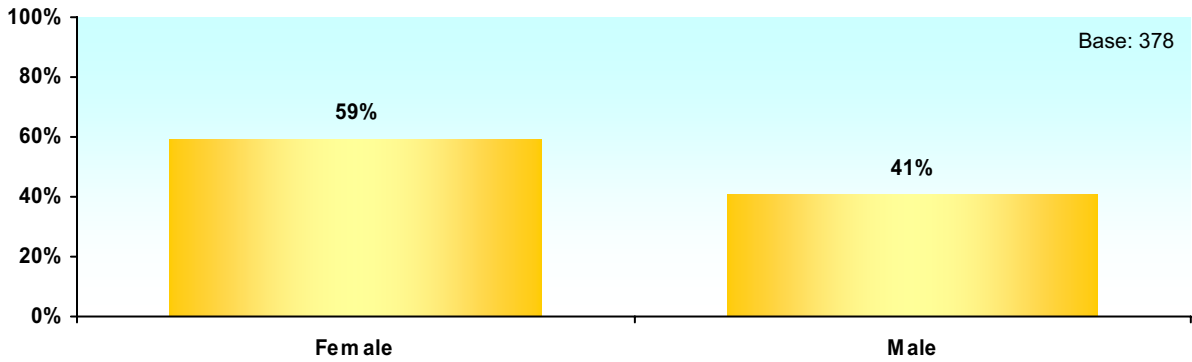


3.1.3 Tenure type:

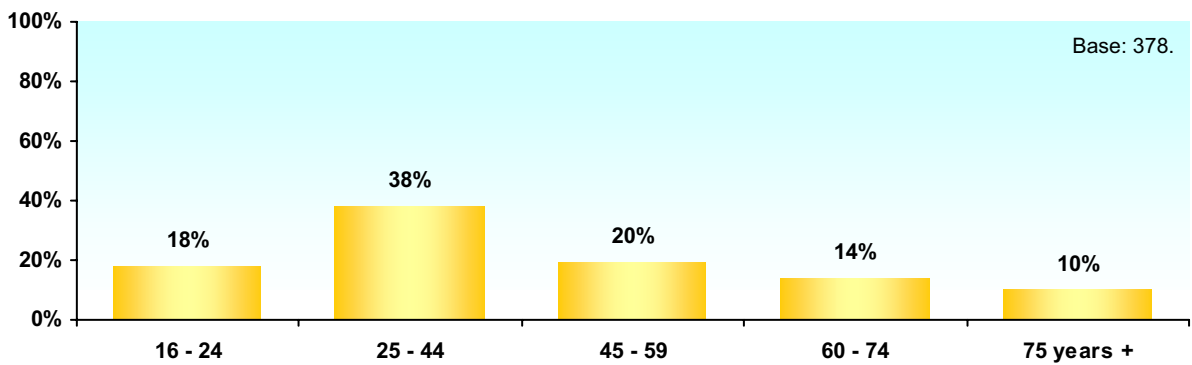


3.1 Demographic information

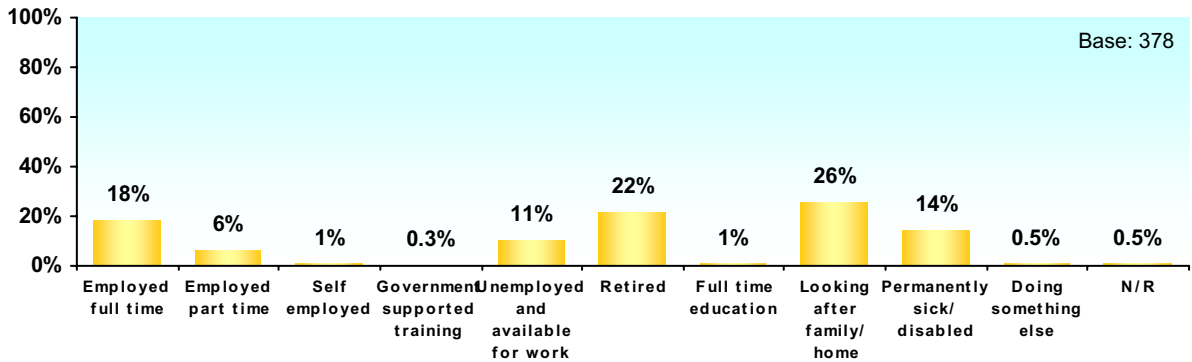
3.1.4 Gender



3.1.5 What is your age?

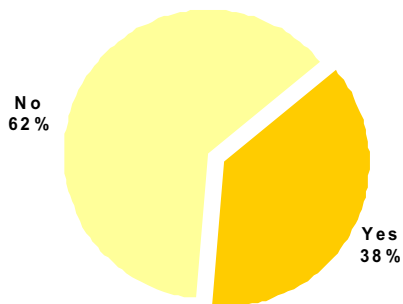


3.1.6 Employment status



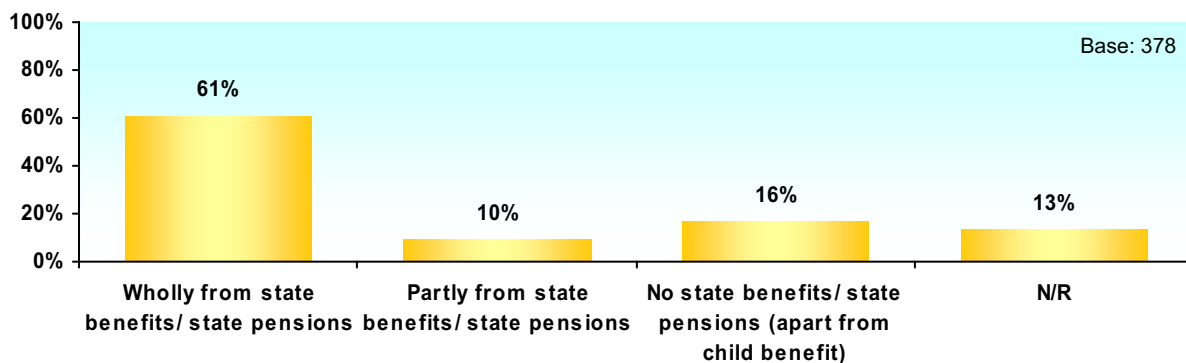
3.1.7 Are any members of your household in employment (full time, part time or self employed)?

Base: 378

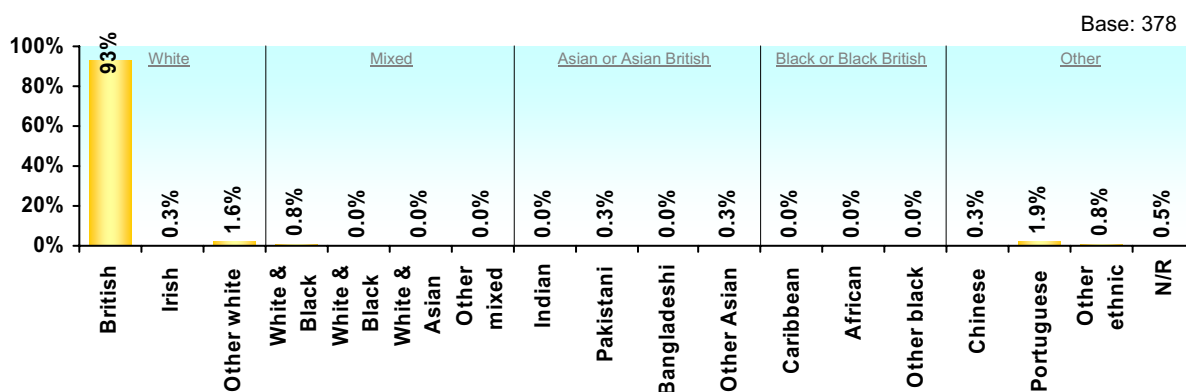


3.1 Demographic information

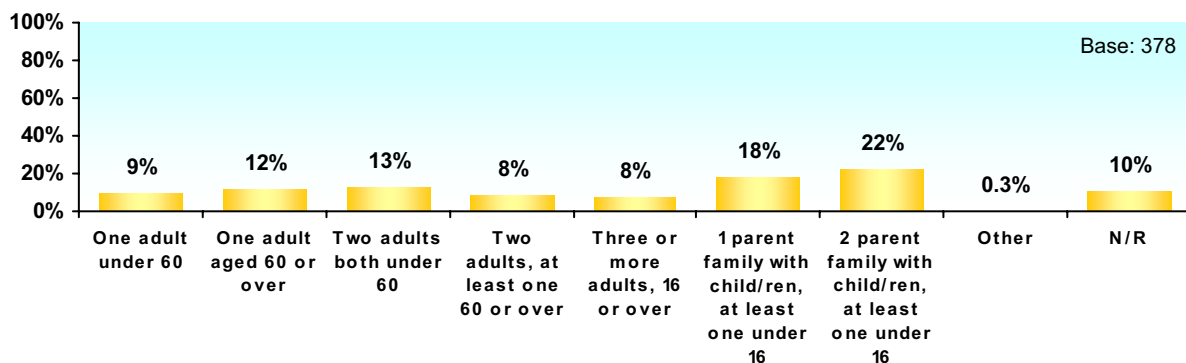
3.1.8 Which of these statements best describes you (and your partner's) income?



3.1.9 Ethnicity

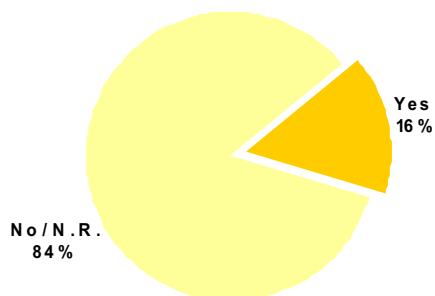


3.1.10 How would you describe the composition of your household?



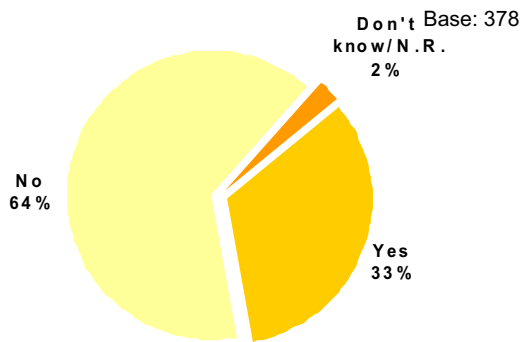
3.1.11 Do you have a child/children aged 16 or over in your household?

Base: 378

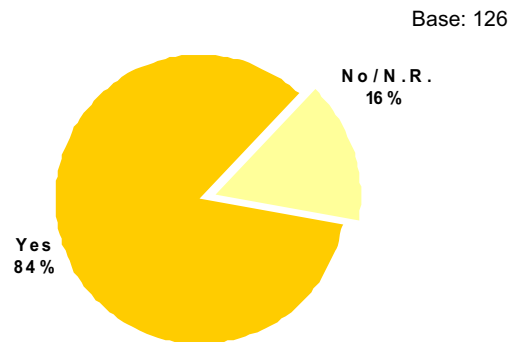


3.1 Demographic information

3.1.12 Does anyone in your household have any longstanding illness, disability or infirmity?

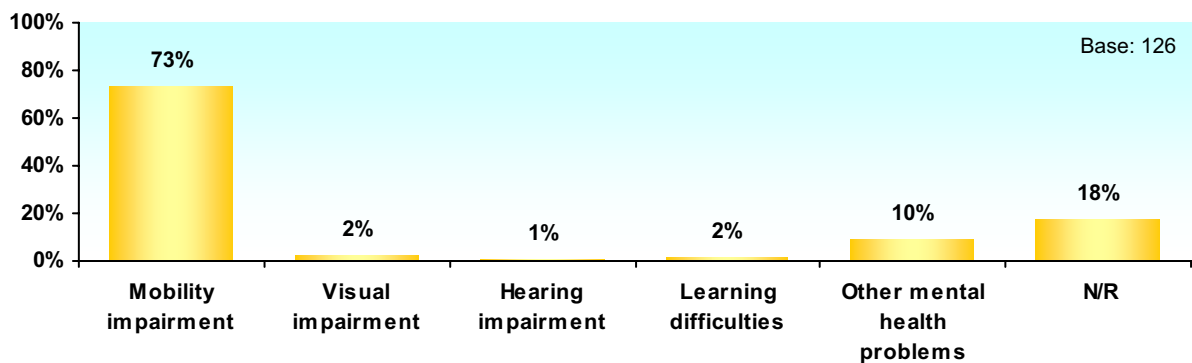


3.1.13 Does this limit their activities in any way?



Note: Households with a member who had a long term illness, disability or infirmity

3.1.14 Are this person's activities limited due to any of the following:



Note: Households with a member had a long term illness, disability or infirmity

Commentary

The results show that of those 378 households in the Fenside area where interviews were conducted, only a little over a third (38%) had at least one member in full or part time employment. This left a further 62% of households that did not have any such income, although around a third of this group (22% of the sample) were retired.

These employment levels are reflected in the fact that only 15% received no state benefits or pensions, whilst well over half (61%) were wholly reliant on the state for their income. However, 15% of respondents were homeowners.

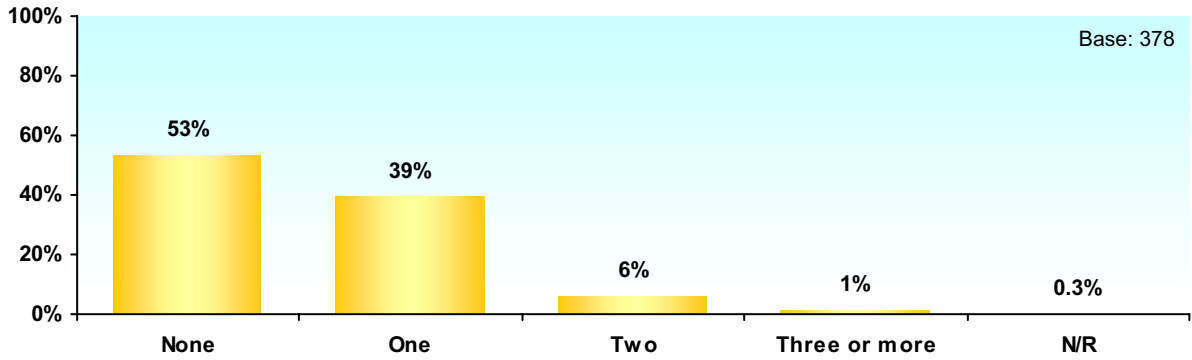
The sample as a whole was reasonably young, indeed over half (56%) were aged under 45 and a fifth (18%) were aged under 25. This was reflected in the proportion of households with children: 40% included at least one child aged under 16, whilst 16% had at least one child aged 16 or over.

A substantial proportion of the sample, 33%, said that they or a member of their household had a long term illness, disability or infirmity. Most of this group said that this limited their activities in some way (84%), which represents 28% of the full sample. These respondents were most likely to have a mobility impairment (73%, 24% of the full sample), although one in ten had mental health problems (3% of the total respondent population).

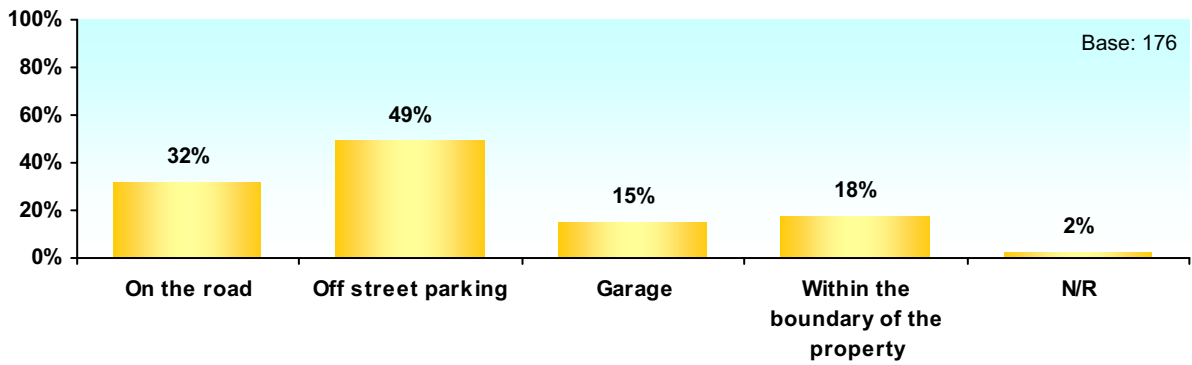
The respondent population predominantly described themselves as white (95%) and a small proportion declined to answer (0.5%). The remaining 4% of residents (16 individuals) came from a variety of black and minority ethnic groups (BME), but the largest single group were Portuguese (7 people).

3.1 Demographic information

3.1.15 How many vehicles do you, or members of your household, regularly park on or near your property?

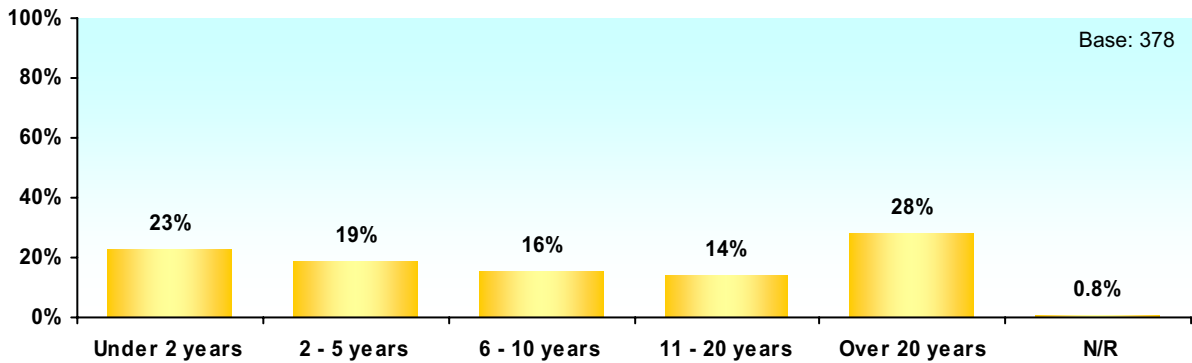


3.1.16 Where are these vehicles normally parked?



Note: Households with at least one vehicle.

3.1.17 How long have you lived on the Fenside Estate?



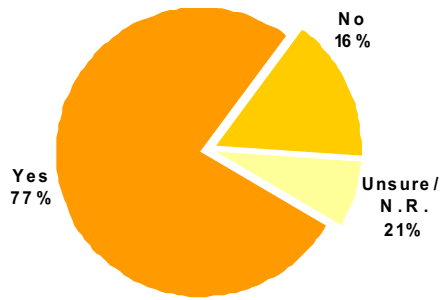
Survey results

3.2 Moving

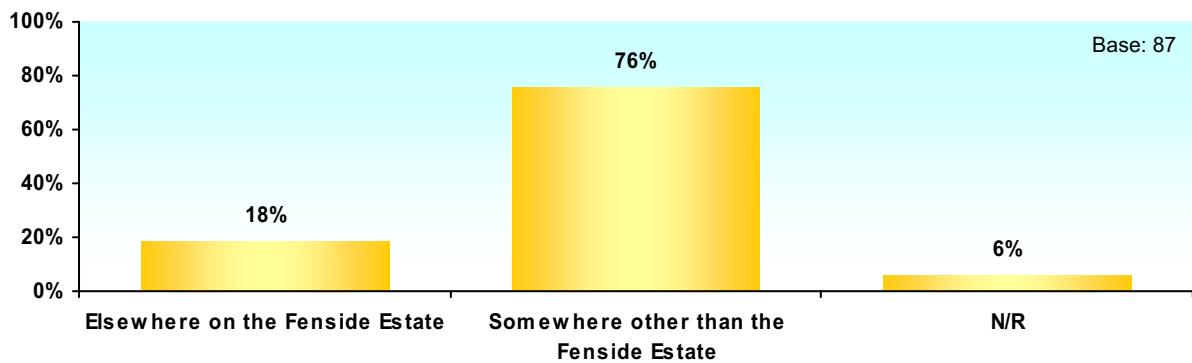
3.2 Moving

3.2.1 Would you still expect to be living in this property in 3 years time?

Base: 378

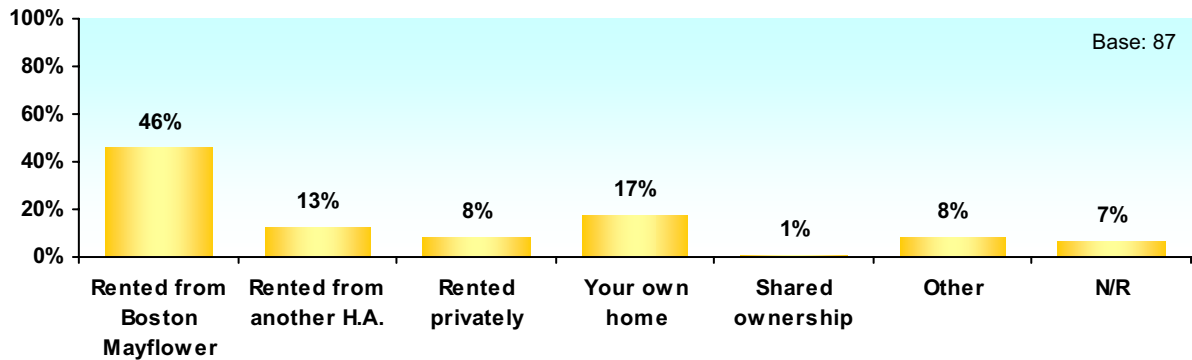


3.2.2 If you moved, where would you seek to move to?



Note: Respondents who did not expect to be in the same property in three years time.

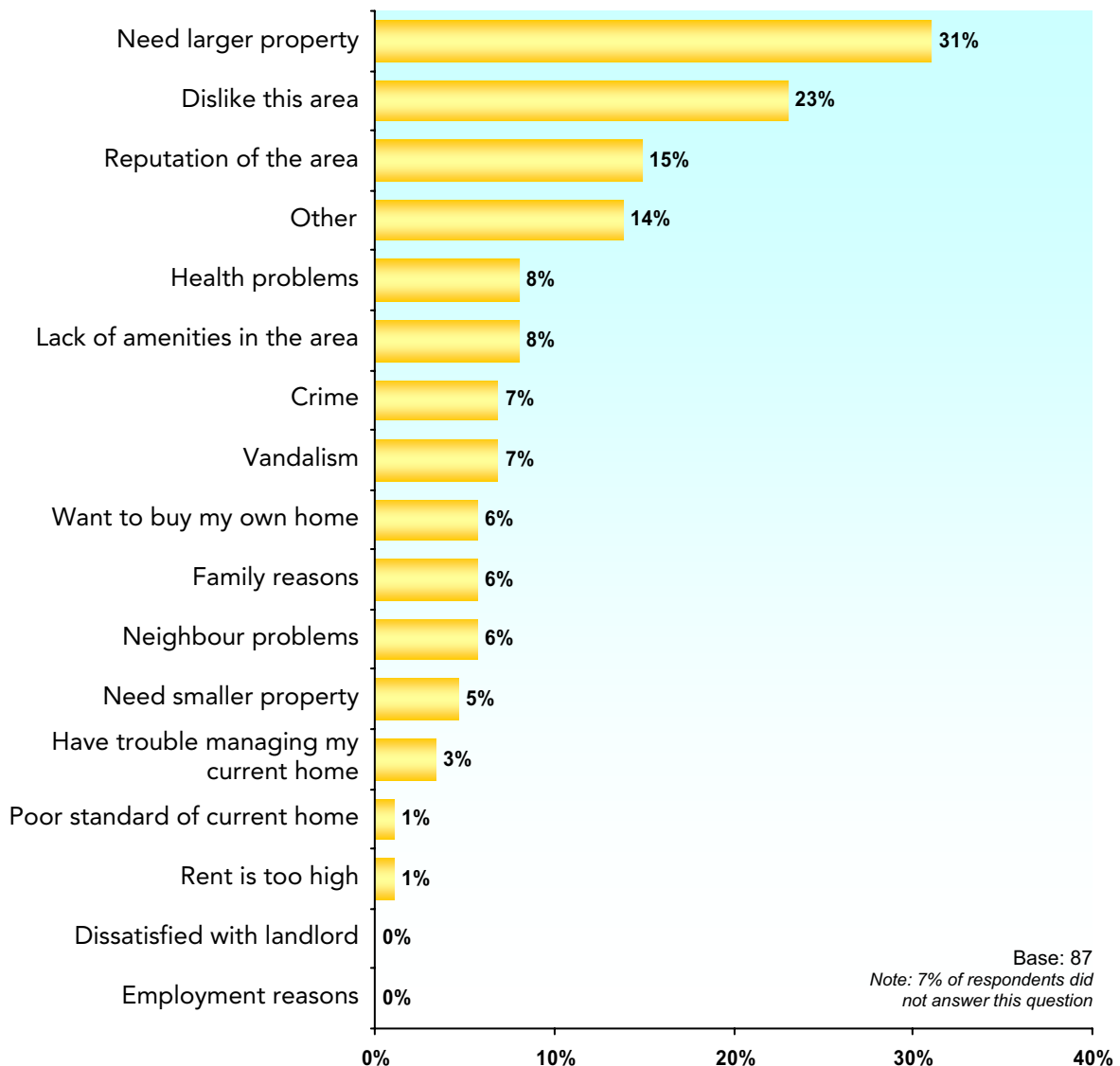
3.2.3 Would you expect this home to be:



Note: Respondents who did not expect to be in the same property in three years time.

3.2 Moving

3.2.4 What would be your reasons for moving?



Note: Respondents who did not expect to be in the same property in three years time. Respondents could give more than one answer.

Commentary

Around one in six of the sample did not expect to be living in the same home three years hence, with a further fifth saying that they did not really know (16% and 21% respectively). Homeowners were more likely to consider staying in their homes (86%) than Boston Mayflower tenants (76%). Unsurprisingly, only 36% of those who were definitely planning on moving were satisfied with the estate as a place to live, which compared to 63% of the sample as a whole who felt this way (p.43).

Unfortunately, the most likely destination for those considering moving home was somewhere other than the Fenside estate (76%). However, most of the Boston Mayflower tenants who wanted to move expected to stay with the Association (69%).

The reasons that tenants gave for wanting to move were of course many and varied, with the need for a larger property being, as expected, at the top of the list (31%). Most of this group (19 out of 27 respondents) came from households with children aged under 16.

However, a considerable number of the other reasons that were cited were regarding problems in the area; for example 22% said that they disliked the area, 15% cited the reputation, 8% said it was due to a lack of amenities, and 6% had neighbour problems. In all, 38% gave at least one reason for moving that could be attributed to the area. For this reason it is not a surprise that 86% of the sample felt more could be done to improve the reputation of the estate, despite the fact that the majority also thought that the estate had improved over the last few years (55%, p.43).

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Survey results

3.3 The Fenside Estate

3.3 The Fenside Estate

Commentary

The Fenside estate was generally considered a good place to live (p.43), and one of the reasons for this must surely be that residents were typically satisfied both with their own homes (77%), and with the general appearance of the properties overall (72%).

Only 15% of the sample were homeowners (15%), which meant that although they were extremely satisfied with their home (93%), they were insufficient in number to have a major effect on the overall levels of satisfaction. Indeed, exactly three quarters of Boston Mayflower tenants were similarly satisfied with the home that they lived in. As could be expected, geographic location and type of property also influenced satisfaction, with significantly lower ratings from residents in the Taverner area (67% satisfied) and people living in flats or maisonettes (58% satisfied).

The main reason why people on the estate considered moving house was because they needed bigger properties, so it is also unsurprising that two parent families with children were also significantly less satisfied with their homes (68%).

One aspect of the properties on the estate that was less satisfactory was the fencing, indeed over a quarter of the sample (27%) found the fencing to be in some way unsatisfactory. This was particularly marked amongst Boston Mayflower tenants when their results are compared to those of homeowners (29% and 13% dissatisfied respectively). Lower satisfaction did not automatically mean that this issue was a priority for residents (p.47), nonetheless it was a little more important for residents in Ingelow and those aged 24-44 (p.50); both of these groups gave lower than average satisfaction ratings (44% and 46% respectively, compared to 52% overall).

A further two issues generated reasonably high levels of dissatisfaction, yet did not appear as priorities when asked later in the questionnaire about the most important improvements in the future. Both the standard of grounds maintenance and the availability of parking caused dissatisfaction to just over a fifth of respondents, yet "clear the cuttings after the grass is mown" and "more off road parking" were relatively low priorities (p.47). Residents in Ingelow were least satisfied with both the standard of grounds maintenance and the parking (39% and 38% respectively). In addition, the 15% of Fenside residents who parked on the road, representing 32% of all households with vehicles (p.14), were even less likely to be satisfied (29%). This sub-group was also unique in including "more off road parking" in the top half of their priority list (p.51), albeit only by a small margin.

There was also a reasonable level of satisfaction with the condition of the roads and pavements (63), with even higher levels of satisfaction regarding the street lighting (78%). That fact that only 55% of people in flats were satisfied with the street lighting possibly highlights the issue of security lighting rather than standard street lighting.

This is not to say that there were no issues at all regarding street lighting, as this issue is typically associated with fear of crime. Although remaining a low priority, those who had either experienced crime/ASB or had worried about becoming a victim were somewhat more likely to consider "better street and path lighting" as an important improvement for the future (p.51).

Finally, although 21% overall were dissatisfied with the arrangements for refuse disposal, dissatisfaction was significantly higher for those living in flats or maisonettes (32%).

Notes on the presentation of data

The chart at the top of the page opposite summarises how satisfied respondents are with various features of the Fenside Estate.

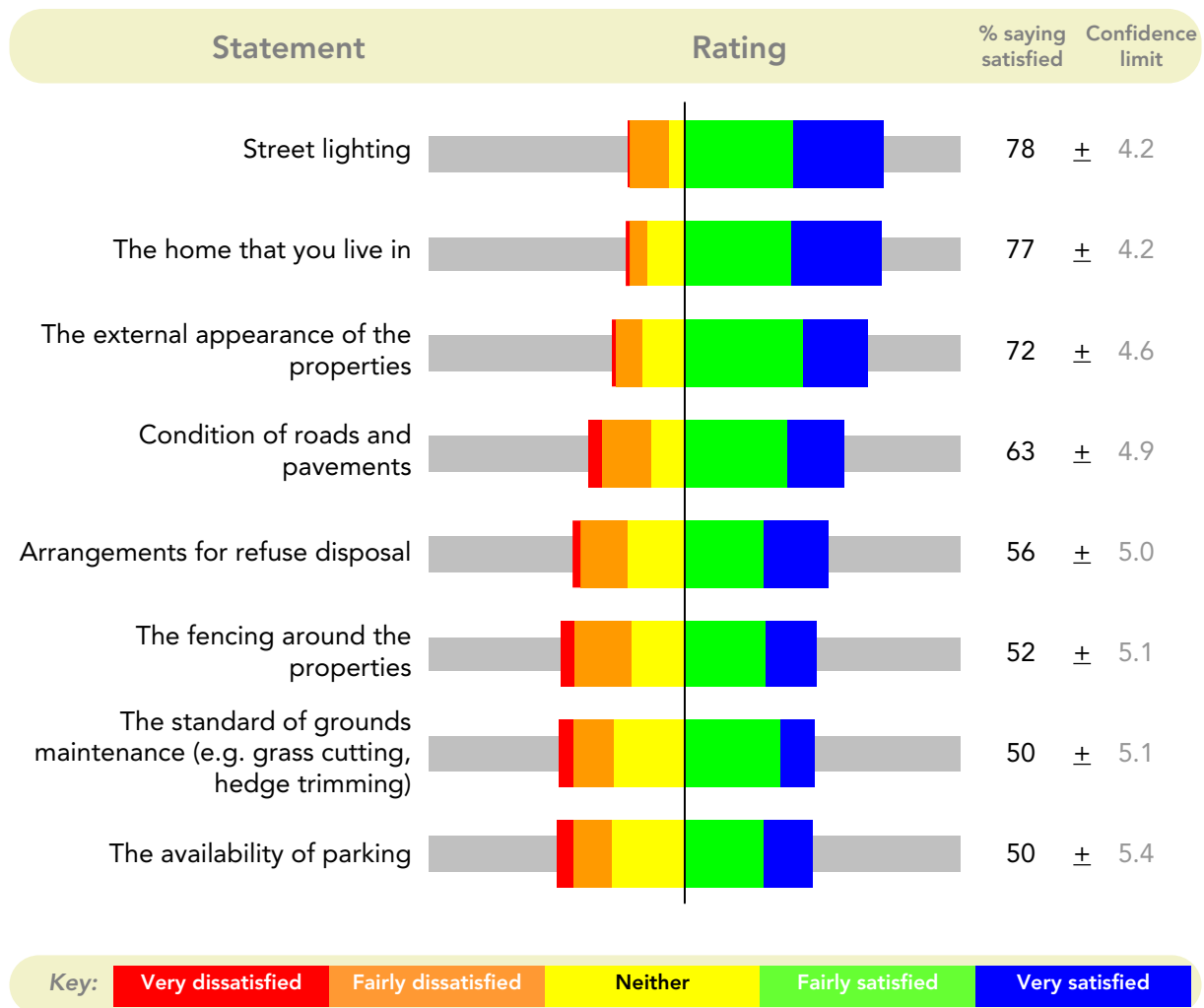
Respondents were asked to rate each aspect on a five-point scale, marked 'Very satisfied' through to 'Very dissatisfied'. There was also a category for 'No opinion/N.A.'. The bar chart shows the proportions of respondents who ticked each of the categories, omitting those who did not respond or express an opinion.

The first column of figures at the right of the chart shows the percentage of respondents who responded either very or fairly satisfied. The end column shows the 95% confidence limit for each statement.

Below this chart is a table that shows the responses in more detail, including those who did not respond.

3.3 The Fenside Estate

3.3.1 Satisfaction with the Fenside Estate - summary of opinion



3.3.2 Satisfaction with the Fenside Estate - detailed response

	Percentages					Further details				
	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied	Base	N/R	No opinion/N.A.	Response	Total base
Street lighting	1	16	6	42	35	376	0.3	0.3	99.5	378
Condition of roads and pavements	5	20	13	40	23	375	0.5	0.3	99.2	378
The home that you live in	1	7	15	41	36	377	0.3	0.0	99.7	378
The external appearance of the properties	2	10	17	46	26	377	0.3	0.0	99.7	378
The fencing around the properties	5	22	21	31	21	370	0.3	1.9	97.9	378
The availability of parking	6	16	28	31	19	329	0.5	12.4	87.0	378
The standard of grounds maintenance (e.g. grass	5	16	28	38	13	369	0.8	1.6	97.6	378
Arrangements for refuse disposal	3	18	22	31	25	376	0.3	0.3	99.5	378

3.3 The Fenside Estate

Commentary

The dominant priority for local residents was for drug dealing to be tackled (p.47), so it is therefore of little surprise that almost a quarter of those who felt able comment said that drug dealing was a serious problem (23%), whilst a further 17% considered it to be a slight problem. One of the reasons why drugs was considered to be a problem was the fact that almost one in five local residents claimed to have seen evidence of illegal drug use - 53% of that group subsequently rated drug dealing as a serious problem (see p.39).

Respondents also made a clear link between crime and drugs, with 39% of people who had recently suffered from property crime rating drugs as a serious problem; victims of anti-social behaviour were even more adamant on this point (45%). It should also be noted that drug dealing was considered more serious by younger respondents (29% of those aged 25-44) and those in the Taverner area (33%), although equally it should not be forgotten that tackling drug dealers remained a high priority for virtually all groups of residents (p.47-48).

Drug dealing was clearly a dominant issue, but 56% of respondents also considered "vandalism" to be a slight or serious problem in the Fenside area, followed by 38% who felt the same about "other crime". Both of these were obviously more likely to be considered as problems by recent victims of crime (75% and 55% respectively rated them as slight or serious problems).

Moving on from the issues of drugs, the other priorities that respondents had for improving their area were also quite closely related to the crime, safety and anti-social behaviour issues explored in this section of the questionnaire. In particular, controlling dogs was the third highest priority, whilst improving children's behaviour was the fourth highest. However, litter and rubbish and road safety were lower priorities, regardless of the ratings given here (p.47).

Litter and rubbish was actually the most likely issue to be considered a serious problem (26% of respondents), even if was rated as less important in comparison with other possible improvements to the area. For example, "stop people dumping rubbish" was the eight highest priority, whilst "stop people dropping litter" appeared 15th in a list of 18 (p.47). Nonetheless, the appearance of an area can have a definite impact on people's perceptions of an area; indeed respondents who were worried about suffering crime to the person or anti-social behaviour were more likely to see litter and rubbish as a serious problem (51% and 48% respectively). Litter and rubbish was also a bigger issue for residents in the Ingram area (40% serious problem).

"Young people hanging around" was actually mentioned more often than any other issue in this section when one considers those who rated it as either a slight or serious problem (60% combined total). One reason for this is the perceived link between young people and anti-social behaviour - 48% with recent experience of ASB thought that "young people hanging around" was a serious problem, followed by 39% of the larger group who were worried about becoming a victim (also see p.38-39). Another reason for young people being such an issue was the perceived paucity of specific facilities for them (p.27).

The issue of dogs appeared surprisingly high in the list of overall priorities for improving the estate (number three, p.47), with 15% of the sample rating it as a serious problem and a further 31% considering it to be a slight problem. Although dealing with dogs was a higher priority for older respondents (p.48), it was actually most likely to be rated as a serious problem by parents with children aged under 16 (20% serious problem). Respondents living in the Ingram area of the estate were also more likely to consider dogs to be a problem (21% serious problem).

CONTINUED ON PAGE 24

Notes on the presentation of data

The chart on the page opposite summarises how much of a problem various issues are in the neighbourhood.

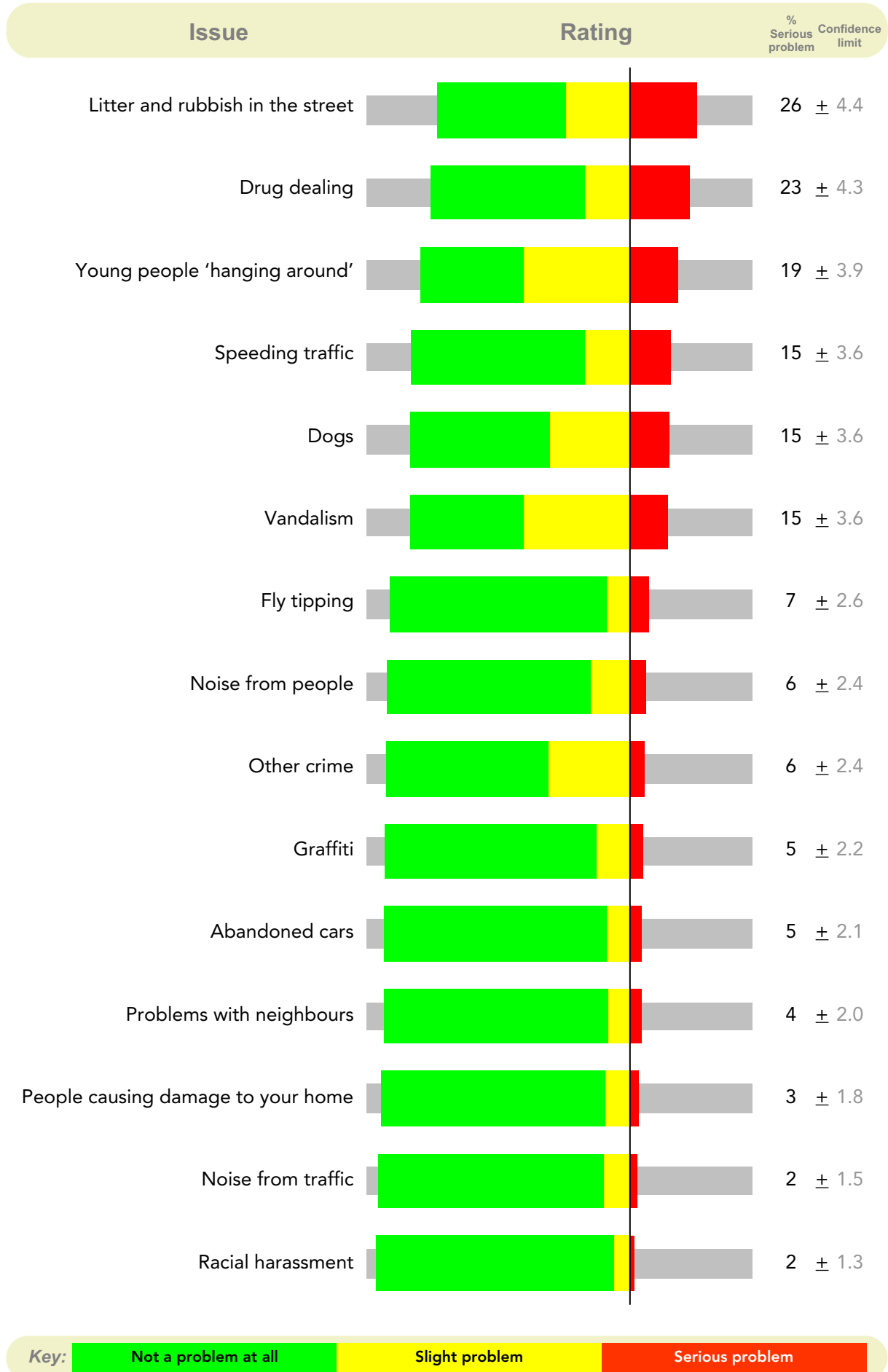
Respondents were asked to rate each aspect on a three-point scale, marked 'Serious problem' through to 'Not a problem'. There was also a category for 'No opinion/N.A.'. The bar chart shows the proportions of respondents who ticked each of the categories, omitting those who did not respond or express an opinion.

The first column of figures at the right of the chart shows the percentage of respondents who responded serious problem. The end column shows the 95% confidence limit for each statement.

Following this chart is a table that shows the responses in more detail, including those who did not respond.

3.3 The Fenside Estate

3.3.3 Do you think that each of these is a serious, slight or not a problem in this neighbourhood? - Summary



3.3 The Fenside Estate

3.3.3 Do you think that each of these is a serious, slight or not a problem in this neighbourhood? - Detailed response

	Percentages			Further details				
	Not a problem at all	Slight problem	Serious problem	Base	N/R	No opinion/ N.A.	Response	Total base
Vandalism	44	41	15	375	0.3	0.5	99.2	378
Graffiti	82	13	5	376	0.3	0.3	99.5	378
Dogs	54	31	15	377	0.3	0.0	99.7	378
Litter and rubbish in the street	49	25	26	376	0.3	0.3	99.5	378
Fly tipping	84	9	7	373	0.3	1.1	98.7	378
Abandoned cars	86	9	5	374	0.3	0.8	98.9	378
Problems with neighbours	87	9	4	375	0.5	0.3	99.2	378
Young people 'hanging around'	40	41	19	377	0.3	0.0	99.7	378
Racial harassment	92	6	2	375	0.8	0.0	99.2	378
Noise from people	79	16	6	376	0.5	0.0	99.5	378
Noise from traffic	88	10	2	376	0.3	0.3	99.5	378
Speeding traffic	67	18	15	377	0.3	0.0	99.7	378
People causing damage to your home	87	10	3	375	0.8	0.0	99.2	378
Drug dealing	60	17	23	362	0.3	4.0	95.8	378
Other crime	63	32	6	358	3.2	2.1	94.7	378

CONTINUED FROM PAGE 22

Road safety was less evident as an issue amongst respondent's priorities. This may be due to the fact that speeding traffic was considered not to be a problem by two thirds of the sample (67%), despite the 15% who thought that it was actually a serious issue. Another reason is that there was a geographic component to the results, with people living in the Taverner and Ingram areas more likely to see road safety as a serious problem (26% and 20% respectively).

The other notable statistically significant differences that were detected in this section of the questionnaire included:

Problems with neighbours - 13% of respondents who were expecting to move home said that this was a serious problem.

Abandoned cars - 11% of home owners thought that this problem was serious.

Traffic noise - 19% of residents in the Carlton area said that this was a slight or serious problem (compared to 12% overall).

Racial harassment - One respondents out of the 16 from a Black or Minority Ethnic group claimed that this was a serious problem (6%), followed by three who rated the problem as slight (19%).

Survey results

3.4 Services and Facilities

3.4 Services and Facilities

Commentary

Facilities for children and young people were one of the themes of the results, with improvements in this area appearing as the second most important priority overall for single parents, only just behind the issues of drugs (p.48). Indeed, although approaching the issue from a slightly different perspective, the sample as a whole considered "work to improve children's behaviour" as the fourth highest priority for the future, whilst 60% thought that young people hanging around was a slight or serious problem (p.22).

However, it is probable that the proportion of children on the estate remained a factor, as 40% of households had at least one child aged under 16 and 16% had at least one aged 16 or over. In fact, when also taking into account children aged 16 and over, nearly half of all the households questioned (49%) had at least one child (p.12).

Unfortunately, given this high proportion of children and young people, only around a third of respondents were satisfied with the play areas (31%), a quarter with the childcare and other facilities for young children (27% and 26% respectively), and only one in five (20%) with the facilities for older children and young people. However, it should be noted that many respondents refrained from commenting (see table 3.4.3, p.29).

It is even more concerning that the largest single response for all four these questions regarding provision for children and young people was "very dissatisfied" (28%, 33%, 40% and 40% respectively). On all four measures, the ratings given by single parents and /or those living in the Ingelow area were significantly poorer, whereas those in the Taverner area were more positive. For example, the level of dissatisfaction with play areas was only 27%, compared to 63% in Ingelow and 57% amongst single parents (the average was 46%).

On a more positive note, half of those who responded said that they were satisfied with the help and support available to families, with only 12% who were actively dissatisfied. The figure was actually higher for respondents who were responsible for looking after their home or family (60% satisfied), as well as for single parent families (55%). Indeed, almost one in ten respondents made use of the Sure Start scheme (p.34), and this group were even more satisfied with the level of support they received (77%).

Incidentally, further help and support for families could also help parents to ensure that their children behaved better, thereby delivering upon the fourth most important improvement for the sample, namely "work to improve children's behaviour" (p.48).

The provision of facilities for young people also includes schools, and on this point the primary and secondary schools were generally considered to be accessible (71% and 64% respectively), ratings that were significantly higher in the Ingram area (84% and 80% respectively).

Moving on now to consider the facilities intended for the wider community, it is encouraging to see that over three quarters of respondents (79%) said they were satisfied with their access to shops. Furthermore, 53% said that one of best things about living on the estate was being near to shops (p.44). However, this did not prevent "encourage more shops onto the estate" appearing in the top half of the list of priorities for the future (p.47). The respondents who were responsible for this issue appearing as high as it did in the priorities, were primarily older residents, those seeking to move and people living in the Ingelow area (p.49).

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Notes on the presentation of data

The chart at the top of the page opposite summarises how satisfied respondents are with various services and facilities on the estate.

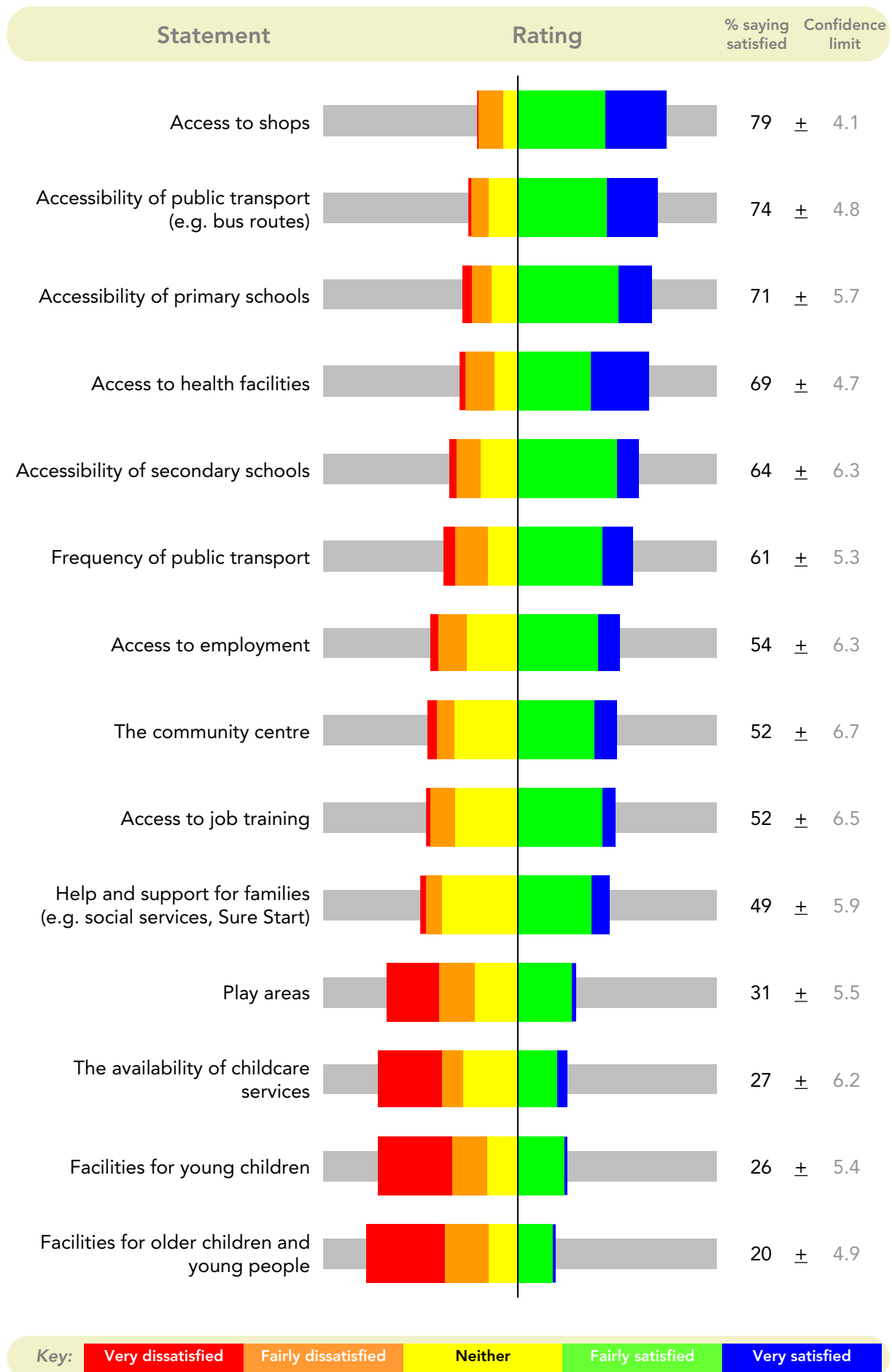
Respondents were asked to rate each aspect on a five-point scale, marked 'Very satisfied' through to 'Very dissatisfied'. There was also a category for 'No opinion/N.A.'. The bar chart shows the proportions of respondents who ticked each of the categories, omitting those who did not respond or express an opinion.

The first column of figures at the right of the chart shows the percentage of respondents who responded either very or fairly satisfied. The end column shows the 95% confidence limit for each statement.

Below this chart is a table that show the responses in more detail, including those who did not respond.

3.4 Services and Facilities

3.4.1 Satisfaction with the services and facilities available - summary of opinion



3.4 Services and Facilities

3.4.2 Satisfaction with the services and facilities available - detailed response

	Percentages					Further details				
	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied	Base	N/R	No opinion/N.A.	Response	Total base
Access to shops	1	13	8	46	33	377	0.3	0.0	99.7	378
Access to health facilities	4	16	12	39	30	376	0.3	0.3	99.5	378
Help and support for families (e.g. social services, Sure Start)	3	9	40	39	9	280	0.0	25.9	74.1	378
Access to job training	3	12	33	45	7	225	0.0	40.5	59.5	378
Access to employment	4	15	27	43	11	239	0.0	36.8	63.2	378
Frequency of public transport	6	16	16	45	16	323	0.0	14.6	85.4	378
Accessibility of public transport (e.g. bus routes)	2	10	15	47	27	328	0.0	13.2	86.8	378
The community centre	5	9	34	41	11	215	0.8	42.3	56.9	378
Accessibility of primary schools	4	11	14	53	18	242	0.0	36.0	64.0	378
Accessibility of secondary schools	4	12	20	52	12	224	0.3	40.5	59.3	378
The availability of childcare services	33	11	30	20	6	196	0.3	47.9	51.9	378
Facilities for older children and young people	42	22	16	19	2	254	0.3	32.5	67.2	378
Facilities for young children	40	18	16	24	2	254	0.0	32.8	67.2	378
Play areas	28	18	23	28	3	274	0.3	27.2	72.5	378

CONTINUED FROM PAGE 26

The majority of respondents (69%) also said they were satisfied with the health facilities in the area, with many again saying that this was one of the best aspects of living on the estate (41%, p.44). In this instance, it was residents in employment who felt least well served (57%), along with those who were permanently sick or disabled (50%) and/or residents in the Taverner area (57%).

The community centre was less likely than many other facilities to be considered satisfactory (52%), although this was mainly because a large proportion of respondents were equivocal as opposed to being entirely negative (34% compared to 14%). In addition, higher levels of satisfaction were observed in Ingram (74%) and amongst local residents of long standing (63% of those who had lived 20+ years on the estate).

The public transport links to the estate were generally considered to be accessible (74%), however, only 61% of those who commented felt that services were sufficiently, with over a fifth (22%) actively dissatisfied. Residents whom it can be assumed were most likely to use public transport, namely those without a vehicle, were actually a little more satisfied than vehicle owners. Over three quarters of this group were satisfied with the accessibility (78%), compared to two thirds of householders with vehicles (68%). The equivalent figures for frequency were 65% and 56% respectively. Improvements to the bus service were not one of the key priorities for the future, although it was slightly more important for households without vehicles, and much more important for retired residents (p.50).

Finally in this section of the results, it was clear that access to training and employment opportunities was not as widespread as they would have wished, indeed the fifth highest priority for the future was "encourage local businesses to provide job opportunities" (p.47). Unsurprisingly, this was the second highest priority, behind tackling drugs, for unemployed respondents. It was also more important for respondents in the Taverner area (p.48).

3.4 Services and Facilities

Notes on the presentation of data

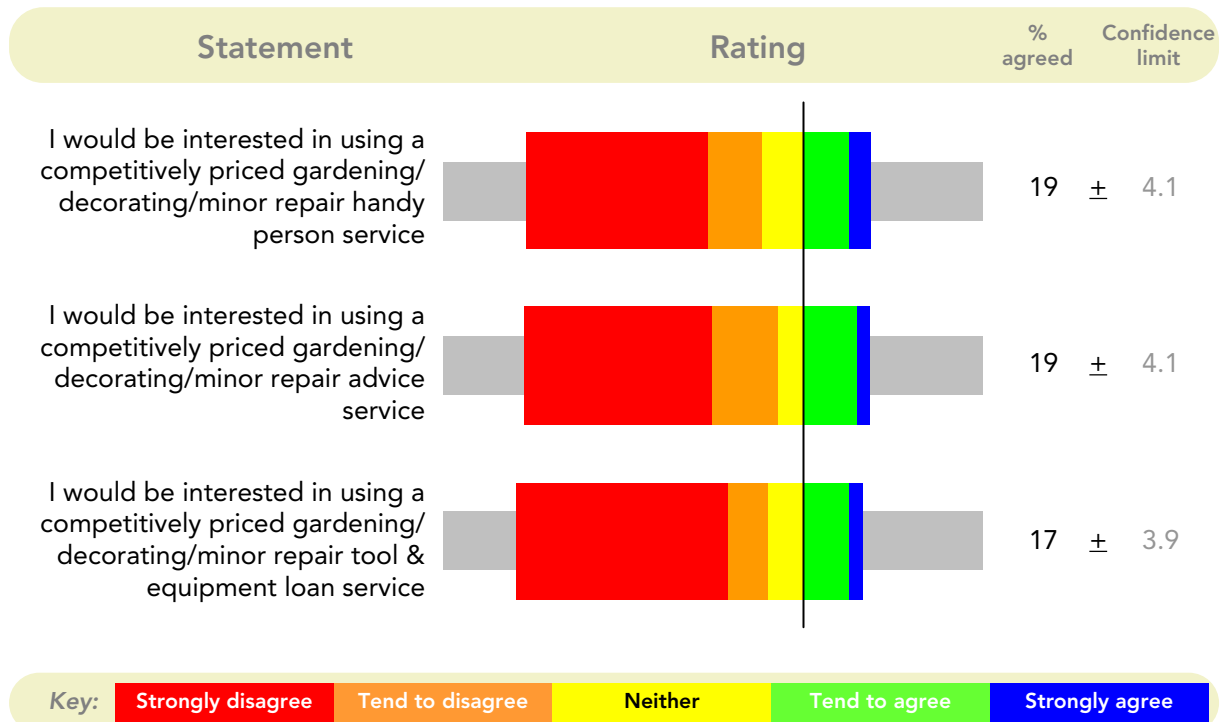
The chart below summarises the level of agreement with various statements about proposed future services.

Respondents were asked to rate each aspect on a five-point scale, marked 'Strongly agree' through to 'Strongly disagree'. There was also a category for 'No opinion/N.A.'. The bar chart shows the proportions of respondents who ticked each of the categories, omitting those who did not respond or express an opinion.

The first column of figures at the right of the chart shows the percentage of respondents who agreed. The end column shows the 95% confidence limit for each statement.

Following the chart is a table that shows the responses in more detail, including those who did not respond.

3.4.3 Proposed future services - summary



Commentary

Although not representing the majority of the sample, there remained an appetite amongst some local residents for access to additional paid for services such as gardening or a handy person, advice on doing these jobs or even tool equipment hire. The proportion of respondents interested in all three of these options was just under 20%, and when taking into account all of those interviewed (including those who expressed no opinion), between 16% and 18% said that they would pay for these services. The main demographic differences of note were that the idea of a gardener or handy person was significantly more attractive to those with mobility impairment (26%), and that homeowners were generally more interested than Boston Mayflower tenants:

- *Advice service* – 27% of homeowners/18% Boston Mayflower tenants
- *Tool and equipment loan service* – 22%/17%
- *Handy person service* – 25%/19%

3.4 Services and Facilities

3.4.4 Proposed future services - detailed response

	Percentages					Further details				
	Strongly disagree	Tend to disagree	Neither	Tend to agree	Strongly agree	Base	N/R	DK/NA	Response	Total base
I would be interested in using a competitively priced gardening/decorating/minor repair <u>advice</u> service	55	19	8	16	3	358	0.3	5.0	94.7	378
I would be interested in using a competitively priced gardening/decorating/minor repair <u>tool & equipment loan</u> service	61	12	11	13	4	355	0.3	5.8	93.9	378
I would be interested in using a competitively priced gardening/decorating/minor repair <u>handy person</u> service	53	16	12	13	6	356	0.3	5.6	94.2	378

Survey results

3.5 Community Involvement

3.5 Community Involvement

Commentary

It is unfortunate to see from the results in the graph opposite that the majority of residents interviewed in the survey did not feel either community spirited, nor recognised a similar spirit in their neighbours. Indeed, only 40% felt that there was a good community spirit in the area, with slightly fewer (37%) said that they actually felt part of the community in the Fenside neighbourhood. The latter figure is also very similar to the proportion who said being part of the community was important to them (38%).

The sense of community spirit was, as to be expected, more marked amongst established residents who had lived on the estate over 10 years. For example, 54% of this group agreed that there was a good community spirit and 48% felt part of that community. Interestingly, the single group most likely to feel part of the community were BME residents (63%).

However, just because the majority of respondents were not able to relate to an abstract sense of community, did not mean that they necessarily felt isolated. In fact, when asked what the best things were about living on the estate, well over half mentioned the fact that they had friendly neighbours and/or that they were near to friends and family (both 61%). This would suggest an appreciation by many of good communal relations, even if they did not necessarily feel the need to feel part of the wider local community (47% actively disagreed that this was important to them).

As a result of all of this, it was unsurprising that less than half the sample were generally aware of what was going on locally (46%). The level of awareness was actually higher amongst homeowners than with Boston Mayflower's tenants (60% compared to 46%).

However, it is possible that many respondents underestimated the extent of their local knowledge, judging by the fact that only 11% had not heard of any of the community facilities, groups or event listed in the questionnaire (p.34). In fact, over half had heard of the Sure Start scheme and Fenside Community Group, with only slightly fewer (47%) aware of the Boston Mayflower Area Board. However, it is notable that most of the sample (88%) did not belong to, or had never attended, any of these groups, with the majority of the rest having used the Sure Start scheme (9% of the sample, 17% of parents). The Sure Start scheme did though seem popular with its users, who were generally very satisfied with the help and support provided to families on the estate (p.27). The following schemes were more widely known amongst particular sub groups:

- *Sure Start* - 68% of parents had heard of it
- *Fenside Community Group* - 64% of those living on the estate for over 20 years had heard of it
- *Boston Mayflower Area Board* - level of awareness was higher amongst homeowner (53% compared to 47% tenants). Awareness was also higher for those living on the estate over 20 years (56%).

Notes on the presentation of data

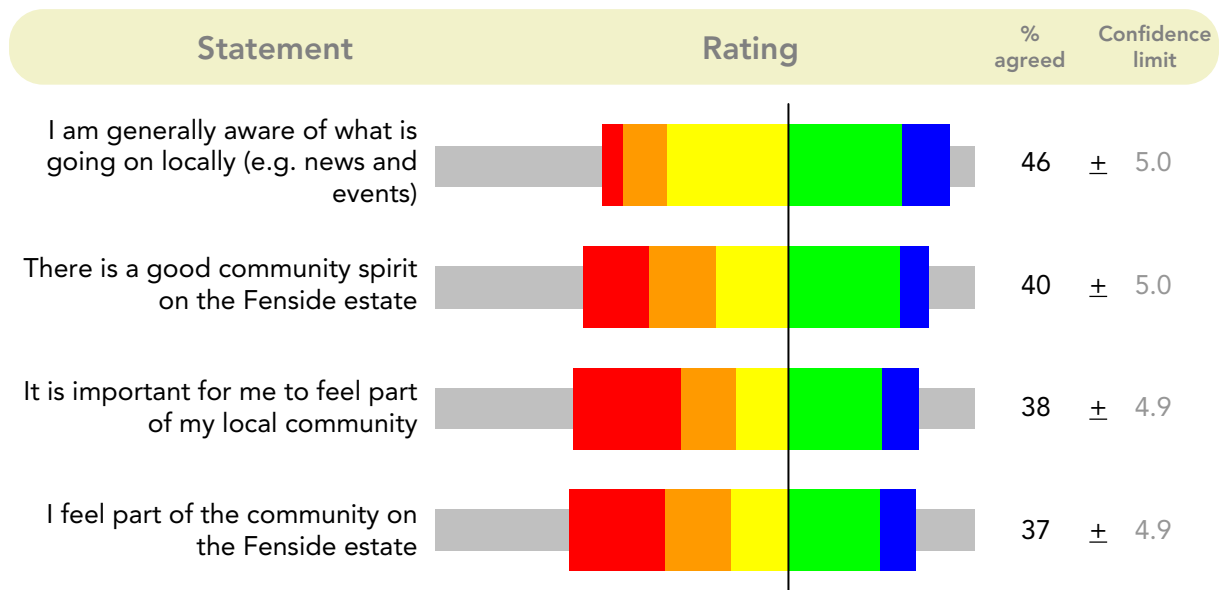
The chart on the page opposite summarises the level of agreement with various statements about community involvement. Respondents were asked to rate each aspect on a five-point scale, marked 'Strongly agree' through to 'Strongly disagree'. There was also a category for 'No opinion/N.A.'. The bar chart shows the proportions of respondents who ticked each of the categories, omitting those who did not respond or express an opinion.

The first column of figures at the right of the chart shows the percentage of respondents who agreed. The end column shows the 95% confidence limit for each statement.

Following the chart is a table that shows the responses in more detail, including those who did not respond.

3.5 Community Involvement

3.5.1 Community Involvement - summary

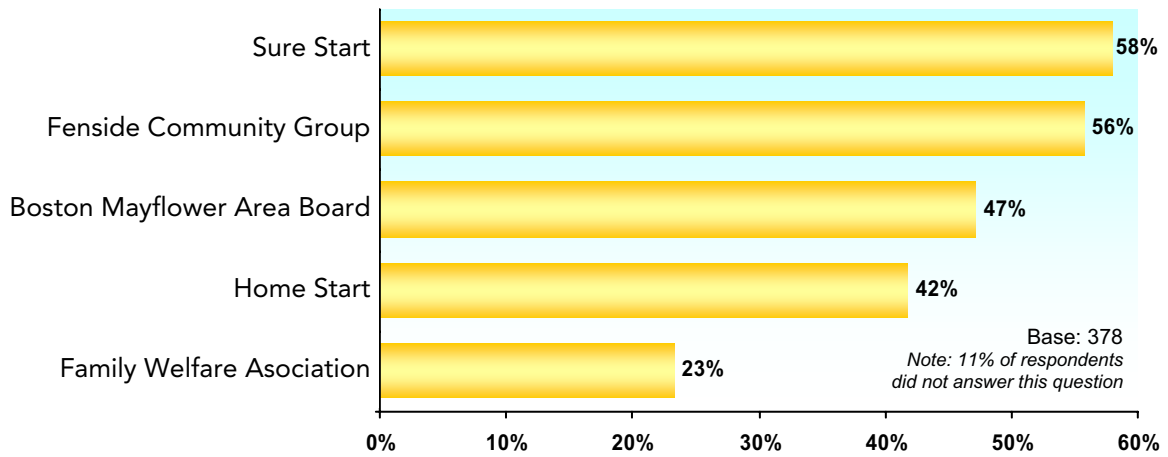


3.5.2 Community Involvement - detailed response

	Percentages					Further details				
	Strongly disagree	Tend to disagree	Neither	Tend to agree	Strongly agree	Base	N/R	DK/NA	Response	Total base
There is a good community spirit on the Fenside estate	19	20	21	32	9	364	0.0	3.7	96.3	378
It is important for me to feel part of my local community	31	16	15	27	11	373	0.0	1.3	98.7	378
I feel part of the community on the Fenside estate	27	19	17	26	11	372	0.0	1.6	98.4	378
I am generally aware of what is going on locally (e.g. news and events)	6	13	35	33	14	375	0.0	0.8	99.2	378

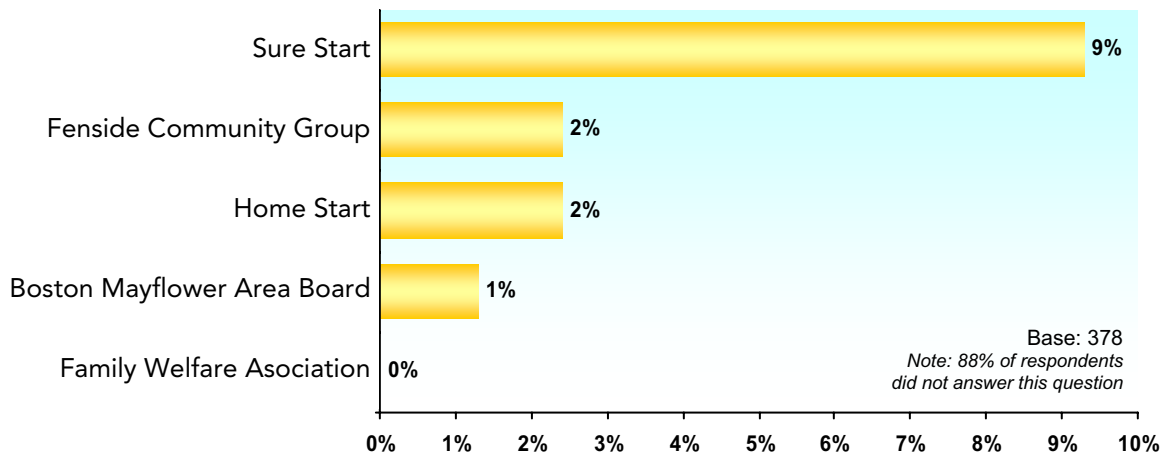
3.5 Community Involvement

3.5.3 Which of the following community facilities, groups or events have you heard of?



Note: Respondents could give more than one answer.

3.5.4 Are you a member of this group/used this service?

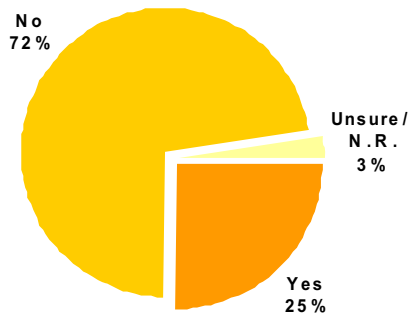


Note: Respondents could give more than one answer.

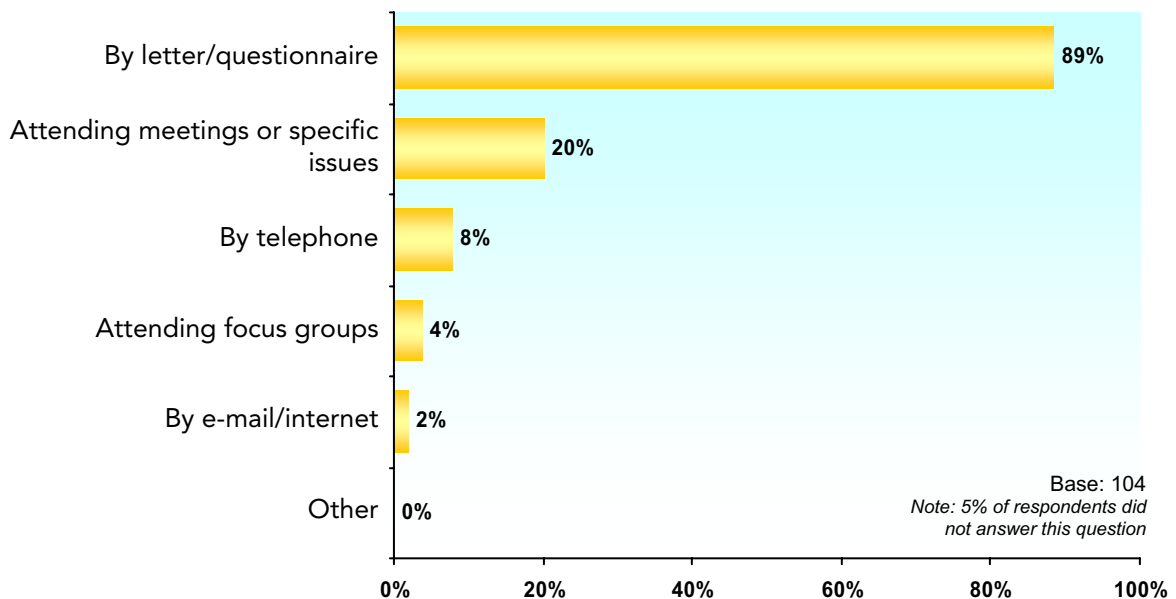
3.5 Community Involvement

3.5.5 In the future, would you like to be involved in further consultation on issues that affect the Fenside Estate?

Base: 378



3.5. How would you prefer to be consulted in the future?



Note: Respondents who were interested in becoming involved in the future. Respondents could give more than one answer.

Commentary

Positively, a quarter of respondents said that they would like to become more involved in consultation in issues affecting the estate, something that was most popular for residents aged 16-59 (31% average, with relatively little variation between the youngest and eldest respondents in this category). The most popular way in which these residents wanted to get involved was quite clearly consultation by letter or questionnaire (89%), although 20% of this group were also willing to attend meetings on specific issues (6% of the entire sample).

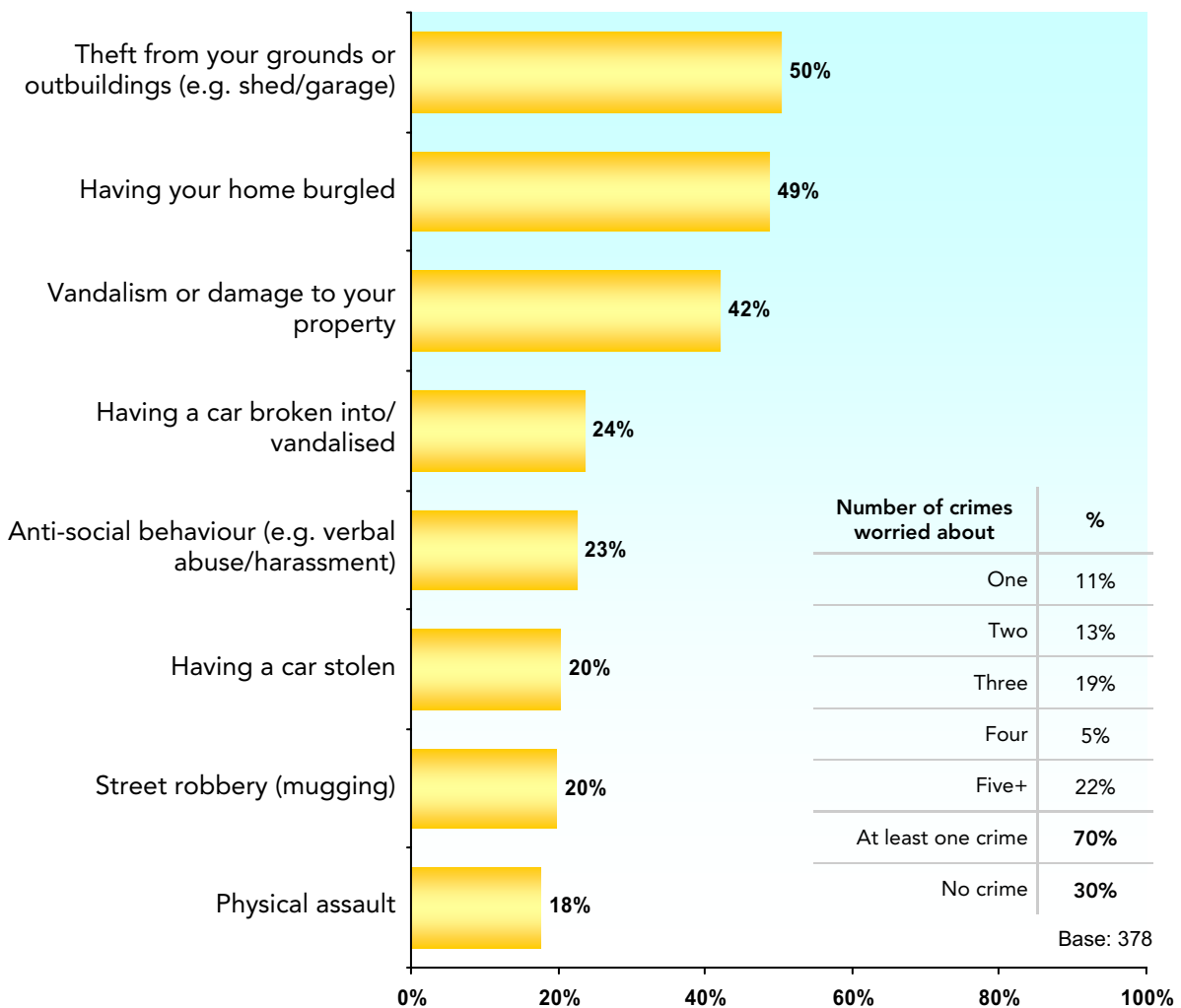
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Survey results

3.6 Fear of crime

3.6 Fear of crime

3.6.1 In the last year, can you remember ever feeling worried about the following actually happening to you in the area?



Note: Respondents could give more than one answer.

Commentary

Recent research has suggested that fear of crime surveys may have over estimated the levels of concern due to the format of the questions. Therefore, respondents were asked if they remembered specific fearful episodes during a given time period, rather than asking for a difficult to define general emotional state. The assumption is that those who cannot remember specific occasions would be unlikely to have experienced any intense fearful episodes.

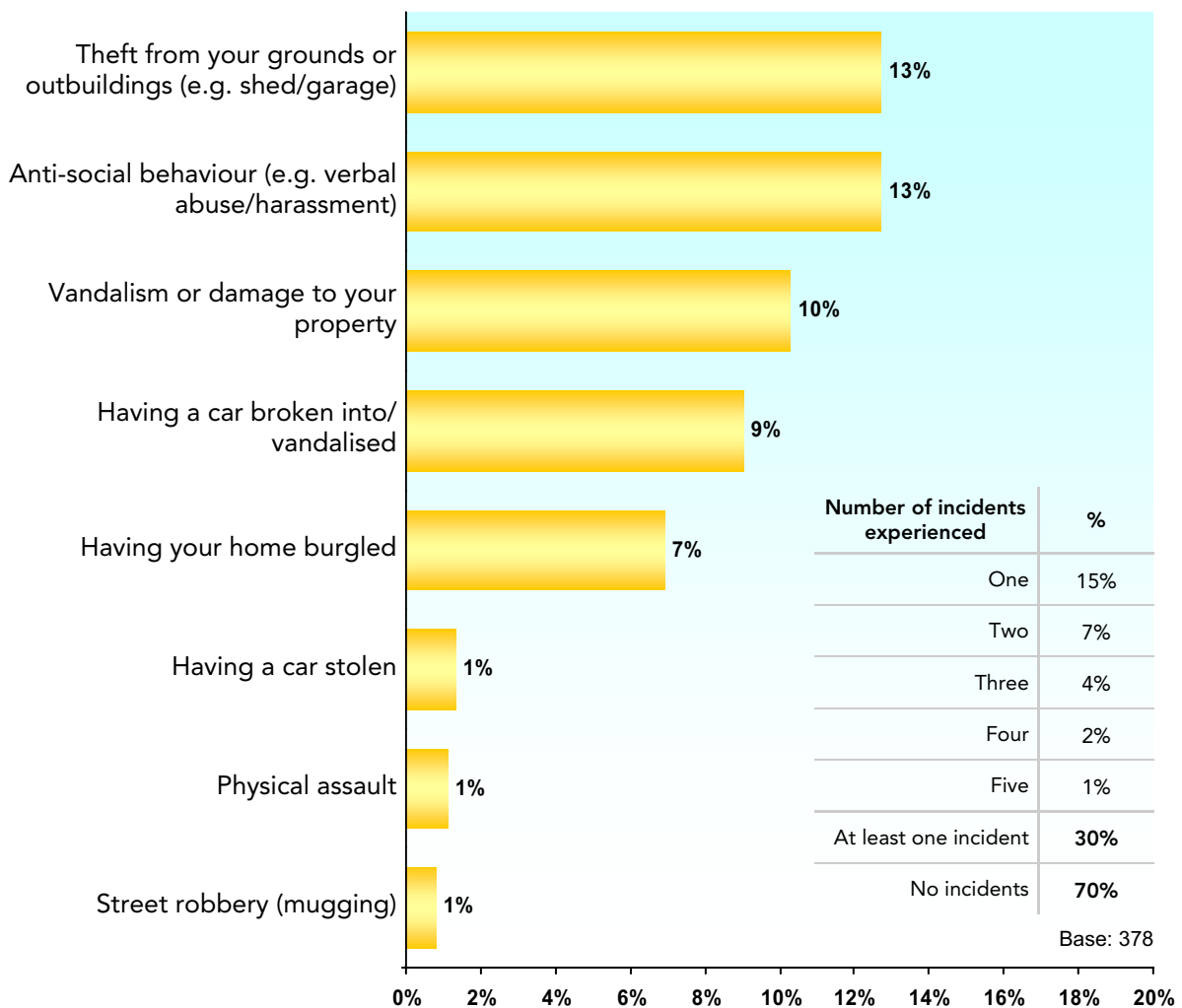
Only a third (30%) of respondents had not worried about any of the crimes or problems under consideration over the past twelve months; the remaining 70% having worried about one or more. However, when examined in more detail the results show that concern about property crime (67%) was more widespread than the level of concern about crimes to the person (23% remembered feeling worried). The reason why so many people remembered feeling worried about crime was that a quarter had experienced theft from their grounds/outbuildings, vandalism, car crime or burglary in the last year. In contrast, only 1.5% of the sample (6 individuals) had suffered a crime to the person.

On a positive note, the proportion of respondents who felt worried about suffering crime, especially crime to the person, would arguably have been worse without the CCTV system on the estate. In fact, 38% of the sample gave this as an example of one of the goods about living on the estate (p.44).

CONTINUED ON PAGE 39

3.6 Fear of crime

3.6.2 Have you or any member of your household experienced any of the following in the last 12 months?



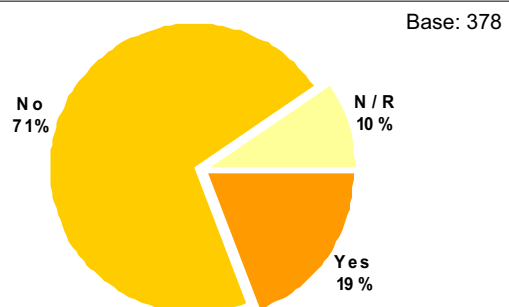
Note: Respondents could give more than one answer.

CONTINUED FROM PAGE 38

Homeowners were generally more likely to have worried about crime than those who rented their home (78% compared to 66%), even though the experiences of the two groups were roughly the same.

At this juncture, it is important to consider the fact that one in five Fenside residents had seen evidence of drug use within the previous twelve months, including over a quarter of residents in the Taverner area and/or those with children aged under 16 (28%). People's exposure to evidence of drug use was linked to their actual experience of crime (50% of this groups had been a victim). The issue of drug dealing runs as a topic throughout the survey results, with "tackle drug dealers" the clear number one priority for residents. This is obviously linked very closely with the issues of crime and anti-social behaviour, not least because respondents who were worried about these problems were also likely to see drug dealing as a serious problem (see p.22).

3.6.3 In the last 12 months, have you ever seen any evidence of illegal drug use anywhere on the



CONTINUED ON PAGE 40

3.6 Fear of crime

CONTINUED FROM PAGE 39

The only item in charts 3.6.1 and 3.6.2 that did not necessarily always constitute criminal behaviour was anti-social behaviour (ASB), but it nonetheless had caused concern for almost a quarter of the sample in the last year (23%), and been experienced by 13% of respondents. The main demographic differences here was that younger residents aged under 45 were more likely to have encountered this problem (15%), although the level of concern remained constant across age groups. ASB was as common an experience for home owners as it was for Boston Mayflower tenants, yet it was homeowners who were the most likely to prioritise tackling anti-social behaviour above many other suggestions for improving the local area (p.48).

Finally, it is worth pointing out that respondents seemed more likely to say they were worried about ASB than claimed that noise or problems with neighbours were big issues in their area (see p.23). This probably just indicates a wider definition amongst residents as to what ASB entails - for example, one in five thought that "young people hanging around" was a serious problem and this group included many of those respondents who were worried about ASB (p.22-23).

Survey results

3.7 Overall satisfaction

3.7 Overall satisfaction

Commentary

It is positive to see that the majority of the sample were happy to live on the Fenside Estate (63%). One of the main demographic difference was unsurprisingly related to length of residence in the estate, with residents of at least 20 years standing being the most likely to be happy with estate (76%). However, it was people who had lived on the estate for 2-5 years who were least happy (43%), whereas newer arrivals were actually more positive (60% under 2 years agreed they were happy).

There was also a geographic component to the results, with residents in the Carlton area significantly less likely to agree (54%), whilst in Ingram people were far happier (75%). Homeowners were significantly more likely to agree than tenants (72% and 63% respectively, whilst fear of crime and ASB was also correlated with people's attitude to living on the estate (55% of those who were worried remained positive about Fenside, compared 80% of those who were not worried).

Fortunately, it is very possible that people will be happier with living on the estate in the future as the balance of opinion amongst respondents was that the estate had become a better place to live in the last few years (55% agreed, 18% disagreed). Once again, this opinion was more widely felt amongst longstanding residents (63%, more than 10 years), homeowners (62%) and people who were not worried about crime (64%).

The main things that most appealed to residents about the estate included the proximity to family, friends and good neighbours, proximity to shops, health facilities and the CCTV cameras (p.44). In addition, a third of respondents (35%) cited recent improvements as one of the positive features.

However, despite the evident recent improvement, the consensus was that more still needed to be done to improve the reputation of the estate (86% agreed, including 96% in the Ingram area). In fact, the area's reputation was the third most frequently cited reasons by those planning to move within the next three years (15%, p.17). The pattern of results would, however, seem to suggest that action on drugs, anti-social behaviour and dogs was considered more useful in this regard than merely concentrating on promoting the estate better. "Promote the good things about the estate" appeared in the middle of the list of 18 ideas for possible future improvement (p.47), but was more appealing to older or longstanding residents and those who had suffered from anti-social behaviour (p.50).

One issue that was definitely not a priority for respondents was to, "encourage healthier lifestyles" (p.47), despite the fact that almost a quarter of respondents (24%) thought that the estate was not a healthy place to live. To add to the confusion, the healthcare facilities seemed to be generally well regarded (see p.27,44). Unfortunately, the survey results provide few clues to explain the disparity in these results. Indeed, the only real clue is that unemployed residents were the least likely to believe that Fenside was a healthy place to live (36% disagreed), but this group only represented a fairly small proportion of those who disagreed overall (16% of that group).

Notes on the presentation of data

The chart on the page opposite summarises the level of agreement with various opinion rating statements.

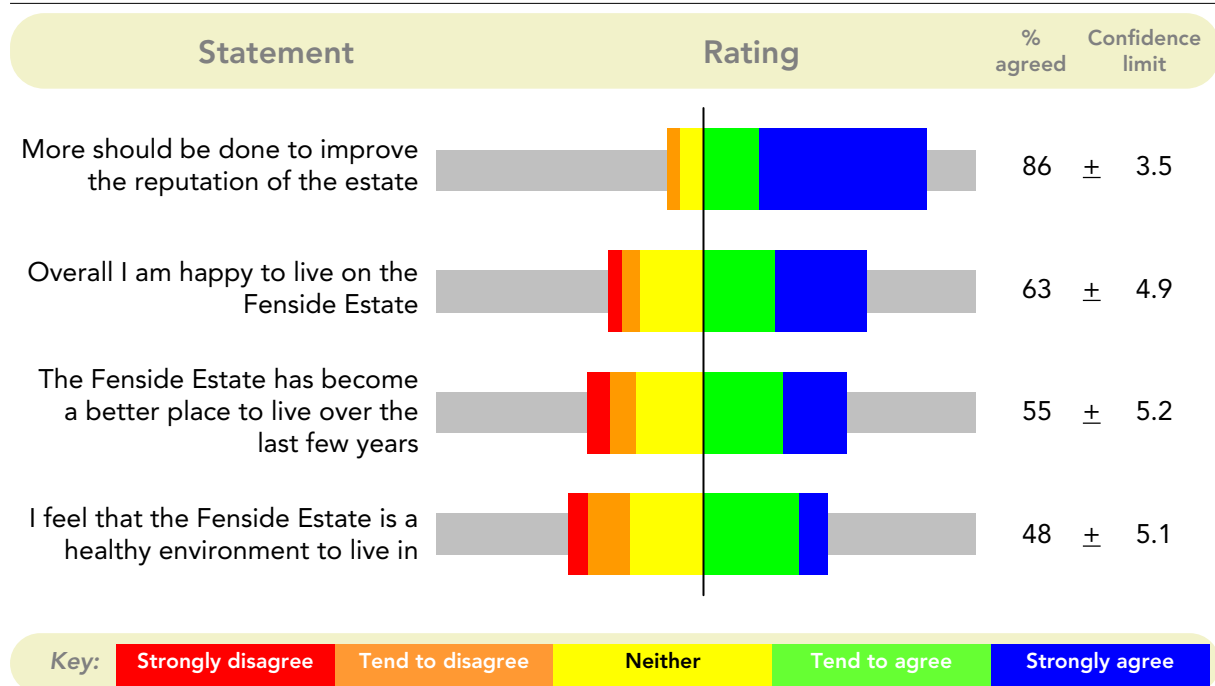
Respondents were asked to rate each aspect on a five-point scale, marked 'Strongly agree' through to 'Strongly disagree'. There was also a category for 'No opinion/N.A.'. The bar chart shows the proportions of respondents who ticked each of the categories, omitting those who did not respond or express an opinion.

The first column of figures at the right of the chart shows the percentage of respondents who agreed. The end column shows the 95% confidence limit for each statement.

Following the chart is a table that shows the responses in more detail, including those who did not respond.

3.7 Overall satisfaction

3.7.1 Overall satisfaction - summary

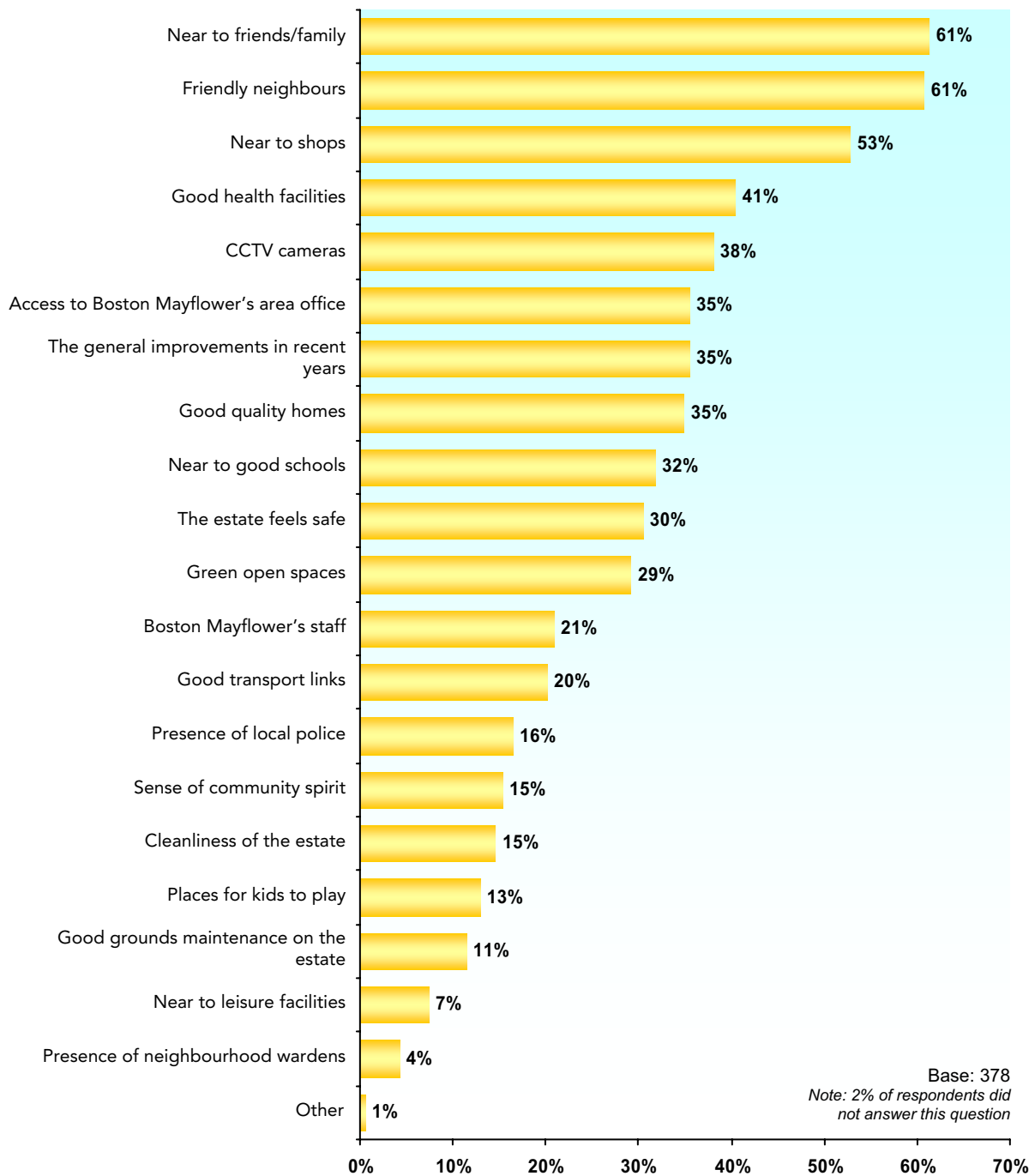


3.7.2 Overall satisfaction - detailed response

	Percentages					Further details				
	Strongly disagree	Tend to disagree	Neither	Tend to agree	Strongly agree	Base	N/R	DK/NA	Response	Total base
I feel that the Fenside Estate is a healthy environment to	8	16	28	37	11	373	0.3	1.1	98.7	378
The Fenside Estate has become a better place to live	8	10	26	31	24	354	0.8	5.6	93.7	378
More should be done to improve the reputation of the	0	4	10	22	64	370	0.3	1.9	97.9	378
Overall I am happy to live on the Fenside Estate	5	7	25	28	35	375	0.3	0.5	99.2	378

3.7 Overall satisfaction

3.7.3 Which of the following are the good things about living on the Fenside Estate?



Note: Respondents could give more than one answer.

Survey results

3.8 Priorities for the future

3.8 Priorities for the future

Notes on the presentation of data

The chart opposite represents the prioritised agenda of respondents to the 'Priority Search' paired comparison section of the questionnaire. It shows the *relative* importance that they as a whole placed on each of the issues they were asked to rank.

The numbers at the end of each bar show the percentage of respondents who placed that item in the top third of their preferences, minus the percentage who placed it in their bottom third. The result is that if a bar projects to the right, the respondent group illustrated favours that item. If the bar projects to the left, the item is regarded as less important by that group. The "least significant differences" (LSDs) quoted give the minimum figure by which any two values must differ in order for the difference to be statistically significant at the 99.9%, 99% and 95% confidence levels.

For a more detailed explanation of the 'Priority Search' methodology, please see appendix section 4.1.

Commentary

Respondents were asked to compare a series of ideas for improvement that were generated during the focusing stage of the consultation (see section 4.3). The resultant prioritised agenda for the sample is shown in fig 3.8.1.

The priorities for improving the area were dominated by two main issues, drugs and anti-social behaviour (ASB). In particular, "tackle drug dealers" was clearly way ahead of the rest as the one primary issue that residents would like to see addressing. Drugs was such a big issue that it appeared at the top of the priority list for just about everybody, although it was slightly less important for respondents who had experienced crime or anti-social behaviour than it was for those who had not (p.48). Although this would seem counter intuitive, it is probably due the former group 'splitting the vote' more often to also include ASB issues (for more on drugs, see p.22).

In fact, one could link four of the top seven priorities to ASB, namely:

- "Tackle anti-social behaviour in general"
- "Do more to control dogs, i.e. dog mess and noise"
- "Work to improve children's behaviour"
- "More facilities and activities for kids" (for more on ASB, see p.26).

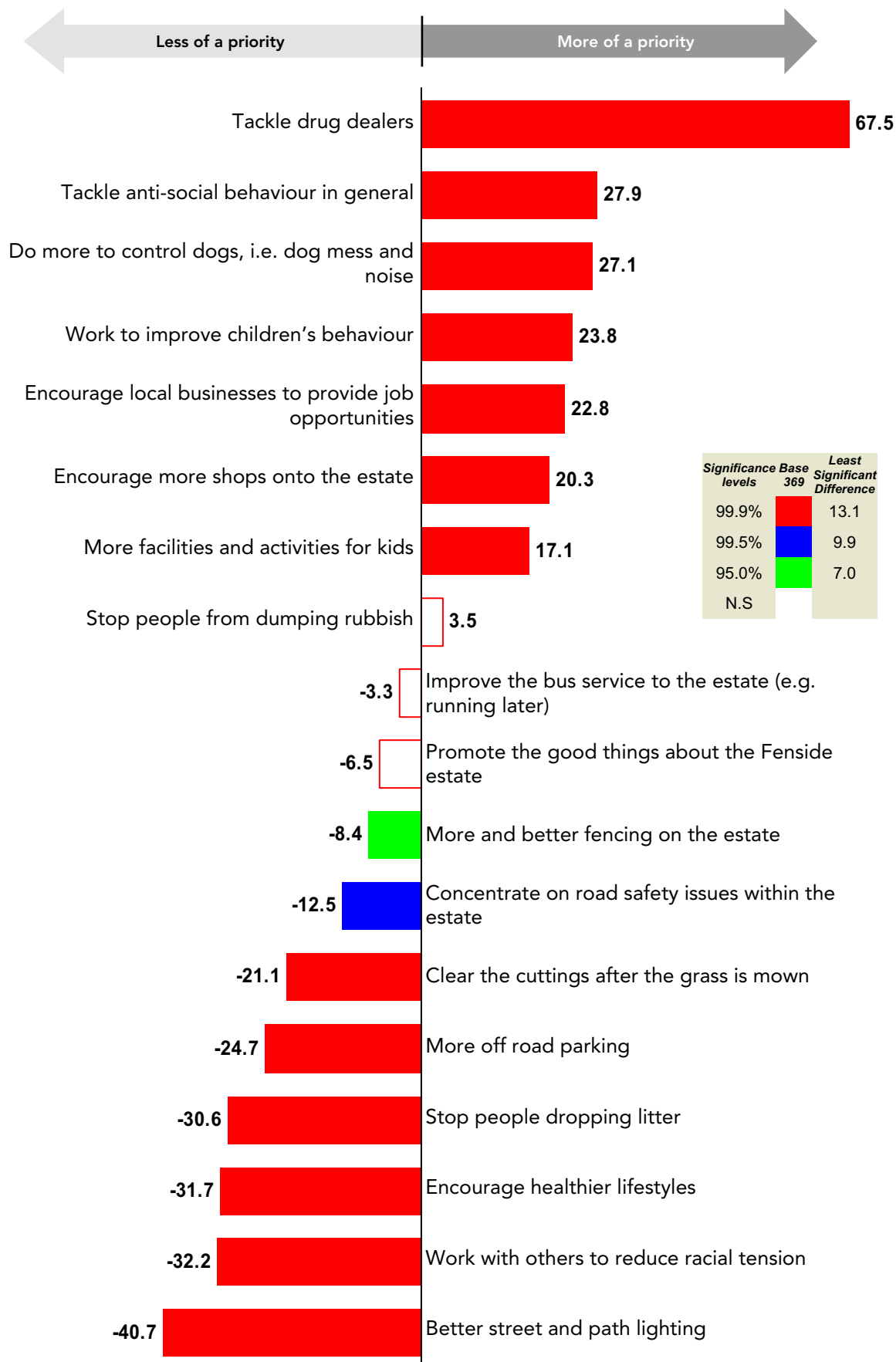
The other key issue that seems to emerge from the priority list is that of business development, with a further two of the top seven priorities being:

- "Encourage local businesses to provide job opportunities"
- "Encourage more shops onto the estate" (for more on this topic see p.28)

The various results from the graph opposite are discussed in more detail within the relevant parts of the report. These include some of the improvements that appeared toward the bottom of the list such as measures to stop people dropping litter and to encourage healthier lifestyles, along with working to reduce racial tension in the area. However, it is important to note that these lower ranked statements were not necessarily considered bad ideas by respondents, merely that the others in the list were more important.

3.8 Priorities for the future

3.8.1 Overall priorities for the future



3.8 Priorities for the future

Notes on the presentation of data

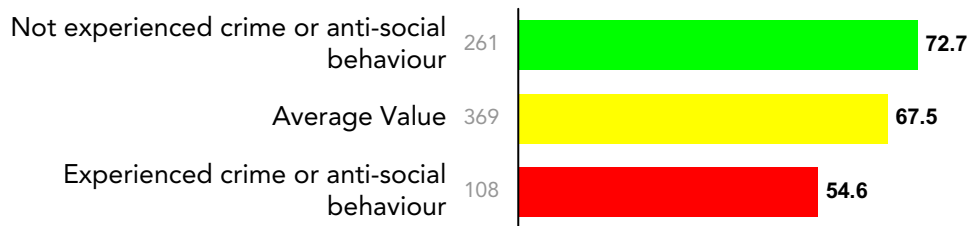
The charts below and on the following pages show how different demographic groups relate to the items in the Priority Search about possible future developments. The information displayed is calculated as for the bipolar chart shown on page 53, and shows how different groups relate to each item. The average value for the population overall is shown as a yellow bar. Groups which attach a higher importance to this item to a statistically significant extent are shown in green, while those who rate the item as significantly less important are shown in red.

1) The charts display differences which are *statistically significant*. If a group does not appear in a chart (those in a certain age group, for example) it is because the importance they attached to the item did not differ significantly from average.

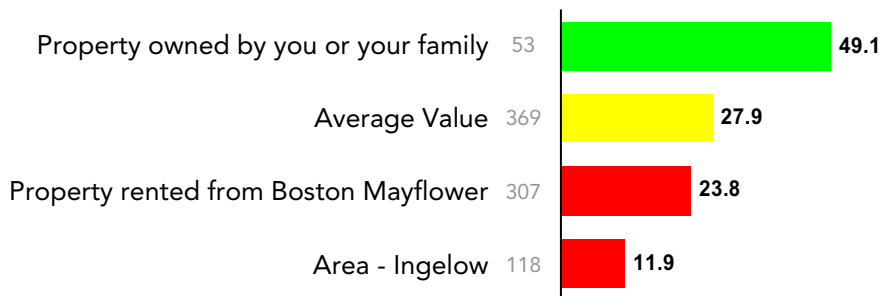
2) Figures in grey represent the total number of respondents who gave each particular answer.

3) Not all the items are shown in this section, since some showed little variation of interest.

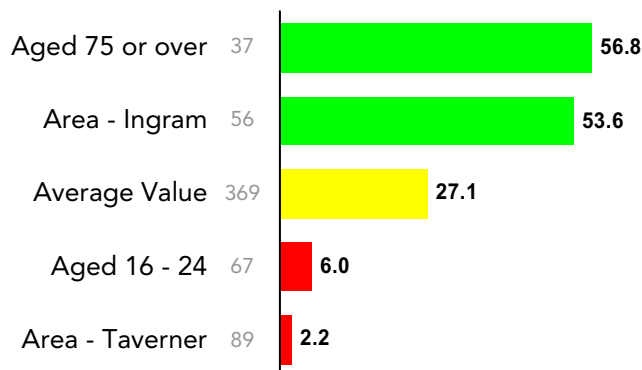
3.8.2 Tackle drug dealers



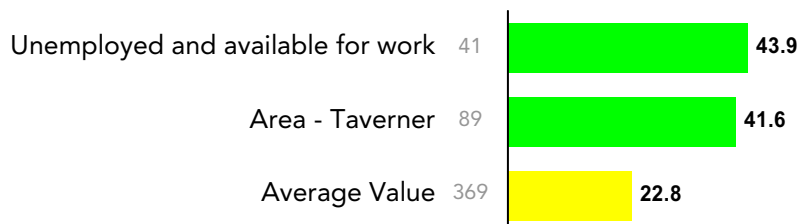
3.8.3 Tackle anti-social behaviour in general



3.8.4 Do more to control dogs, i.e. dog mess and noise

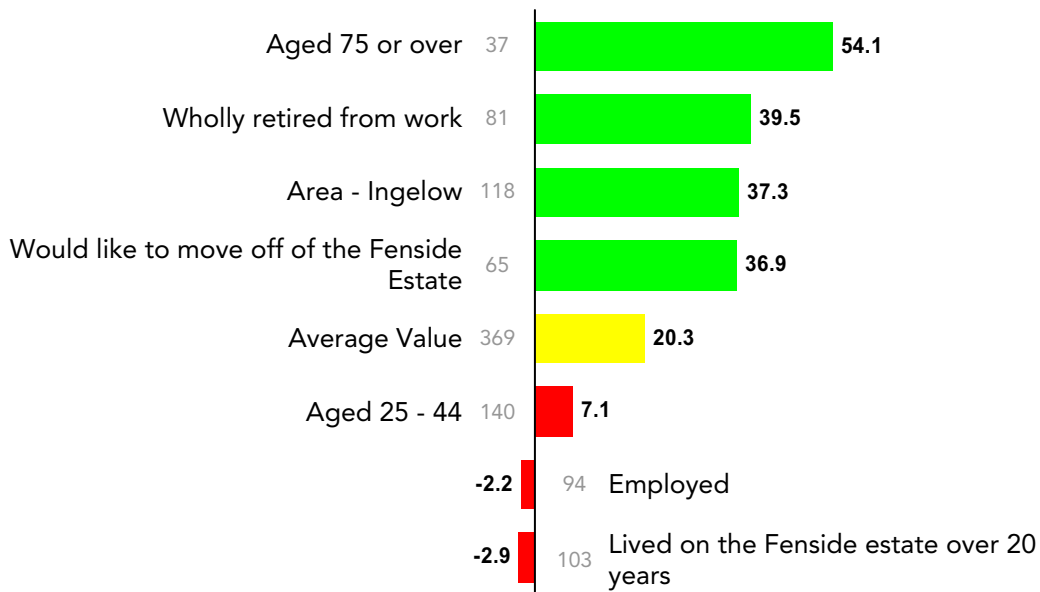


3.8.5 Encourage local businesses to provide job opportunities

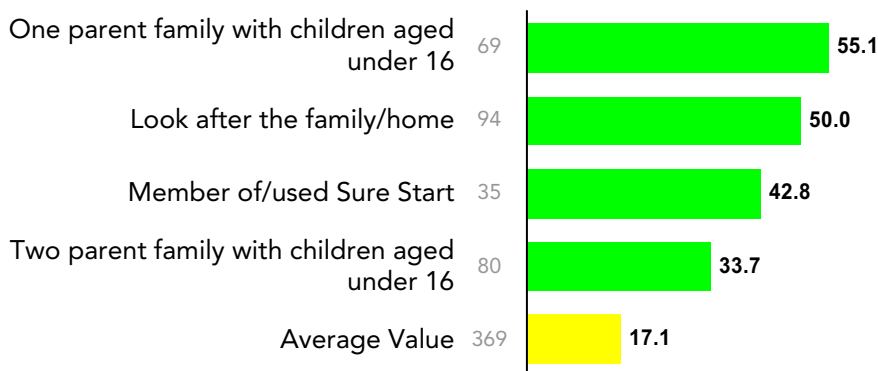


3.8 Priorities for the future

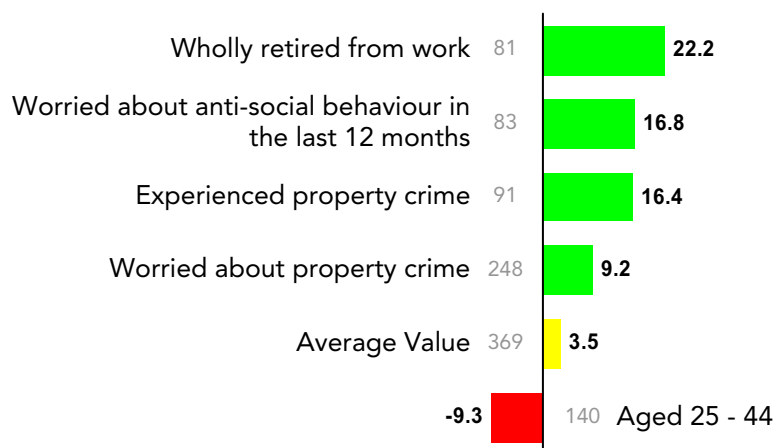
3.8.6 Encourage more shops onto the estate



3.8.7 More facilities and activities for kids

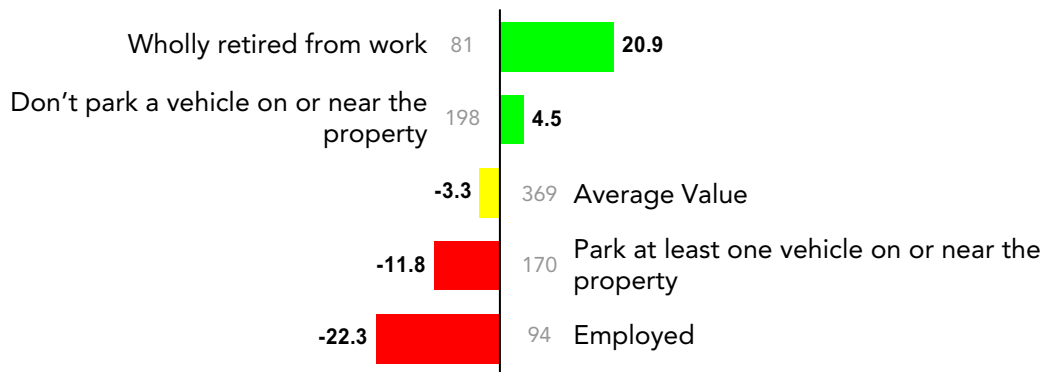


3.8.8 Stop people from dumping rubbish

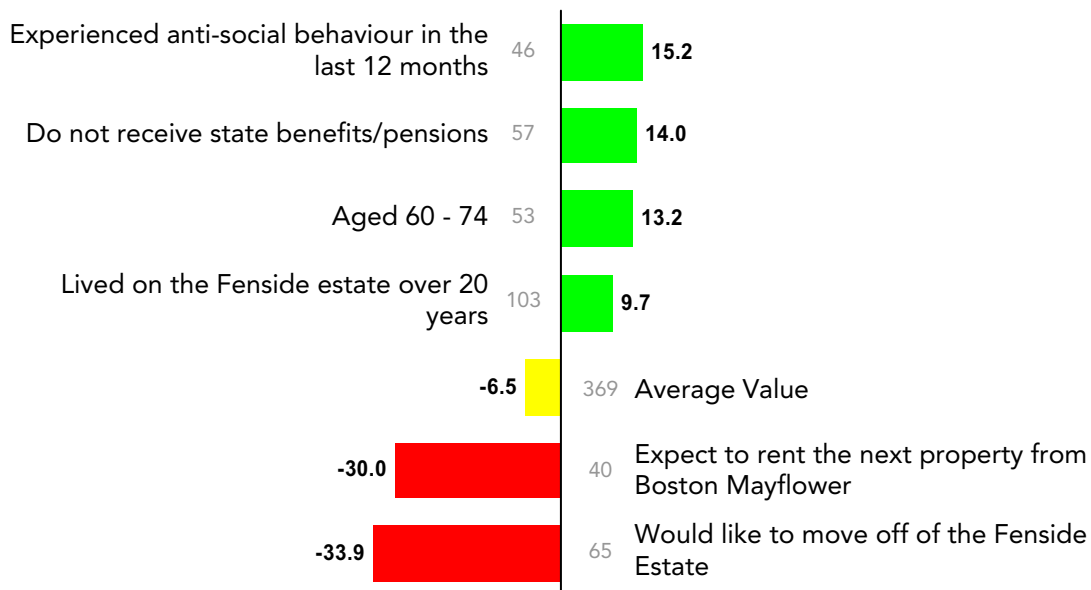


3.8 Priorities for the future

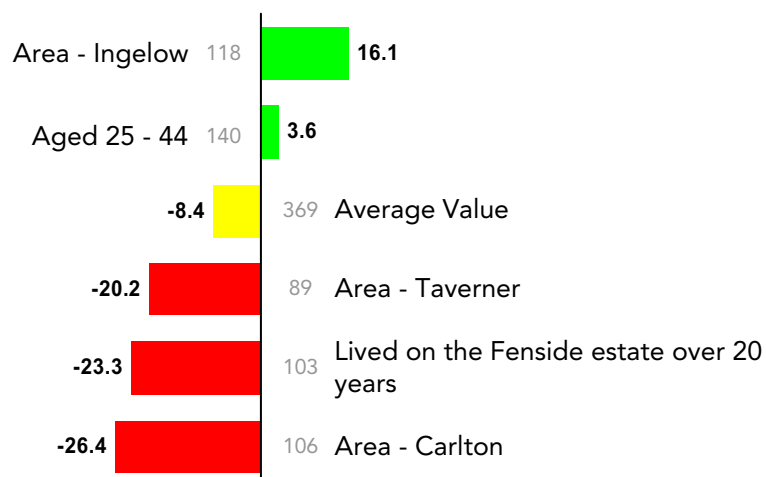
3.8.9 Improve the bus service to the estate (e.g. running later)



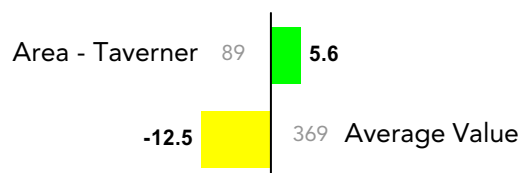
3.8.10 Promote the good things about the Fenside estate



3.8.11 More and better fencing on the estate

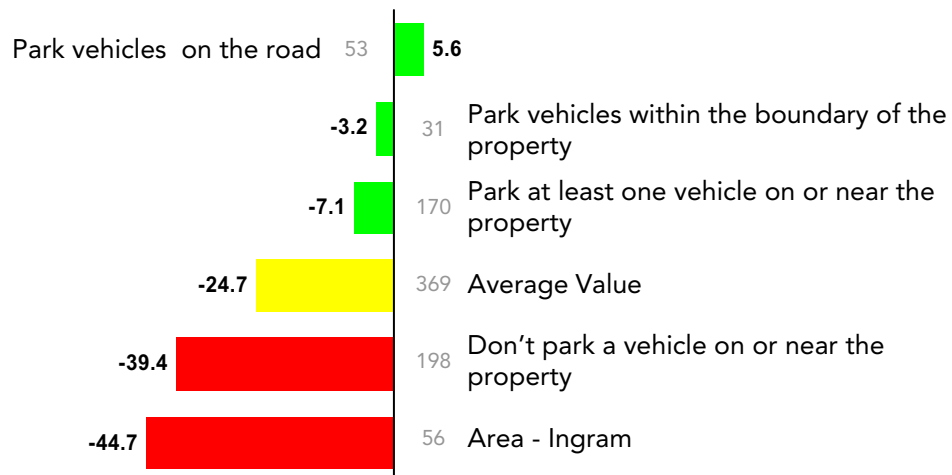


3.8.12 Concentrate on road safety issues within the estate



3.8 Priorities for the future

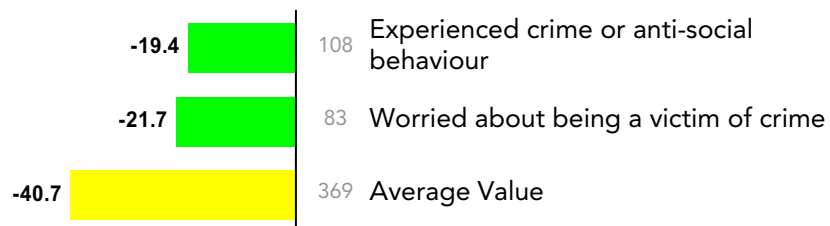
3.8.13 More off road parking



3.8.14 Work with others to reduce racial tension



3.8.15 Better street and path lighting



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Appendix

4.1 Methodology

4.1 Methodology

Overview

The research methodology employed by Priority Research Ltd originated from dissatisfaction with existing methods, which can broadly be divided into two groups depending on whether they are *qualitative* or *quantitative* in nature. Each method has its particular strengths and weaknesses:

Quantitative methods have the advantage of numerical accuracy and ease of analysis, but they tend to be reductionist in nature, and when applied to research areas involving human experience can miss or lose much of the available information.

Qualitative methods are more applicable to human phenomena, but are often operationally difficult - and hence expensive - to carry out, and they tend to yield large quantities of data which can then be difficult and time-consuming to analyse.

Priority Research's methodology involves the application of specialised numerical methods to qualitative data.

Planning

The parameters of the survey were determined by a steering group and a PRL consultant. At the planning stage of the project, the group discussed its purpose, the population, sampling and methods of fieldwork to be adopted. During this meeting the open question was also identified:

"What would make Fenside Estate a better place in which to live?"

An open question is central to a Priority Search - it sets the boundaries for the research, and the initial qualitative consultation phase, using the question, allows all the relevant issues to emerge.

Focusing

Focusing is essentially the listening and consultation stage. The open question is put to either individuals or representatives of people from the population to be surveyed. Their responses are then recorded verbatim; a content analysis then discovers the key themes which emerge.

Focusing was conducted using approximately four days of short doorstep interviews with a wide cross section of residents during September 2004.

The results of the focus activity were themed and are given in full in Appendix 4.3.

4.1 Methodology

The Questionnaire

A Priority Search questionnaire is divided into two parts. Part One of the questionnaire gathered demographic information and collected residents' opinions and experiences of living on the estate. Part Two, the sequential paired comparison section (details of which are given further on) is the core of a Priority Search.

The steering group carefully selected items for the questionnaire and during this selection process every effort was made to select a representative range of issues. The paired comparisons allow respondents to establish their personal agenda from the items selected. In this section, respondents were asked to read each of the paired statements and to indicate their relative preference for the two items. Each item appeared three times, each time paired with a different item. The Priority Search software then ranked all the items for each individual, and the preferences of the whole population, or subgroups of it, was thereby established.

Fieldwork

The survey was conducted by in home interviews during October/November 2004. A sample of 378 were successfully interviewed, which represented approximately 35% of the households on the estate. The interviews were conducted according to a quota sample to ensure that they were as representative as possible of the age, gender and tenure profile of the estate.

Area	% Target	%Achieved
Area 1 - Carlton	34	28
Area 2 - Taverner	18	24
Area 3 - Ingram	13	25
Area 4 - Ingelow	35	33

Tenure	% Target	%Achieved
Boston Mayflower	77	83
Other	23	17

Gender	% Target	%Achieved
Female	57	59
Male	43	41

Age Group	% Target	%Achieved
16 - 24	20	18
25 - 44	36	38
45 - 59	17	20
60 - 74	14	14
75 and over	13	10

Data Entry and Analysis

Data entry was conducted using a method developed by Priority Research Limited which employs the use of a personal computer and a digitising tablet. This method is both quick and accurate.

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small. Due to rounding some graphs may not add up to 100%. Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level.

4.1 Methodology

The Priority Search algorithm

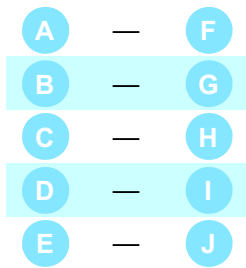
The use of paired comparison as an aid to prioritisation is relatively well known. However, dichotomous choice is usually used, which requires the comparison of all possible pairs.

The Priority Search process allows respondents to compare each pair not dichotomously but using a *Likert scale*. This tool is commonly used to measure subjective phenomena, for example pain or mood. The addition of this scale gives more information per pair, and as a result the number of pairings needed is reduced considerably:

A uniquely ranked list of n items comprises $\log_2(n!)$ bits of information.

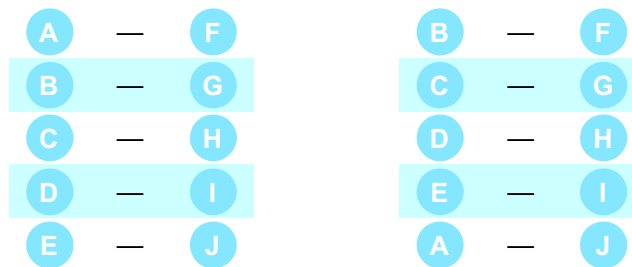
A set of 3 pairings per item on a scale of P points comprises $\log_2(P^{1.5n})$ bits, and for even small values of P the value of $P^{1.5n}$ exceeds $n!$ over a usable range of items.

In order to extract a rank order from the resulting partial set of all possible pairings it is necessary to be able to relate each item to all the others. Consider a set of ten items paired as follows:



In this case, we know how A relates to F, B to G, etc, but we have no information about how A relates to any item other than F, or B to any item other than G, etc

If the order of the pairings is altered and replicated, the following arrangement can be reached:



By creating a second set of pairings with the left hand column frame shifted, a chain results: On the left, A is compared with F, which on the right is compared with B; B is compared with G, which is compared with C, and so on. In this way the position of any item relative to any other can be determined.

Such a design is known as a reduced subset cyclic design. Two sets of pairings arranged as above will allow a perfect rank order to be calculated if the input to the system comprises mathematically precise data. The Priority Search process adds a third, different set of pairings; this allows more information to be extracted and is sufficient to cope with the imprecision which is inherent in subjective ratings.

Appendix

4.2 Estate map

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BATCH NUMBER 050

SHEET NUMBER TF3144NE

- Deed of Easement
- Area Sold
- Sewage Pumping Station
- Electricity Sub-Station
- Properties Sold Leasehold - Flats
- Flats
- Properties Sold Under RTB
- Areas Subject to Stock Transfer - Leasehold Interests
- Areas Subject to Stock Transfer
- Solid - Ground Floor Shops Only

1. CARLTON

2. TAVERNER

3. INGRAM

1. CARLTON

4. INGELOW

BOSTON BOROUGH COUNCIL
 Municipal Buildings, West Street
 Boston, Lines, PE21 8QR Tel:01205 314200

- 1. Carlton Road, Boston
Huntin Way, Boston
Shaw Road, Boston
- 4. Ingelow Close, Boston
Humble Crescent, Boston
Franklin Close, Boston
Porcher Way, Boston
Cotton Road, Boston
Lyme Road, Boston
Taverner Road, Boston
- 2. Ingram Road, Boston
Loughton Road, Boston
Tilney Way, Boston
- 3. Ingram Road, Boston
Ingelow Close, Boston
Hinton Court, Boston
Fernside Road, Boston

Deed Packets 45, 78, 213, 1564
 Deed Packets 499, 2877, 21, 26
 Deed Packets 1520, 2446, 2988, 524
 Two Areas - No Deeds

Plan Number 254

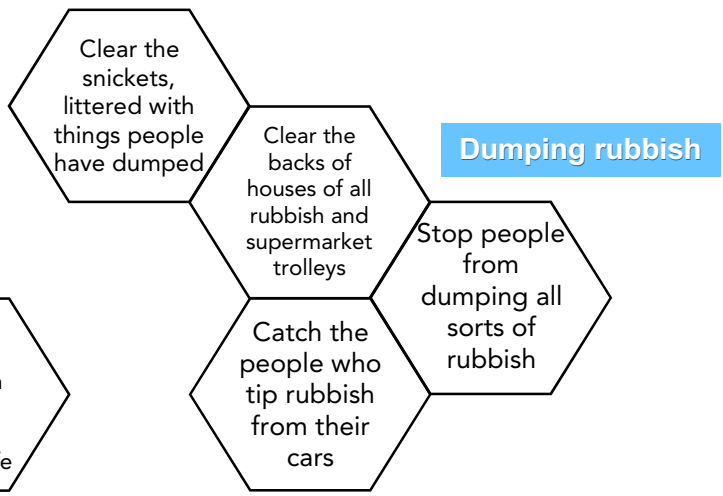
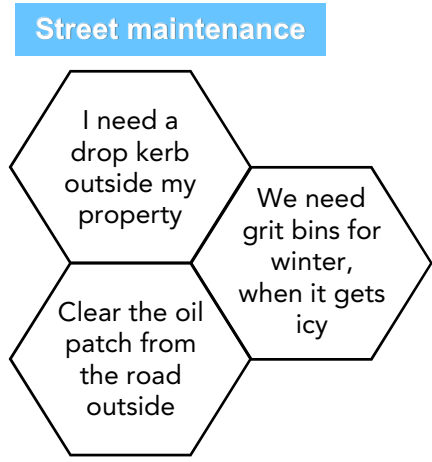
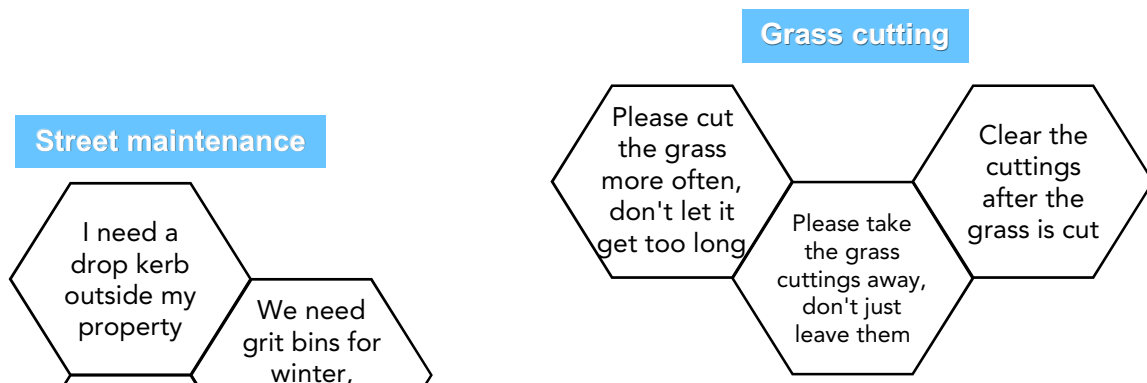
Scale 1:1250 Date 22/11/99

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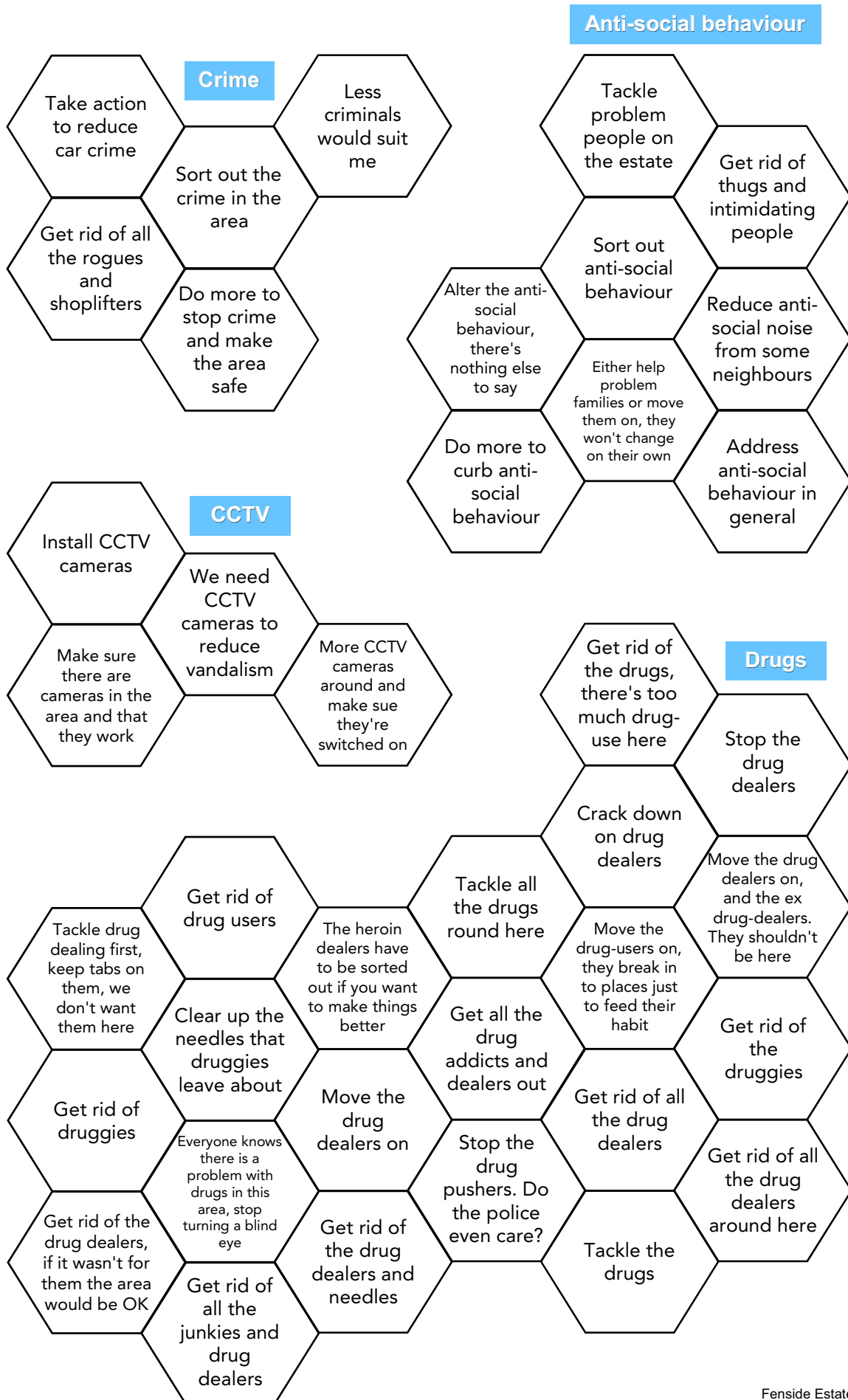
Appendix

4.3 Focusing Results

"What would make Fenside Estate a better place in which to live?"



"What would make Fenside Estate a better place in which to live?"

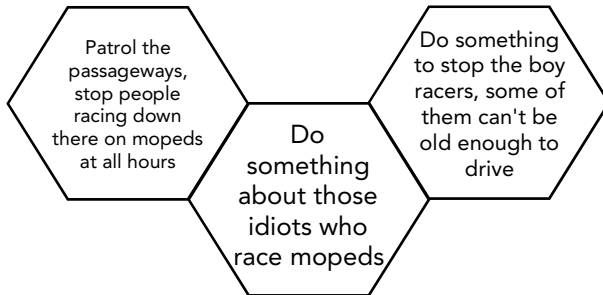


"What would make Fenside Estate a better place in which to live?"

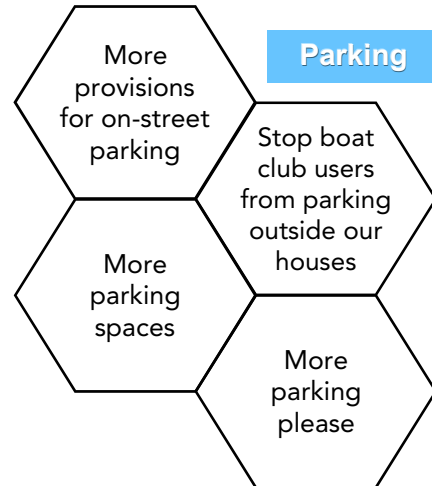


"What would make Fenside Estate a better place in which to live?"

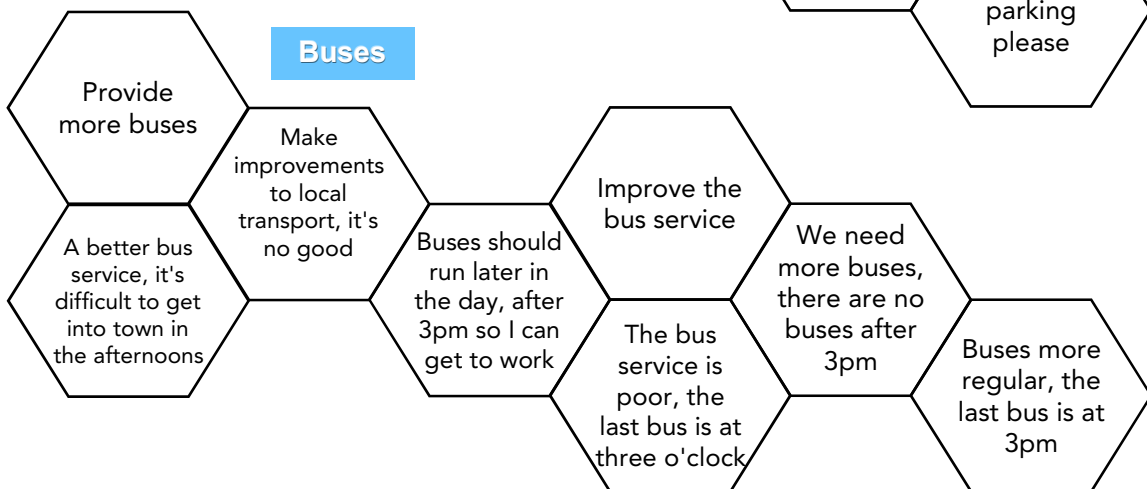
Vehicle Nuisance



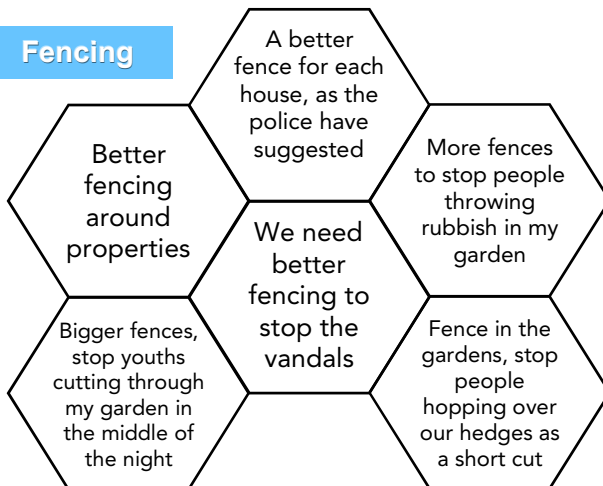
Parking



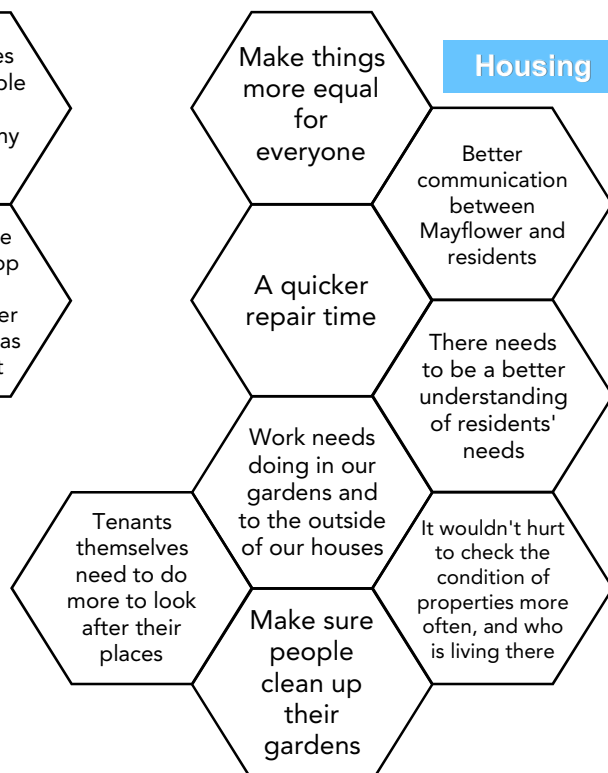
Buses



Fencing

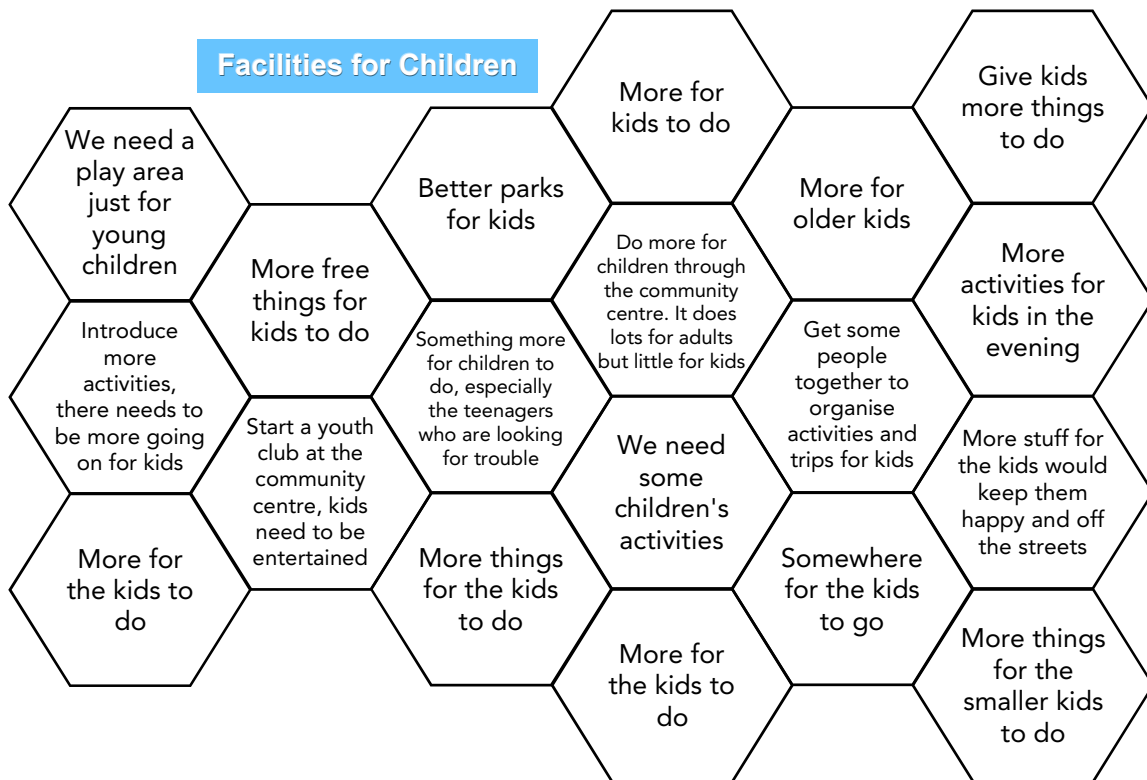


Housing

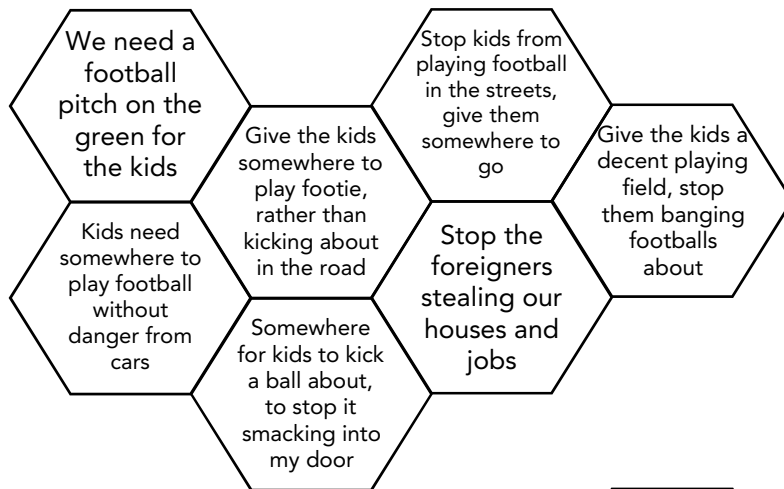


"What would make Fenside Estate a better place in which to live?"

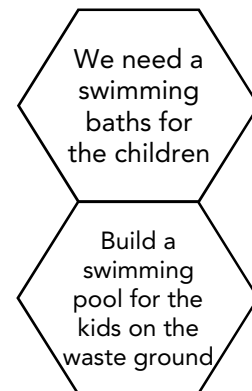
Facilities for Children



Football Pitch



Swimming Baths

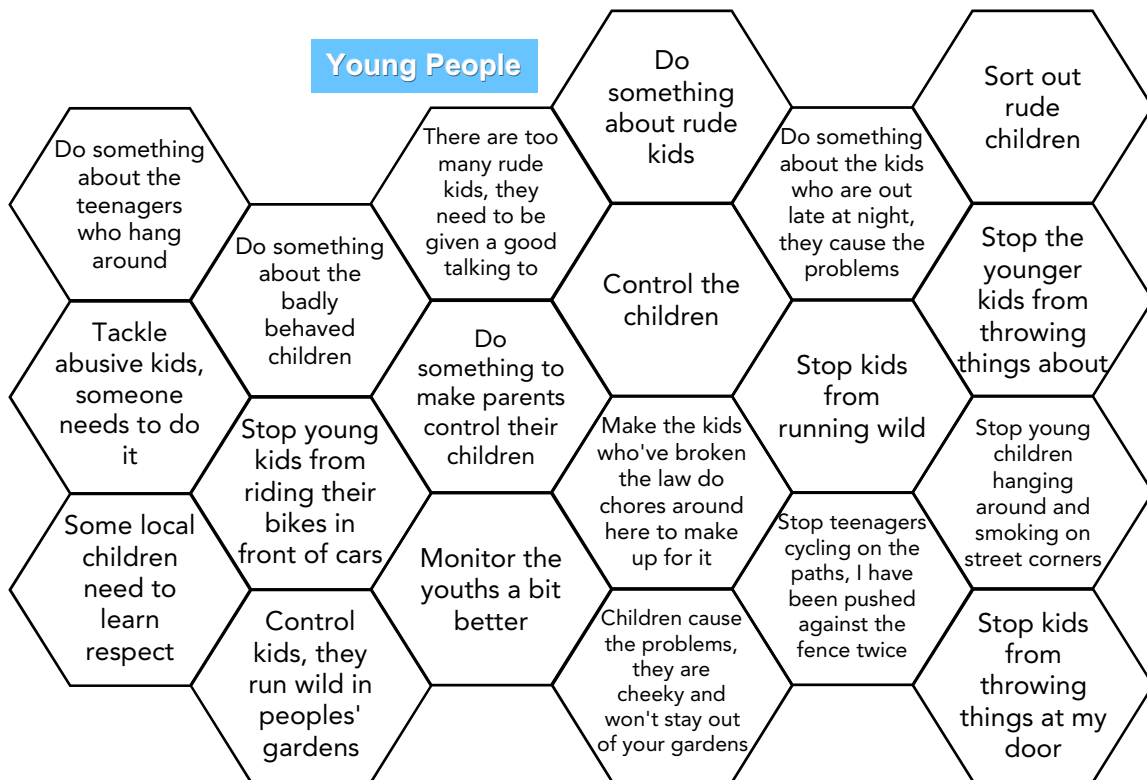


Businesses

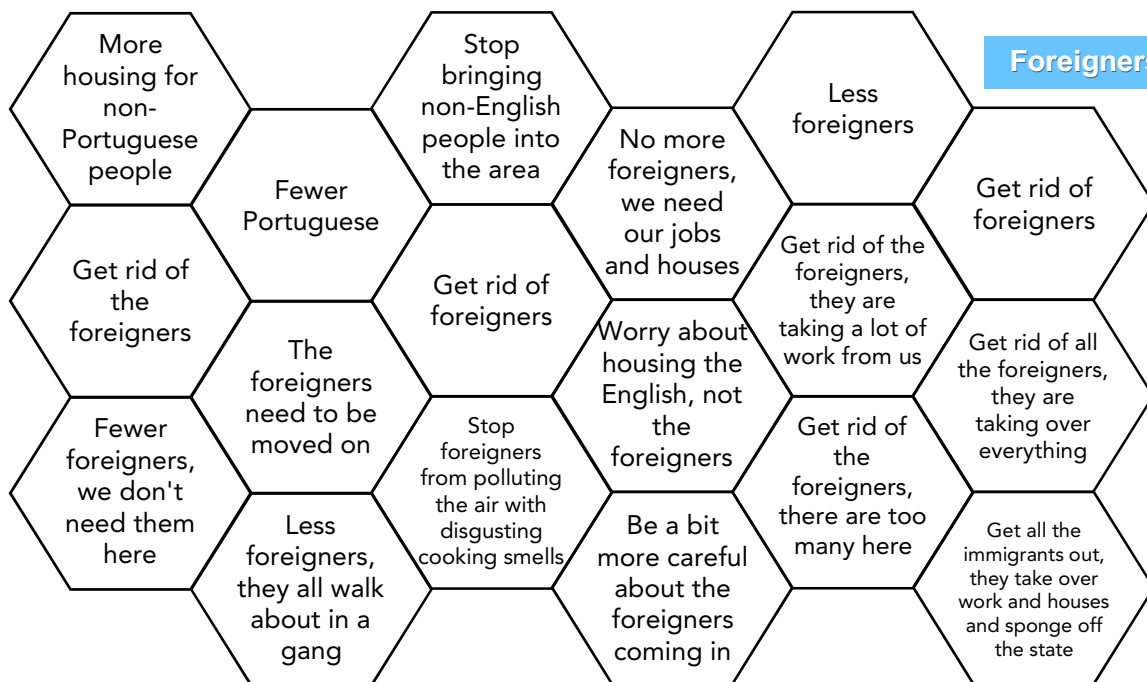


"What would make Fenside Estate a better place in which to live?"

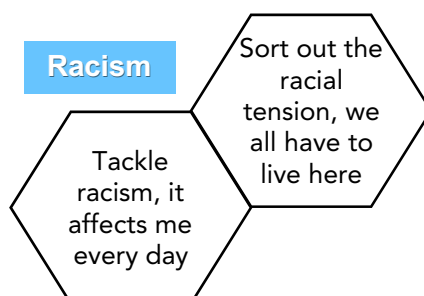
Young People



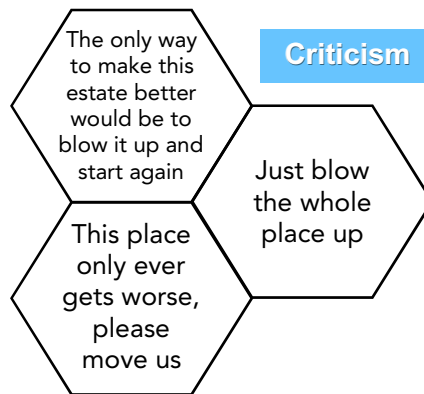
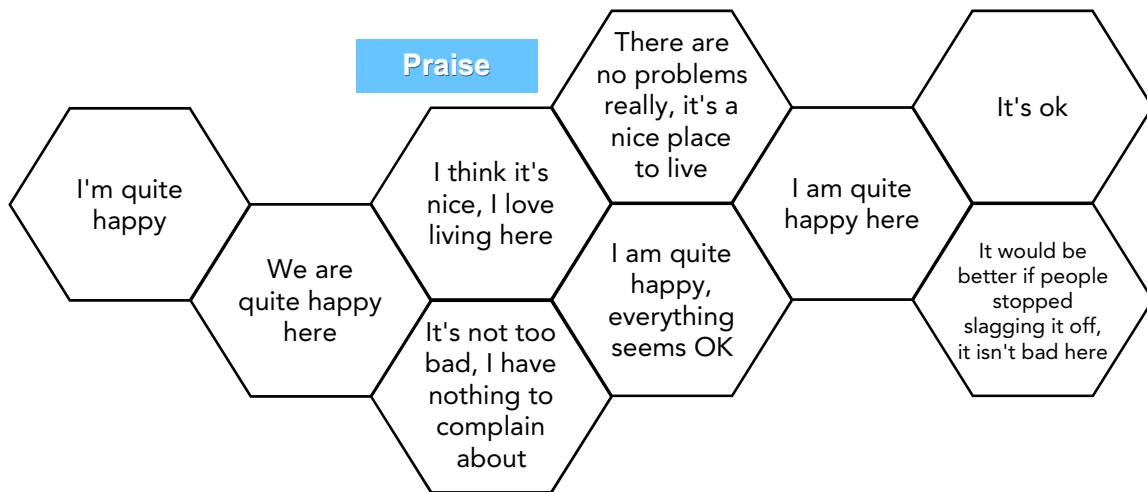
Foreigners



Racism



"What would make Fenside Estate a better place in which to live?"



Appendix

4.4 Sample questionnaire

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Boston Mayflower

Fenside Estate Quality of Life Consultation 2004



Sheffield Science Park,
Arundel Street,
Sheffield,
S1 2NS

Respondent details:	Interviewer Declaration:
Name <input type="text"/> Address <input type="text"/> <input type="text"/> <input type="text"/> Postcode <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Phone No. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> (including code)	I declare that the interview was carried out in accordance with the written instructions, and within the MRS Code of Conduct with the person named above who was previously unknown to me. Interviewer name <input type="text"/> Interview date <input type="text"/> Please sign here <input type="text"/>

Introduction

My name is . . . and I am carrying out a survey on behalf of Boston Mayflower. Here is my identity card. I would like to ask you some questions about this area as a place to live. Anything you tell me is completely confidential and will be used for statistical purposes only. Would you be willing to help?

QUOTA CHECK

QUOTA A A. Area Area 1 - Carlton <input type="text" value="1"/> Area 2 - Taverner <input type="text" value="2"/> Area 3 - Ingram <input type="text" value="3"/> Area 4 - Ingelow <input type="text" value="4"/>	
QUOTA B B. Property type House <input type="text" value="1"/> Flat/Maisonette <input type="text" value="2"/> Bungalow <input type="text" value="3"/> Sheltered <input type="text" value="4"/>	

Start Interview Here:

About you and your household

QUOTA C 1. Is your home Owned by you or your family <input type="text" value="1"/> Rented from Boston Mayflower <input type="text" value="2"/> Rented privately <input type="text" value="3"/>	Q2
QUOTA D 2. Are you: Female <input type="text" value="1"/> Male <input type="text" value="2"/>	Q3
QUOTA E 3. Into which of the following age groups do you fall? 16 - 24 <input type="text" value="1"/> 25 - 44 <input type="text" value="2"/> 45 - 59 <input type="text" value="3"/> 60 - 74 <input type="text" value="4"/> 75 years + <input type="text" value="5"/>	SHOW CARD A Q4

4. Which of the following best describes your employment status?

Employee in full time job (30 hours or more per week) 1

Employee in part time job (Less than 30 hours per week) 2

Self employed (full or part time) 3

Government supported training 4

Unemployed and available for work 5

Wholly retired from work 6

Full-time education at school, college or university 7

Looking after family/home 8

Permanently sick/disabled 9

Doing something else (please specify) 10

TICK ONE ONLY
SHOW CARD B
Q5

5. Are any other members of your household in employment (full time, part time or self employed)?

Yes 1

No 2

Unsure 3

TICK ONE ONLY
Q6

6. Which of these statements best describes you (and your partner's) income?

Wholly from state benefits/state pensions 1

Partly from state benefits/state pensions 2

No state benefits/state pensions (apart from child benefit) 3

TICK ONE ONLY
SHOW CARD C
Q7

7. To which of the following groups do you consider you belong?

A. White

British 1

Irish 2

Any other White background 3

B. Mixed

White & Black Caribbean 4

White & Black African 5

White & Asian 6

Any other Mixed background 7

TICK ONE ONLY
SHOW CARD D

C. Asian or Asian British

Indian 8

Pakistani 9

Bangladeshi 10

Any other Asian background 11

D. Black or Black British

Caribbean 12

African 13

Any other Black background 14

E. Chinese or other ethnic group

Chinese 15

Portuguese 16

Other ethnic group 17

Q8

8. How would you describe the composition of your household?

One adult under 60 1

One adult aged 60 or over 2

Two adults both under 60 3

Two adults, at least one 60 or over 4

Three or more adults, 16 or over 5

1 parent family with child/ren, at least one under 16 6

2 parent family with child/ren, at least one under 16 7

Other 8

SHOW CARD E
Q9

9. In your household:

Do you have a child/children aged 16 or over? **Yes** 1 **No** 2

TICK ONE ONLY
Q10

10. Does anyone in your household, have any longstanding illness, disability or infirmity? 'Longstanding' means anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Yes 1

No 2

Don't know 2

TICK ONE ONLY
Q11
Q13

11. If anyone in your household has such an illness or disability, does this limit their activities in any way? Yes <input type="checkbox"/> 1 Q12 No <input type="checkbox"/> 2 Q13	
12. Are this person's activities limited due to any of the following: Mobility impairment <input type="checkbox"/> 1 Visual impairment <input type="checkbox"/> 2 Hearing impairment <input type="checkbox"/> 3 Learning difficulties <input type="checkbox"/> 4 Other mental health problems <input type="checkbox"/> 5	TICK ALL THAT APPLY SHOW CARD F Q13
ASK ALL 13. How many vehicles do you, or members of your household, regularly park on or near your property? None <input type="checkbox"/> 1 Q15 One <input type="checkbox"/> 2 Two <input type="checkbox"/> 3 Three or more <input type="checkbox"/> 4 Q14	TICK ONE ONLY Q15
14. Where are these vehicles normally parked? On the road <input type="checkbox"/> 1 Off street parking <input type="checkbox"/> 2 Garage <input type="checkbox"/> 3 Within the boundary of the property <input type="checkbox"/> 4	TICK ALL THAT APPLY SHOW CARD G Q15
ASK ALL 15. How long have you lived on the Fenside Estate? Under 2 years <input type="checkbox"/> 1 2 - 5 years <input type="checkbox"/> 2 6 - 10 years <input type="checkbox"/> 3 11 - 20 years <input type="checkbox"/> 4 Over 20 years <input type="checkbox"/> 5 Q16	TICK ONE ONLY Q16
Moving	
16. Would you still expect to be living in this property in 3 years time? Yes <input type="checkbox"/> 1 Q20 No <input type="checkbox"/> 2 Don't know <input type="checkbox"/> 3 Q17	TICK ONE ONLY Q20

17. If you moved, where would you seek to move to? Elsewhere on the Fenside Estate <input type="checkbox"/> 1 Somewhere other than the Fenside Estate <input type="checkbox"/> 2	TICK ONE ONLY Q18
18. Would you expect this home to be: Rented from Boston Mayflower <input type="checkbox"/> 1 Rented from another Housing Association <input type="checkbox"/> 2 Rented privately <input type="checkbox"/> 3 Your own home <input type="checkbox"/> 4 Shared ownership <input type="checkbox"/> 5 Other (please specify below) <input type="checkbox"/> 6 <input type="text"/>	TICK ONE ONLY SHOW CARD H Q19
19. What would be your reasons for moving? Need smaller property <input type="checkbox"/> 1 Need larger property <input type="checkbox"/> 2 Poor standard of current home <input type="checkbox"/> 3 Have trouble managing my current home <input type="checkbox"/> 4 Health problems <input type="checkbox"/> 5 Dislike this area <input type="checkbox"/> 6 Reputation of the area <input type="checkbox"/> 7 Lack of amenities in the area <input type="checkbox"/> 8 Want to buy my own home <input type="checkbox"/> 9 Rent is too high <input type="checkbox"/> 10 Dissatisfied with landlord <input type="checkbox"/> 11 Family reasons <input type="checkbox"/> 12 Neighbour problems <input type="checkbox"/> 13 Employment reasons <input type="checkbox"/> 14 Crime <input type="checkbox"/> 15 Vandalism <input type="checkbox"/> 16 Other (please specify below) <input type="checkbox"/> 17 <input type="text"/>	TICK ALL THAT APPLY SHOW CARD I Q20

The Fenside Estate

ASK ALL. SHOW CARD J. TICK ONLY ONE PER ROW.

20. How satisfied or dissatisfied are you with the following features of the Fenside Estate:

CIRCLE START		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion/ N.A.
A	Street lighting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
B	Condition of roads and pavements	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
C	The home that you live in	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
D	The external appearance of the properties	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
E	The fencing around the properties	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
F	The availability of parking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
G	The standard of grounds maintenance (e.g. grass cutting, hedge trimming)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
H	Arrangements for refuse disposal	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q21

SHOW CARD K. TICK ONE ONLY PER ROW.

21. Do you think that each of these is a serious, slight or not a problem in this neighbourhood?

CIRCLE START		Serious problem	Slight problem	Not a problem	No opinion/ Not applicable
A	Vandalism	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
B	Graffiti	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
C	Dogs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
D	Litter and rubbish in the street	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
E	Fly tipping	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
F	Abandoned cars	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
G	Problems with neighbours	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
H	Young people 'hanging around'	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
I	Racial harassment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
J	Noise from people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
K	Noise from traffic	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
L	Speeding traffic	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
M	People causing damage to your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
N	Drug dealing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
O	Other crime	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q22

Services and Facilities

SHOW CARD L. TICK ONLY ONE PER ROW.

22. How satisfied or dissatisfied are you with the following services and facilities available on the estate:

CIRCLE START		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion/ N.A.
A	Access to shops	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
B	Access to health facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
C	Help and support for families (e.g. social services, Sure Start)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
D	Access to job training	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
E	Access to employment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
F	Frequency of public transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
G	Accessibility of public transport (e.g. bus routes)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
H	The community centre	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
I	Accessibility of primary schools	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
J	Accessibility of secondary schools	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
K	The availability of childcare services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
L	Facilities for older children and young people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
M	Facilities for young children	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
N	Play areas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q23

SHOW CARD M. TICK ONLY ONE PER ROW.

23. Please tell us how much you agree or disagree with the following statements about possible services that Boston Mayflower may be able to offer in the future, both to tenants and other residents of the estate:

CIRCLE START		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion/ N.A.
A	I would be interested in using a competitively priced gardening/decorating/minor repair advice service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
B	I would be interested in using a competitively priced gardening/decorating/minor repair tool & equipment loan service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
C	I would be interested in using a competitively priced gardening/decorating/minor repair handy person service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q24

24. Are there any other services or facilities that you might like to see on the estate in addition to those discussed in the previous questions?

WRITE IN

Q25

Community Involvement

SHOW CARD M. TICK ONLY ONE PER ROW.

25. Please tell us how much you agree or disagree with the following statements:

CIRCLE START		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion/ N.A.
A	There is a good community spirit on the Fenside estate	1	2	3	4	5	6
B	It is important for me to feel part of my local community	1	2	3	4	5	6
C	I feel part of the community on the Fenside estate	1	2	3	4	5	6
D	I am generally aware of what is going on locally (e.g. news and events)	1	2	3	4	5	6

Q26

SHOW CARD N. TICK ALL THAT APPLY.

26. Which of the following community facilities, groups or events have you heard of?

27. Are you a member of this group/used this service?

	Q26 Tick if Yes	Q27 Tick if Yes
Boston Mayflower Area Board	1	1
Fenside Community Group	2	2
Sure Start	3	3
Home Start	4	4
Family Welfare Association	5	5

Q28

28. In the future, would you like to be involved in further consultation on issues that affect the Fenside Estate?

IF YES OR UNSURE PLEASE ASK RESPONDENT IF THEY WISH TO COMPLETE THE RESPONSE SLIP AT CLOSE OF INTERVIEW

Yes 1

Unsure 2

No 3

TICK ONE ONLY

Q29

Q30

29. How would you prefer to be consulted in the future?

By letter/questionnaire 1

By telephone 2

By e-mail/internet 3

Attending focus groups 4

Attending meetings or specific issues 5

Other (please specify below) 6

TICK ALL THAT APPLY

SHOW CARD
O

Q30

Fear of Crime:

30. In the last year, can you remember ever feeling worried about the following actually happening to you in the area? **SHOW CARD P. TICK ALL THAT APPLY.**
31. Have you or any member of your household experienced any of the following in the last 12 months? **SHOW CARD P. TICK ALL THAT APPLY.**

CIRCLE START		Q30 If Yes ✓	Q31 If Yes ✓
A	Having your home burgled	<input type="checkbox"/> 1	<input type="checkbox"/> 1
C	Theft from your grounds or outbuildings (e.g. shed/garage)	<input type="checkbox"/> 2	<input type="checkbox"/> 2
D	Vandalism or damage to your property	<input type="checkbox"/> 3	<input type="checkbox"/> 3
E	Having a car stolen	<input type="checkbox"/> 4	<input type="checkbox"/> 4
F	Having a car broken into/vandalised	<input type="checkbox"/> 5	<input type="checkbox"/> 5
G	Street robbery (mugging)	<input type="checkbox"/> 6	<input type="checkbox"/> 6
	Physical assault	<input type="checkbox"/> 7	<input type="checkbox"/> 7
J	Anti-social behaviour (e.g. verbal abuse/harassment)	<input type="checkbox"/> 8	<input type="checkbox"/> 8

Q32

<p>32. In the last 12 months, have you ever seen any evidence of illegal drug use anywhere on the estate?</p>	Yes <input type="checkbox"/> 1	<p>TICK ONE ONLY</p> <p>Q33</p>
	No <input type="checkbox"/> 2	

Overall Satisfaction:

SHOW CARD Q. TICK ONLY ONE PER ROW.

33. Please tell us how much you agree or disagree with the following statements:

CIRCLE START		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion/ N.A.
A	I feel that the Fenside Estate is a healthy environment to live in	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
B	The Fenside Estate has become a better place to live over the last few years	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
C	More should be done to improve the reputation of the estate	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
D	Overall I am happy to live on the Fenside Estate	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q34

34. Finally, please tell us which, if any, of the following you think are the good things about living on the Fenside Estate?

- | | | | | | |
|----------------------------|--------------------------|----|--|--------------------------|----|
| Good quality homes | <input type="checkbox"/> | 1 | Cleanliness of the estate | <input type="checkbox"/> | 11 |
| Friendly neighbours | <input type="checkbox"/> | 2 | Green open spaces | <input type="checkbox"/> | 12 |
| Near to friends/family | <input type="checkbox"/> | 3 | Good grounds maintenance on the estate | <input type="checkbox"/> | 13 |
| Sense of community spirit | <input type="checkbox"/> | 4 | Places for kids to play | <input type="checkbox"/> | 14 |
| The estate feels safe | <input type="checkbox"/> | 5 | CCTV cameras | <input type="checkbox"/> | 15 |
| Good transport links | <input type="checkbox"/> | 6 | Presence of neighbourhood wards | <input type="checkbox"/> | 16 |
| Near to good schools | <input type="checkbox"/> | 7 | Presence of local police | <input type="checkbox"/> | 17 |
| Near to shops | <input type="checkbox"/> | 8 | Access to Boston Mayflower's area office | <input type="checkbox"/> | 18 |
| Good health facilities | <input type="checkbox"/> | 9 | Boston Mayflower's staff | <input type="checkbox"/> | 19 |
| Near to leisure facilities | <input type="checkbox"/> | 10 | The general improvements in recent years | <input type="checkbox"/> | 20 |
| | | | Other (please specify below) | <input type="checkbox"/> | 21 |

TICK
ALL
THAT
APPLY
SHOW
CARD
R

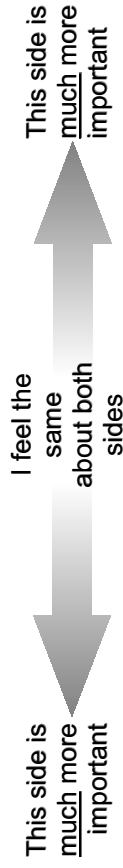
Q35

PASS THE PEN TO THE RESPONDENT AND ALLOW THEM TO COMPLETE THIS SECTION. SHOW CARD S

35. We asked a selection of residents what we could do to make this area a better place to live. Some of these ideas are given below and we would like to know how important they are compared to each other, in order to help Boston Mayflower and their partners decide how to target any future investments on the estate.

Important!

TICK ONE ONLY PER ROW
FILL IN ALL ROWS



Important!

TICK ONE ONLY PER ROW
FILL IN ALL ROWS

Work with others to reduce racial tension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Concentrate on road safety issues within the estate
Stop people dropping litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Improve the bus service to the estate (e.g. running later)
Encourage more shops onto the estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tackle anti-social behaviour in general
Tackle drug dealers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Encourage local businesses to provide job opportunities
More facilities and activities for kids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clear the cuttings after the grass is mown
Better street and path lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Promote the good things about the Fenside estate
More and better fencing on the estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Stop people dropping litter
Do more to control dogs, i.e. dog mess and noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Work to improve children's behaviour
Encourage local businesses to provide job opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Stop people from dumping rubbish
Tackle drug dealers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Encourage more shops onto the estate
Work with others to reduce racial tension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Better street and path lighting
Concentrate on road safety issues within the estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	More facilities and activities for kids
Improve the bus service to the estate (e.g. running later)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do more to control dogs, i.e. dog mess and noise
More off road parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Encourage healthier lifestyles

35. We asked a selection of residents what we could do to make this area a better place to live. Some of these ideas are given below and we would like to know how important they are compared to each other, in order to help Boston Mayflower and their partners decide how to target any future investments on the estate.

Important!

TICK ONE ONLY PER ROW
 FILL IN ALL ROWS



Important!

TICK ONE ONLY PER ROW
 FILL IN ALL ROWS

Encourage more shops onto the estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	More off road parking
Clear the cuttings after the grass is mown	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Work with others to reduce racial tension
Work to improve children's behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Stop people from dumping rubbish
Tackle anti-social behaviour in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Encourage healthier lifestyles
More and better fencing on the estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Better street and path lighting
Do more to control dogs, i.e. dog mess and noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Promote the good things about the Fenside estate
Encourage local businesses to provide job opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	More off road parking
Stop people from dumping rubbish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Improve the bus service to the estate (e.g. running later)
Encourage healthier lifestyles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Concentrate on road safety issues within the estate
Clear the cuttings after the grass is mown	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	More and better fencing on the estate
Work to improve children's behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tackle drug dealers
Tackle anti-social behaviour in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	More facilities and activities for kids
Promote the good things about the Fenside estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Stop people dropping litter

Appendix

4.5 Data summary

4.5 Data Summary

	Frequency	% overall	% valid
Area			
<i>Base: 378</i>			
1: Area 1 - Carlton	107	28.3	
2: Area 2 - Taverner	92	24.3	
3: Area 3 - Ingram	57	15.1	
4: Area 4 - Ingelow	122	32.3	
N/R	0	0.0	
Property type			
<i>Base: 378</i>			
5: House	293	77.5	
6: Flat/Maisonette	31	8.2	
7: Bungalow	54	14.3	
8: Sheltered	0	0.0	
N/R	0	0.0	
Q1 Type of tenancy			
<i>Base: 378</i>			
9: Owned by you or your family	55	14.6	
10: Rented from Boston Mayflower	314	83.1	
11: Rented privately	9	2.4	
N/R	0	0.0	
Q2 Gender			
<i>Base: 378</i>			
12: Female	224	59.3	
13: Male	154	40.7	
N/R	0	0.0	
Q3 Age			
<i>Base: 378</i>			
14: 16-24	68	18.0	
15: 25-44	144	38.1	
16: 45-59	74	19.6	
17: 60-74	54	14.3	
18: 75 years +	38	10.1	
N/R	0	0.0	
Q4 Employment status			
<i>Base: 378</i>			
19: Employee in full time job	69	18.3	
20: Employee in part time job	23	6.1	
21: Self employed	4	1.1	
22: Government supported training	1	0.3	
23: Unemployed-available for work	41	10.8	
24: Wholly retired from work	82	21.7	
25: Full time education	3	0.8	
26: Looking after family/home	97	25.7	
27: Permanently sick/disabled	54	14.3	
28: Doing something else	2	0.5	
N/R	2	0.5	
Q5 Other members of household in employment			
<i>Base: 378</i>			
29: Yes	91	24.1	
30: No	268	70.9	
31: Unsure	0	0.0	
N/R	19	5.0	

4.5 Data Summary

	Frequency	% overall	% valid
Q6 You and partner's income			
<i>Base: 378</i>			
32: Wholly state benefits/pensions	230	60.8	
33: Partly state benefits/pensions	36	9.5	
34: No state benefits/pensions	62	16.4	
N/R	50	13.2	
Q7 Ethnicity			
<i>Base: 378</i>			
35: British	353	93.4	
36: Irish	1	0.3	
37: Other White	6	1.6	
38: White & Black Caribbean	3	0.8	
39: White & Black African	0	0.0	
40: White & Asian	0	0.0	
41: Other Mixed	0	0.0	
42: Indian	0	0.0	
43: Pakistani	1	0.3	
44: Bangladeshi	0	0.0	
45: Other Asian	1	0.3	
46: Caribbean	0	0.0	
47: African	0	0.0	
48: Other Black	0	0.0	
49: Chinese	1	0.3	
50: Portuguese	7	1.9	
51: Other ethnic group	3	0.8	
N/R	2	0.5	
Q8 Household Type			
<i>Base: 378</i>			
52: One adult under 60	35	9.3	
53: One adult aged 60 or over	45	11.9	
54: Two adults both under 60	49	13.0	
55: Two adults-one 60 or over	30	7.9	
56: Three + adults-16 or over	29	7.7	
57: 1 parent family-child/ren <16	69	18.3	
58: 2 parent family-child/ren <16	82	21.7	
59: Other	1	0.3	
N/R	38	10.1	
Q9 Child/children aged 16 or over			
<i>Base: 378</i>			
60: Yes	60	15.9	
61: No	304	80.4	
N/R	14	3.7	
Q10 Anyone in household-illness/disability			
<i>Base: 378</i>			
62: Yes	126	33.3	
63: No	243	64.3	
64: Don't know	1	0.3	
N/R	8	2.1	
Q11 Longstanding illness/disability/infirmity			
<i>Base: 126</i>			
65: Yes	106	28.0	84.1
66: No	16	4.2	12.7
N/R	256	67.7	3.2

4.5 Data Summary

	Frequency	% overall	% valid
Q12 Activities limited due to the following			
<i>Base: 126</i>			
67: Mobility impairment	92	24.3	73.0
68: Visual impairment	3	0.8	2.4
69: Hearing impairment	1	0.3	0.8
70: Learning difficulties	2	0.5	1.6
71: Other mental health problems	12	3.2	9.5
N/R	274	72.5	17.5
Q13 Number of vehicles parked on or near property			
<i>Base: 378</i>			
72: None	201	53.2	
73: One	148	39.2	
74: Two	23	6.1	
75: Three or more	5	1.3	
N/R	1	0.3	
Q14 Where vehicles are normally parked			
<i>Base: 176</i>			
76: On the road	56	14.8	31.8
77: Off street parking	87	23.0	49.4
78: Garage	27	7.1	15.3
79: Within boundary of property	31	8.2	17.6
N/R	206	54.5	2.3
Q15 Number of years living on Fenside Estate			
<i>Base: 378</i>			
80: Under 2 years	85	22.5	
81: 2-5 years	72	19.0	
82: 6-10 years	59	15.6	
83: 11-20 years	52	13.8	
84: Over 20 years	107	28.3	
N/R	3	0.8	
Q16 Living in property in 3 years time			
<i>Base: 378</i>			
85: Yes	290	76.7	
86: No	61	16.1	
87: Don't know	26	6.9	
N/R	1	0.3	
Q17 Where you would seek to move to			
<i>Base: 87</i>			
88: Elsewhere on Fenside Estate	16	4.2	18.4
89: Other than Fenside Estate	66	17.5	75.9
N/R	296	78.3	5.7
Q18 Home expected to be:			
<i>Base: 87</i>			
90: Rented from Boston Mayflower	40	10.6	46.0
91: Rented from another H.A.	11	2.9	12.6
92: Rented privately	7	1.9	8.0
93: Your own home	15	4.0	17.2
94: Shared ownership	1	0.3	1.1
95: Other	7	1.9	8.0
N/R	297	78.6	6.9
Q19 Reasons for moving			
<i>Base: 87</i>			
96: Need smaller property	4	1.1	4.6

4.5 Data Summary

	Frequency	% overall	% valid
97: Need larger property	27	7.1	31.0
98: Poor standard of current home	1	0.3	1.1
99: Trouble managing current home	3	0.8	3.4
100: Health problems	7	1.9	8.0
101: Dislike this area	20	5.3	23.0
102: Reputation of the area	13	3.4	14.9
103: Lack of amenities in the area	7	1.9	8.0
104: Want to buy my own home	5	1.3	5.7
105: Rent is too high	1	0.3	1.1
106: Dissatisfied with landlord	0	0.0	0.0
107: Family reasons	5	1.3	5.7
108: Neighbour problems	5	1.3	5.7
109: Employment reasons	0	0.0	0.0
110: Crime	6	1.6	6.9
111: Vandalism	6	1.6	6.9
112: Other	12	3.2	13.8
N/R	297	78.6	6.9

Q20 Street lighting

Base: 378

113: Very satisfied	133	35.2	35.4
114: Fairly satisfied	159	42.1	42.3
115: Neither	22	5.8	5.9
116: Fairly dissatisfied	59	15.6	15.7
117: Very dissatisfied	3	0.8	0.8
118: No opinion/N.A.	1	0.3	
N/R	1	0.3	

Q20 Condition of roads and pavements

Base: 378

119: Very satisfied	86	22.8	22.9
120: Fairly satisfied	149	39.4	39.7
121: Neither	48	12.7	12.8
122: Fairly dissatisfied	74	19.6	19.7
123: Very dissatisfied	18	4.8	4.8
124: No opinion/N.A.	1	0.3	
N/R	2	0.5	

Q20 The home that you live in

Base: 378

125: Very satisfied	135	35.7	35.8
126: Fairly satisfied	156	41.3	41.4
127: Neither	55	14.6	14.6
128: Fairly dissatisfied	27	7.1	7.2
129: Very dissatisfied	4	1.1	1.1
130: No opinion/N.A.	0	0.0	
N/R	1	0.3	

Q20 The external appearance of properties

Base: 378

131: Very satisfied	96	25.4	25.5
132: Fairly satisfied	174	46.0	46.2
133: Neither	63	16.7	16.7
134: Fairly dissatisfied	38	10.1	10.1
135: Very dissatisfied	6	1.6	1.6
136: No opinion/N.A.	0	0.0	
N/R	1	0.3	

4.5 Data Summary

	Frequency	% overall	% valid
Q20 The fencing around the properties			
<i>Base: 378</i>			
137: Very satisfied	76	20.1	20.5
138: Fairly satisfied	116	30.7	31.4
139: Neither	78	20.6	21.1
140: Fairly dissatisfied	81	21.4	21.9
141: Very dissatisfied	19	5.0	5.1
142: No opinion/N.A.	7	1.9	
N/R	1	0.3	
Q20 The availability of parking			
<i>Base: 378</i>			
143: Very satisfied	62	16.4	18.8
144: Fairly satisfied	102	27.0	31.0
145: Neither	93	24.6	28.3
146: Fairly dissatisfied	52	13.8	15.8
147: Very dissatisfied	20	5.3	6.1
148: No opinion/N.A.	47	12.4	
N/R	2	0.5	
Q20 The standard of grounds maintenance			
<i>Base: 378</i>			
149: Very satisfied	47	12.4	12.7
150: Fairly satisfied	139	36.8	37.7
151: Neither	103	27.2	27.9
152: Fairly dissatisfied	60	15.9	16.3
153: Very dissatisfied	20	5.3	5.4
154: No opinion/N.A.	6	1.6	
N/R	3	0.8	
Q20 Arrangements for refuse disposal			
<i>Base: 378</i>			
155: Very satisfied	95	25.1	25.3
156: Fairly satisfied	116	30.7	30.9
157: Neither	84	22.2	22.3
158: Fairly dissatisfied	69	18.3	18.4
159: Very dissatisfied	12	3.2	3.2
160: No opinion/N.A.	1	0.3	
N/R	1	0.3	
Q21 Vandalism			
<i>Base: 378</i>			
161: Serious problem	55	14.6	14.7
162: Slight problem	155	41.0	41.3
163: Not a problem	165	43.7	44.0
164: No opinion/N.A.	2	0.5	
N/R	1	0.3	
Q21 Graffiti			
<i>Base: 378</i>			
165: Serious problem	19	5.0	5.1
166: Slight problem	50	13.2	13.3
167: Not a problem	307	81.2	81.6
168: No opinion/N.A.	1	0.3	
N/R	1	0.3	
Q21 Dogs			
<i>Base: 378</i>			
169: Serious problem	56	14.8	14.9
170: Slight problem	118	31.2	31.3

4.5 Data Summary

	Frequency	% overall	% valid
171: Not a problem	203	53.7	53.8
172: No opinion/N.A.	0	0.0	
N/R	1	0.3	
Q21 Litter and rubbish in the street Base: 378			
173: Serious problem	96	25.4	25.5
174: Slight problem	95	25.1	25.3
175: Not a problem	185	48.9	49.2
176: No opinion/N.A.	1	0.3	
N/R	1	0.3	
Q21 Fly tipping Base: 378			
177: Serious problem	26	6.9	7.0
178: Slight problem	35	9.3	9.4
179: Not a problem	312	82.5	83.6
180: No opinion/N.A.	4	1.1	
N/R	1	0.3	
Q21 Abandoned cars Base: 378			
181: Serious problem	17	4.5	4.5
182: Slight problem	35	9.3	9.4
183: Not a problem	322	85.2	86.1
184: No opinion/N.A.	3	0.8	
N/R	1	0.3	
Q21 Problems with neighbours Base: 378			
185: Serious problem	16	4.2	4.3
186: Slight problem	33	8.7	8.8
187: Not a problem	326	86.2	86.9
188: No opinion/N.A.	1	0.3	
N/R	2	0.5	
Q21 Young people 'hanging around' Base: 378			
189: Serious problem	70	18.5	18.6
190: Slight problem	156	41.3	41.4
191: Not a problem	151	39.9	40.1
192: No opinion/N.A.	0	0.0	
N/R	1	0.3	
Q21 Racial harassment Base: 378			
193: Serious problem	6	1.6	1.6
194: Slight problem	24	6.3	6.4
195: Not a problem	345	91.3	92.0
196: No opinion/N.A.	0	0.0	
N/R	3	0.8	
Q21 Noise from people Base: 378			
197: Serious problem	22	5.8	5.9
198: Slight problem	59	15.6	15.7
199: Not a problem	295	78.0	78.5
200: No opinion/N.A.	0	0.0	

4.5 Data Summary

	Frequency	% overall	% valid
N/R	2	0.5	
Q21 Noise from traffic	<i>Base: 378</i>		
201: Serious problem	9	2.4	2.4
202: Slight problem	38	10.1	10.1
203: Not a problem	329	87.0	87.5
204: No opinion/N.A.	1	0.3	
N/R	1	0.3	
Q21 Speeding traffic	<i>Base: 378</i>		
205: Serious problem	58	15.3	15.4
206: Slight problem	66	17.5	17.5
207: Not a problem	253	66.9	67.1
208: No opinion/N.A.	0	0.0	
N/R	1	0.3	
Q21 People causing damage to your home	<i>Base: 378</i>		
209: Serious problem	12	3.2	3.2
210: Slight problem	36	9.5	9.6
211: Not a problem	327	86.5	87.2
212: No opinion/N.A.	0	0.0	
N/R	3	0.8	
Q21 Drug dealing	<i>Base: 378</i>		
213: Serious problem	82	21.7	22.7
214: Slight problem	63	16.7	17.4
215: Not a problem	217	57.4	59.9
216: No opinion/N.A.	15	4.0	
N/R	1	0.3	
Q21 Other crime	<i>Base: 378</i>		
217: Serious problem	20	5.3	5.6
218: Slight problem	114	30.2	31.8
219: Not a problem	224	59.3	62.6
220: No opinion/N.A.	8	2.1	
N/R	12	3.2	
Q22 Access to shops	<i>Base: 378</i>		
221: Very satisfied	123	32.5	32.6
222: Fairly satisfied	174	46.0	46.2
223: Neither	29	7.7	7.7
224: Fairly dissatisfied	48	12.7	12.7
225: Very dissatisfied	3	0.8	0.8
226: No opinion/N.A.	0	0.0	
N/R	1	0.3	
Q22 Access to health facilities	<i>Base: 378</i>		
227: Very satisfied	113	29.9	30.1
228: Fairly satisfied	146	38.6	38.8
229: Neither	45	11.9	12.0
230: Fairly dissatisfied	59	15.6	15.7
231: Very dissatisfied	13	3.4	3.5
232: No opinion/N.A.	1	0.3	

4.5 Data Summary

	Frequency	% overall	% valid
N/R	1	0.3	
Q22 Help and support for families	<i>Base: 378</i>		
233: Very satisfied	26	6.9	9.3
234: Fairly satisfied	110	29.1	39.3
235: Neither	112	29.6	40.0
236: Fairly dissatisfied	24	6.3	8.6
237: Very dissatisfied	8	2.1	2.9
238: No opinion/N.A.	98	25.9	
N/R	0	0.0	
Q22 Access to job training	<i>Base: 378</i>		
239: Very satisfied	15	4.0	6.7
240: Fairly satisfied	101	26.7	44.9
241: Neither	75	19.8	33.3
242: Fairly dissatisfied	28	7.4	12.4
243: Very dissatisfied	6	1.6	2.7
244: No opinion/N.A.	153	40.5	
N/R	0	0.0	
Q22 Access to employment	<i>Base: 378</i>		
245: Very satisfied	26	6.9	10.9
246: Fairly satisfied	102	27.0	42.7
247: Neither	65	17.2	27.2
248: Fairly dissatisfied	36	9.5	15.1
249: Very dissatisfied	10	2.6	4.2
250: No opinion/N.A.	139	36.8	
N/R	0	0.0	
Q22 Frequency of public transport	<i>Base: 378</i>		
251: Very satisfied	52	13.8	16.1
252: Fairly satisfied	145	38.4	44.9
253: Neither	53	14.0	16.4
254: Fairly dissatisfied	53	14.0	16.4
255: Very dissatisfied	20	5.3	6.2
256: No opinion/N.A.	55	14.6	
N/R	0	0.0	
Q22 Accessibility of public transport	<i>Base: 378</i>		
257: Very satisfied	87	23.0	26.5
258: Fairly satisfied	154	40.7	47.0
259: Neither	50	13.2	15.2
260: Fairly dissatisfied	32	8.5	9.8
261: Very dissatisfied	5	1.3	1.5
262: No opinion/N.A.	50	13.2	
N/R	0	0.0	
Q22 The community centre	<i>Base: 378</i>		
263: Very satisfied	24	6.3	11.2
264: Fairly satisfied	88	23.3	40.9
265: Neither	73	19.3	34.0
266: Fairly dissatisfied	20	5.3	9.3
267: Very dissatisfied	10	2.6	4.7

4.5 Data Summary

	Frequency	% overall	% valid
268: No opinion/N.A.	160	42.3	
N/R	3	0.8	
Q22 Accessibility of primary schools			
<i>Base: 378</i>			
269: Very satisfied	44	11.6	18.2
270: Fairly satisfied	128	33.9	52.9
271: Neither	33	8.7	13.6
272: Fairly dissatisfied	27	7.1	11.2
273: Very dissatisfied	10	2.6	4.1
274: No opinion/N.A.	136	36.0	
N/R	0	0.0	
Q22 Accessibility of secondary schools			
<i>Base: 378</i>			
275: Very satisfied	26	6.9	11.6
276: Fairly satisfied	117	31.0	52.2
277: Neither	45	11.9	20.1
278: Fairly dissatisfied	27	7.1	12.1
279: Very dissatisfied	9	2.4	4.0
280: No opinion/N.A.	153	40.5	
N/R	1	0.3	
Q22 Availability of childcare services			
<i>Base: 378</i>			
281: Very satisfied	12	3.2	6.1
282: Fairly satisfied	40	10.6	20.4
283: Neither	58	15.3	29.6
284: Fairly dissatisfied	21	5.6	10.7
285: Very dissatisfied	65	17.2	33.2
286: No opinion/N.A.	181	47.9	
N/R	1	0.3	
Q22 Facilities for older children and young people			
<i>Base: 378</i>			
287: Very satisfied	4	1.1	1.6
288: Fairly satisfied	47	12.4	18.5
289: Neither	40	10.6	15.7
290: Fairly dissatisfied	57	15.1	22.4
291: Very dissatisfied	106	28.0	41.7
292: No opinion/N.A.	123	32.5	
N/R	1	0.3	
Q22 Facilities for young children			
<i>Base: 378</i>			
293: Very satisfied	4	1.1	1.6
294: Fairly satisfied	62	16.4	24.4
295: Neither	41	10.8	16.1
296: Fairly dissatisfied	46	12.2	18.1
297: Very dissatisfied	101	26.7	39.8
298: No opinion/N.A.	124	32.8	
N/R	0	0.0	
Q22 Play areas			
<i>Base: 378</i>			
299: Very satisfied	7	1.9	2.6
300: Fairly satisfied	77	20.4	28.1
301: Neither	64	16.9	23.4
302: Fairly dissatisfied	50	13.2	18.2

4.5 Data Summary

	Frequency	% overall	% valid
303: Very dissatisfied	76	20.1	27.7
304: No opinion/N.A.	103	27.2	
N/R	1	0.3	

Q23 Interested-competitively priced advice service

Base: 378

305: Strongly agree	12	3.2	3.4
306: Tend to agree	56	14.8	15.6
307: Neither	27	7.1	7.5
308: Tend to disagree	68	18.0	19.0
309: Strongly disagree	195	51.6	54.5
310: No opinion/N.A.	19	5.0	
N/R	1	0.3	

Q23 Interested- tool & equipment loan service

Base: 378

311: Strongly agree	14	3.7	3.9
312: Tend to agree	46	12.2	13.0
313: Neither	38	10.1	10.7
314: Tend to disagree	41	10.8	11.5
315: Strongly disagree	216	57.1	60.8
316: No opinion/N.A.	22	5.8	
N/R	1	0.3	

Q23 Interested- handy person service

Base: 378

317: Strongly agree	22	5.8	6.2
318: Tend to agree	47	12.4	13.2
319: Neither	43	11.4	12.1
320: Tend to disagree	56	14.8	15.7
321: Strongly disagree	188	49.7	52.8
322: No opinion/N.A.	21	5.6	
N/R	1	0.3	

Q25 There is a good community spirit on the estate

Base: 378

323: Strongly agree	31	8.2	8.5
324: Tend to agree	116	30.7	31.9
325: Neither	77	20.4	21.2
326: Tend to disagree	71	18.8	19.5
327: Strongly disagree	69	18.3	19.0
328: No opinion/N.A.	14	3.7	
N/R	0	0.0	

Q25 Important to feel part of local community

Base: 378

329: Strongly agree	40	10.6	10.7
330: Tend to agree	100	26.5	26.8
331: Neither	56	14.8	15.0
332: Tend to disagree	61	16.1	16.4
333: Strongly disagree	116	30.7	31.1
334: No opinion/N.A.	5	1.3	
N/R	0	0.0	

Q25 Feel part of community on Fenside estate

Base: 378

335: Strongly agree	39	10.3	10.5
336: Tend to agree	97	25.7	26.1
337: Neither	63	16.7	16.9

4.5 Data Summary

	Frequency	% overall	% valid
338: Tend to disagree	71	18.8	19.1
339: Strongly disagree	102	27.0	27.4
340: No opinion/N.A.	6	1.6	
N/R	0	0.0	
Q25 Generally aware of what's going on locally			
<i>Base: 378</i>			
341: Strongly agree	51	13.5	13.6
342: Tend to agree	123	32.5	32.8
343: Neither	132	34.9	35.2
344: Tend to disagree	48	12.7	12.8
345: Strongly disagree	21	5.6	5.6
346: No opinion/N.A.	3	0.8	
N/R	0	0.0	
Q26 Heard of following facilities/groups/events			
<i>Base: 378</i>			
347: Boston Mayflower Area Board	178	47.1	
348: Fenside Community Group	211	55.8	
349: Sure Start	219	57.9	
350: Home Start	158	41.8	
351: Family Welfare Association	88	23.3	
N/R	41	10.8	
Q27 A member of this group/used this service			
<i>Base: 378</i>			
352: Boston Mayflower Area Board	5	1.3	
353: Fenside Community Group	9	2.4	
354: Sure Start	35	9.3	
355: Home Start	9	2.4	
356: Family Welfare Association	0	0.0	
N/R	333	88.1	
Q28 Further consultation on estate issues			
<i>Base: 378</i>			
357: Yes	96	25.4	
358: Unsure	8	2.1	
359: No	272	72.0	
N/R	2	0.5	
Q29 Preferred method of consultation in future			
<i>Base: 104</i>			
360: By letter/questionnaire	92	24.3	88.5
361: By telephone	8	2.1	7.7
362: By e-mail/internet	2	0.5	1.9
363: Attending focus groups	4	1.1	3.8
364: Attend meeting/specific issues	21	5.6	20.2
365: Other	0	0.0	0.0
N/R	279	73.8	4.8
Q30 Worried about this happening-last 12 months			
<i>Base: 378</i>			
366: Having your home burgled	185	48.9	
367: Theft from grounds/outbuilding	190	50.3	
368: Vandalism/damage to property	159	42.1	
369: Having a car stolen	77	20.4	
370: A car broken into/vandalised	89	23.5	
371: Street robbery	75	19.8	
372: Physical assault	67	17.7	

4.5 Data Summary

	Frequency	% overall	% valid
373: Anti-social behaviour	85	22.5	
N/R	114	30.2	
Q31 Experienced the following in last 12 months			
<i>Base: 378</i>			
374: Having your home burgled	26	6.9	
375: Theft from grounds/outbuilding	48	12.7	
376: Vandalism/damage to property	39	10.3	
377: Having a car stolen	5	1.3	
378: A car broken into/vandalised	34	9.0	
379: Street robbery	3	0.8	
380: Physical assault	4	1.1	
381: Anti-social behaviour	48	12.7	
N/R	266	70.4	
Q32 Seen evidence-illegal drug use-last 12 months			
<i>Base: 378</i>			
382: Yes	73	19.3	
383: No	268	70.9	
N/R	37	9.8	
Q33 Fenside Estate is a healthy env. to live in			
<i>Base: 378</i>			
384: Strongly agree	40	10.6	10.7
385: Tend to agree	139	36.8	37.3
386: Neither	106	28.0	28.4
387: Tend to disagree	60	15.9	16.1
388: Strongly disagree	28	7.4	7.5
389: No opinion/N.A.	4	1.1	
N/R	1	0.3	
Q33 Fen. Est.-better place to live-last few years			
<i>Base: 378</i>			
390: Strongly agree	86	22.8	24.3
391: Tend to agree	110	29.1	31.1
392: Neither	93	24.6	26.3
393: Tend to disagree	36	9.5	10.2
394: Strongly disagree	29	7.7	8.2
395: No opinion/N.A.	21	5.6	
N/R	3	0.8	
Q33 More should be done to improve rep. of estate			
<i>Base: 378</i>			
396: Strongly agree	238	63.0	64.3
397: Tend to agree	80	21.2	21.6
398: Neither	35	9.3	9.5
399: Tend to disagree	16	4.2	4.3
400: Strongly disagree	1	0.3	0.3
401: No opinion/N.A.	7	1.9	
N/R	1	0.3	
Q33 Overall happy to live on Fenside Estate			
<i>Base: 378</i>			
402: Strongly agree	132	34.9	35.2
403: Tend to agree	104	27.5	27.7
404: Neither	93	24.6	24.8
405: Tend to disagree	26	6.9	6.9
406: Strongly disagree	20	5.3	5.3
407: No opinion/N.A.	2	0.5	

4.5 Data Summary

	Frequency	% overall	% valid
N/R	1	0.3	
Q34 Good things about living on the estate	<i>Base: 378</i>		
408: Good quality homes	132	34.9	
409: Friendly neighbours	230	60.8	
410: Near to friends/family	232	61.4	
411: Sense of community spirit	58	15.3	
412: The estate feels safe	115	30.4	
413: Good transport links	76	20.1	
414: Near to good schools	120	31.7	
415: Near to shops	200	52.9	
416: Good health facilities	153	40.5	
417: Near to leisure facilities	28	7.4	
418: Cleanliness of the estate	55	14.6	
419: Green open spaces	110	29.1	
420: Good grounds maintenance	43	11.4	
421: Places for kids to play	49	13.0	
422: CCTV cameras	144	38.1	
423: Presence-neighbourhood wards	16	4.2	
424: Presence of local police	62	16.4	
425: Access to B.M. area office	134	35.4	
426: Boston Mayflower's staff	79	20.9	
427: Gen. improvements-recent years	134	35.4	
428: Other	2	0.5	
N/R	7	1.9	