

Recession, resilience and rebalancing social economies in Northern Ireland's neighbourhoods: *findings from a baseline survey of residents*

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Recession, Resilience and Rebalancing Social Economies in Northern Ireland's Neighbourhoods: Findings from a Baseline Survey of Residents

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Disclaimer: This research forms part of a programme of independent research commissioned by OFMDFM to inform the policy development process and consequently the views expressed and conclusions drawn are those of the author and not necessarily those of OFMDFM

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Contents

Executive Summary	i
1. Introduction	1
1.1. Introduction	1
1.2. The Northern Ireland Economy.....	2
1.3. Poverty and welfare reform	2
1.4. Good relations.....	4
1.5. Austerity and Northern Ireland's relationship with Westminster	6
1.6. Nature, scope and structure of this report.....	8
2. Approach to the Research.....	10
2.1. Introduction	10
2.2. About the research.....	10
2.3. Research aims and objectives.....	11
2.4. Analytical framework	12
2.5. An overview of the research methodology and process.....	15
2.6. Assessing the contribution of the VCS to the local economies of our case studies	16
2.7. The Baseline Household Survey	18
2.8. Weighting and Confidence Intervals	20
3. Establishing a Baseline: Health, Neighbourhood, Getting-by, and Well-being	22
3.1. Introduction	22
3.2. Health.....	23
3.3. Financial circumstances and 'getting-by'	25
3.4. Neighbourhood and Community.....	31
3.5. Well-being and Quality of life.....	38
3.6. Conclusion	41

4. Establishing a Baseline: Volunteering.....	44
4.1. Introduction	44
4.2. Formal volunteering.....	45
4.3. Informal volunteering.....	49
4.4. Helping out in general	52
4.5. Conclusion	53
5. Valuing Volunteering	55
5.1. Introduction	55
5.2. Estimating the amount of volunteering in each neighbourhood.....	56
5.3. The economic value of volunteering.....	58
5.4. The value of volunteering to organisations	61
5.5. The value of volunteering to volunteers	64
5.6. Summary.....	66
6. Conclusion	68
6.1. Next steps for the study.....	70
Appendix 1: Further Information about the Approach to the Research	72
A1.1. Introduction	72
A1.2. Setting the research in context: stakeholder interviews	72
A1.3. The Case Study Selection Process	73
A1.4. Resident Panel.....	75
A1.5. Report Writing and Dissemination	77
Appendix 2	79
A2.1. Introduction	79
A2.2. Three ‘disadvantaged’ areas	79
A2.3. Comparator ‘better off’ case study: Erinvale	81
A2.4. Case study tables: 2011 Census	82
A2.5. Case Study Maps.....	86
Appendix 3: Additional Tables	94
A3.1. Health, Getting-by, Neighbourhood and Well-being.....	94

A3.2. Establishing a Baseline: Volunteering	112
Appendix 4: Questionnaire Template	116

Table of Tables

Table 2.1: Dynamics of Neighbourhood Change	12
Table 2.2: Roles and Functions of the Social Economy	13
Table 2.3: Stage 1 weights - age and gender by area	20
Table 2.4: Stage 2 weights - area level	21
Table 2.4: Estimates maximum confidence intervals at a neighbourhood level	21
Table 3.1: Long-standing illness by case study neighbourhood (proportion of respondents)	23
Table 3.2: Long-term mental health problems by case study neighbourhood (proportion of respondents)	24
Table 3.3: Levels of Anxiety by case study neighbourhood (percentage of respondents)	24
Table 3.4: General Health by Case Study Neighbourhood (percentage of respondents)	25
Table 3.5: Household income by case study neighbourhood (percentage of respondents)	25
Table 3.6: Proportion of respondents who are behind with household bills by case study neighbourhood (percentage of respondents)	26
Table 3.7: Proportion of respondents who are behind with 'other' bills and payments by case study neighbourhood (percentage of respondents)	27
Table 3.8: Proportion of respondents who are behind with any bills or payments by case study neighbourhood (percentage of respondents)	27
Table 3.9: Proportion of respondents with savings by case study neighbourhood (percentage of respondents)	28
Table 3.10: Changes in household income over the last year by case study neighbourhood (percentage of respondents)	29
Table 3.11: Proportion of respondents who have 'run out of money before the end of the week or month' in the last year by case study neighbourhood (percentage of respondents)	30
Table 3.12: How poorly or well respondents are managing financially by case study neighbourhood (percentage of respondents)	31
Table 3.13: Length of residence by case study neighbourhood (percentage of respondents)	32
Table 3.14: Neighbourhood attachment by case study neighbourhood (percentage of respondents)	33
Table 3.15: Proportion of respondents who believe that people in this neighbourhood share the same values by case study neighbourhood (percentage of respondents)	34

Table 3.16: Proportion of respondents who trust people in their neighbourhood by case study neighbourhood (percentage of respondents)	35
Table 3.17: Proportion of respondents who reported that 'people in this neighbourhood pull together to improve the neighbourhood' by case study neighbourhood (percentage of respondents)	36
Table 3.18: Proportion of respondents who reported that their area had got better or worse over the last two years by case study neighbourhood (percentage of respondents)	37
Table 3.19: Neighbourhood satisfaction by case study neighbourhood (percentage of respondents)	38
Table 3.20: Proportion of respondents who feel the things they do in their life are worthwhile by case study neighbourhood (percentage of respondents)	39
Table 3.21: Proportion of respondents who are 'happy' by case study neighbourhood (percentage of respondents)	39
Table 3.22: Proportion of respondents who are satisfied with their lives by case study neighbourhood (percentage of respondents)	40
Table 4.1: Percentage of respondents involved in formal volunteering in the past 12 months by case study neighbourhood	45
Table 4.2: Percentage of respondents involved in formal volunteering at least once a month by case study neighbourhood	46
Table 4.3: Percentage of respondents involved in formal volunteering within the neighbourhood in the past 12 months by case study neighbourhood	48
Table 4.4: Percentage of respondents involved in formal volunteering with different types of organisation in the past 12 months by case study neighbourhood	49
Table 4.5: Percentage of respondents involved in informal volunteering in the past 12 months by case study neighbourhood	50
Table 4.6: Percentage of respondents involved in informal volunteering at least once a month by case study neighbourhood: proportion of respondents helping-out at least once a month	51
Table 4.7: Percentage of respondents involved in informal volunteering within the neighbourhood in the past 12 months by case study neighbourhood	52
Table 4.8: Percentage of respondents involved in formal or informal volunteering in the past 12 months by case study neighbourhood (D1a/D9)	53
Table 5.1a: Estimated total volunteer hours in each case study neighbourhood in the last 12 months	57
Table 5.1b: Estimated per capita volunteer hours in each case study neighbourhood in the last 12 months	57
Table 5.2a: Estimated total volunteer hours in each case study neighbourhood in the last 12 months (outliers removed)	58
Table 5.2b: Estimated per capita volunteer hours in each case study neighbourhood in the last 12 months (outliers removed)	58

Table 5.3a: Estimated value of the volunteering output in each case study neighbourhood.....	59
Table 5.3b: Estimated value of the volunteering output in each case study neighbourhood (outliers removed).....	59
Table 5.4a: Estimated value of the volunteering input in each case study neighbourhood - national minimum wage	62
Table 5.4b: Estimated value of the volunteering input in each case study neighbourhood - national minimum wage (outliers removed).....	62
Table 5.4c: Estimated value of the volunteering input in each case study neighbourhood - local median wage.....	63
Table 5.4d: Estimated value of the volunteering input in each case study neighbourhood - local median wage (outliers removed)	63
Table 5.5: Estimated value of the well-being benefits to volunteers in each case study neighbourhood	65
Table A2.1: Religious background	82
Table A2.2: Unemployment, dependents and long-term health conditions.....	83
Table A2.3: Economic Activity	84
Table A2.4: Types of long term health condition	85
Table A2.5: Housing Tenure	86
Table A3.1: Long-standing illness by gender, age, SEG and religion (proportion of respondents)	94
Table A3.2: Long-term mental health problems by gender, age, SEG and religion (proportion of respondents)	95
Table A3.3: Long-term drug/ alcohol health problems by gender, age, SEG and religion (proportion of respondents)	95
Table A3.4: Learning difficulties by gender, age, SEG and religion (proportion of respondents) ...	96
Table A3.5: Other long-term health issues by gender, age, SEG and religion (proportion of respondents)	96
Table A3.6: Care responsibilities by gender, age, SEG and religion (proportion of respondents).	97
Table A3.7: Levels of Anxiety by gender, age, SEG and religion (percentage of respondents)	97
Table A3.8: General Health by gender, age, SEG and religion (percentage of respondents)	98
Table A3.9: Proportion of respondents who are behind with household bills by gender, age, SEG and religion (percentage of respondents)	98
Table A3.10: Proportion of respondents who are behind with 'other' bills and payments by gender, age, SEG and religion (percentage of respondents)	99
Table A3.11: Proportion of respondents who are behind with any bills or payments by gender, age, SEG and religion (percentage of respondents)	99

Table A3.12: Proportion of respondents with savings by gender, age, SEG and religion (percentage of respondents)	100
Table A3.13: Changes in household income over the last year by gender, age, SEG and religion (percentage of respondents)	100
Table A3.14: Proportion of respondents who have 'run out of money before the end of the week or month' in the last year by gender, age, SEG and religion (percentage of respondents)	101
Table A3.15: How poorly or well respondents are managing financially by gender, age, SEG and religion (percentage of respondents)	102
Table A3.16: Length of residence by gender, age, SEG and religion (percentage of respondents)	103
Table A3.17: Neighbourhood attachment by gender, age, SEG and religion (percentage of respondents)	104
Table A3.18: Proportion of respondents who believe that people in this neighbourhood share the same values by gender, age, SEG and religion (percentage of respondents).....	104
Table A3.19: Proportion of respondents who trust people in their neighbourhood by gender, age, SEG and religion (percentage of respondents)	105
Table A3.20: Proportion of respondents who reported that 'people in this neighbourhood pull together to improve the neighbourhood' by gender, age, SEG and religion (percentage of respondents)	106
Table A3.21: Proportion of respondents who reported that their area had got better or worse over the last two years by gender, age, SEG and religion (percentage of respondents)	107
Table A3.22: Neighbourhood satisfaction by gender, age, SEG and religion (percentage of respondents)	108
Table A3.23: Proportion of respondents who feel the things they do in their life are worthwhile by gender, age, SEG and religion (percentage of respondents)	109
Table A3.24: Proportion of respondents who are 'happy' by case study neighbourhood (percentage of respondents)	110
Table A3.25: Proportion of respondents who are satisfied with their lives by gender, age, SEG and religion (percentage of respondents)	111
Table A3.26: Percentage of respondents involved in formal volunteering in the past 12 months by demographic characteristics (D1a) (Per cent).....	112
Table A3.27: Percentage of respondents involved in formal volunteering at least once a month by demographic characteristics (D1a/D4) (Per cent)	112
Table A3.28: Percentage of respondents involved in formal volunteering within the neighbourhood in the past 12 months by demographic characteristics (D7) (Per cent)	113
Table A3.29: Percentage of respondents involved in informal volunteering in the past 12 months by demographic characteristics (D9) (Per cent).....	114
Table A3.30: Percentage of respondents involved in informal volunteering at least once a month by demographic characteristics: proportion of respondents helping-out at least once a month (D10) (Per cent).....	114

Table A3.31: Percentage of respondents involved in informal volunteering within the neighbourhood in the past 12 months by demographic characteristics (D13) (Per cent)	115
Table A3.32: Percentage of respondents involved in formal or informal volunteering in the past 12 months by demographic characteristics (D1a/D9) (Per cent)	115

Table of Figures

Figure 2.1: Analytical Framework.....	14
Map A2.1a: East Belfast: Short Strand and Lower Castlereagh - neighbourhood scale	86
Map A2.1b: East Belfast: Short Strand and Lower Castlereagh - city scale	87
Map A2.2a: Derry/Londonderry: Top-of-the-Hill and Irish Street - neighbourhood scale.....	88
Map A2.2b: Derry/Londonderry: Top-of-the-Hill and Irish Street - wider scale.....	89
Map A2.3a: Sion Mills- neighbourhood scale	90
Map A2.3b: Sion Mills - wider scale	91
Map A2.4a: Erinvale - neighbourhood scale	92
Map A2.4b: Erinvale - wider scale.....	93

Executive Summary

In recent times the population of Northern Ireland has been confronted by a number of developments which have had an adverse effect on their lives, with residents living in disadvantaged neighbourhoods being particularly hard hit. These include: declining real income levels; rising unemployment and declining employment opportunities; the consequences of declining public spend at the neighbourhood level; and rising food, transport and energy costs. However, for many residents it is likely that their lives will become even more challenging in the future with the introduction of key welfare reforms such as the Removal of the Spare Room Subsidy (the so-called, 'bedroom tax') and a benefit 'cap'. How they, and the neighbourhoods they live in, cope (or not) - that is, how resilient they are - is the focus of this research, which seeks to explore and understand resilience. As part of this exercise, the research will also explore the role of the voluntary and community sector in terms of helping residents and neighbourhoods to 'get-by' in challenging times, and the extent to which it contributes to any rebalancing of the economies of neighbourhoods.

The study, which is funded by the Office for the First Minister and Deputy First Minister and runs from March 2012 to March 2015, is being undertaken by a team of academics from Sheffield Hallam University, Queen's University Belfast and the University of Sheffield. While the team are employing a range of quantitative and qualitative research instruments, including in-depth interviews with residents and local stakeholders, and photographic and diary keeping exercises, this report is concerned solely with presenting the key findings to emerge from a household survey of 939 residents. This survey was conducted in order to establish the baseline position for respondents in the study's case neighbourhoods which are: the 'disadvantaged'¹ (as defined by deprivation indices) neighbourhoods of Sion Mills (a village located close to Strabane); Inner East Belfast (Short Strand and Lower Castlereagh) and the Waterside area of Londonderry/Derry (Top-of-the-Hill² and Irish Street), and the 'better-off', comparator area of Erinvale, in the south-west of the Greater Belfast conurbation.

This report, which is the first of five written outputs by the study team, presents the key findings to emerge from this survey. Befitting its status as a **baseline report**, it is concerned with compiling a picture of residents' circumstances and how they are 'getting-by' **now**. It does not tell us how they will cope in the **future** and how resilient they may be to potential future stressors such as welfare reform, a continuation of the economic downturn, and declining public spend at the neighbourhood level. Furthermore, it does not tell us how the voluntary sector and social economies will evolve over the duration of the study. However, it does provide an insight into how things **may** pan out in the future. Before considering these, it is important to offer some other caveats about the research:

- The report was written in May 2013.
- The content focuses **solely on data from the baseline household survey**. No data from the on-going qualitative fieldwork with both residents and key local stakeholders,

¹ Although the *Multiple Deprivation Measure* index reveals all the 'disadvantaged' case neighbourhoods to be relatively deprived, the level and nature of deprivation differs between them and, reflecting this, the case study neighbourhoods may be described as being relatively heterogeneous.

² The area is also known as 'Gobnascale'.

or from the Voluntary and Community Sector (VCS) mapping exercise that team are undertaking, are included. However, this will not be the case for future written outputs produced by the team which will combine the data it has collected and will have thematic (and not methodological) foci.

- Inevitably, given its function of establishing a statistical baseline position for the case studies, the report is largely **descriptive in nature**. The same will not be the case for future report outputs, including the Final Report, which will be more interpretative, analytical and theoretical in nature, drawing on the analytical framework highlighted in Chapter Two. Furthermore, as the study progresses the project team will be in a better position to make recommendations for policy and they will be a feature of all its future written outputs. However, while it is too early to make policy 'recommendations', this report does highlight a number of reflections for policy, which are highlighted in Chapter Six.
- The report focuses on establishing the baseline position in relation to two issues which lie at the heart of the research: i) quality of life and resilience; and ii) community participation, volunteering and the social economy. The household survey will have provided other material which will be used in various outputs within the dissemination strategy.
- This is not a study of 'community relations' and divided communities, although, of course, these issues have had an impact on the nature of the data collected as well as on the data collection process. **The study team is fully aware of the importance of framing the research within the unique social, economic, political, historical, and cultural context that exists within Northern Ireland, and this will be done at every stage in the process.**

The key findings of the report are:

- The disadvantaged neighbourhoods house a sizeable proportion of residents who are already struggling to get-by (in a number of different respects) and who, as a result, may be susceptible to future stressors, such as the benefit changes associated with welfare reform (in particular) or any continuation of the economic downturn. And these stressors could potentially 'tip them over the edge'. Establishing whether this happens will be one of the goals of the research.
- However, it is important to note that despite appearing to live very challenging lives, residents in the disadvantaged case studies recorded relatively high quality of life scores. While the study team will explore the reasons for this through its future quantitative and qualitative research activities, it is perhaps illustrative of (some degree of) 'resilience' on the part of residents in our disadvantaged neighbourhoods, who somehow find ways to get-by in very difficult circumstances.
- The disadvantaged neighbourhoods exhibited higher levels of social capital and cohesion than the comparator. Furthermore, the level of volunteering (both formal and informal) was also higher in them. These attributes potentially make them better placed than the comparator area (in relation to community resources) to deal with any future stressors.
- However, it is important to make two further observations about the level of community resources (i.e. social capital and volunteering) in the disadvantaged neighbourhoods. First, taking a UK wide perspective, the level of volunteering within them is relatively low. Second, the 'level' of community resources appears to vary by area with Short Strand and Sion Mills exhibiting the highest (they have the highest volunteering rates, the highest monetary values for the economic value of volunteering, and score highly in terms of social capital and social cohesiveness), with Lower Castlereagh appearing to have the lowest (it has relatively low levels of social capital, and low levels of formal and informal volunteering).

- Furthermore, a similar pattern emerged in terms of the resources (health and financial) of individuals with Lower Castlereagh and Top-of-the-Hill appearing to have the highest proportion of respondents with scarce resources, particularly financial (many residents in the areas appeared to be finding it difficult to get-by).
- Taking the last two points together, this suggests, then, that the impact of any future stressors, such as welfare reform, may be felt unevenly across the case studies and impact on them in different ways, with the ability of residents to cope with stressors varying by area. Again, whether, in practice, this actually turns out to be the case will be established by the study team over the course of the next 18 months.
- The level of volunteering, both formal and informal, along with its monetary social value, differs markedly across the disadvantaged neighbourhoods. And at the beginning of the study it appears that they are very much at different starting points in terms of their VCS development, a supposition that is backed-up by qualitative work undertaken by the study team, and specifically interviews with key local stakeholders. This will undoubtedly have an impact on their capacity to evolve over the duration of the study and the extent to which they can contribute to any re-balancing of their local economies.
- As anticipated, the comparator area is different to the disadvantaged neighbourhoods in a number of different ways. Its residents have more economic resources and, as a result, appear to be getting-by better than their counterparts in the disadvantaged neighbourhoods. However, the area is less socially cohesive and has a level of volunteering (both formal and informal) that is only broadly in line with the average for the deprived neighbourhoods. What this means in terms of how resilient the area will be in the face of any future stressors, how its VCS and social economy will evolve in the future, and how it will fare compared to the disadvantaged neighbourhoods, will be explored by the study team in its subsequent research activities.
- In terms of the next steps for the study team, it is currently in the process of analysing the qualitative data generated by 75 in-depth interviews undertaken with residents across the case studies. Once this task is completed, it will begin work on producing its next written output: the first of three thematic working papers. The papers, which will draw on both quantitative and qualitative data collected by the study team, will focus on the issue of how residents 'get-by' in often very challenging circumstances. It will examine a range of issues including: the extent to which residents in all our case studies are 'getting-by' financially; identifying the 'strategies' put in place by them to help them to do so; and identifying and exploring those factors which appear to help them 'get-by'. It is envisaged that the paper will be published at the end of 2013.

Introduction

1.1. Introduction

This report is the first in a series of outputs from a study concerned with resilience and 're-balancing' in Northern Ireland's neighbourhoods, with particular attention focusing on disadvantaged areas. It is concerned with two issues in particular. First, it is concerned with exploring how neighbourhoods respond to a number of potential stressors, such as welfare reform and the continuing economic downturn. Second, at a time when public sector spend at the neighbourhood level is declining, it is concerned with exploring whether (and how) their social economies contribute to any re-balancing of local economies. The study, which is funded by the Office for the First Minister and Deputy First Minister and runs from March 2012 to March 2015, is being undertaken by a team of academics from Sheffield Hallam University, Queen's University Belfast and the University of Sheffield.

While the team are employing a range of quantitative and qualitative research instruments, including in-depth interviews with residents and local stakeholders, and photographic and diary keeping exercises, this report is concerned solely with presenting the key findings to emerge from a household survey of 939 residents. This survey was conducted in order to establish the baseline position for respondents in the study's case neighbourhoods which are: the disadvantaged neighbourhoods of Sion Mills (located close to Strabane); East Belfast (Short Strand and Lower Castlereagh) and the Waterside area of Londonderry/Derry (Top-of-the-Hill³ and Irish Street), and the better-off, comparator area of Erinvale, in the south-west of the Greater Belfast conurbation.

This research (and report) is timely because resilience is about how communities and individuals respond to sources of stress: disadvantaged neighbourhoods in Northern Ireland are confronted by numerous stressors, and these are (and, will be in the future) very challenging times for them. Stressors include: continuing poor economic performance; rising prices, welfare reform; continuing community conflict in some areas (including one of the case study areas, Inner East Belfast); declining public sector funding; and, the restructuring of the role of the voluntary and community (VCS) sector in relation to service provision. Perhaps more important is the likelihood that economic circumstances will continue to worsen, with uneven consequences across society.

The primary focus of this chapter is to explore these stressors and to provide an overview of the policy context for the research. It focuses on four issues: i) the health of the Northern Ireland economy; ii) poverty and welfare reform; iii) good relations; and, iv) austerity and Northern Ireland's relationship with Westminster. Much of the policy context at the present time involves structural change which has not yet impacted on the public despite heated debate and considerable anxiety in

³ The area is formally known as 'Gobnascale'.

some cases, such as welfare reform proposals and the 'flag protests'. Nonetheless, the seeds of future change are evident in many areas. Following this wide-ranging review, the chapter ends with an outline of the nature, scope and structure of the rest of the report.

1.2. The Northern Ireland Economy

According to the new Northern Ireland Composite Economic Index, a small overall rise in output over the past year returns productivity levels to those of 2003. Within the private sector, an increase in the service sector compensates for continuing decreases in manufacturing and construction.⁴ Northern Ireland's unemployment rate stands at 8.5 per cent, higher than the UK average of 7.8 per cent and equal sixth lowest out of the twelve UK regions.⁵ The rate has increased by two per cent over the past year. Over the same period, unemployment amongst 18 – 24 year olds has increased by 7.8 per cent to 23.8 per cent; and of all unemployed people, 58.6 per cent have been out of work for more than a year, an increase of 15.8 per cent since November 2012. These trends are worrying; however, the claimant count figures give further cause for concern, with a seasonally adjusted figure of 7.1 per cent of the workforce compared with a UK average of 4.7 per cent. This is the second highest claimant count rate of the twelve UK regions and Northern Ireland has been consistently highest or second highest over the past three years. Northern Ireland also has the lowest employment rate in the UK, at 66.3 per cent compared with an average of 71.5 per cent.

1.3. Poverty and welfare reform

Data from 2010-11 show that one-fifth of Northern Ireland's population is in relative poverty (60 per cent below UK median income, before housing costs) and 13 per cent in absolute poverty (60 per cent below inflation adjusted median income in 1998-99, again before housing costs). The figures for child poverty are 21 per cent in relative poverty and 13 per cent in absolute poverty. The proportions have remained fairly static over the past few years with the exception of pensioner poverty, both absolute and relative, which have decreased to the overall average figures in each case.⁶ A survey carried out in May – June 2012 as part of the UK-wide Poverty and Social Exclusion project found that one third of Northern Ireland's households do not have access to basic necessities; 13 per cent of households are 'a lot below' an income level which they define as poverty level and 17 per cent are 'a little' below; 18 per cent have a 'constant struggle' to keep up with bills; 43 per cent could not afford to pay an unexpected expense of £500; and 13 per cent cannot afford to heat their homes adequately.⁷ Other recently reported contributions to financial stress include an increase in rates debt;⁸ a large rise in the price of heating oil;⁹ increases in action for mortgage possession and homelessness applications;¹⁰ and an increase in Housing Executive rents.¹¹ The decline in house prices by 45 per

⁴ NISRA (2013) *Provisional results from the Northern Ireland Composite Economic Index for Q3 2012* http://www.detini.gov.uk/ni_composite_economic_index_statistical_bulletin_q3_2012-3.pdf

⁵ All labour market figures from DETI (2013) *Monthly Labour Market Report, March 2013* http://www.detini.gov.uk/labour_market_report_-_march_2013_final_.pdf and covering November 2012 – January 2013. Unemployment figures follow ILO definition.

⁶ NISRA (2012) *Poverty in Northern Ireland 2010-11* http://www.dsdni.gov.uk/ni_poverty_bulletin_2010-11_release_document_.pdf

⁷ Queen's University Belfast press release 28.3.13: <http://www.qub.ac.uk/home/ceao/News/#d.en.379912> Full report does not include Northern Ireland details.

⁸ <http://www.niassembly.gov.uk/News-and-Media/Press-Releases/Rates-Debt-Rises-To-160-Million/>

⁹ <http://www.bbc.co.uk/news/uk-northern-ireland-22000903>

¹⁰ NIHE (2012) *Northern Ireland Housing Market: Review and Perspectives 2012-2015* http://www.nihe.gov.uk/housing_market_review_2012.pdf

¹¹ <http://www.nihe.gov.uk/news-nelson-mccausland-housing-executive-rents-announced>

cent from their peak at the end of 2007¹² is storing up a future problem of negative equity which may hit the 'squeezed middle' such as our comparator case study residents.

The Assembly's policy response to poverty and social deprivation in Northern Ireland has been extensive and labyrinthine, with over ninety relevant strategies identified across the twelve departments.¹³ Those relevant to this research include:

- OFMDFM: Social Protection Fund (2011); Lifetime Opportunities anti-poverty strategy (2006); Child Poverty Strategy (2011); Children and Young People (2006); Childcare policy post-consultation (2012); Delivering Social Change (2012);
- DSD: People and Place urban regeneration strategy (2003); Fuel Poverty Strategy (2011); Volunteering Strategy (2012); Warm Homes Scheme (2012); Urban Regeneration and Community Development Policy Framework (2013); Housing Strategy (2013);
- DHSSPS: Child Health Promotion Programme (2010); Suicide Prevention Strategy (2012) Families Matter Parenting Strategy (2009); Transforming Your Care (2011);
- DARD: Anti-Poverty and Social Inclusion Framework (2012);
- DEL: Pathways to Success NEETs strategy (no date);
- DETI: Economic Strategy (2012);
- DoJ: Community Safety Strategy (2012); Strategic Framework for Reducing Offending post-consultation (2012);
- DoE: Local Government reorganisation (on-going);
- DoEd: Early Years Strategy; Sure Start; Numeracy and Literacy Strategy; Achieving Belfast and Achieving Derry (for disadvantaged areas) – no dates.

Particular mention must be made of OFMDFM's Delivering Social Change programme,¹⁴ which, it appears, is intended to cut through the large number of initiatives with an emphasis on working with families and young people, through six Signature Programmes led by different departments and including action on literacy and numeracy, family support, social enterprise and working with NEETs.

These poverty statistics and policy initiatives provide the background for the introduction of the UK Government's '**welfare reform**' programme in Northern Ireland. They show that a significant proportion of the population is already struggling financially; that rising unemployment and the cost of living may cause more difficulty without any changes to the welfare system; and that the NI Executive has a wide range of initiatives to try to tackle anti-poverty and social exclusion, with an emphasis on family support and young people.

Components of welfare reform will be introduced later than in Great Britain because the Assembly has legislative power in this area, although currently within a 'parity' agreement which means that any costs incurred by measures additional to those in GB will not be included in Annualised Managed Expenditure (AME) but must be met

¹² NIHE and University of Ulster House Price Index 2012 Q4: http://www.nihe.gov.uk/house_price_index

¹³ NIA (2012) *Poverty and Social Deprivation: Mapping Executive and Departmental Strategies, Policies and Programmes in Northern Ireland*, Research & Information paper 145/12.

http://www.niassembly.gov.uk/Documents/RaISe/Publications/2012/social_dev/14512.pdf

¹⁴ <http://www.ofmdfmi.gov.uk/index/equality/delivering-social-change.htm>

from the block grant.¹⁵ The Welfare Reform Bill was introduced in October 2012 and is about to return to the Assembly after Committee stage, at a date yet to be determined.¹⁶ A crucial difference between the Westminster debates and those in Northern Ireland is that no political party supports the reforms. This has led to discussion about 'stretching parity' and recently even the possibility of block grant subsidy.¹⁷ In GB all measures except Universal Credit were introduced during April 2013. However, currently (subject to the passing of the Welfare Reform Bill) changes in Northern Ireland will be introduced as follows:

- Up-rating by 1 per cent as GB from 1st April 2013;
- 'Benefit cap' at £26,000 from Spring 2014;
- Personal Independence Payment to replace Disability Living Allowance for 16 - 64 year olds from Spring 2014;
- 'Bedroom tax' Housing Benefit deductions in Spring 2014, or perhaps delayed further – debate on this change has been particularly fierce with an estimated 32,000 households to be affected and a claim that it will cost more to implement than it will save;¹⁸
- Universal Credit from Summer 2014, with recent research uncovering a complex pattern of winners and losers in Northern Ireland, including a greater adverse impact than in the rest of the UK which may or may not be masked by a higher take-up rate;¹⁹
- No decision yet taken on any changes to the rates rebate system (to parallel devolution of council tax rebates to local councils in GB).²⁰

Therefore at present, the details of the future of welfare reform in Northern Ireland are unclear. However, the one measure that has taken effect is the up-rating of current benefits by less than the rate of inflation, at a time when costs are rising as detailed above. The staggered introduction of various measures is also likely to lead to confusion about future entitlement. Our research will be ideally placed to assess the qualitative impact of welfare reform within its wider economic and social context until April 2015.

1.4. Good relations

Much of the Baseline Survey fieldwork took place during or just after protests against a decision by Belfast City Council on 3rd December 2012 to reduce the number of days the Union flag is flown from City Hall from 365 to 17 days a year. Protests included both peaceful and violent demonstrations, outside City Hall and at interface areas, most particularly in one of the case study areas of Inner East Belfast, along with pickets and vandalism of Alliance Party offices and some politicians' homes (Alliance were blamed by the protesters for the final outcome of the Council vote). The unrest caused considerable disruption in Belfast and some other areas over the Christmas period, and the CBI estimated £15m of lost trade as a result.²¹ It is

¹⁵ NIA (2011) *Parity and Social Security in Northern Ireland*, Research and Library Services Briefing Note 99/11, <http://www.niassembly.gov.uk/researchandlibrary/2011/9911.pdf>

¹⁶ <http://www.niassembly.gov.uk/Assembly-Business/Legislation/Primary-Legislation-Current-Bills/Welfare-Reform-Bill/>

¹⁷ <http://www.belfasttelegraph.co.uk/news/local-national/northern-ireland/bedroom-tax-may-be-delayed-to-allow-for-house-building-29170584.html>

¹⁸ <http://www.nifha.org/press-room/index.php/378/>

¹⁹ Browne, J. and Roantree, B. (2013) *Universal Credit in Northern Ireland: What will its impact be, and what are the challenges?* London: Institute for Fiscal Studies. <http://www.ifs.org.uk/comms/r77.pdf>

²⁰ *ibid.*

²¹ Melagh, M. (2013) *Note on the protests related to the Union Flag at Belfast City Hall, December 2012 - January 2013*, CAIN Web Service: <http://cain.ulst.ac.uk/issues/identity/flag-2012.htm>

generally accepted that the international image of Belfast has been damaged, with the potential for loss of Foreign Direct Investment as a result. Under the circumstances, it is also important to bear in mind the comments from Nolan (2013) that far larger unionist protests took place in the 1980s and 1990s, with the more overt support of the unionist leadership.²²

These events have reignited the debate about the need for progress on OFMDFM's Cohesion, Sharing and Integration Strategy, which has been under development since the commitment to its introduction in the 2008-11 Programme for Government.²³ The announcement on May 9th 2013 of seven headline actions and the publication on 23 May 2013 of *Together: Building a United Community*²⁴ set out a strategic framework for how good relations can be built, improved and developed across our society. *United Community* focuses on children and young people, our shared community, our safe community and our cultural expression. One of the commitments is to remove all 'peace lines' by 2023.²⁵ This is of interest to our research given that two of the four case studies are in divided urban areas including interfaces which are occasionally the sites of conflict. A recent survey shows that only 14 per cent of people living near 'peace walls' (all kinds of interface barriers) in Belfast or Derry want them removed at the present time, compared with 27 per cent of the general population – itself a fairly low figure.²⁶ Clearly, community divisions remain an important contextual factor for this research despite not being its primary focus.

Three further recent issues also must be taken into consideration. First, residential segregation in Northern Ireland fell between 2001 and 2011, with bigger declines in Protestant areas which are tentatively attributed to newcomers filling previously empty homes.²⁷ For the purpose of this research, it is important to note that of the ten greatest Protestant population decreases, one is a ward part-included in the Inner East Belfast case study (The Mount) and several others are on the edge of the East Belfast case study area (Woodstock, Ravenhill, Island and Bloomfield). Second, the 2011 Census reports that 48.36 per cent of the population are from a Protestant background and 45.15 per cent Catholic,²⁸ and therefore is 'a society made up of minorities' (Nolan, 2013, p.5).²⁹ Third, this society of 'minorities' is consistently showing support for a united Ireland at 20 per cent or under.³⁰ These three factors may be summarised as revealing a new political dynamic consisting of a more residentially mixed society, generally content with its place within the Union but with that place essentially maintained with Catholic support. This may have profound implications for traditional perceptions of the close link between community background and individual identity and thus for good relations policy, and perhaps for politics more widely.

²² Nolan, P. (2013) *Northern Ireland Peace Monitoring Report: Number Two*, Belfast: Community Relations Council. <http://www.community-relations.org.uk/peace-monitor>

²³ <http://www.ofmdfmi.gov.uk/index/equality/community-relations/csi-consultation.htm>

²⁴ See: <http://www.ofmdfmi.gov.uk/together-building-a-united-community>

²⁵ <http://www.bbc.co.uk/news/uk-northern-ireland-22469237>

²⁶ Byrne, J., Heenan, C. and Robinson, G. (2012) *Attitudes to Peace Walls: Research Report to office of First Minister and Deputy First Minister*. Belfast: University of Ulster and OFMDFM.

²⁷ Shuttleworth, I. and Lloyd, C. (2013) Statistical Summary: Ward level religious segregation in Northern Ireland 2001-2011. Unpublished briefing paper for the Northern Ireland Community Relations Council.

²⁸ NISRA/ DFP (2012) Census 2012: Key Statistics for Northern Ireland, Belfast: NISRA/ DFP. http://www.nisra.gov.uk/Census/key_report_2011.pdf

²⁹ Nolan, P. (2013) *Northern Ireland Peace Monitoring Report: Number Two*, Belfast: Community Relations Council. <http://www.community-relations.org.uk/peace-monitor>

³⁰ *ibid.*

1.5. Austerity and Northern Ireland's relationship with Westminster

The restoration of the NI Executive and Assembly in May 2007 was closely followed by the 2008 'credit crunch' and subsequent sovereign debt crisis. Thus the NI Executive was faced with having to manage reduced expenditure rather than the hoped for 'peace dividend'. It might be thought that the political ramifications would place stress on Stormont's mandatory coalition, however (contrary to popular belief in the rest of the UK) none of the five parties are ideologically in favour of reducing public expenditure for its own sake, and the Programme for Government 2011-15 states: 'we are committed to mitigating the worst impacts of these imposed cuts and to ensuring that the most vulnerable and disadvantaged in our society are protected' (OFMDFM, 2011 p.13).³¹

The UK Government's 2010 Spending Review reduced Northern Ireland's Departmental Expenditure Limit by eight per cent revenue and 40 per cent capital over the four years 2011-15. By using local revenue-raising powers and efficiency savings, the final budget was able to increase current expenditure by 1.9 per cent overall, with a commitment to protect health services and also allowing for larger increases for DEL and DETI, as befits the Programme for Government's primary goal of economic growth through rebuilding and rebalancing the economy.³² These figures will change over the four years; for example the UK Budget in 2013 included a further £94m allocated for capital investment but £40m was taken away from current spending.³³ The 2011-15 Budget document does acknowledge that Northern Ireland faces a lower level of reductions than many Whitehall departments, but also points out the much higher dependence of the Northern Ireland economy on public expenditure at the present time. Under the circumstances, the retention of funding from the European Union (ERDF, EST, INTERREG and PEACE programmes) becomes even more important. It appears that €150m will be available for PEACE IV funding but negotiations on the EU Budget and Multiannual Financial Framework 2014-2020 are still on-going.³⁴

It would be fair to say that the impact of public expenditure cuts related to the block grant so far in Northern Ireland have been modest to date but that a greater impact will be felt in future years. Welfare reform will have a more immediate effect on individual households, especially when added to on-going private sector retrenchment. The regional government response to the financial situation may be grouped into three categories:

- i. *Restructuring of public services:* The need for structural change in order to improve efficiency and in some cases to increase voluntary or private sector involvement in service delivery dates from before the economic downturn, for example Varney (2007)³⁵ and Deloitte (2007),³⁶ the latter particularly concerned with the additional costs of providing public services in a divided society. Commitments to restructuring in the Programme for Government 2011-15 include local government, health and social care, education and (more vaguely) social housing. As part of the long-running Review of Public Administration, the

³¹ OFMDFM (2011) *Programme for Government 2011-15: Building a Better Future*, Belfast, OFMDFM. <http://www.northernireland.gov.uk/pfg-2011-2015-final-report.pdf> References to 2015 as the end of the administrative term have been retained in this report but recently the term has been extended to 2016.

³² NIE (2011) *Budget 2011-15*, Belfast: Northern Ireland Executive.

³³ http://www.northernireland.gov.uk/revised_budget_-_website_version.pdf

³⁴ <http://pwc.blogs.com/files/pwc-budget-2013-ni-analysis.pdf>

³⁵ http://www.europarl.europa.eu/the-president/en/press/press_release_speeches/press_release/2013/2013-may/html/progress-made-on-draft-amending-budget-2013-paves-the-way-for-negotiations-to-start-on-multiannual-financial-framework-2014-2020

³⁶ Varney, D. (2007) *Review of Tax Policy in Northern Ireland*. London: HMSO.

³⁷ Deloitte (2007) *Research into the financial cost of the Northern Ireland divide*.

number of local councils will be reduced from 26 to 11 by 2015, several major functions will be devolved (including urban regeneration), and new powers of well-being and community planning will be created.³⁷ In health and social care, the Transforming Your Care review proposed a shift towards more locally-based care with a preference for community-based health and social care services, with a consequent reduction in the number of hospitals.³⁸ In education, the creation of a province-wide Education and Skills Authority is on-going. The Education and Library Board Area Plans are starting to address the problem of surplus places, which has re-opened the debate on sharing facilities and making schools attractive to pupils from different backgrounds as an alternative to closure. Both health and education plans are arguably driven as much by demographic change as by the economic agenda, but in each case they can generate considerable anxiety locally. The final example, the restructuring of the Northern Ireland Housing Executive, involves its separation into one or more social housing organisations eligible to borrow without the loans counting as public expenditure, along with a strategic body for non-landlord functions and with housing policy and regulation carried out by the Department of Social Development.³⁹ Again, some anxiety is already evident about the possibility of higher rents. In all these cases, public concern is also likely about job losses and future working conditions.

- ii. *Reducing funding to the voluntary and community sector:* it is difficult to find aggregated evidence of funding cuts to the VCS because support is received from many different bodies. The NICVA CutsWatchNI web site lists a total of around £2.3m, but does not appear to have been updated for over a year.⁴⁰ A NICVA online survey of membership organisations in late 2012⁴¹ found a mixed picture. 41 per cent reported that their financial situation had worsened over the past 12 months and 57 per cent had been affected by the public sector funding cuts; 19 per cent had reduced staff. However, 22 per cent felt their situation had improved and 34 per cent reported no change, 42 per cent had not reduced staff over the past 12 months and 56 per cent had increased their services over the past six months. The funding profile was that 44 per cent received some government funding, 38 per cent funding from charitable trusts, 34 per cent from councils and 33 per cent from health boards and trusts. Despite the low response rate to this survey, it indicates the possibility that the VCS is restructuring, with winners and losers, within the context of reduced resources overall. This may include the VCS taking over services previously provided by the state; becoming more efficient; or pursuing new sources of funding out-with the state sector – we do not have the evidence to tell. The implications for our research are that we may be dealing with a changing but not necessarily massively shrinking VCS.
- iii. *Support for greater regional autonomy:* the combination of budget constraints and more stable regional governance has raised the question of greater regional autonomy in two ways. First, support for devolution of tax powers has been supported strongly by all five parties in government. Air passenger duty has been devolved and subsequently abolished for long-haul flights. More controversially, devolution of corporation tax was heavily lobbied for and the UK Treasury's deferment of a decision until after the referendum on Scottish

³⁷ NIA (2012) *Local Government Reform Past and Present*, Research and Library Services Briefing Note 113/12. <http://www.niassembly.gov.uk/Documents/RalSe/Publications/2012/environment/11312.pdf>

³⁸ DHSSPS (2011) *Transforming Your Care: A Review of Health and Social Care in Northern Ireland*, Belfast: DHSSPS. <http://www.dhsspsni.gov.uk/transforming-your-care-review-of-hsc-ni-final-report.pdf>

³⁹ <http://www.northernireland.gov.uk/index/media-centre/news-departments/news-dsd/news-dsd-090113-written-statement-to.htm>

⁴⁰ <http://www.nicva.org/cuts/list>

⁴¹ <http://www.nicva.org/publications/viewfinder-13>

independence was a disappointment to many, and also highlighted the Treasury's dilemma regarding the knock-on effect of greater revenue-raising powers.⁴² In each case the shortfall in Treasury revenue would be made up from within the block grant, as would any changes out-with the parity agreement for social security benefits. This second aspect of greater autonomy has become a subject of debate over welfare reform and most particularly over the 'bedroom tax' (section 1.2.2). It is interesting to see the prominence given to both these debates in the local media and we may well find a high level of public awareness, particularly about corporation tax.

1.6. Nature, scope and structure of this report

This report comes with a number of caveats:

- **It was written in May 2013.**
- The content focuses **solely on data from the baseline household survey**. No data from the on-going qualitative fieldwork with both residents and key local stakeholders, or from the VCS mapping exercise / survey, are included. However, this will not be the case for future written outputs produced by the team which will combine the data it has collected and will have thematic (and not methodological) foci.
- Inevitably, given its function of establishing a statistical baseline position for the case studies, the report is **largely descriptive** in nature. The same will not be the case for future report outputs, including the Final Report, which will be more interpretative, analytical and theoretical in nature, drawing on the analytical framework highlighted in section 2.4. Furthermore, as the study progresses the project team will be in a better position to make recommendations for policy and they will be a feature of all its future written outputs. However, while it is too early to make policy 'recommendations', this report does highlight a number of reflections for policy, which are highlighted in Chapter Six.
- The report focuses on establishing the baseline position in relation to two issues which lie at the heart of the research: i) quality of life and resilience; and ii) community participation, volunteering and the social economy. The household survey will have provided other material which will be used in various outputs within the dissemination strategy.
- This is not primarily a study of 'community relations' and divided communities, although, of course, these issues have had an impact on the nature of the data collected as well as on the data collection process. **The study team is fully aware of the importance of framing the research within the unique social, economic, political, historical, and cultural context that exists within Northern Ireland, and this will be done at every stage in the process.**

The report is divided into six chapters, including this one. Chapter two outlines the aims and objectives of the study, its analytical framework, and the methods it is employing, which include a baseline survey of residents in four case study neighbourhoods. Chapter three, which is the first of the report's three findings chapters, is concerned with presenting the key findings to emerge from this survey in relation to: the health of respondents; the extent to which they are managing to 'get-by' financially; their views on their neighbourhood; and their well-being and overall quality of life. Chapter four explores levels of formal and informal levels of

⁴² NIA (2013) *Update on Fiscal Devolution and Devolved Funding*, Research Paper 28/13, Belfast: Northern Ireland Assembly Research and Information Service.
http://www.niassembly.gov.uk/Documents/RaISe/Publications/2013/finance_personnel/2813.pdf

volunteering within the case studies. Chapter five estimates the monetary values that are associated with volunteering in each of our case study neighbourhoods. It does so from three different perspectives: the *economy* (the value of the output volunteers produce); *organisations* (the value of the input provided); and *volunteers* (the value of the well-being benefits they experience). The report concludes (in Chapter six) by highlighting the key findings to emerge from the report and offers some tentative reflections for policy.

Approach to the Research

2.1. Introduction

This chapter outlines the approach taken to the research. It is divided into eight sections, including this one. The chapter begins by outlining the origins of the research and sets it in context. It then moves on in section three to highlight its objectives. Section four highlights the analytical approach that the study team is taking to the research. The next section highlights some of the key features of the research, which include the adoption of a mixed methods approach and the utilisation of what may be described as 'alternative' research methods, such as *photo novella* and solicited (resident) diary keeping. The section also highlights the other research methods employed by the study team and reviews its progress to date. Section six examines the approach the team is taking to one of the key elements of the research - assessing the contribution of the VCS to the local economies of our case studies - while the penultimate section considers the approach taken to a baseline survey of residents in our case studies, data on which this report is based. The last section examines the approach taken to weighting the survey data and highlights the confidence levels associated with it.

2.2. About the research

The research has been commissioned by OFMDFM as part of their Research Strategy 2011 – 2015, under the Equality and Social Need Research Programme. The project commenced in March 2012 and will end in March 2015. During this time the research team will follow the fortunes of four case study neighbourhoods: Inner East Belfast (Short Strand and Lower Castlereagh); Derry/Londonderry Waterside (Irish Street and Top-of-the Hill);⁴³ Sion Mills; and Erinvale. Profiles of these areas compiled from 2011 Census data can be found in Appendix 2.

Some members of the research team have been involved in two of the major contemporary longitudinal studies of neighbourhood change conducted in Britain: the evaluation of the New Deal for Communities regeneration programme⁴⁴ and the Joseph Rowntree Foundation funded study '*Living Through Change in Challenging Neighbourhoods*'.⁴⁵ These studies have applied quantitative and qualitative methods, including the tracking of individuals and innovative use of diaries and audio-visual techniques to offer comprehensive accounts of neighbourhood change and to link individual experiences to neighbourhood-level processes. Key elements of these studies are being replicated in this one. However, as will be considered later in this chapter, an important addition to this research is the inclusion of a 'better off' comparator case study.

⁴³ While the formal, administrative title of the estate is 'Gobnascale', which means 'top of the hill' in Irish, most resident panel members and local stakeholders we interviewed referred to it as 'Top-of-the-Hill'.

⁴⁴ <http://extra.shu.ac.uk/ndc/>

⁴⁵ <http://research.shu.ac.uk/cresr/living-through-change/index.html>

2.3. Research aims and objectives

The three overarching aims of the research are to:

- Further understand and generate robust evidence of the longitudinal impacts of the recession and public finance reductions on different types of neighbourhoods in Northern Ireland, at individual household and community levels, including the impacts on equalities groups as defined by Section 75 of the Northern Ireland Act 1998;
- Understand how the trajectories, dynamics and outcomes of neighbourhoods are affected by risk, resilience and recovery factors and the relationships between these factors and social capital, collective efficacy and the stewardship, community development and entrepreneurship functions of residents and voluntary and community groups;
- Use this understanding to inform policies which promote the resilience and recovery of deprived communities and facilitate the rebalancing of the social economies of neighbourhoods in Northern Ireland in order that the public, private and voluntary and community sectors can all contribute towards achieving the aims of the Lifetime Opportunities strategy.

The specific objectives of the research are to:

- Use a mixed quantitative and qualitative methodology to track change over a 36 month period in case study neighbourhoods in Northern Ireland;
- Examine the longitudinal impacts of the recession and public finance reductions on deprived neighbourhoods and equalities groups within them and what factors and dynamics influence these impacts;
- Identify to what extent social capital, collective efficacy and social economies in different neighbourhoods may operate to ameliorate the impacts of recession and reduced public expenditure and how these may be strengthened by the role and functions of residents, voluntary and community groups and the public and private sectors;
- Undertake an economic assessment of the specific impact of the voluntary and community sectors in case study neighbourhoods, including upon the outcomes for equalities groups and to identify its potential to support economic enterprise and a rebalancing of the Northern Ireland economy;
- Examine whether the implementation of the Social Investment Fund and Social Protection Fund is likely to enhance the resilience and capacity of deprived communities and protect the most vulnerable groups in Northern Ireland society;
- Develop a series of policy recommendations to support the aims of the Lifelong Opportunities strategy and related strategies, including the Child Poverty strategy and how these strategies should respond to the challenging economic environment.

These research aims and objectives will contribute to the Equality and Social Need Research Programme by allowing the researchers to develop an understanding of 'social' resilience, both individual *and* collective at the community/neighbourhood level: a field that has been neglected by social scientists (Platts-Fowler and

Robinson, 2013)⁴⁶ until recently with the work of Batty and Cole (2010),⁴⁷ Day (2009)⁴⁸ and Mohaupt (2008).⁴⁹ In doing so, we will seek to develop an understanding of what 'resilience' is in both contexts and how it might be measured, as again, this is an under-researched area (Magis, 2010,⁵⁰ Platts-Fowler and Robinson, 2013). Furthermore, we will also seek to identify the factors that contribute to resilience.

2.4. Analytical framework

The research complements the existing research evidence on the community and voluntary sector, social capital, community assets and neighbourhood regeneration in Northern Ireland (reviewed in our project bid) in six ways which complement, rather than duplicate, existing research and offer considerable additionality and new insights; with the purpose of applying this new evidence and understanding to policy.

i. Applying a new typology of community dynamics and responses

Adapting an analytical framework of neighbourhood change developed by Martin Innes and Vanessa Jones (2006)⁵¹ in their study of neighbourhood security, we will frame the research in an understanding of three dynamics and outcomes of change: *risk*, *resilience* and *recovery* (Table 2.1):

Table 2.1: Dynamics of Neighbourhood Change

Risk	Factors and conditions that increase the likelihood that neighbourhoods will experience decline and continuing or escalating social, economic, cultural or environmental problems
Resilience	Factors and conditions that enable some neighbourhoods to withstand and mitigate risks, based on the distribution of economic and social capital and the presence of collective efficacy enabling communities to counter threats
Recovery	Factors and conditions that promote and enable neighbourhoods to experience overall social and economic improvements

The advantages of such a framework include capturing the overall outcomes of activities; a focus on the spatial elements of neighbourhood functioning, a dynamic understanding of change over time and a holistic assessment of all elements of neighbourhood functioning; all of which are limited in traditional applications of social capital theories, based upon bonding, bridging and linking forms of social capital.

⁴⁶ Platts-Fowler, D. and Robinson, D. (2013) *Neighbourhood Resilience in Sheffield: Getting by in Hard Times*. Sheffield: Centre for Regional Economic and Social Research (CRESR) at Sheffield Hallam University. Available at: <http://www.shu.ac.uk/research/cresr/>

⁴⁷ Batty, E. and Cole, I. (2010) *Resilience and the Recession: Preparing for the Worse?* JRF Programme Paper: Poverty and Place Programme. York: Joseph Rowntree Foundation. Available at (as at May 6th 2013): www.jrf.org.uk/sites/files/jrf/recession-deprivation-communities-full.pdf

⁴⁸ Day, K. (2009) *Communities in Recession: The Reality in Four Neighbourhoods*. York: Joseph Rowntree Foundation.

⁴⁹ Mohaupt, S. (2008) 'Review Article: Resilience and Social Exclusion'. *Social Policy and Society*, 8 (1), pp. 63–71.

⁵⁰ Magis, K. (2010) 'Community Resilience: An Indicator of Social Sustainability'. *Society & Natural Resources: An International Journal*, 23 (5), 401-416.

⁵¹ Innes, M. and Jones, V. (2006) *Neighbourhood security and urban change: Risk, resilience and recovery*. York: Joseph Rowntree Foundation.

ii. *Applying a new typology of roles and functions of the social economy*

Adapting an analytical framework developed by Mike Aiken and colleagues (2011)⁵² in their recent study of community organisations controlling assets, we will frame the research in an understanding that individuals, informal collective activity and more formal community and voluntary sector organisations may play three forms of role or function within the social economy of a neighbourhood: *stewarding, community development or entrepreneurship* (Table 2.2):

Table 2.2: Roles and Functions of the Social Economy

Stewarding	Provision of small, often time-limited and very specific interventions, activities or services, delivered by mainly small volunteer-run groups with a low income
Community Development	Provision of local service delivery and engagement with local partnerships, based on a mix of income streams, including longer-term funding and including some paid staff
Entrepreneurism	Provision of larger social enterprises, based on commercial practices and business models, often with capital-intensive assets

This framework enables a conceptualisation and categorisation of the roles and functioning of the social economy in a neighbourhood and their relationship with the public and private sectors. For example, community development functions may provide an alternative to reduced public sector-provided services whilst entrepreneurship may provide an alternative to private sector provision and offer sustainable forms of neighbourhood services and infrastructure. In summary, whilst all three functions are essential to the resilience and recovery of neighbourhoods in Northern Ireland, stewarding may be conceived as coping mechanisms mitigating long-term disadvantage and the contemporary impacts of the recession and public sector cuts, community development and entrepreneurship provide the basis for sustainable recovery and contribute to the rebalancing of the economy.

iii. *Providing a comparative study of the social economy of a 'better off' neighbourhood*

Although there is a substantive evidence base relating to the comparative performance, and impact of policy on, different deprived neighbourhoods, there is a lack of evidence about how forms of infrastructure, economic and social capital and community dynamics are linked to variable social economy outcomes between more affluent and deprived neighbourhoods. For example, Atkinson and Flint (2004)⁵³ found that affluent and deprived neighbourhoods used very different forms of social capital, and informal and formal social control, to regulate public space. This research includes a comparator 'better off' neighbourhood: Erinvale.

iv. *Assessing the impact of changes to the social economy on equalities groups*

This research includes a specific focus on how the recession and public sector reductions have impacted upon equalities groups and to what extent the social economy in neighbourhoods, including the role of the community and voluntary sectors, delivers benefits of resilience and recovery to different equalities groups.

⁵² Aiken, M., Cairns, B., Taylor, M. and Moran, R. (2011) *Community organisations controlling assets: a better understanding*. York: Joseph Rowntree Foundation.

⁵³ Atkinson, R. and Flint, J. (2004) Fortress UK? Gated Communities, the Spatial Revolt of the Elites and Time-Space Trajectories of Segregation. *Housing Studies*, 19 (6), pp.875–892.

In other words, the research will seek to capture whether equalities groups are adequately included in stewarding, community development and entrepreneurship activities and whether they achieve gains within neighbourhoods experiencing recovery.

- v. *Providing an economic assessment of the impacts of voluntary and community groups at the neighbourhood level*

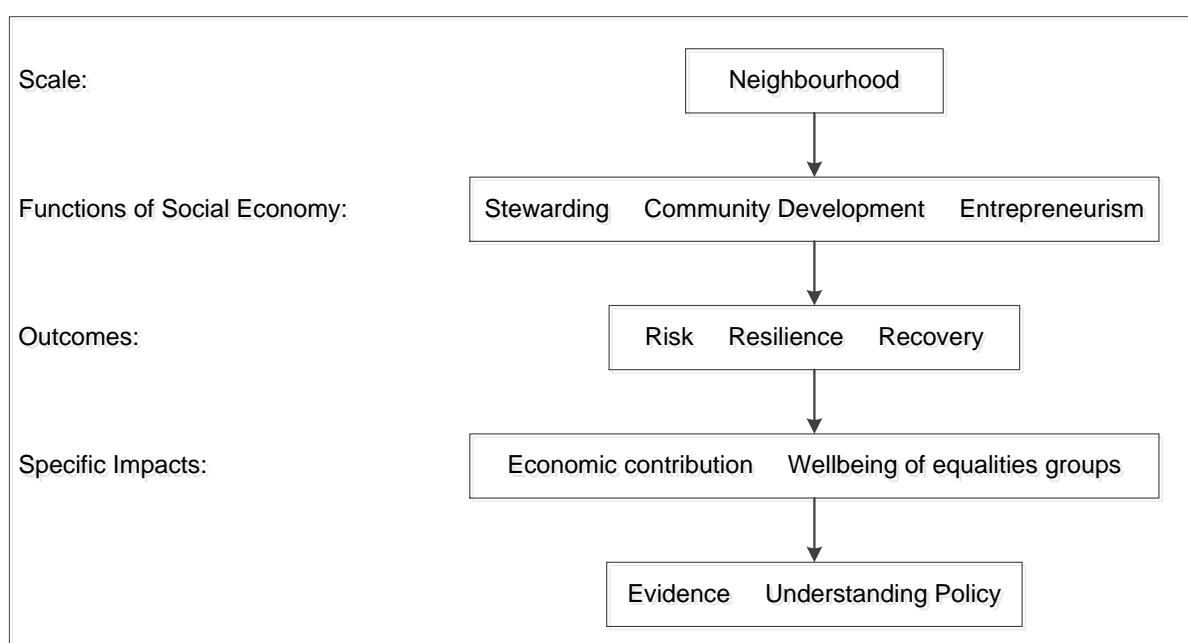
The research complements existing and on-going studies of the contribution of the voluntary and community sectors by undertaking an assessment of the social and economic impact of voluntary and community groups at the neighbourhood level over time. This will be based on robust methodologies previously used by the research team (Dayson and Wilson, 2011,⁵⁴ Dayson *et al.*, 2011)⁵⁵ and will enable the contribution of these groups both to be captured in financial terms and for changes in these levels and forms of impact to be measured longitudinally.

- vi. *Undertaking longitudinal tracking of community change and impacts on individuals*

It is well established that neighbourhoods have dynamic 'careers' or 'trajectories' and that these are influenced by a range of social and economic factors (see Flint, 2009⁵⁶ for a review). Capturing these dynamics is essential to understanding the impacts and outcomes of economic and social change and emerging trends.

Our analytical framework is summarised in Figure 2.1 and will be utilised to achieve the aims and objectives of the research described above.

Figure 2.1: Analytical Framework



54 Dayson, C, and Wilson, I. (2011) *Salford State of the Sector Survey*. Salford: Salford CVS

55 Dayson, C., Eadson, W., Sanderson, E. and Wilson, I. (2013) *Greater Manchester State of the Voluntary Sector 2013*. Manchester: GMCVO.

56 Flint, J. (2009) Cultures, Ghettos and Camps: Sites of Exception and Antagonism in the City. *Housing Studies*, 24 (4), pp. 417-431.

2.5. An overview of the research methodology and process

The study comprises the following elements:

- i. **Project inception** (completed) involved initial discussions with the client and with key stakeholders at the Northern Ireland level, culminating in the production of the *Project Initiation Document* in March 2012.
- ii. **Setting the research in context** (completed) involved 26 semi-structured in-depth interviews with representatives from a range of organisations with a stake in the study's subject area including government departments, VCS representative organisations, social enterprises, and churches.⁵⁷ A review of key academic and policy publications was also carried out. Together, this allowed the research team to reflect on the key issues that are central to the research. The advice and information received in this phase proved invaluable for case study criteria and selection, and also more generally in terms of how to go about the research and what the key issues might be.
- iii. **Case study selection** (completed) involved three tasks: agreeing the criteria to be used for the selection of case studies; the generation of a long list of potential case study areas; and the selection of the final case studies (three disadvantaged areas and the comparator). A briefing paper was produced in July 2012 to facilitate further discussion with OFMDFM before the final selection was made. Informed by the stakeholder interviews and an analysis of Multiple Deprivation Measure data, it set out the selection criteria and provided a long list of case study options. The advice of the project adviser, Joe Frey from the Northern Ireland Housing Executive, was also very important at this point. The final selection was made in consultation with OFMDFM and conditional upon community endorsement in the areas themselves. Further information about the case study selection process is provided in section A1.3 in Appendix 1.
- iv. **'Announcing' and publicising the work of the study team in the case study areas** (on-going) in order to obtain local 'buy-in' for the study. Members of the study team met with community workers and representatives in the three disadvantaged areas and the research was supported in each case.
- v. **Household Surveys**, the first of which - the 'Baseline' Survey - was completed in March 2013. It is data garnered from this survey that this report is based on. The second survey (the Follow-up Survey) will take place in Autumn 2014 and will contribute substantial quantitative longitudinal data to the framework for analysis. Both surveys are being carried out by experienced interviewers from Perceptive Insight, a local market research company with an excellent knowledge of issues on the ground, as was proved by their ability to complete the survey work in Inner East Belfast during the flags protest earlier in 2013. Further information about the study team's approach to the survey is provided in section 2.7 below.
- vi. **Creating resident panels in each of the case studies.** In each of the case study neighbourhoods, panels have been created comprising 20 residents in the disadvantaged areas and 15 in the comparator. The study team is following the lives of panel members over the course of the study. They will do so in a number of ways including: conducting in-depth interviews with them at three points (2013, 2014 and early 2015); and, conducting photographic (*photo novella*) and solicited resident diary exercises with them. The first of three

⁵⁷ The organisations that were represented in this exercise are listed in section A1.1.in Appendix 1.

waves of interviews has been completed in three areas (East Belfast, Londonderry/Derry; and Sion Mills), with interviewing in the comparator (Erinvale) concluding in June 2013. In terms of how panel members were selected, a request for volunteers at the end of the questionnaire used in the household survey generated a long list of potential participants from which they were chosen. The selection took into account demographic factors and the two markedly divided areas (Inner East Belfast and the Waterside) were separated into two sub-samples of ten each by community background/sub area. As noted above, interviewees were also invited to participate in *solicited diary keeping* and *photo novella* exercises, an offer which many have been happy to take-up. Further information about the photo novella and diary keeping exercises, along with the measures employed by the study team to combat attrition, can be found in section A1.4 of Appendix 1.

- vii. **Assessing the contribution of the VCS** to the local economies of our case studies, which is explored in-depth in section 2.6 below.
- viii. **Dissemination of research findings** which will be aimed at a variety of audiences including OFMDFM, the wider policy community, case study residents and organisations, the community and voluntary sector, practitioners and academics. Written reports will be provided both in a comprehensive format and also in summary form for wider accessibility. They will also be **policy oriented** and make clear suggestions for policy. The study has five principal written outputs: this report; a final report (which will be published in early 2015); and three thematic working papers. These papers will focus on key issues to emerge from the research and will draw on *all* of the quantitative and qualitative data collected by the study team, although the balance between them is likely to vary by paper. The first report will be published later this year with two more being produced next year. A study website has been created where all the study's written outputs, along with photo novella material, will be housed.

2.6. Assessing the contribution of the VCS to the local economies of our case studies

We are measuring changes in the economic impact of third sector organisations in each case study area for the duration of this study. We are exploring the economic role of the third sector within communities and its role in the re-balancing of local economies against the backdrop of the economic downturn and on-going policy debates regarding the future role of the sector.

Before exploring in detail our approach to this element of the study, it is important to reflect that any work in this area must build on the existing evidence bases in relation to:

- **Understanding the VCS.** In developing our research proposal we acknowledged that a range of studies had been undertaken in Northern Ireland in recent years exploring the role of the voluntary and community sector, community capacity and social capital across the country. We are aware, for example, of NICVA's 'State of the Sector' series;⁵⁸ and of the series of reports by CENI/CFNI, in particular, *Social Assets*,⁵⁹ which have sought to measure social capital, community capacity and community capability across Northern Ireland. More recently, the Voluntary and Community Unit (VCU) of the Department for

⁵⁸ NICVA (2012) *State of the Sector VI*: <http://www.nicva.org/publications/state-sector-vi>

⁵⁹ Morrissey, M., Healey, K. and McDonnell, B. (2008) *Social Assets Research Report: A New Approach to understanding and working with communities*. CFNI/CENI.

Social Development commissioned a baseline survey of volunteering levels as part of the Volunteering Strategy for Northern Ireland. We also await with interest the publication of DETI/DSD research on the size, scale, scope and potential for growth of the social economy enterprise sector in Northern Ireland.

- **The social and economic impact of the third sector in Northern Ireland.** NIVCA's series of 'State of the Sector' reports (the most recent volume, six, was published in 2012), and accompanying research into the third sector workforce⁶⁰ and volunteering,⁶¹ provides a 'top-down' assessment of the social and economic impact of the third sector in Northern Ireland based on large postal surveys and analysis of charitable accounts. This is important in the wider sense because it provides reliable data about overall trends: for example, the research has documented a decline in the sector's income since 2002/03, the comparative importance of central government funding relative to the rest of the UK, and the growing importance of income from sales of goods and services; all important considerations with regards the ability of the third sector to aid a rebalancing of Northern Ireland's economy.
- **Community participation, engagement and social capital in Northern Ireland.** The issue of social capital and the extent and 'effectiveness' of community participation across Northern Ireland has received considerable attention from researchers in recent years. Of particular note is the 'Social Assets' research⁶² by CFNI/CENI which sought to provide an assessment of the supporting networks of relationships within, and between, communities together with the level and effectiveness of community organisations. The research used a 'top-down' Nominal Group Technique (NGT) to provide stakeholder assessments of social capital, community capacity and community capability in 890 Super Output Areas (SOAs) across Northern Ireland.

In summary, a broad evidence base about the role and impact of the third sector, and the nature of participation, engagement and social capital, across Northern Ireland has emerged. However, it is relatively silent about the role of these factors at a community level, making comparisons between different communities in different circumstances impossible. Much of the analysis is also typically cross-sectional, providing data at a particular point or points in time, meaning that change over time cannot be accurately measured.

Our approach to this element of the research seeks to address these gaps by exploring these issues from the '**bottom-up**' and **over time**, from the perspective of organisations and individuals within communities in our case studies. It will therefore provide a comparative longitudinal analysis of the development of the social economy in Northern Ireland, and the extent to which it has enabled a rebalancing of the economy at a community level. The research will be longitudinal, undertaken in two waves between 2012/13 and 2014/15.

Phase 1

Phase 1 (2012/13) provides a baseline for the economic role of the third sector in each community. As a first step, we are in the process of mapping the sector in each community: this involves drawing-on information from government departments, the Charity Commission for Northern Ireland, membership and umbrella bodies such as NIVCA, contact with community stakeholders, and analysing data relating to volunteering in the Baseline Survey. A key challenge is identifying the array of

⁶⁰ E.g. NIVCA (2011) *Salary Survey 2011*.

⁶¹ E.g. Volunteer Development Agency (2007) *It's all about time: Volunteering in Northern Ireland 2007*.

⁶² Morrissey, M., Healey, K. and McDonnell, B. (2008) *Social Assets Research Report: A New Approach to understanding and working with communities*. CFNI/CENI.

informal and 'below the radar' (BTR) organisations operating in each area. CRESR has considerable experience of this type of mapping exercise (for example in South Yorkshire and Salford) but we will also draw on the lessons emerging from the Third Sector Research Centre's BTR work⁶³ and previous work undertaken in Northern Ireland.⁶⁴ As a first step in identifying BTR groups we included a supplementary questionnaire in the household survey designed to identify neighbourhood level organisations.

Phase 2

Using the data collected in phase 1, during 2013/14 we aim to undertake a survey of the organisations identified to measure their economic footprint. This will include measures of:

- **Income and expenditure (covering 2010-13):** to provide a headline assessment of economic contribution.
- **Reserve funds (covering 2010-13):** to support an assessment of financial health.
- **Funders:** to identify the main sources of third sector income in each community.
- **Nature of activities:** for example public services, enterprise, community engagement etc.
- **Employees:** including number, roles, hours worked, residency.
- **Volunteers and trustees/committee members:** including number, roles, hours worked, residency.

The number of organisations surveyed in each community will depend on the total identified. Estimates suggest that there are likely to be between five and ten third sector organisations per 1,000 population in different parts of the UK, and Northern Ireland is known to have higher concentrations of third sector organisations than other regions. If it is assumed that there are about ten organisations per 1,000 population in Northern Ireland, and that the communities included in the study have an average population of 2,500 residents, then we would expect to identify and survey around 25 organisations in each area. We will use a mixture of postal, telephone, online, desk based and face-to-face surveying approaches to ensure the highest possible response rate in each community.

Phase 3

The final phase (2014/15) will provide longitudinal comparative data on the economic role of the third sector in each community. We will revisit each respondent to the first survey and ask the same series of questions to determine the extent to which their economic footprints have changed over the past year. We will also revisit the mapping exercise to identify any new organisations that have emerged in the preceding two years and include them in the final survey.

2.7. The Baseline Household Survey

The first of two household surveys was carried out in the case study areas between December 2012 and March 2013. It provides baseline data in a number of important

⁶³ See <http://www.tsrc.ac.uk/Research/BelowtheRadarBtR/tabid/450/Default.aspx>

⁶⁴ E.g. Morrissey, M., Healey, H., McDonnell, B., Harbison, J. and Kelly, J. (2006) *Mapping Community Infrastructure in Northern Ireland: Development of a Methodology to Map Community Infrastructure and Inform Public Investment in Geographic Communities*. CENI/CFNI.

subject areas and also provided the opportunity to ask for volunteers for the in-depth resident interviews and to ask respondents about their connections with voluntary and community groups as part of the VCS mapping exercise. The results of the survey are presented in Chapters Three to Six. The surveys in all four case study areas were carried out by Perceptive Insight,⁶⁵ whose local knowledge proved invaluable in the sometimes difficult circumstances in which the surveys were carried out.

The survey questionnaire makes extensive use of questions used in comparable surveys, such as the Cabinet Office's Community Life Survey (the successor to the Citizenship Survey), the Office for National Statistics's Annual Population Survey, and the Northern Ireland Life and Times Survey. This allows comparisons with other levels of population and other jurisdictions. The questionnaire covers a wide range of issues including:

- Income, wealth and poverty;
- Resilience, risk and recovery;
- Housing quality of life;
- The quality of the socio-physical environment including neighbourhood infrastructure and amenities;
- Neighbourhood 'likes', 'dislikes', problems' and 'issues';
- Neighbourhood satisfaction;
- Overall quality of life;
- Residential mobility and immobility;
- Economic activity and worklessness;
- Crime and anti-social-behaviour;
- Education;
- Community participation, volunteering, social capital, and social assets. A number of issues were explored including how much time respondents devoted each week to volunteering, crucially, both **formally and informally**, within their local communities. Comparison of data garnered from responses to this question over the two survey waves will provide the study team with an insight into the extent to which levels of voluntary association and community action have been created within our case study neighbourhoods.

It was agreed that fieldwork, which was to be phased across the areas, would begin first in East Belfast and market researchers from Perceptive began interviewing there in early December 2012. However, soon after they began the 'flag' issue erupted in the area, a problem which continued for more than a month. It had a number of deleterious impacts on fieldwork: Perceptive was forced to work less intensively in the area by reducing the number of its researchers working there; researchers were unable to interview in the evening; and, at various points, Perceptive had to suspend all fieldwork activities. As a result, fieldwork in East Belfast took considerably longer to complete than had been anticipated, with an adverse knock-on effect for the fieldwork timetable as a whole. However, it is important to note that our initial concerns that the issue might adversely affect response rates proved unfounded.

⁶⁵ <http://www.perceptiveinsight.co.uk/>

Notwithstanding these problems, fieldwork is now complete. The following interviews have been undertaken: East Belfast: 253 (Short Strand: 130; Lower Castlereagh: 123); Derry/Londonderry: 250 (Top-of-the Hill: 127; Irish Street: 123); Sion Mills: 220; and Erinvale: 216, and in total **939 interviews** were conducted.

2.8. Weighting and Confidence Intervals

Weighting

Prior to analysis, data from the household survey was weighted to ensure it was representative of key demographic groups at a neighbourhood level, and that responses from residents of each neighbourhood counted proportionately equally to the overall sample. This was particularly important as Perceptive Insight sampled residents using a household quota system based on Ward level pre-2011 Census demographic data. Whilst the survey fieldwork was being undertaken 2011 Census data became available at a Small Area level so weighting was able to take account of recent changes in the demographic make-up of our case study neighbourhoods. The weighting process involved a number of stages:

1. Segmenting each case study neighbourhood by Small Area Census geographies;
2. Collating 2011 Census data (age and gender) for each Small Area in our case study neighbourhoods;
3. Aggregating Small Area Census data at a case study level;
4. Comparing Census and Survey data for age and gender;
5. Weighting survey data for age and gender to reflect Census distributions;
6. Weighting areas by age and gender.

This process resulted in the following weights being applied.

Table 2.3: Stage 1 weights - age and gender by area

	Male			Female		
	Age 16-29 years	Age 30-59 years	Age 60+ years	Age 16-29 years	Age 30-59 years	Age 60+ years
Erinvale	0.80	1.08	1.05	0.84	1.03	1.04
Short Strand	1.01	1.20	0.65	1.41	0.91	0.91
Lower Castlereagh	1.49	1.11	0.65	1.26	1.04	0.61
Irish Street	2.19	0.95	0.80	0.93	1.13	0.88
Top-of- the-Hill	0.75	1.37	1.02	0.84	1.04	0.85
Sion Mills	1.05	1.22	1.04	0.68	0.96	1.03

Table 2.4: Stage 2 weights - area level

	Response n	Required n	Weighting Factor
Erinvale	216	250	1.157
Short Strand	129	125	0.969
Lower Castlereagh	124	125	1.008
Irish Street	123	125	1.016
Top-of- the-Hill	127	125	0.984
Sion Mills	220	250	1.136

Applying these weights produces an effective base of 843.1 (i.e. a reduction of around ten per cent).

Confidence intervals

When comparing differences in survey responses between the case study neighbourhoods it is important to note the following estimated maximum confidence intervals. Confidence intervals are applied to take account for the statistical possibility that, if a different sample of residents had taken part in the survey different results may have emerged. Using the table below, we can, for example, estimate that the results reported are within +/-5.8-6.2 percentage points of the true value for our higher case study geographies, and +/-8.1-8.7 for the lower geographies.

Table 2.4: Estimates maximum confidence intervals at a neighbourhood level

	Maximum Confidence Interval (+/- % points)
East Belfast (all)	6.1
<i>Short Strand</i>	8.4
<i>Lower Castlereagh</i>	8.7
Derry/Londonderry (all)	5.8
<i>Irish Street</i>	8.1
<i>Top- of-the Hill</i>	8.2
Sion Mills	6.2
Erinvale	6.1

Throughout the report statistically significant differences are highlighted through grey shading. A 'Z test' for proportions has been applied to each category (e.g. by area and certain demographic characteristics) to determine whether the differences observed are statistically significant when compared to the sample as a whole.

Establishing a Baseline: Health, Neighbourhood, Getting-by, and Well-being

3.1. Introduction

At its most basic, resilience is generally understood to be *"the capacity to bend, bounce back and return to equilibrium, rather than break, in the face of pressure and stress."*⁶⁶ However, it is, to some degree, a nebulous and contested concept and one that has multiple meanings, and is understood differently in different contexts.^{67 68} Not surprisingly then, there is little agreement about how it should be 'measured' and this is certainly the case in the context of 'social' resilience, which, as noted earlier, is an area that has been largely neglected by social scientists.⁶⁹ Therefore, one of the goals of this study is to garner a clearer understanding of the concept in this context, and it will be an issue that is explored in its future written outputs, including its principal one: its final report, which will be published in Spring 2015.

However, notwithstanding all of these important points, and in particular, the difficulty of 'measuring' resilience, it is important to provide a 'baseline' position for residents in our sample with respect to a number of socio-economic indicators, some of which, it may be argued, provide some 'measure' of resilience. This is so that we can explore how their lives change over the course of the study and how resilient they are to a number of likely stressors that **may** impact on them, such as welfare reform and reduced public sector spend at the neighbourhood level.

This chapter, then, establishes a baseline position for our case study areas and their residents.⁷⁰ On the basis of these findings, it speculates about how resilient these areas are **likely** to be in the future, although, being very aware when doing so, that what really matters is how resilient they will be in **practice**: an account of this will be provided in two years' time when the study's final report is published.

⁶⁶ Platts-Fowler, D. and Robinson, D. (2013) *Neighbourhood Resilience in Sheffield: Getting-by in Hard Times*. Sheffield: Centre for Regional Economic and Social Research (CRESR) at Sheffield Hallam University. Available at: <http://www.shu.ac.uk/research/cresr/>, p.5

⁶⁷ Magis, K (2010) 'Community Resilience: An Indicator of Social Sustainability'. *Society & Natural Resources: An International Journal*, 23 (5), pp. 401-416.

⁶⁸ Platts-Fowler, D. and Robinson, D. - op.cit

⁶⁹ Platts-Fowler, D. and Robinson, D. - op.cit

⁷⁰ Where possible, data from the Baseline Survey has benchmarked to 'national' level data in order to set it context. However, because of the lack of Northern Ireland specific data for many of the survey questions, much of the national level data that is referred to relates to other territories in the United Kingdom.

The chapter is divided into six sections, including this one. It begins by establishing the baseline position in terms of residents' health and then moves on (in section three) to explore their financial circumstances and the extent to which they are 'getting-by'. In section four, attention focuses on neighbourhood and community while section five is concerned with providing an assessment of residents' well-being and quality of life. The chapter concludes by highlighting the key issues presented within it and some of their implications. In doing so, it makes some tentative suggestions about how well placed our case study areas are to cope with any stressor(s) in the future - in essence, how resilient they are likely to be.

3.2. Health

Respondents were asked a number of questions about their health. For example, they were asked whether they had a long-standing illness, disability or infirmity. As the table below illustrates, a sizeable proportion - nearly a third - of those in the disadvantaged neighbourhoods replied in the affirmative. And the proportion was close to 40 per cent in one of the areas: Top-of-the-Hill. These figures do not compare favourably to the picture in the comparator, where only 15 per cent of residents reported that they had a long-standing illness, disability or infirmity.

Table 3.1: Long-standing illness by case study neighbourhood (proportion of respondents)⁷¹

Do you have any long-standing illness, disability or infirmity? By longstanding I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?

	East Belfast		Derry/Londonderry				All Deprived Areas	Total
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale		
Yes	26	26	35	39	31	15	31	27
No	74	74	65	61	69	85	69	73
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

As the table below illustrates, nearly half (49 per cent) of those respondents with a long-standing illness, disability or infirmity in the disadvantaged neighbourhoods reported that they had suffered from some form of mental health illness, including stress, anxiety and depression. The figure was even higher in the East Belfast case study where exactly two thirds of Lower Castlereagh residents (who had a long standing illness, disability or infirmity), and 61 per cent of Short Strand respondents, reported that they suffered from mental health problems.

⁷¹ The response to this question, along with those for other survey questions presented in this chapter, is broken down by age, gender, SEG and religious background in the tables contained in Appendix 3.

Table 3.2: Long-term mental health problems by case study neighbourhood (proportion of respondents)

Thinking about this illness, disability or infirmity, can you tell me which, if any, of the following things apply to you? - Stress or anxiety/Depression/Mental Illness

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
No	39	34	41	77	51	70	51	53
Yes	61	66	59	23	49	30	49	47
Unweighted Base	36	40	47	47	65	32	235	267

Source: Baseline Survey (December 2012-March 2013)

Respondents were asked another question which provided an insight into their mental health - they were asked to rank how anxious they felt (on the day before they were interviewed) on a scale from nought to ten, where nought was '*not at all anxious*' and ten was '*completely anxious*'. As the table below reveals, more than one in five (21 per cent) of residents in the disadvantaged neighbourhoods reported a score of seven or more. This compares to only 18 per cent of respondents in the comparator who responded in the same way.

Table 3.3: Levels of Anxiety by case study neighbourhood (percentage of respondents)

On a scale where nought is 'not at all anxious' and 10 is 'completely anxious', overall, how anxious did you feel yesterday?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Very Low (0-4)	60	72	58	64	72	81	66	70
Low (5-6)	16	4	21	12	12	11	13	12
Medium (7-8)	15	13	18	12	9	5	13	11
High (9-10)	9	11	4	12	7	3	8	7
Unweighted Base	129	124	123	127	220	215	723	938

Source: Baseline Survey (December 2012-March 2013)

Perhaps surprisingly given the 'flag' protests and the relatively high proportion of residents with long-standing mental health issues, residents in Short Strand and Lower Castlereagh did not exhibit anxiety levels that were markedly higher than for the disadvantaged sample as a whole ('only' 24 per cent of residents in the two areas reported an anxiety score of at least 7).

Respondents were asked to provide an overall assessment of their health. The table below presents the response to this question. As it reveals, 74 per cent of all respondents reported that they were in '*very good*' or '*quite good*' health. This compares to 70 per cent of respondents in the 2011 Census in Northern Ireland who responded in the same way.

The response to this question varied by area with residents in the comparator area, Erinvale, most likely to report that they were in 'very/quite good' health with 88 per cent doing so. In terms of the disadvantaged case studies, residents in Sion Mills were most likely to do so (73 per cent did), with those in Lower Castlereagh (68 per cent) being least likely to respond in this way.

Table 3.4: General Health by Case Study Neighbourhood (percentage of respondents)

How is your health in general? Would you say it is...

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Very good	36	28	35	37	57	53	42	44
Quite good	34	40	32	29	16	35	28	30
Fair	11	13	18	14	19	7	16	14
Quite poor	9	11	11	16	6	5	10	9
Very poor	9	7	6	4	2	1	5	4
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

3.3. Financial circumstances and 'getting-by'

Respondents were asked a series of questions designed to highlight their financial situation and to explore the extent to which they were managing to 'get-by' financially. They were asked a number of questions about their income, including the size of their (household) income. As the table below illustrates, a large proportion of households in the disadvantaged neighbourhoods have relatively low incomes: 41 per cent reported a household income of less than £200 per week. However, it is also important to note, that perhaps surprisingly, 15 per cent of respondents also reported having a weekly household income of at least £500 per week.

Table 3.5: Household income by case study neighbourhood (percentage of respondents)

And what is the total income of your household from all sectors before tax and national insurance contributions per week?

	Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Less than £200	45	29	43	56	38	23	41	36
£200-£299	32	27	28	25	18	18	24	22
£300-£399	7	14	10	11	15	10	12	12
£400-£499	8	13	7	1	7	10	7	8
£500 or more	8	19	11	7	21	39	15	21
Unweighted Base	68	66	92	61	179	162	466	628

Source: Baseline Survey (December 2012-March 2013)

The response to this question varied by neighbourhood. As one might have expected, respondents in the better-off comparator, Erinvale, reported the highest income levels. However, while 39 per cent had a household income of at least £500, it is also important to note that more than one in five - 23 per cent - got by on less than £200 per week. With regard to response for the disadvantaged neighbourhoods, the area that stands-out is Top-of-the-Hill, where more than half - 56 per cent - of respondents reported that their household income was less than £200 per week.

Respondents were asked whether they were currently behind with any household bills, specifically: *rent or mortgage; electricity bill; gas bill; other fuel bills like coal and oil; telephone bill (including mobiles); childcare bill; internet bill; and Sky / cable TV; another bill (specify)*. As the table below illustrates, a sizeable proportion were: nearly one in five - 19 per cent - of respondents in the disadvantaged case reported that they were behind with at least one bill. And in some areas this figure was even higher: Lower Castlereagh (29 per cent) and Top-of-the-Hill (24 per cent). As one might have expected, the level of indebtedness was lower in Erinvale where only six per cent of residents reported that they were behind with at least one household bill.

Table 3.6: Proportion of respondents who are behind with household bills by case study neighbourhood (percentage of respondents)

May I ask which, if any, of the following household bills you are currently behind with?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Behind on at least one household bill	24	29	12	24	11	6	19	16
Not behind on any household bills	76	71	88	76	89	94	81	84
Unweighted Base	125	117	120	127	218	214	707	921

Source: Baseline Survey (December 2012-March 2013)

Respondents were also asked if they were behind with other bills and payments including credit or store cards, bank or finance company loans, and credit union loans.⁷² As the table below illustrates, 14 per cent of residents in the disadvantaged case studies reported that they were behind with at least one type of payment. Again, the proportion was higher in Lower Castlereagh (26 per cent) with residents in Short Strand also being more likely to be experiencing this form of indebtedness (23 per cent). As was the case with household bills, respondents in the comparator area were less likely to report this form of indebtedness, with only seven per cent doing so.

⁷² The full list was: 'credit or store cards; hire purchase agreements; bank or finance company loans; credit union loans; money lender loans; pay day loans; Social Fund loans; loans from friend or relatives; catalogues paid by instalment; something else (specify); none of these'.

Table 3.7: Proportion of respondents who are behind with 'other' bills and payments by case study neighbourhood (percentage of respondents)

And which, if any, of the other things (below/on this card) are you currently behind with?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Behind on at least one other type of payment	23	26	4	12	8	7	14	12
Not behind on any other types of payment	77	74	96	88	92	93	86	88
Unweighted Base	126	117	120	127	217	215	707	922

Source: Baseline Survey (December 2012-March 2013)

Table 3.8: Proportion of respondents who are behind with any bills or payments by case study neighbourhood (percentage of respondents)

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Behind on at least one type of bill	35	35	13	27	13	11	23	20
Not behind on any bills	65	65	87	73	87	89	77	80
Unweighted Base	124	116	120	127	217	214	704	918

Source: Baseline Survey (December 2012-March 2013)

When the data for household and other indebtedness was combined it revealed that nearly a quarter (23 per cent) of all residents in the disadvantaged case studies were behind with at least one bill or payment. Clearly, this has implications for the capacity of these residents to cope with any financial shocks and stressors in the future, such as a reduction in their income brought about by welfare reform or unemployment. Furthermore, the capacity of these residents to cope is further undermined by their lack of savings - not surprisingly, only 29 per cent had savings, with only four per cent having savings of £3,000 or more.

And, as the table below reveals, the relatively small proportion - a little over a third (36 per cent) - of respondents with savings in our disadvantaged neighbourhoods may be an issue in the future as most residents lack a financial 'buffer to insulate themselves from future financial shocks. This could to be a particular issue in Top-of-the-Hill where only 19 per cent of residents reported that they had savings. As one might have expected, residents in the comparator area had the highest proportion of 'savers' of all the case studies - 82 per cent had some savings - although 18 per cent did not, leaving themselves vulnerable to future financial shocks.

Table 3.9: Proportion of respondents with savings by case study neighbourhood (percentage of respondents)

Thinking about all your saving accounts, assets and investments, what would you say is the current amount or value held by you (and your partner or spouse)?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Nil/no savings	55	57	55	81	67	17	64	53
Less than £3,000	31	37	39	16	19	24	26	26
£3,000 or more	14	7	6	3	14	58	10	21
Unweighted Base	119	97	86	112	169	152	583	735

Source: Baseline Survey (December 2012-March 2013)

Respondents were asked the following question which was designed to explore the extent to which residents in our case studies have already experienced financial shocks, and on the back of this, to provide the study team with an insight into financial resilience: *'Has the total income of your household from all sources after tax and National Insurance gone down unexpectedly at any point within the past 12 months?'*

As the table reveals, a sizeable proportion - a little over one in five - of residents in our disadvantaged neighbourhoods reported that their household income had fallen in the last year, with nearly a quarter of respondents in the urban case studies doing so. In terms of the characteristics of residents who had experienced a financial shock, they were more likely to be of working age, as table A3.13 in Appendix 3 reveals. The study team will establish whether they had any other distinguishing features and provide answers to the following questions, when producing its thematic working paper on getting-by:

- what was the cause of the financial shock? (respondents were asked to identify why their income had gone down)
- has the financial shock impacted (or not) on their quality of life? And in what ways?
- have certain groups handled the shock better? i.e. do they exhibit higher levels of financial 'resilience'? And why is this the case?

Table 3.10: Changes in household income over the last year by case study neighbourhood (percentage of respondents)

Has the total income of your household from all sources after tax and national insurance gone down unexpectedly at any point within the past 12 months?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Yes	23	24	25	24	14	18	21	20
No	77	76	75	76	86	82	79	80
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

Respondents were asked whether they had sought advice or help in the last 12 months in relation to their household's financial situation and, if they had, to identify the source of this support. Nearly a quarter (24 per cent) replied that they had, with the most commonly cited sources being: family and friends (eight per cent); an 'independent advice agency (such as the Citizens Advice Bureau) (six per cent); and credit union (five per cent).

Respondents that had sought advice or help were asked why they had done so - exactly three in ten reported they had done so because their household income had reduced in the last year. These respondents (n=57) were asked how useful they found the support provided to them - more than three-quarters (77 per cent) reported that they found it 'very' or 'quite' useful. They were also asked to highlight whether the support they received had done anything to improve their financial situation with nearly two-thirds (64 per cent) responding in the affirmative.

Respondents were asked two questions which sought to capture their overall financial situation. First they were asked: *'How often, if at all, in the last 12 months, did you (and your partner) run out of money before the end of the week or month?'*⁷³ As the table below illustrates, a sizeable proportion - more than a third - of respondents in the disadvantaged neighbourhoods reported that they had 'very' or 'fairly often' run out of money. Given that many (35 per cent) of these residents (or another member of their household) were in receipt of some form of out of work or severe disability benefit,⁷⁴ this raises the question of how they will fare when welfare reform measures bite and the real value of many benefits decreases - how they do will be an issue that the research will pay particular attention to.

⁷³ Respondents were instructed to 'include times when you have run out of money and had to use your credit card, an overdraft or borrow to get-by'.

⁷⁴ That is: Income Support, JSA, Incapacity/Severe Disablement Benefit, or ESA.

Table 3.11: Proportion of respondents who have 'run out of money before the end of the week or month' in the last year by case study neighbourhood (percentage of respondents)

How often, if at all, in the last 12 months, did you (and your partner) run out of money before the end of the week or month? Please include times when you have run out of money and had to use your credit card, an overdraft or borrow to get-by.

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Very often	7	22	12	37	10	3	16	13
Fairly often	27	29	21	15	12	11	19	17
Hardly ever	24	25	21	25	12	22	20	20
Never	39	20	44	23	59	62	41	46
Don't know	3	4	2	1	7	2	4	3
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

The response to this question varied by area - while more than half (52 and 51 per cent respectively) of respondents in Top-of-the Hill and Lower Castlereagh reported that they did often run out of money, only 22 per cent of residents in Sion Mills did so. And not unexpectedly, residents in the comparator were least likely of those in all the study areas to report this - only 14 per cent of respondents there did.

Residents were asked to provide an overall assessment of how they were managing financially. As the table below illustrates, on a positive note, nearly two-thirds of respondents in the disadvantaged neighbourhoods reported that they were managing 'well'. But 16 per cent reported they were not managing 'well' and again, it will be interesting (and important) to explore how this group fares in the next couple of years.

The response to this question varied by neighbourhood. Again, residents in the comparator area were most likely of all the areas to report that they were managing well financially (81 per cent did), while those in Top-of-the Hill and (especially) Lower Castlereagh were more likely to report that they were struggling financially - 25 and 35 per cent respectively of residents in these areas reported that they were managing 'very' or 'fairly' 'poorly' financially.

Table 3.12: How poorly or well respondents are managing financially by case study neighbourhood (percentage of respondents)

Taking everything into account, how well or poorly are you (and your partner) managing financially these days?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Very well	19	17	24	17	51	32	30	30
Fairly well	44	23	50	41	19	49	33	37
Neither well or poorly	21	23	15	18	18	10	19	17
Fairly poorly	11	18	6	14	5	5	10	8
Very poorly	2	17	6	11	1	3	6	5
SPONTANEOUS ONLY: Don't know	1	1	0	0	7	1	3	2
Unweighted Base	103	99	93	104	113	147	512	659

Source: Baseline Survey (December 2012-March 2013)

3.4. Neighbourhood and Community

Respondents were asked a number of questions relating to neighbourhood and community. For example, they were asked how long they had lived in their area for. As the table below illustrates, nearly three-quarters (72 per cent) of residents in the disadvantaged neighbourhoods had done so for more than ten years. Exactly the same proportion of residents in Erinvale responded in the same way. The neighbourhood with the highest proportion of long standing residents was Top-of-the-Hill (82 per cent); the area with the lowest: Lower Castlereagh (56 per cent).

Table 3.13: Length of residence by case study neighbourhood (percentage of respondents)

Roughly how many years have you lived in this neighbourhood?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Less than a year	2	8	2	3	7	3	5	4
1 years or more but less than 3 years	3	14	12	4	6	7	7	7
3 years or more but less than 5 years	4	14	5	4	4	6	6	6
5 years or more but less than 10 years	11	9	11	7	13	11	11	11
10 years or more but less than 20 years	25	25	20	21	23	17	23	22
20 years or more	55	31	51	61	48	55	49	50
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

Respondents were asked a series of questions which sought to provide an insight into the levels of social capital within areas and their social cohesiveness. For example, they were asked to indicate the extent to which they '*belonged*' to their neighbourhood. As the table below reveals, most (82 per cent) of respondents in the disadvantaged neighbourhoods reported that they '*belonged*' '*strongly*' (either '*very*' or '*fairly*') in their neighbourhoods. This figure compares favourably to data at the 'national' level⁷⁵ and for the comparator, where 70 per cent of residents responded in the same way.

⁷⁵ A Northern Ireland benchmark was not available for this question so an England comparator has been used (the *Community Life Survey*), which found that in 2012 that 79 per cent of residents in England strongly belonged to their neighbourhood.

Table 3.14: Neighbourhood attachment by case study neighbourhood (percentage of respondents)

How strongly do you feel you belong in this neighbourhood?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Very strongly	51	27	44	50	66	33	51	46
Fairly strongly	33	37	41	34	19	37	31	32
Not very strongly	9	23	9	12	9	21	12	14
Not at all strongly	2	11	5	4	4	9	5	6
(Don't know)	5	1	1	0	1	0	2	1
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

There was remarkable similarity in the figures derived for four of the disadvantaged areas (Sion Mills, Top-of-the-Hill, Short Strand and Irish Street), all of which fell within the 84-85 percentage band. However, the figure for one area - Lower Castlereagh - was very different with only 64 per cent of residents there reporting that they strongly belonged in their neighbourhood. Although the reasons for this will be explored through subsequent quantitative and qualitative research activities undertaken by the study team, one contributory factor may be that it has the smallest proportion of long term residents of all the disadvantaged neighbourhoods.

As table A3.17 in Appendix 3 reveals, attachment scores did not vary markedly when the aggregate sample was disaggregated by gender, age or religious background, although Catholic residents were slightly more likely than Protestant ones to report that they strongly belonged in their neighbourhood (82 per cent compared to 78 per cent).

Respondents were asked whether people in their neighbourhood shared the same values as them. As the table below illustrates, nearly three-quarters - 72 per cent - of respondents in our disadvantaged case studies felt this was the case. This compares favourably to the figure derived for the comparator area, Erinvale, where 61 per cent of residents responded in the same way. In terms of how this figure compares to 'national' data, it is lower than the figure for England and Wales: 76 per of respondents in the 2008-2009 Citizenship Survey felt that residents in their area shared the same values as them.⁷⁶

The response to this question varied by area. Following the pattern of responses to other questions concerned with social cohesion, residents in Lower Castlereagh were least likely of those in the disadvantaged case studies to report that local people shared the same values as them (54 per cent did so). The area where residents were most likely to report that this was the case was the rural case study, Sion Mills, where 87 per cent of residents did so.

⁷⁶ Again, at the time of writing (May 2013) this data did not exist for Northern Ireland.

Table 3.15: Proportion of respondents who believe that people in this neighbourhood share the same values by case study neighbourhood (percentage of respondents)

To what extent do you agree or disagree that people in this neighbourhood share the same values?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Strongly agree	34	16	19	8	47	18	28	26
Agree	40	38	50	54	40	43	44	44
Disagree	13	15	11	16	8	31	12	17
Strongly disagree	3	1	5	11	1	3	4	4
SPONTANEOUS ONLY: Don't know	10	30	16	11	3	5	12	10
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

Respondents were asked the extent to which residents in their neighbourhood could be trusted. As the table below illustrates, in line with 'national' data,⁷⁷ nearly four out of ten - 40 per cent - in the disadvantaged neighbourhoods reported that '*many people of this neighbourhood can be trusted*.' This compares to 31 per cent of residents in the comparator who responded in the same way. Some 40 per cent of residents in the disadvantaged neighbourhoods reported that '*some can be trusted*' ('national' comparator: 37 per cent; Erinvale: 40 per cent) while 20 per cent reported that '*a few can be trusted*' ('national': four per cent; Erinvale: two per cent). Only three per cent of residents reported that '*none of the people can be trusted in the neighbourhood*' ('national': three per cent; Erinvale: two per cent).

Again, following the pattern of response to similar questions, respondents in Lower Castlereagh reported 'lower' scores - they were less likely to report that 'many people of this neighbourhood can be trusted' (24 per cent) and more likely to report that 'a few' or no local residents could be trusted (36 per cent compared to 21 per cent for the disadvantaged sample as a whole).

⁷⁷ 2010-2011, *Citizenship Survey* (adults in England and Wales).

Table 3.16: Proportion of respondents who trust people in their neighbourhood by case study neighbourhood (percentage of respondents)

Would you say that...

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Many of the people in this neighbourhood can be trusted	43	24	45	19	53	31	40	38
Some can be trusted	36	39	44	55	32	40	40	40
A few can be trusted	20	27	8	19	13	26	17	19
None of the people in this neighbourhood can be trusted	1	9	3	7	2	2	4	3
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

Residents were asked: *'To what extent do you agree or disagree that people in this neighbourhood pull together to improve the neighbourhood?'* Some 70 per cent of residents in the disadvantaged neighbourhoods *'strongly'* or *'fairly'* strongly agreed. This figure compares favourably to the 'national'⁷⁸ figure of 62 per cent and the comparator score of 63 per cent. The proportion of respondents reporting that local residents *'pulled together'* in their area varied across the case studies. It was highest in Sion Mills and Short Strand (81 per cent and 73 per cent respectively) and lowest in Lower Castlereagh (53 per cent). The study team will seek to explore the differences through its future (quantitative and qualitative) research activities.

⁷⁸ A Northern Ireland comparator benchmark does not exist for this survey question. Therefore, the benchmark that it is used is derived from a survey of residents in England - the *Community Life Survey* - conducted with adults (aged 16+) in August-October 2012.

Table 3.17: Proportion of respondents who reported that 'people in this neighbourhood pull together to improve the neighbourhood' by case study neighbourhood (percentage of respondents)

To what extent do you agree or disagree that people in this neighbourhood pull together to improve the neighbourhood?

	East Belfast		Derry/Londonderry				All Deprived Areas	Total
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale		
Definitely agree	45	19	22	20	41	17	31	28
Tend to agree	42	34	47	44	40	46	41	42
Tend to disagree	9	23	13	15	11	28	14	17
Definitely disagree	1	4	6	12	1	7	4	5
SPONTANEOUS ONLY: Nothing needs improving	0	1	0	1	0	0	0	0
Unweighted Base	125	104	107	118	204	211	658	869

Source: Baseline Survey (December 2012-March 2013)

Respondents were asked whether their area had changed (for better or worse) over the last two years. As the table below reveals, and in line with the picture at the 'national' level,⁷⁹ most (56 per cent) in the disadvantaged neighbourhoods reported their area had not changed. This compares to 58 per cent of respondents in Erinvale who did the same. In line with 'national' data, more respondents thought their area had deteriorated than improved (22 per cent compared to 16 per cent).

Again, in line with the findings garnered for other questions, the 'scores' for Lower Castlereagh were 'lower': residents there were more likely to report that the area had got worse (28 per cent did) and less likely to report that it had improved (eight per cent did). Another area which appeared to have a marked downward trajectory (in the eyes of residents) was Sion Mills where 22 per cent of residents thought the village had deteriorated in the last two years compared to 11 per cent who thought the opposite was the case. The neighbourhood trajectories were the Londonderry/Derry case studies of Irish Street and Top-of-the-Hill, where the numbers of residents who thought the neighbourhoods had improved outweighed those who thought it had deteriorated.

⁷⁹ The Community Life Survey conducted between August and October 2012 in England found that 15 per cent of respondents thought their area had got worse; 18 per cent thought it had got better; with 67 per reporting that it had not changed much.

Table 3.18: Proportion of respondents who reported that their area had got better or worse over the last two years by case study neighbourhood (percentage of respondents)

On the whole, do you think that over the past two years this neighbourhood has got better or worse to live in or would you say things haven't changed much?

	East Belfast		Derry/Londonderry				All Deprived Areas	Total
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale		
The neighbourhood has got better	29	8	12	28	11	18	16	17
The neighbourhood has got worse	29	28	8	25	22	22	22	22
The neighbourhood has stayed the same	42	48	75	46	61	58	56	56
SPONTANEOUS ONLY: Have lived here less than 2 years	0	15	5	1	6	2	6	5
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

The table below outlines respondents' overall satisfaction with their neighbourhood. As it reveals, in line with 'national' level data,⁸⁰ most (83 per cent) residents were satisfied ('very' or 'fairly') with their neighbourhood as a place to live. Perhaps surprisingly, the proportion was lower in Erinvale where 'only' 71 per cent responded in the same way (the reasons for this will be explored by the study team in its future research activities).

In line with the response to other questions, residents in Lower Castlereagh exhibited lower satisfaction levels - 'only' 57 per cent were satisfied with the area as a place to live. The neighbourhoods with the highest satisfaction levels were Sion Mills and Irish Street where 94 and 93 per cent respectively of residents were satisfied.

⁸⁰ 84 per cent of respondents in the Community Life Survey reported that they were satisfied with their 'local area'.

Table 3.19: Neighbourhood satisfaction by case study neighbourhood (percentage of respondents)

Overall, how satisfied or dissatisfied are you with this neighbourhood as a place to live?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Very satisfied	38	25	42	22	76	33	46	43
Fairly satisfied	47	32	51	54	18	38	37	37
Neither satisfied nor dissatisfied	9	23	6	12	3	19	9	12
Fairly dissatisfied	5	15	1	7	1	10	5	6
Very dissatisfied	2	4	1	5	0	0	2	2
SPONTANEOUS ONLY: Don't know	0	2	0	0	2	0	1	1
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

3.5. Well-being and Quality of life

Respondents were asked three questions which sought to provide an insight into their well-being and overall quality of life. For example, they were asked: 'Overall to what extent do you feel the things you do in your life are worthwhile where nought is 'not at all worthwhile' and ten is 'completely worthwhile'? As the table below reveals, 75 per cent of respondents in the disadvantaged neighbourhoods and the comparator area reported a score of seven or more. This compares to 81 per cent of respondents in the national (Northern Ireland) benchmark survey⁸¹ who did the same.

The response to this question varied across the disadvantaged neighbourhoods with residents in Top-of-the-Hill and Short Strand recording the lowest scores (67 and 72 per cent respectively) and those in Lower Castlereagh the highest score (81 per cent).

⁸¹ ONS' Annual Population Survey Subjective Well-being Experimental dataset (April 2011 to March 2012, United Kingdom, Adults aged 16 and over).

Table 3.20: Proportion of respondents who feel the things they do in their life are worthwhile by case study neighbourhood (percentage of respondents)

Overall, to what extent do you feel the things you do in your life are worthwhile where nought is 'not at all worthwhile' and 10 is 'complete worthwhile'?

	East Belfast		Derry/Londonderry					Total
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	
Very Low (0-4)	14	12	6	11	6	4	9	8
Low (5-6)	15	8	17	23	18	21	16	17
Medium (7-8)	34	47	47	34	49	35	43	41
High (9-10)	38	34	30	33	27	40	32	34
Unweighted Base	129	124	123	127	219	216	722	938

Source: Baseline Survey (December 2012-March 2013)

As table A3.23 in Appendix 3 reveals, men were slightly more likely than women to record a 'very low' / 'low' score (29 per cent compared to 21 per cent) as were Catholic respondents (29 per cent of Catholic respondents responded in this way compared to 23 per cent of Protestant ones who did so).

As the table below reveals, most tenants in the disadvantaged neighbourhoods reported that they were relatively 'happy': 71 per cent reported a score of at least seven when asked to rank how happy they felt yesterday, where nought is 'not happy at all' and 'ten is completely happy'. This compares to the scores of 76 per cent for Erinvale and 74 per cent for the 'national' (Northern Ireland) benchmark survey.⁸²

Happiness levels fluctuated by area. They were highest in Irish Street, where 76 per cent of respondents recorded a score of at least seven, and lowest in Top-of-the Hill, where 61 per cent responded in this way.

Table 3.21: Proportion of respondents who are 'happy' by case study neighbourhood (percentage of respondents)

Overall, how happy did you feel yesterday, where nought is 'not at all happy' and 10 is 'completely happy'?

	East Belfast		Derry/Londonderry					Total
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	
Very Low (0-4)	19	23	7	17	10	5	14	12
Low (5-6)	11	8	17	22	17	20	15	16
Medium (7-8)	32	40	47	33	41	35	39	38
High (9-10)	38	30	29	28	33	41	32	34
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

⁸² ONS' Annual Population Survey Subjective Well-being Experimental Dataset (April 2011 to March 2012, Adults 16 and over).

Residents were also asked to indicate how satisfied they were with their lives nowadays, using a ranking where nought is '*not satisfied at all*' and ten is '*completely satisfied*'. The table below presents their response to this question. As it reveals, despite leading challenging lives in often challenging circumstances, most residents in the disadvantaged case studies exhibited relatively high levels of satisfaction: 71 per cent ranked their satisfaction as being at least seven. This compares favourably to the 78 per cent of respondents in Erinvale and the Northern Ireland national comparator survey⁸³ who responded in the same way.

Table 3.22: Proportion of respondents who are satisfied with their lives by case study neighbourhood (percentage of respondents)

Overall, how satisfied are you with your life nowadays, where nought is 'not at all satisfied' and 10 is 'completely satisfied'?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Very Low (0-4)	12	11	6	13	8	4	10	8
Low (5-6)	22	16	11	22	23	18	20	19
Medium (7-8)	34	49	60	36	39	37	43	41
High (9-10)	32	24	23	29	30	41	28	31
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

Satisfaction rates varied markedly across the disadvantaged neighbourhoods. Residents in Irish Street were most likely to report a 'medium' or 'high' satisfaction ranking, with 83 per cent responding in this way. Given the context under which the fieldwork was conducted in the East Belfast case study (i.e. the social unrest associated with the flag protests), the figures for the area - 73 per cent in Lower Castlereagh and 66 per cent in Short Strand - are perhaps higher than one might have expected. Furthermore, the low scores reported on a range of other indicators relating to the neighbourhood and social capital/cohesiveness by residents in Lower Castlereagh, makes its quality of life satisfaction score even more unexpected.⁸⁴ In one of its subsequent written outputs, the study team will seek to make sense of the relatively high scores for Lower Castlereagh and Short Strand, using both quantitative and qualitative data to do so.

Respondents in Top-of-the-Hill exhibited the lowest rates ('only' 65 per cent of residents reported a satisfaction ranking of 'medium' or 'high'). Although the reason for this will be explored through subsequent quantitative and qualitative research activities undertaken by the study team, this finding is perhaps not unexpected as, in many respects, it is the most disadvantaged of all the case studies, as Appendix 2 reveals.

As table A3.25 in Appendix 3 reveals, women were more likely to report higher levels of satisfaction. In terms of religious background, Catholic respondents were more

⁸³ Annual Population Survey Subjective Well-being Experimental dataset, ONS (United Kingdom, April 2011 to March 2012, Adults aged 16 and over).

⁸⁴ The apparent disconnection between Lower Castlereagh residents' assessment of their neighbourhood, including its social fabric, and their assessment of their overall quality *may* indicate the relative unimportance of (social) place and community in their lives. However, this is conjecture and this is an issue that the study team will explore further, both qualitative and quantitatively.

likely than Protestant respondents to report a 'very low' or 'low' satisfaction ranking (33 per cent compared to 22 per cent).

3.6. Conclusion

The preceding sections have profiled the circumstances, experiences, attitudes and perceptions of residents in our case study neighbourhoods in relation to a number of key socio-economic indicators, with analysis being configured **thematically**. This section highlights the key issues to emerge from this analysis and seeks to provide a broader interpretation of the findings, with particular attention focusing on the role of **place**. In doing so, it also speculates about the future trajectories of the case study neighbourhoods.

The disadvantaged neighbourhoods house a sizeable proportion of residents who are already struggling to get by (in a number of different respects) and who, as a result, **may** be more susceptible to future stressors which **may** 'tip them over the edge'. These include declining household income brought about by changes to the benefit system as part of the on-going welfare reform programme or unemployment (or both). And, not unexpectedly, given their status as (relatively) deprived neighbourhoods, many of the respondents in our disadvantaged neighbourhoods appear to live very challenging lives in very challenging circumstances:

- Nearly a third reported that they had a long-standing illness, disability or infirmity;
- A comparatively large proportion have relatively low incomes: 41 per cent reported that their household income was less than £200 per week;
- One in five reported that their household income had fallen in the last year, with nearly a quarter of respondents in the urban case studies doing so;
- Nearly a quarter (23 per cent) were behind with at least one bill/payment;
- Nearly two-thirds reported that they had no savings and therefore did not have a financial 'buffer' to insulate themselves from future financial shocks, such as benefit changes;
- More than a third reported that they had often ('very' or 'fairly') run out of money in the last year.

However, it is important to note that, despite appearing to live very challenging lives, residents in the disadvantaged case studies recorded remarkably high quality of life scores:

- Nearly three-quarters (73 per cent) rated their satisfaction with their lives (on a scale from nought to ten) as being at least seven, and;
- 71 per cent rated their happiness as seven.

There are likely to be a number of (inter-linked) factors behind this finding. For example, it may be that residents do not see their lives as challenging, but instead 'normal' and 'ordinary'.⁸⁵ Another factor may be that residents are 'resilient' and are able to find ways to 'get-by' in very difficult circumstances. And the creation of what, one stakeholder we interviewed described as being 'siege mentalities' in some neighbourhoods may be another - analysis of stakeholder interviews conducted in East Belfast suggests that this may be the case there. Drawing on both qualitative and quantitative data, and using statistical techniques such as regression analysis, the study team will unpick this important issue and, in doing so, identify the explanatory variables behind the high quality of life scores in the disadvantaged case studies.

With one exception - Lower Castlereagh - the disadvantaged neighbourhoods exhibited higher levels of social capital and cohesion than the comparator, attributes which potentially make them (and their inhabitants) better placed (in relation to community resources) to deal with any future stressors:

- Nearly three-quarters (72 per cent) of respondents in the disadvantaged neighbourhoods reported that people in their area shared the same values (comparator: 61 per cent);
- Exactly seven out of ten respondents agreed with the statement that: '*people in this neighbourhood pull together to improve the neighbourhood?*' (comparator: 63 per cent);
- Nearly four out of ten - 38 per cent - reported that '*many people of this neighbourhood can be trusted.*' (comparator: 31 per cent);
- Most (83 per cent) were satisfied ('very' or 'fairly') with their neighbourhood as a place to live (comparator: 71 per cent).

One of the main objectives of the research is to map the trajectory of our case studies over a three year period and, in doing so, explore how they respond to any stressors they encounter. And this will be one of the main focuses of the future research activities of the study team. Notwithstanding this important point, the data garnered from the Baseline Survey provides an insight into how susceptible the case studies are likely to be to future stressors and how well placed they are to cope with them.

Turning first to the former issue, it appears that Lower Castlereagh and Top-of-the-Hill are the most susceptible of all the case study areas - the former has the highest proportion of respondents who are struggling to 'get-by' (just over a half of respondents there reported that they had often run out of money in the last year with more than a third reporting that they were managing 'poorly', financially). And Top-of-the-Hill has the lowest (reported) household income levels and the smallest proportion of respondents with savings - only 19 per cent of its residents did.

⁸⁵ Previous research undertaken by members of the study team for the Joseph Rowntree Foundation (JRF), concerned with exploring the links between poverty and place, found evidence of this occurring amongst residents in its six case study neighbourhoods in England, Scotland and Wales. Many (of the numerous) participants in the study who reported that their lives were extremely challenging, and who were finding it difficult to get-by, reported their situation to be unremarkable and their lives 'ordinary', and no different to many other residents living nearby. This issue is explored in a number of the outputs produced by the JRF study team including:

Batty, E. and Cole, I. (2010) *Resilience and the Recession: Preparing for the Worse?* JRF Programme Paper: Poverty and Place Programme. York: Joseph Rowntree Foundation. Available at (as at May 6th 2013): www.jrf.org.uk/sites/files/jrf/recession-deprivation-communities-full.pdf

Bashir, N., Batty, E., Cole, I., Crisp, R., Flint, J., Green, S., Hickman, P. and Robinson, D. (2011) *Living Through Change in Challenging Neighbourhoods: Thematic Analysis*. York: Joseph Rowntree Foundation.

In terms of the case study neighbourhoods' (collective) capacity to respond to any stressors, it appears that Short Strand is best placed to do so as it has the highest levels of social capital and social cohesion. Interestingly, the area located next to it - Lower Castlereagh - appears to be the area that is least well placed to cope as it has the lowest levels of social capital and cohesion of the case studies.

In line with its goal of unpicking the extent to which place impacts (or not) on resilience, the study team will examine whether spatial form, and specifically whether a settlement is 'rural' or 'urban', impacts on it. It is therefore useful here to highlight any differences between the rural case study - Sion Mills - and the urban disadvantaged neighbourhoods. Respondents in Sion Mills reported (slightly) 'higher' scores on a number of socio-economic indicators. However, the extent to which this is a reflection of any rural dimension is unclear and a number of other factors, not least the (important) fact that it is less deprived than in its urban counterparts, may be behind this (this issue will be explored by the study team through its future research activities).

The comparator area differed to the disadvantaged neighbourhoods in a number of ways. As one might have expected, its residents were better-off and in better health than their counterparts in the disadvantaged neighbourhoods. They exhibited higher levels of well-being. However, the neighbourhood scored 'lower' on social capital and cohesiveness questions. The reasons for this will be explored by the study team through its future research activities.

Establishing a Baseline: Volunteering

4.1. Introduction

Levels of informal and formal volunteering have long been of interest to policy makers and politicians from both sides of the political spectrum. Volunteering is vital to the social economy and civil society, helping to strengthen local communities, and to enhance the well-being of participants. There have been numerous initiatives to encourage volunteering over the years, a number of which have been instigated by the present coalition Government. Since 2010 it has prioritised strengthening the social economy, and civil society more generally, through interventions designed to increase social action, devolve power to communities and open up public services to a wider provider base, including social economy organisations from the voluntary, community and faith sectors.

In Northern Ireland policy support for volunteering is set-out in the Department for Social Development's strategy document, *Join In, Get Involved: Build a Better Future - A Volunteering Strategy and Action Plan for Northern Ireland 2012*,⁸⁶ developed in response to an identified need for a strategic approach to the promotion and development of volunteering in Northern Ireland. The strategy highlights the Northern Ireland Executive's vision for volunteering as a society where *'everyone values the vital contribution that volunteers make to community well-being; and everyone has the opportunity to have a meaningful, enjoyable volunteering experience'*. It identifies five objectives as the basis for implementing the strategy:

1. **Recognising the Value and Promoting the Benefits**, including priorities to build public recognition for volunteering; recruit more volunteers; measure the impact of volunteer involvement on volunteers, individuals, organisations and society; and seek to protect volunteering from the unintended negative consequences of legislation and Government policy.
2. **Enhancing Accessibility and Diversity**, ensuring that everyone has an opportunity to volunteer and that volunteering is representative of the diversity of the community.
3. **Improving the Experience**, with priorities to improve volunteer management practice; increase the number and quality of volunteering opportunities; encourage and support the development of skills by volunteers; and extend volunteering in the public sector.
4. **Supporting and Strengthening Infrastructure**, to provide effective support for volunteering.

⁸⁶ The strategy can be downloaded at: http://www.dsdni.gov.uk/index/voluntary_and_community/vcni-volunteering-and-active-citizenship.htm

5. **Delivering the Strategy**, including a comprehensive investment programme to support delivery; a commitment to deliver the Strategy in an effective, accountable way reflecting its cross cutting nature; and identifying a volunteering champion.

These objectives and priorities have been used to design a programme of work to support the implementation of the Volunteering Strategy. An Action Plan has also been developed to manage the programme of work throughout the life of the Strategy.

In this context, levels of volunteering provide an important measure of the health of the social economy and civil society, and provide a marker of progress in terms of meeting these policy objectives. The inclusion of a series of questions about respondents' involvement in **formal** and **informal** volunteering⁸⁷ in the questionnaire used in the baseline survey therefore provided the study team with an opportunity to explore levels of volunteering in the case study neighbourhoods, and to establish a baseline for them.

Formal volunteering is defined as **being involved with groups clubs or organisations**, including taking part, supporting, or helping in any way, either on your own or with others. Informal volunteering is defined as **unpaid help given to someone who is not a relative** (i.e. a friend or neighbour). Questions covered the type and frequency of activity undertaken, including the extent to which it occurred within the neighbourhood itself and within social economy organisations. This chapter provides an overview of responses to these questions.

4.2. Formal volunteering

Involvement in formal volunteering in the past 12 months

Involvement in formal volunteering in each of the case study neighbourhoods is outlined in table 4.1.

Table 4.1: Percentage of respondents involved in formal volunteering in the past 12 months by case study neighbourhood

Which of the following groups, clubs or organisations have you been involved with during the last 12 months? That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. Please exclude giving money and anything that was a requirement of your job.

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Involved	47	13	21	22	43	27	32	30
Not involved	53	87	79	78	57	73	68	70
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

⁸⁷ These questions have been used in surveys in England and Wales for a number of years, including the *Citizenship Survey*, and more recently, the *Community Life Survey*.

Overall, 30 per cent of survey respondents had been involved in formal volunteering in the past 12 months. It was most common in Short Strand (47 per cent) and Sion Mills (43 per cent) and least frequent in Lower Castlereagh (13 per cent). Respondents in the disadvantaged neighbourhoods were more likely than their counterparts in the better-off comparator, Erinvale, to have volunteered formally (32 per cent compared to 27 per cent).

When responses were explored in relation to the demographic characteristics of respondents, variations were identified according to age, socio-economic group and religion: people aged over 60 were less likely to have volunteered formally (19 per cent) than people aged 30-59 (33 per cent) and people aged 16-29 (38 per cent); people in the ABC1 socio-economic groupings were more likely to have volunteered formally (40 per cent) than people in the C2DE grouping (26 per cent); people in Catholic households were more likely to have formally volunteered (36 per cent) than people in Protestant households (26 per cent).

Frequency of involvement in formal volunteering

Frequency of involvement in formal volunteering in each of the case study neighbourhoods is outlined in table 4.2, which shows the proportion of respondents volunteering at least once a month in the 12 months prior to the survey.

Table 4.2: Percentage of respondents involved in formal volunteering at least once a month by case study neighbourhood

Overall, about how often over the last 12 months have you generally done something to help this/these group(s), club(s) or organisation(s)?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
At least once a month	31	10	13	12	20	22	18	19
Less often/never	69	90	87	88	80	78	82	81
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

Overall, 19 per cent of respondents volunteered formally at least once a month. At a neighbourhood level there was a very similar pattern to the previous table: the proportion of respondents who volunteered formally at least once a month was highest in Short Strand (31 per cent) and lowest in Lower Castlereagh (ten per cent). It was also comparatively high in Erinvale (22 per cent) and Sion Mills (20 per cent) and comparatively low in Top-of-the-Hill (12 per cent) and Irish Street (13 per cent). When responses from the five deprived neighbourhoods are aggregated (18 per cent) and compared to Erinvale (22 per cent), the better-off comparator, it suggests that formal volunteering is undertaken slightly less frequently in deprived areas.

When responses were explored in relation to the demographic characteristics of respondents, variations were identified according to age, socio-economic group and, to a lesser extent, religion: people aged over 60 were less likely to have volunteered formally at least once a month (13 per cent) than people aged 30-59 (20 per cent) and people aged 16-29 (22 per cent); people in the ABC1 socio-economic groupings

were more likely to have volunteered formally at least once a month (27 per cent) than people in the C2DE grouping (15 per cent); people in Catholic households were more likely to have formally volunteered (21 per cent) than people in Protestant households (18 per cent), but this difference is less marked than with the previous measure.

Benchmarking formal volunteering

As part of the Volunteering Strategy for Northern Ireland mentioned earlier in this chapter, the Voluntary and Community Unit at the Department for Social Development commissioned a project to derive a baseline for volunteering levels throughout NI. Eight questions were designed and added to the September 2012 Northern Ireland Omnibus survey. The survey found that just under a third (30 per cent) of respondents had carried out voluntary work⁸⁸ within the past year.

The levels of formal volunteering identified through our survey can also be directly benchmarked against data from England⁸⁹ collected through the Community Life Survey.⁹⁰ This survey found that 30 per cent of adults gave unpaid help to clubs, organisations or groups at least once a month in the 12 months prior to the survey, with 45 per cent giving unpaid help at least once in that 12 month period. This suggests that, across our case study neighbourhoods as a whole, levels of formal volunteering were broadly equivalent to those for Northern Ireland. However, with the exception of Short Strand, levels of formal volunteering were considerably lower in our case study neighbourhoods compared to England (where the same question was used).

Formal volunteering within the neighbourhood

Survey respondents were asked how much time they spent undertaking formal volunteering within the case study neighbourhood. Responses to this question are outlined in table 4.3.

⁸⁸ Respondents were asked to consider the following definition of volunteering in their responses: *Volunteering is defined as "time given freely and without pay to any activity which has the aim of benefiting people (including your immediate family), the community or a particular cause." It includes unpaid work in, for example, community development, arts, culture, sport, faith based, education, neighbourliness, youth, environmental, health, direct care and animal welfare. If you carry out unpaid work but do receive out of pocket expenses (e.g. travel expenses), please include this in your response. It is important that your replies refer only to **unpaid** work or activities.*

⁸⁹ We are unaware of any studies from Northern Ireland using these precise measures.

⁹⁰ The most recent results are available for the period Aug-Oct 2012.

Table 4.3: Percentage of respondents involved in formal volunteering within the neighbourhood in the past 12 months by case study neighbourhood

Approximately how much of this time was spent helping group(s), club(s) or organisation(s) that are based in this neighbourhood?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
All of the time	23	42	33	40	42	40	36	37
Most of the time (at least $\frac{3}{4}$)	17	25	12	9	23	23	19	20
Some of the time ($\frac{1}{4}$ - $\frac{3}{4}$)	23	7	3	6	0	3	7	6
A little of the time ($\frac{1}{4}$ or less)	15	16	18	3	0	13	7	9
None	18	10	34	43	35	17	30	27
Don't know	4	0	0	0	0	3	1	1
Unweighted Base	58	17	25	29	92	59	221	280

Source: Baseline Survey (December 2012-March 2013)

NB: Statistical test results not reported due to the size of the sub-sample

The low number of responses at this level of analysis means comparisons between case study neighbourhoods should be undertaken with caution. However, looking across the data as a whole one main finding stands out: more than a quarter of respondents undertook all their formal volunteering beyond the neighbourhood, including 30 per cent by residents of our five deprived case studies.

Formal volunteering within different types of organisations

Survey respondents who had been involved in formal volunteering were asked to identify which different types of organisation they had given unpaid help to. Responses to this question are outlined in table 4.4.

Table 4.4: Percentage of respondents involved in formal volunteering with different types of organisation in the past 12 months by case study neighbourhood⁹¹

Which of the following four different types of groups, clubs and organisations best describe the group(s), club(s) or organisation(s) that you help

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Public sector	15	13	12	17	4	5	10	9
Private sector	7	22	3	6	1	2	5	4
Voluntary sector	43	39	54	3	46	41	41	41
Community sector	58	16	50	73	67	25	60	52
Faith based	11	14	8	0	9	41	9	16
Unweighted Base	58	17	25	29	92	59	221	280

Source: Baseline Survey (December 2012-March 2013)

NB: Statistical test results not reported due to the size of the sub-sample

Similar to the previous table, the low number of responses at this level of analysis means comparisons between case study neighbourhoods should be undertaken with caution. However, looking across the data as a whole it is clear that the majority of formal volunteering is associated with community participation and voluntary association: 52 per cent of formal volunteers helped community organisations while 41 per cent helped voluntary organisations. By contrast 16 per cent helped faith based groups, nine per cent helped public sector bodies and four per cent helped private organisations.

4.3. Informal volunteering

Involvement in informal volunteering in the past 12 months

Involvement in informal volunteering in each of the case study neighbourhood is outlined in table 4.5.

⁹¹ Note that columns sum to more than 100 per cent as multiple responses were allowed.

Table 4.5: Percentage of respondents involved in informal volunteering in the past 12 months by case study neighbourhood

In the last 12 months have you done any of the following things, unpaid, for someone who was not a relative? This is any unpaid help you, as an individual, may have given to other people, this is apart from any help given through a group, club or organisation. This could be help for a friend, neighbour or someone else but not a relative.

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Involved	45	20	31	26	35	11	32	27
Not involved	55	80	69	74	65	89	68	73
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

Overall, 27 per cent of survey respondents had been involved in informal volunteering in the past 12 months - this is slightly less than for formal volunteering. It was most common in Short Strand (45 per cent) and Sion Mills (35 per cent) and least frequent in Lower Castlereagh (20 per cent). When responses from the five deprived neighbourhoods are aggregated (32 per cent) and compared to Erinvale (11 per cent), the better-off comparator, it suggests that informal volunteering was far more common in the disadvantaged neighbourhoods.

When responses were explored in relation to the demographic characteristics of respondents, variations were identified according to gender, age and religion: women (30 per cent) were more likely than men (23 per cent) to be involved in informal volunteering; people aged 60 and over (14 per cent) were less likely than people aged 16-29 (34 per cent) and 30-59 (30 per cent) to volunteer informally; respondents from Catholic households (32 per cent) were more likely than respondents from Protestant households (24 per cent) to volunteer informally.

Frequency of involvement in informal volunteering

Frequency of involvement in informal volunteering in each of the case study neighbourhoods is outlined in table 4.6, which shows the proportion of respondents giving unpaid help to someone who is not a relative at least once a month in the 12 months prior to the survey.

Table 4.6: Percentage of respondents involved in informal volunteering at least once a month by case study neighbourhood: proportion of respondents helping-out at least once a month

Over the past 12 months about how often have you done this kind of thing/all the things you have mentioned?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
At least once a month	42	15	24	18	22	8	24	20
Less often/never	58	85	76	82	78	92	76	80
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

Overall, 20 per cent of respondents volunteered informally at least once a month - this is very similar to the rate for formal volunteering. At a neighbourhood level in our deprived neighbourhoods there was a similar pattern to the previous table: the proportion of respondents who volunteered formally at least once a month was highest in Short Strand (42 per cent) and lowest in Lower Castlereagh (15 per cent). It was second highest in Irish Street (24 per cent) followed by Sion Mills (22 per cent) and Top-of-the-Hill (18 per cent). When responses from the five deprived neighbourhoods are aggregated (24 per cent) and compared to Erinvale (eight per cent), the better-off comparator, it suggests that informal volunteering is undertaken significantly more frequently in deprived areas - this is the opposite of formal volunteering.

When responses were explored by demographic characteristics variations were identified according to gender, age and religion: women (24 per cent) were more likely than men (16 per cent) to be involved in informal volunteering at least once a month; people aged 60 and over (10 per cent) were less likely than people aged 16-29 (24 per cent) and 30-59 (24 per cent) to volunteer informally at least once a month; respondents from Catholic households (25 per cent) were more likely than respondents from Protestant households (17 per cent) to volunteer informally at least once a month.

Benchmarking formal volunteering

The levels of informal volunteering identified through the survey can be benchmarked against data from England⁹² collected through the Community Life Survey.⁹³ This survey found that 35 per cent of adults gave unpaid help to someone who is not a relative at least once a month in the 12 months prior to the survey, with 61 per cent giving unpaid help at least once in that 12 month period. Similar to formal volunteering, this suggests that levels of informal volunteering were considerably lower in our case study neighbourhoods compared to England. An exception is Short Strand, where a higher proportion of respondents (42 per cent) volunteered informally at least once a month.

⁹² We are unaware of any studies from Northern Ireland using these measures.

⁹³ The most recent results are available for the period Aug-Oct 2012.

Informal volunteering within the neighbourhood

Survey respondents were asked how much time was spent undertaking informal volunteering within the case study neighbourhood. Responses to this question are outlined in table 4.7.

Table 4.7: Percentage of respondents involved in informal volunteering within the neighbourhood in the past 12 months by case study neighbourhood

Approximately how much of this time did you spend doing this kind of thing/ these kind of things for people that live in this neighbourhood?

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
All of the time	17	32	22	49	59	21	39	37
Most of the time (at least $\frac{3}{4}$)	21	45	21	5	26	24	23	23
Some of the time ($\frac{1}{4}$ - $\frac{3}{4}$)	36	4	22	18	1	9	16	15
A little of the time ($\frac{1}{4}$ or less)	23	10	24	8	4	14	13	13
None	1	9	8	20	4	32	7	9
Don't know	2	0	2	0	6	0	3	3
Unweighted Base	57	24	34	33	77	25	225	250

Source: Baseline Survey (December 2012-March 2013)

The low number of responses at this level of analysis again means comparisons between case study neighbourhoods should be undertaken with caution. However, looking across the data as a whole, it is clear that a higher proportion of informal volunteering takes place within the immediate neighbourhood when compared with formal volunteering.

4.4. Helping out in general

By combining survey responses to questions about involvement, formal and informal volunteering, a figure for the proportion of respondents in each area involved in any form (i.e. formal or informal) of volunteering can be calculated. The results are outlined in table 4.8.

Table 4.8: Percentage of respondents involved in formal or informal volunteering in the past 12 months by case study neighbourhood (D1a/D9)

	East Belfast		Derry/Londonderry					
	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills	Erinvale	All Deprived Areas	Total
Involved	60	24	40	41	56	32	46	43
Not involved	40	76	60	59	44	68	54	57
Unweighted Base	129	124	123	127	220	216	723	939

Source: Baseline Survey (December 2012-March 2013)

Overall, 43 per cent of survey respondents had helped-out formally or informally in the past 12 months. The proportion was higher in Short Strand (60 per cent) and Sion Mills (56 per cent), but lower in Lower Castlereagh (24 per cent), Irish Street (40 per cent), and Top-of-the-Hill (41 per cent). When responses from the five deprived neighbourhoods are aggregated (46 per cent) and compared to Erinvale (32 per cent), the better-off comparator, it suggests that helping-out either formally or informally was far more common in the deprived neighbourhoods.

When responses were explored by demographic characteristics variations were identified according to age, socio-economic status and religion: people aged over 60 were less likely to have helped-out (26 per cent) than people aged 30-59 (48 per cent) and people aged 16-29 (52 per cent); people in the ABC1 socio-economic groupings were more likely to have helped-out (50 per cent) than people in the C2DE grouping (39 per cent); people in Catholic households were more likely to have helped-out (49 per cent) than people in Protestant households (38 per cent).

4.5. Conclusion

This chapter has presented the survey findings regarding the extent and nature of volunteering in our case study neighbourhoods. Two types of volunteering were considered: **formal volunteering**, defined as being involved with groups clubs or organisations, including taking part, supporting, or helping in any way, either on your own or with others; and **informal volunteering**, defined as unpaid help given to someone who is not a relative (i.e. a friend or neighbour). Survey questions covered the type and frequency of activity undertaken, including the extent to which it occurred within the neighbourhood itself and within social economy organisations.

From the analysis of the survey data undertaken to date the most noteworthy findings are:

- Overall, levels of formal and informal volunteering are in line with the situation for Northern Ireland as a whole but lower than in other parts of the UK; although Short Strand is an exception, and levels of volunteering in this neighbourhood are closer to the UK norm;
- Lower Castlereagh emerges as the case study neighbourhood with the lowest overall levels of volunteering (formal and informal combined);
- Formal and informal volunteering is more common-place in Catholic households than in Protestant households, but religious association alone is unlikely to explain the differences identified between neighbourhoods, and this is an issue that the study team will explore through further analysis;

- Some formal volunteering occurs outside the local neighbourhood;
- The majority of informal volunteering occurs within the neighbourhood boundary, in contrast to formal volunteering more of which takes place outside the neighbourhood;
- The majority of formal volunteering takes place in social economy organisations;
- Overall, levels of formal and informal volunteering are broadly equivalent, although the balance between the two varies by neighbourhood.

In terms of the policy implications of the findings above, the low levels of volunteering in several of our case study neighbourhoods is a concern, as the resource that it provides may help mediate the impact of stressors on communities. But we have identified 'pockets', particularly Short Strand but also Sion Mills, where volunteering appears more vibrant. These neighbourhood level variations in volunteering cannot be easily explained through traditional understandings of who volunteers, so more analysis is needed to understand what causes them. This in turn may lead to more concrete recommendations regarding the types of policy response that might be put in place to create a culture of volunteering within certain neighbourhoods.

Valuing Volunteering

5.1. Introduction

As noted earlier, one of the primary objectives of the study is to examine how the social economies of our case study neighbourhoods evolve (or not) over the duration of the study. Furthermore, and crucially, it is also concerned with establishing the extent to which they contribute to any re-balancing of the local economies of disadvantaged areas in Northern Ireland, whose economies may be squeezed by declining public sector spend at the neighbourhood level.

Central to meeting this objective will be the need to create (monetary) assessments of the value of the social economies in our case studies at the **beginning** and **end** of the study. While a range of data sources will be used to compile these assessments, extensive use will be made of data generated by the Baseline and Follow-up household surveys, with specific attention focusing on survey questions relating to volunteering - the level of formal volunteering in an area provides one indication of the size or monetary value of the social economy in that particular place.

In this chapter, then, we estimate the monetary values that are associated with volunteering in each of our case study neighbourhoods. We do so from three different perspectives:

- The economy: the value of the output volunteers produce;
- Organisations: the value of the input provided;
- Volunteers: the value of the well-being benefits experienced by volunteers.

At this stage only the values associated with formal volunteering have been estimated. The same approach could be taken to value informal volunteering, but this has been given limited attention by researchers and policy-makers to date. However, it is a theme the study team may return to later in this study.

Developing an understanding about how social economy activity creates 'value' for stakeholders has received considerable attention within policy circles in recent years. In England and Wales the *Public Services (Social Value) Act 2012* received Royal Assent on 8 March 2012. The Act requires that public authorities:

- i. Have due regard to the economic, social and environmental well-being impacts of procuring public services, and;
- ii. Must consider whether to consult on this issue at the pre-procurement stage.

The Act applies to public services contracts and framework agreements across almost the entire public sector and aims to facilitate the growth of social enterprises, charities, cooperatives and some SMEs (those which have a social agenda), and to have a positive impact in the areas where public services are commissioned. Although the Act does not extend to Northern Ireland, a number of policy developments signify the importance of 'social value' policy debates here as well. For example:

- The Northern Ireland Executive's Programme for Government 2011-15 contains commitments to including social clauses in public services contracts and promoting the work and growth of social enterprises;
- The Central Procurement Directorate (CPD) and Procurement Board in Department of Finance and Personnel (DFP) has undertaken work to give greater consideration to social benefits and social enterprise when tendering for public service contracts.

However, there appears to be a consensus that there is a need for greater clarity on the measurement and definition of social value in the Northern Ireland context. It is hoped that this chapter and subsequent outputs from this study will help inform this debate.

5.2. Estimating the amount of volunteering in each neighbourhood

In order to estimate the monetary values associated with volunteering it was first necessary to estimate the number of hours of volunteering undertaken in each neighbourhood. This involved the following steps:

1. Calculate the number of hours contributed by survey respondents in each neighbourhood in the four weeks preceding the survey interview;
2. Use the four week figure to calculate an annualised figure for the number of hours contributed by survey respondents in each neighbourhood;
3. Use 2011 Census data to produce an extrapolated estimate of the annual number of hours contributed by the adult population in each neighbourhood;
4. Apportion hours contributed to different categories: within the neighbourhood; within the social economy (all areas); within the social economy (within neighbourhood only);
5. Applying monetary values to the volunteering hours contributed.

The outcome of applying the first four steps to our survey data is outlined in the remainder of this section and in tables 5.1a and 5.1b below. The outcome of applying step five is presented in sections 5.3 to 5.5.

Table 5.1a: Estimated total volunteer hours in each case study neighbourhood in the last 12 months

	Total	Within neighbourhood	Social economy (all)	Social economy (within area)
Short Strand	298,238	195,650	158,157	96,554
Lower Castlereagh	95,047	74,182	66,859	63,718
Irish Street	6,289	3,418	5,469	3,403
Top-of-the-Hill	32,637	12,545	29,373	11,291
Sion Mills	222,454	191,687	211,933	183,353
Erinvale	91,502	59,567	87,090	58,053
Deprived combined	677,925	506,934	528,371	407,554
Total	762,726	554,498	622,694	463,983

Source: Baseline Survey (December 2012-March 2013), 2011 Census Small Area (SA) Key Statistics (KS101NI)

Table 5.1b: Estimated per capita volunteer hours in each case study neighbourhood in the last 12 months

	Total	Within neighbourhood	Social economy (all)	Social economy (within area)
Short Strand	126	83	67	41
Lower Castlereagh	24	19	17	16
Irish Street	13	7	11	7
Top-of-the-Hill	18	7	16	6
Sion Mills	102	88	97	84
Erinvale	58	38	55	37
Deprived combined	63	47	49	38
Total	62	45	50	38

Source: Baseline Survey (December 2012-March 2013), 2011 Census Small Area (SA) Key Statistics (KS101NI)

It should be noted that due to the low numbers of volunteers at a neighbourhood level this data is affected by outliers (e.g. a small number of individuals volunteering for a high number of hours). To account for this, sensitivity analysis⁹⁴ was undertaken by limiting the number of hours provided to a normal working week (i.e. 37 hours).

The outcome of applying this sensitivity analysis is outlined in table 5.2a and 5.2b below.

⁹⁴ Sensitivity analysis helps to account for uncertainty in the output of a mathematical model when there is uncertainty regarding the contribution of certain inputs

Table 5.2a: Estimated total volunteer hours in each case study neighbourhood in the last 12 months (outliers removed)

	Total	Within neighbourhood	Social economy (all)	Social economy (within area)
Short Strand	214,522	132,863	158,157	96,554
Lower Castlereagh	95,047	74,182	66,859	63,718
Irish Street	6,289	3,418	5,469	3,403
Top-of-the-Hill	32,637	12,545	29,373	11,291
Sion Mills	168,361	143,224	159,031	136,080
Erinvale	76,984	48,679	72,571	47,165
Deprived combined	528,951	383,403	449,280	336,879
Total	605,121	425,867	526,832	382,052

Source: Baseline Survey (December 2012-March 2013), 2011 Census Small Area (SA) Key Statistics (KS101NI)

Table 5.2b: Estimated per capita volunteer hours in each case study neighbourhood in the last 12 months (outliers removed)

	Total	Within neighbourhood	Social economy (all)	Social economy (within area)
Short Strand	91	56	67	41
Lower Castlereagh	24	19	17	16
Irish Street	13	7	11	7
Top-of-the-Hill	18	7	16	6
Sion Mills	77	65	73	62
Erinvale	49	31	46	30
Deprived combined	49	36	42	31
Total	49	34	43	31

Source: Baseline Survey (December 2012-March 2013), 2011 Census Small Area (SA) Key Statistics (KS101NI)

Collectively, tables 5.1a-5.2b show that the highest amount of total volunteer hours and per capita volunteer hours were provided in Short Strand and Sion Mills while the fewest were provided in Irish Street and Top-of-the-Hill. The differences were marked: in Short Strand an estimated 215,000-298,000 hours were provided at an average of 91-126 hours per resident; in contrast in Irish Street an estimated 6,000 hours were provided at an average of 13 hours per resident.

5.3. The economic value of volunteering

One way to monetise the value of volunteering involves **valuing the output** that volunteers produce. In effect this is the value to society of the goods and services that volunteers produce. This is estimated by taking the total hours volunteers contribute each year to estimate a figure for Full Time Equivalent (FTE) volunteers, and multiplying this by the estimated gross value added (GVA) per FTE

volunteer.^{95,96} The value of output is the sum of the labour input (wages and benefits) and the capital input (for example office space and computers).

It should be noted that using estimated GVA per FTE volunteer to measure the value of the output produced assumes that paid employees would not be used in their absence to produce the same level of goods and services. If paid employees would be used to produce the same level of goods and services then the capital input value would be borne whether or not volunteers were used. In this instance the value of the output from volunteers would be only the value of the labour input.⁹⁷

The outcome of applying this method to our survey data is outlined in tables 5.3a-5.3b below.

Table 5.3a: Estimated value of the volunteering output in each case study neighbourhood

	Total		Within neighbourhood		Social economy (all)		Social economy (within area)	
	Total value	Per capita	Total value	Per capita	Total value	Per capita	Total value	Per capita
Short Strand	£5.13m	£2,175	£3.37m	£1,427	£2.72m	£1,153	£1.66m	£704
Lower Castlereagh	£1.64m	£420	£1.28m	£328	£1.15m	£296	£1.10m	£282
Irish Street	£0.11m	£227	£0.06m	£124	£0.94m	£198	£0.59m	£123
Top-of-the-Hill	£0.56m	£305	£0.22m	£117	£0.51m	£274	£0.19m	£105
Sion Mills	£3.83m	£1,748	£3.30m	£1,506	£3.65m	£1,665	£3.16m	£1,441
Erinvale	£1.57m	£992	£1.03m	£646	£1.50m	£944	£1.00m	£630
Deprived combined	£11.7m	£1,084	£8.72m	£811	£9.09m	£845	£7.01m	£652

Source: Baseline Survey (December 2012-March 2013), 2011 Census Small Area (SA) Key Statistics (KS101NI)

Table 5.3b: Estimated value of the volunteering output in each case study neighbourhood (outliers removed)

	Total value		Within neighbourhood		Social economy (all)		Social economy (within area)	
	Total value	Per capita	Total value	Per capita	Total value	Per capita	Total value	Per capita
Short Strand	£3.69m	£1,564	£2.29m	£969	£2.72m	£1,153	£1.66m	£704
Lower Castlereagh	£1.64m	£420	£1.28m	£328	£1.15m	£296	£1.10m	£282
Irish Street	£0.11m	£227	£0.06m	£124	£0.94m	£198	£0.59m	£123
Top-of-the-Hill	£0.56m	£305	£0.22m	£117	£0.51m	£274	£0.19m	£105
Sion Mills	£2.90m	£1,323	£2.46m	£1,126	£2.74m	£1,250	£2.34m	£1,069
Erinvale	£1.32m	£835	£0.84m	£528	£1.25m	£787	£0.81m	£511
Deprived combined	£9.10m	£846	£6.60m	£613	£7.73m	£719	£5.80m	£539

Source: Baseline Survey (December 2012-March 2013), 2011 Census Small Area (SA) Key Statistics (KS101NI)

⁹⁵ This study used estimated Northern Ireland GVA per employee in the human health and social work sector.

⁹⁶ Please note currently the work of volunteers is not included within official GVA figures.

⁹⁷ This value would be roughly equivalent to the value estimated from the input method of valuation.

There were considerable variations in the economic value of volunteering provided by residents in our different case study neighbourhoods:

- In Short Strand residents provided volunteering with an estimated economic value of between £3.69 million and £5.13 million per year: this is the equivalent of between £1,564 and £2,175 per resident;
- In Lower Castlereagh residents provided volunteering with an estimated economic value of £1.64 million per year: this is the equivalent of £420 per resident;
- In Irish Street residents provided volunteering with an estimated economic value of £0.11 million per year: this is the equivalent of £227 per resident;
- In Top-of-the-Hill residents provided volunteering with an estimated economic value of £0.56 million per year: this is the equivalent of £305 per resident;
- In Sion Mills residents provided volunteering with an estimated economic value of between £2.90 million and £3.83 million per year: this is the equivalent of between £1,323 and £1,748 per resident;
- In Erinvale residents provided volunteering with an estimated economic value of between £1.32 million and £1.57 million per year: this is the equivalent of between £835 and £992 per resident;
- In our deprived neighbourhoods combined residents provided volunteering with an estimated economic value of between £9.10 million and £11.7 million per year: this is the equivalent of between £846 and £1,084 per resident.

Across our case study neighbourhoods the majority of this economic value was provided by volunteers in social economy organisations:

- In Short Strand volunteers provided the social economy with an estimated economic value of £2.72 million per year: this is the equivalent of £1,153 per resident. 61 per cent of this value was provided through clubs, groups and organisations based in the neighbourhood;
- In Lower Castlereagh volunteers provided the social economy with an estimated economic value of £1.15 million per year: this is the equivalent of £296 per resident. 95 per cent of this value was provided through clubs, groups and organisations based in the neighbourhood;
- In Irish Street volunteers provided the social economy with an estimated economic value of £0.94 million per year: this is the equivalent of £198 per resident. 62 per cent of this value was provided through clubs, groups and organisations based in the neighbourhood;
- In Top-of-the-Hill volunteers provided the social economy with an estimated economic value of £0.51 million per year: this is the equivalent of £274 per resident. 38 per cent of this value was provided through clubs, groups and organisations based in the neighbourhood;
- In Sion Mills volunteers provided the social economy with an estimated economic value of between £2.74 million and £3.65 million per year: this is the equivalent of between £1,250 and £1,665 per resident. between 86-87 per cent of this value was provided through clubs, groups and organisations based in the neighbourhood;
- In Erinvale volunteers provided the social economy with an estimated economic value of between £1.25 million and £1.50 million per year: this is the equivalent of between £787 and £944 per resident. between 65-67 per cent of this value

was provided through clubs, groups and organisations based in the neighbourhood;

- In our deprived neighbourhoods combined volunteers provided the social economy with an estimated economic value of between £7.73 million and £9.09 million per year: this is the equivalent of between £719 and £845 per resident. between 75-77 per cent of this value was provided through clubs, groups and organisations based in the neighbourhood.

5.4. The value of volunteering to organisations

Another way to monetise the value of volunteering is to **value the input** they provide - this is the contribution they make to organisations.⁹⁸ These inputs can benefit social economy organisations, public sector bodies and private sector organisations. The input value is based on the amount that it would cost to pay employees to do the work carried out by volunteers.⁹⁹ However, this benefit might also be passed onto society via lower prices for goods and services due to lower costs of production. The input value of volunteers can be calculated by multiplying the number of hours that volunteers give per week by an estimate of how much it would cost to employ someone to do that work. There are a number of widely accepted hourly rates that could be used to estimate this value; these include: the national minimum wage, the local median wage, the local mean wage and the reservation wage. The latter, the hourly rate associated with the actual role of volunteers is the preferred option; however the questionnaire format used enables multiple volunteer roles to be identified, preventing an accurate calculation using this method. Therefore the preference in this study has been to provide a range using the national minimum wage¹⁰⁰ (low estimate) and the local median wage¹⁰¹ (high estimate). In reality the true value of the input provided by volunteers will lie between the two estimates.

The outcome of applying this method to our survey data is outlined in tables 5.4a-5.4d below.

⁹⁸ This is the approach recommended by Volunteering England.

⁹⁹ This assumes that there are no additional costs faced by organisations in using volunteers: for example extra management costs.

¹⁰⁰ £6.19 per hour from October 2012.

¹⁰¹ £9.96 in 2011 (the Annual Survey of Hours and Earnings provides a wide range of information on hourly, weekly and annual earnings of employees in Northern Ireland at April 2011).

Table 5.4a: Estimated value of the volunteering input in each case study neighbourhood - national minimum wage

	Total		Within neighbourhood		Social economy (all)		Social economy (within area)	
	<i>Total value</i>	<i>Per capita</i>	<i>Total value</i>	<i>Per capita</i>	<i>Total value</i>	<i>Per capita</i>	<i>Total value</i>	<i>Per capita</i>
Short Strand	£1.85m	£782	£1.21m	£513	£0.98m	£415	£0.60m	£253
Lower Castlereagh	£0.59m	£151	£0.46m	£118	£0.41m	£106	£0.39m	£101
Irish Street	£0.04m	£82	£0.02m	£44	£0.03m	£71	£0.02m	£44
Top-of-the-Hill	£0.20m	£110	£0.08m	£42	£0.18m	£99	£0.07m	£38
Sion Mills	£1.38m	£629	£1.19m	£542	£1.31m	£599	£1.13m	£518
Erinvale	£0.57m	£357	£0.37m	£232	£0.54m	£340	£0.36m	£226
Deprived combined	£4.20m	£390	£3.14m	£292	£3.27m	£304	£2.52m	£234

Source: Baseline Survey (December 2012-March 2013), 2011 Census Small Area (SA) Key Statistics (KS101NI)

Table 5.4b: Estimated value of the volunteering input in each case study neighbourhood - national minimum wage (outliers removed)

	Total		Within neighbourhood		Social economy (all)		Social economy (within area)	
	<i>Total value</i>	<i>Per capita</i>	<i>Total value</i>	<i>Per capita</i>	<i>Total value</i>	<i>Per capita</i>	<i>Total value</i>	<i>Per capita</i>
Short Strand	£1.33m	£563	£0.82m	£348	£0.98m	£415	£0.60m	£253
Lower Castlereagh	£0.59m	£151	£0.46m	£118	£0.41m	£106	£0.39m	£101
Irish Street	£0.04m	£82	£0.02m	£44	£0.03m	£71	£0.02m	£44
Top-of-the-Hill	£0.20m	£110	£0.08m	£42	£0.18m	£99	£0.07m	£38
Sion Mills	£1.04m	£476	£0.89m	£405	£0.98m	£449	£0.84m	£385
Erinvale	£0.48m	£300	£0.30m	£190	£0.45m	£283	£0.29m	£184
Deprived combined	£3.27m	£304	£2.37m	£221	£2.78m	£258	£2.09m	£194

Source: Baseline Survey (December 2012-March 2013), 2011 Census Small Area (SA) Key Statistics (KS101NI)

Table 5.4c: Estimated value of the volunteering input in each case study neighbourhood - local median wage

	Total		Within neighbourhood		Social economy (all)		Social economy (within area)	
	Total value	Per capita	Total value	Per capita	Total value	Per capita	Total value	Per capita
Short Strand	£2.97m	£1,259	£1.95m	£826	£1.58m	£667	£0.96m	£407
Lower Castlereagh	£0.95m	£243	£0.74m	£190	£0.67m	£171	£0.63m	£163
Irish Street	£0.06m	£132	£0.03m	£72	£0.05m	£114	£0.03m	£71
Top-of-the-Hill	£0.33m	£176	£0.12m	£68	£0.29m	£159	£0.11m	£61
Sion Mills	£2.22m	£1,012	£1.91m	£872	£2.11m	£964	£1.83m	£834
Erinvale	£0.91m	£574	£0.59m	£374	£0.87m	£547	£0.58m	£364
Deprived combined	£6.75m	£628	£5.05m	£469	£5.26m	£489	£4.06m	£377

Source: Baseline Survey (December 2012-March 2013), 2011 Census Small Area (SA) Key Statistics (KS101NI)

Table 5.4d: Estimated value of the volunteering input in each case study neighbourhood - local median wage (outliers removed)

	Total value		Within neighbourhood		Social economy (all)		Social economy (within area)	
	Total value	Per capita	Total value	Per capita	Total value	Per capita	Total value	Per capita
Short Strand	£2.14m	£905	£1.32m	£561	£1.58m	£667	£0.96m	£407
Lower Castlereagh	£0.95m	£243	£0.74m	£190	£0.67m	£171	£0.63m	£163
Irish Street	£0.06m	£132	£0.03m	£72	£0.05m	£114	£0.03m	£71
Top-of-the-Hill	£0.33m	£176	£0.12m	£68	£0.29m	£159	£0.11m	£61
Sion Mills	£1.68m	£766	£1.43m	£651	£1.58m	£723	£1.36m	£619
Erinvale	£0.77m	£483	£0.8m	£306	£0.72m	£455	£0.47m	£296
Deprived combined	£5.27m	£490	£3.82m	£355	£4.47m	£416	£3.36m	£312

Source: Baseline Survey (December 2012-March 2013), 2011 Census Small Area (SA) Key Statistics (KS101NI)

Similar to the previous section, there were considerable variations in volunteering input values between our case study neighbourhoods:

- In Short Strand volunteers provided inputs worth between an estimated £1.33 million and £2.97 million per year: this is the equivalent of between £563 and £1,259 per resident;
- In Lower Castlereagh volunteers provided inputs worth between an estimated £0.59 million and £0.95 million per year: this is the equivalent of between £151 and £243 per resident;
- In Irish Street volunteers provided inputs worth between an estimated £0.04 million and £0.06 million per year: this is the equivalent of between £82 and £132 per resident;
- In Top-of-the-Hill volunteers provided inputs worth between an estimated £0.20 million and £0.33 million per year: this is the equivalent of between £110 and £176 per resident;

- In Sion Mills volunteers provided inputs worth between an estimated £1.04 million and £2.22 million per year: this is the equivalent of between £476 and £1,021 per resident;
- In Erinvale volunteers provided inputs worth between an estimated £0.48 million and £0.91 million per year: this is the equivalent of between £300 and £574 per resident;
- In the deprived neighbourhoods combined volunteers provided inputs worth between an estimated £3.27 million and £6.75 million per year: this is the equivalent of between £304 and £628 per resident.

Across our case study neighbourhoods the majority of this volunteering benefited social economy organisations:

- In Short Strand volunteers provided the social economy with inputs worth between an estimated £0.98 million and £1.58 million per year: this is the equivalent of between £415 and £667 per resident;
- In Lower Castlereagh volunteers provided the social economy with inputs worth between an estimated £0.41 million and £0.67 million per year: this is the equivalent of between £106 and £171 per resident;
- In Irish Street volunteers provided the social economy with inputs worth between an estimated £0.03 million and £0.05 million per year: this is the equivalent of between £71 and £114 per resident;
- In Top-of-the-Hill volunteers provided the social economy with inputs worth between an estimated £0.18 million and £0.29 million per year: this is the equivalent of between £99 and £159 per resident;
- In Sion Mills volunteers provided the social economy with inputs worth between an estimated £0.98 million and £2.11 million per year: this is the equivalent of between £499 and £964 per resident;
- In Erinvale volunteers provided the social economy with inputs worth between an estimated £0.45 million and £0.87 million per year: this is the equivalent of between £283 and £547 per resident;
- In our deprived neighbourhoods combined volunteers provided the social economy with inputs worth between an estimated £2.78 million and £5.26 million per year: this is the equivalent of between £258 and £489 per resident.

5.5. The value of volunteering to volunteers

A final, more innovative approach to monetising the benefits of volunteering, considers the **value of the well-being benefits** experienced by volunteers themselves.¹⁰² This is important because there is strong evidence to suggest that individuals do place a positive value on participating in voluntary work.¹⁰³ However, this has rarely been assessed in monetary terms and there is a risk that the contribution volunteering makes is undervalued and policies which promote

¹⁰² This approach has only recently been applied to volunteering. For information about how the values referred to here have been estimated see: Fujiwara, D. Oroyemi, P. and McKinnon, E. (2013) *Well-being and civil society: Estimating the value of volunteering using subjective well-being data*: Department for Work and Pensions Working paper No 112, DWP, London.

¹⁰³ Meier, S. and Stutzer, A. (2004) *Is Volunteering Rewarding in Itself?* IZA Discussion Paper No. 1045; Zurich IEER Working Paper No. 180.

volunteering do not receive the investment they might otherwise be due.¹⁰⁴ Where market prices cannot be readily ascribed to a benefit valuation, methodologies typically assess the decisions people make through revealed or stated preference techniques. However, an emerging technique that uses people's self-reported levels of subjective well-being (i.e. life satisfaction) may provide a more suitable alternative, particularly when considering the value of benefits associated with voluntary association and community participation. The Wellbeing Valuation (WV) approach estimates the increase in wellbeing associated with an activity or outcome and then calculates the equivalent amount of money necessary to give the same boost to well-being.¹⁰⁵

Exploratory analysis undertaken by the Cabinet Office and Department for Work and Pensions¹⁰⁶ has estimated the value of volunteering, to the volunteer, using data on life satisfaction and volunteering status in the British Household Panel Survey (BHPS). Using two stage least squares (2SLS) regression and instrumenting for income, they estimate the value that frequent volunteers place on volunteering to be about £13,500 per year at 2011 prices. This value can be used as a proxy to estimate the value of well-being benefits associated with the levels of volunteering identified through this study. Once a longitudinal panel has been constructed in 2014-15 the study team will explore the possibility of developing a study specific value for the well-being benefits associated with volunteering.

This method does not rely on the number of hours volunteered per neighbourhood. Rather, it is based on a population estimate for the number of residents volunteering at least once a month in the past 12 months. The outcome of applying this method to our survey data is outlined in table 5.5 below.

Table 5.5: Estimated value of the well-being benefits to volunteers in each case study neighbourhood

	Total	Per capita
Short Strand	£9.39m	£3,977
Lower Castlereagh	£5.08m	£1,306
Irish Street	£0.78m	£1,646
Top-of-the-Hill	£2.93m	£1,594
Sion Mills	£5.78m	£2,639
Erinvale	£4.76m	£3,000
Deprived combined	£24.7m	£2,297

Source: Baseline Survey (December 2012-March 2013), 2011 Census Small Area (SA) Key Statistics (KS101NI)

Similar to the previous two methods this shows that there were considerable variations in the value of volunteering benefits experienced by residents in our different case study neighbourhoods. The values estimated are also considerably higher than for the previous two methods:

- In Short Strand residents experienced benefits worth an estimated £9.39 million per year: this is the equivalent of £3,977 per resident;

¹⁰⁴ Fujiwara, D. Oroyemi, P. and McKinnon, E (2013) *Well-being and civil society: Estimating the value of volunteering using subjective well-being data*: Department for Work and Pensions Working paper No 112. DWP, London.

¹⁰⁵ Ibid

¹⁰⁶ Ibid

- In Lower Castlereagh residents experienced benefits worth an estimated £5.08 million per year: this is the equivalent of £1,306 per resident;
- In Irish Street residents experienced benefits worth an estimated £0.78 million per year: this is the equivalent of £1,646 per resident;
- In Top-of-the-Hill residents experienced benefits worth an estimated £2.93 million per year: this is the equivalent of £1,594 per resident;
- In Sion Mills residents experienced benefits worth an estimated £5.78 million per year: this is the equivalent of £3,977 per resident;
- In Erinvale residents experienced benefits worth an estimated £4.76 million per year: this is the equivalent of £3,000 per resident;
- In our deprived neighbourhoods combined residents experienced benefits worth an estimated £24.7 million per year: this is the equivalent of £2,297 per resident.

5.6. Summary

This chapter has presented the findings of analysis designed to provide a series of insights into the different types of monetary value created by formal volunteering. For each case study neighbourhood estimates have been presented for the value of benefits for the economy, organisations and volunteers. The values that have emerged are very much dependent on the number of volunteers in a particular neighbourhood and the number of hours they contribute. As we identified in the previous chapter, there are wide disparities in the level of volunteering between our case study neighbourhoods, with Short Strand (high) and Lower Castlereagh (low) at different ends of the spectrum. As such, the monetary values associated with volunteering in each neighbourhood also vary considerably. We estimate that annually volunteering:

- In Short Strand is worth up to £3.37 million to the economy, provides benefits worth up to £0.96 million for social economy organisations, with resident volunteers experiencing well-being benefits worth £9.39 million;
- In Lower Castlereagh is worth up to £1.28 million to the economy, provides benefits worth up to £0.62 million for social economy organisations, with resident volunteers experiencing well-being benefits worth £5.08 million;
- In Irish Street is worth up to £0.06 million to the economy, provides benefits worth up to £0.03 million for social economy organisations, with resident volunteers experiencing well-being benefits worth £0.78 million;
- In Top-of-the-Hill is worth up to £0.22 million to the economy, provides benefits worth up to £0.11 million for social economy organisations, with resident volunteers experiencing well-being benefits worth £2.93 million;
- In Sion Mills is worth up to £3.30 million to the economy, provides benefits worth up to £1.83 million for social economy organisations, with resident volunteers experiencing well-being benefits worth £5.78 million;
- In the deprived case study neighbourhoods is worth up to £8.72million to the economy, provides benefits worth up to £4.06 million for social economy organisations, with resident volunteers experiencing well-being benefits worth £24.7 million;
- In Erinvale, the better-off comparator neighbourhood, is worth up to £1.03 million to the economy, provides benefits worth up to £0.58 million for social economy organisations, with resident volunteers experiencing well-being benefits worth £4.76 million.

The findings of this chapter are particularly important in the context of wider policy debates about 'social value', particularly where it applies to social economy activity. In particular, the findings suggest that the amount of social value created by volunteering can vary considerably by neighbourhood - understanding how this is associated with other socio-economic factors and the extent to which it changes over time will be a key focus for the remainder of this study.

Conclusion

This final chapter draws conclusions about the findings to emerge from a baseline survey conducted in the case study neighbourhoods. It is important to note that this report provides the baseline position for them. Therefore, its primary role is to provide an account of the characteristics, circumstances, perceptions and attitudes of residents in the case study neighbourhoods at the **beginning** of this (three year) longitudinal study, which will be completed in March 2015.

It is also important to note that, as a baseline survey, it is concerned with compiling a picture of residents' circumstances and how they are getting-by **now**. It does not tell us how they will cope in the **future** and how resilient they may be to potential future stressors such as welfare reform, a continuation of the economic downturn, and declining public spend at the neighbourhood level. Furthermore, it does not tell us how the voluntary sector and social economies will evolve over the duration of the study.

The answer to these questions will only become evident when the study team has completed its research and undertaken the following activities:

- A Follow-up Survey of residents in late 2014 / early 2015, which will involve re-interviewing participants in the Baseline Survey;¹⁰⁷
- In-depth qualitative work with residents, which involves interviewing members of the resident panels in each of the case studies on three occasions and photographic and diary keeping exercises with panel members; and,
- In-depth interviews with key local stakeholders over the duration of the study; and,
- Analysis of primary and secondary data relating to voluntary and community sector organisations and the social economy.

The material generated from the activities will be pulled together in the study's principal dissemination output: its Final Report, which will be published in March 2015.

Notwithstanding these important points, it is perhaps useful to speculate here about how things **may** pan out in the future based on the findings presented earlier, although, when doing so recognising that what really matters is what happens in **practice** over the next eighteen months.

¹⁰⁷ Because it will be impossible to re-interview of all the residents that took part in the Baseline Survey because inevitably, there will be some participant attrition, the Follow-up Survey will be topped-up with some 'new' interviewees.

- The disadvantaged neighbourhoods house a sizeable proportion of residents who are already struggling to 'get-by' (in a number of different respects) and who, as a result, may be susceptible to future stressors, such as the benefit changes associated with welfare reform (in particular) or the continuance of the economic downturn. And these stressors could potentially 'tip them over the edge'. Establishing whether this happens will be one of the goals of the research.
- However, it is important to note that despite appearing to live very challenging lives, residents in the disadvantaged case studies recorded high quality of life scores. While the study team will explore the reasons for this through its future quantitative and qualitative research activities, it is perhaps suggestive of (some degree of) 'resilience' on the part of residents in our disadvantaged neighbourhoods, who somehow find ways to 'get-by' in very difficult circumstances.
- The disadvantaged neighbourhoods exhibited higher levels of social capital and cohesion than the comparator. Furthermore, the level of volunteering (both formal and informal) was also higher in them. These attributes potentially make them better placed than the comparator area (in relation to community resources) to deal with any future stressors.
- However, it is important to make two further observations about the level of community resources (i.e. social capital and volunteering) in the disadvantaged neighbourhoods. First, the level of volunteering within them is broadly in line with the Northern Ireland average. Second, the 'level' of community resources appears to vary by area with Short Strand and Sion Mills exhibiting the highest (they have the highest volunteering rates, record the highest monetary values for the economic value of volunteering, and score highly in terms of social capital and social cohesiveness), with Lower Castlereagh appearing to have the lowest (it has relatively low levels of social capital, and low levels of formal and informal volunteering).
- Furthermore, a similar pattern emerged in terms of the resources (health and financial) of individuals, with Lower Castlereagh and Top-of-the-Hill appearing to have the highest proportion of respondents with scarce resources, particularly financial (many residents in the areas appeared to be finding it difficult to 'get-by').
- Taking the last two points together, this suggests, then, that the impact of any future stressors, such as welfare reform, may be felt unevenly across the case studies and impact on them in different ways, with the ability of residents to cope with stressors varying by area. Again, whether, in practice, this actually turns out to be the case will be established by the study team over the course of the next 18 months.
- The level of volunteering, both formal and informal, along with its monetary social value, differs markedly across the disadvantaged neighbourhoods. And at the beginning of the study it appears that they are very much at different starting points in terms of their VCS development, an assertion that is backed-up by qualitative work undertaken by the study team, and specifically interviews with key local stakeholders. This will undoubtedly have an impact on their capacity to evolve over the duration of the study and the extent to which they can contribute to any re-balancing of their local economies.
- As anticipated, the comparator area is different to the disadvantaged neighbourhoods in a number of different ways. Its residents have more resources and, as a result, appear to be getting-by better than their counterparts in the disadvantaged neighbourhoods. However, the area is less socially cohesive and has a level of volunteering (both formal and informal) that is only

broadly in line with the average for the deprived neighbourhoods. What this means in terms of how resilient the area will be in the face of any future stressors, how its VCS and social economy will evolve in the future, and how it will fare compared to the disadvantaged neighbourhoods, will be explored by the study team in its subsequent research activities.

Implicit in the commentary above is the need for the study team to examine the role of 'place' and explore the extent to which it matters (or not) in terms of resilience, volunteering and the social economy; and, if it does matter: *how? why? and when?* This will be at the forefront of our minds as the study progresses. When unpicking the role of place we will draw on the burgeoning literature on conceptualising and understanding it including the excellent contribution of Cummins *et al* (2007)¹⁰⁸, who argue that place needs to be understood (and mapped) in three ways: *compositional* (which is concerned with the characteristics and circumstances of residents who lives there); *collective* (which relates to community) and *contextual* (social and physical resources).

We will also draw on the work of Magis (2010)¹⁰⁹ to understand, explore and map community resources within our case studies, resources, which of course, contribute to community resilience. She identified the following types of community resource: economic; social; cultural; human; political; natural; built; and information and communication.

6.1. Next steps for the study

The next steps for the study team are:

- launching the bespoke **study website**. This will provide information about the project and, as noted earlier, house all the team's written outputs and photographic material produced by resident panel members.
- **visiting case study neighbourhoods** in October in order to: present the key findings to emerge from the baseline survey to residents and community activists, with presentations being tailored by case study; and to undertake another round of in-depth interviews with key stakeholders.
- writing the **first thematic working paper**. As noted earlier, the first paper will focus on the issue of 'getting-by'. It will be concerned with exploring the following issues:
 - the extent to which residents in all our case studies are 'getting-by' financially;
 - identifying the 'strategies' put in place by them to help them to do so;
 - identifying and exploring those factors which appear to help them 'get-by'.
 - do some population groups 'get-by' better than others? And why is this the case? And what role does *place* play? And is there any correlation between religious background and households' ability to 'get-by'? And to what extent (and how) do community resources and social capital impact of households' ability to get-by?
 - identifying those factors that appear to be related to 'getting-by' using the statistical technique logistic regression modelling; in doing so, exploring the

¹⁰⁸ Cummins, S., Curtis, S., Diez-Roux, A. and McIntyre, S. (2007) Understanding and Representing "Place" in Health Research. *Social Science and Medicine*, 65, pp. 1825-1838.

¹⁰⁹ Magis, K. (2010) Community Resilience: An Indicator of Social Sustainability. *Society & Natural Resources: An International Journal*, 23 (5), pp. 401-416.

impact of a range of variables including housing tenure and economic context;

- exploring how residents in our case studies may 'get-by' in the future, in doing so, highlighting any differences by population groups, neighbourhoods and communities.

Appendix 1: Further Information about the Approach to the Research

A1.1. Introduction

This appendix provides more information about the approach taken to the research by the study team, in places drawing directly from the study team's original research proposal to do so.

A1.2. Setting the research in context: stakeholder interviews

Interviews were conducted with representatives from organisations with a 'stake' (and expertise) in the study field. The purpose of the exercise was to:

- set the research in context;
- refine our approach to the research – it was envisaged that the interviews would highlight unanticipated methodological issues (which they did);
- highlight potential case selection criteria and possible case study areas.

As noted earlier, 26 interviews were conducted, involving 28 stakeholders.¹¹⁰ Most of these took place face-to-face although some were conducted by telephone. Interviews, which on average lasted an hour, were undertaken with representatives of the following key stakeholder organisations:

- OFMDFM (two interviews);
- Department of Social Development (three interviews);
- Department of Agriculture and Rural Development;
- Department of Enterprise, Trade and Investment;
- Northern Ireland Housing Executive (four interviews);
- Community Evaluation Northern Ireland;
- Community Relations Council;
- Community Foundation for Northern Ireland;
- Community Places;

¹¹⁰ The interview at DETI was attended by three representatives from the organisation.

- Bryson House;
- Law Centre;
- Integrated Education Fund;
- Rural Development Council/ Rural Network Northern Ireland;
- Rural Community Network;
- East Belfast Mission;
- Church of the Nativity, Poleglass;
- Ballysillan Presbyterian Church;
- Skainos, East Belfast;
- University of Ulster;
- Queen's University Belfast.

The following issues were explored in the interviews:

- Key challenges faced by the interviewee's organisation;
- The impact of recession on the organisation;
- Key recent 'developments/ changes/ trends' in the study field;
- The salience and resonance of the 'Big Society' agenda in Northern Ireland;
- Key challenges facing Northern Ireland's deprived neighbourhoods/ rural areas;
- Key barriers to 'renewal' in deprived areas;
- Obstacles to the creation of 'big societies' in Northern Ireland's deprived neighbourhoods;
- Criteria the study team should use to select case studies and comparator area;
- Suggestions with regard to potential case study areas.

A1.3. The Case Study Selection Process

The following activities were undertaken by the study team to inform the selection of its preferred case study sample:

- A review of the data generated by the stakeholder interviews;
- A review of the (publically available) academic and policy literature relating to resilience, poverty, social exclusion, the Voluntary and Community Sector (VCS), and the social economy in Northern Ireland, particularly in relation to disadvantaged neighbourhoods;
- A review of the (not in the public domain) literature provided by organisations participating in the stakeholder interviews exercise (see below);
- A review of both publically and non-publically¹¹¹ available secondary data relating to Northern Ireland's neighbourhoods, including deprivation data.

In its *Research Proposal* the study team highlighted a range of criteria that it (ideally) wanted to use to select its case studies. In practice, satisfying all of these criteria

¹¹¹ A number of the organisations that were represented in the stakeholder interview process provided us with 'internal' secondary data.

proved impossible and the selection was given an added layer of complexity by the (very helpful) identification of new criteria by the stakeholders we interviewed.

Selection criteria

All of the case study areas, including the urban comparator area, had to have a population of at least 1,000 households, which broadly equates to a population of between 1,700 and 2,000. A population of this size is needed in order to generate the 250 resident interviews that are being undertaken in years one and three of the study by the market research company, Perceptive Insight. In addition to this size criteria, we identified two other bundles of selection criteria: '*first order*' criteria, which had to be met, and '*second order*' criteria, that we aspired to meet.

First order criteria: the case study sample as a whole (i.e. including the urban comparator area) includes at least one area:

- Which is 'single identity', Catholic?
- Which is 'single identity', Protestant?
- Which is 'mixed' identity in terms of faith – bearing in mind that 'mixed' areas are either genuinely shared or divided, perhaps by an interface?
- Which is urban?
- Which is rural?¹¹²
- Which is located west of the River Bann?
- Which is located in Greater Belfast – at least two of the case studies will be located within the greater city area?
- With a significant and well-formed social economy and VCS?
- Which is perceived to be doing 'well', to be 'successful', and crucially, to be resilient?
- Which comprises predominantly social housing?

Second order criteria taken into account included an area(s):

- Which is a mixed tenure area?
- Which has a significant BME population?
- Which has a migrant population? The migrant population of Northern Ireland has grown rapidly in recent years and there may be merit in looking at an area that has been affected by this trend, with particular attention focusing on how the 'indigenous' population has coped with immigration;
- Which is relatively well 'connected' in terms of public transport and access to labour markets?
- Which is not well connected in terms of public transport and access to labour markets?
- Where there is a dislocation between *demand*, through a buoyant local labour market, and (potential) *supply*?

¹¹² We have used NISRA's (NISRA, 2005) definition of a rural settlement – that is an area with a population of less than 4,500.

- Which has a high proportion of residents in low paid work - a number of stakeholders noted that it was this population group that was likely to experience most 'difficulties' in the coming years.
- With good neighbourhood infrastructure, social spaces, and amenities, such as community centres, shops, cafes, libraries, and pubs;
- With poor and declining neighbourhood infrastructure;
- Without a significant and well-formed social economy and VCS;
- Which is perceived not to be 'resilient'?
- With an attractive and well-designed physical environment and one where this is (perceived) not to be the case;
- Which is one of Northern Ireland's 36 Neighbourhood Renewal Areas?
- Which is a DSD 'Area at Risk' neighbourhood, i.e. an area that falls within ten - 20 per cent band of most deprived areas (see Appendix Three for more information about Areas at Risk)?

Finalising the case study sample

The study team sent the OFMDFM a *Case Study Briefing Paper* for comment in July 2012. The paper suggested that case studies should be undertaken in the following areas:

- 'Inner East Belfast';
- 'Waterside' in Londonderry / Derry;
- Portaferry (rural area);
- Seymour Hill, Lisburn (urban comparator).

After consulting with the Office, the study team decided to replace Portaferry with another area: Sion Mills. Furthermore, after visiting Seymour Hill and meeting with community representatives there, the study team concluded that it was not an appropriate comparator. After making site visits to a number of areas, including Lisburn, Glengormley, and Ballynafeigh, the study team selected Erinvale as its comparator.

In late 2012, Professor Hickman and Dr Muir visited the proposed disadvantaged case study neighbourhoods with a view to:

- Securing 'buy-in' for our research from key stakeholders in the case studies, which include local residents, VCS organisations, and politicians;
- Publicising the research and raising awareness of it locally;
- Identifying key local stakeholders;
- (If necessary) refining the (working) case study maps we had produced;
- Garnering contextual information about case studies, specifically in relation to the VCS and the local economy.

A1.4. Resident Panel

Resident panels, comprising 20 members in the disadvantaged neighbourhoods, and 15 in the comparator, have been established. The following activities are being undertaken with panel members.

In-depth interviews with residents

In each of the case studies panel members will be interviewed on three occasions (2013, 2014 and 2015) so that, in all, (up to) 75 interviews will be undertaken in each year. The sample for the interviews was generated from the Baseline Survey. As we have done in two other major studies (*Wakefield Housing Impact Study* and *Living Through Change*), we plan to interview the same residents across all three waves of the interviews.

We do not underestimate the problem of attrition. However, the experience gained by CRESR staff through the New Deals for Communities National Evaluation will prove invaluable for managing the longitudinal aspect of the research project. It is estimated that between 50 and 60 per cent of the sample may be contactable at the same address in the second wave of field work. Individuals who have moved are more difficult and resource intensive to trace over time. A range of methods would be employed to minimise attrition of the sample. Tracking techniques to identify movers would include collecting 'friends and family' contact details, postal mail outs, birthday cards, providing post back cards for change of address, collecting mobile phone numbers, electoral register matching and utilising the National Change of Address Database. The use of a £15 'thank-you' payment for each completed interview will also help increase the response rate at the margins.¹¹³

All in-depth interviews are being undertaken by experienced members of the study team skilled in qualitative interview and analysis. They will be semi-structured, based upon, an agreed basic topic guide.

The analysis of the primary data will be comparative and thematic in emphasis, focusing on the underlying narratives about: how people experience poverty differently; their attitudes to residence; their social networks; their views about the socio-physical environment of their areas and its infrastructure; the extent to which they participate and volunteer in their communities, and how they do so; their views on the extent of 'community' in their locality; and the implications for intended and actual paths of residential mobility.

Photo novella

In all three years of the study, photo novella exercises will be undertaken in the case studies. This technique involves residents, using disposable cameras supplied by the study team, taking photos of people and places of interest to them and explaining the significance of photographs. We have used this approach successfully in a number of other studies including the Wakefield Housing Impact Study and the Living through Change project.

The key benefits of *photo novella* are that:

- It is an **inclusive** and **'bottom-up'** research instrument – it allows greater opportunity for participants' 'lived' experiences to be captured by the research process.
- It can help to bring research to 'life' – the use of photo novella can potentially enliven research studies for all participants in the process (residents, key stakeholders, research funders and external audiences).
- It is a mechanism that may be used to encourage communities to engage with the research. Our previous experience of using the technique suggest that it is a

¹¹³ In waves two and three of the in-depth interviews, (if necessary) the longitudinal sample will be 'topped-up' by other residents from the area.

particularly effective way of engaging one group who ‘traditionally’ are disengaged from the research process: younger people.

- It can provide the researcher with new and more nuanced research insights.
- It generates material that can be used to promote and publicise research – it can provide a rich source of images, stories and voices that serve to articulate the essence of a project to external audiences in an engaging and stimulating manner.

Solicited diary keeping exercise

Diary keeping exercises will be undertaken in all three years of the study. Like with photo novella, diary keeping is an effective way of garnering new, more in-depth, and ‘bottom-up’ insights into the ‘lived’ experiences of residents. Participants who take part in the diary keeping exercise will be asked to keep a diary for one a week period. CRESR has successfully undertaken diary keeping exercises in a number of studies including the Living Through Change and Wakefield Housing Impact studies. While it is important that these diaries are as ‘bottom-up’ and spontaneous as possible, diarists will be given some guidance about how diaries should be completed.

A1.5. Report Writing and Dissemination

It is vitally important that the key messages to emerge from the study have a positive impact in the communities covered in the research and are relevant to a wide number of research and policy audiences. We have therefore devised a dissemination strategy which includes a range of outputs, which vary in format and length and are produced at different stages of the research programme. Its principal written outputs are:

- A **Baseline Findings Report** (i.e. this report) which highlights the key issues to emerge from a baseline survey of residents in the case study neighbourhoods.
- **Three Thematic Working Thematic papers** - as noted in Chapter Six, the first one is concerned with ‘getting-by’.
- A **Final Research Report** will be produced at the conclusion of the report which will highlight the key findings to emerge from the study, with particular attention being paid to highlighting key policy messages to emerge from the study.
- A standalone **Executive Summary** document, produced in the style of a JRF *Findings* document, will accompany the final report.
- **Presentations and workshops.** The research team will present its findings to a number of audiences to be identified by the OFMDFM.

It is also important at this stage to highlight two other features of the approach taken by the study team to dissemination:

- **The creation of a dedicated, bespoke and interactive study website.** This will host all of the team’s dissemination outputs and provide another important medium for residents to share their thoughts with the study team. The site will also showcase photographic material produced by residents.
- **An interactive feedback event to explore the study team’s key findings.** Immediately prior to the study team beginning work on writing-up its analysis in its final report, it will present its findings to an ‘interactive feedback event’ which will be attended by experts in the field of social exclusion, inequality and the VCS. It is envisaged that the event will be attended by representatives from a range of policy and practice organisations including OFMDFM, DSD, NIHE and

NIVCA. The purpose of this exercise is twofold: i) to provide the study team with an opportunity to 'triangulate' its research findings and garner additional (interpretative) insights into them; and, ii) to explore the salience and applicability of its policy recommendations.

Appendix 2

A2

A2.1. Introduction

These case study outlines are the beginning of a **work in progress**, to build up the profile of each area as work progresses. All figures used in the profile are from the 2011 Census unless otherwise stated. Five statistical tables are included in section A2.5. appendix. They cover all the case studies and in the case of Derry/Londonderry and Belfast they are sub-divided. Maps of the neighbourhoods are provided in A2.6.

A2.2. Three 'disadvantaged' areas

A2.2.1. Inner East Belfast: Lower Castlereagh and Short Strand

A divided and disadvantaged inner urban area in the city of Belfast, which has been the site of considerable sectarian conflict over the years.

The Belfast case study is located in the Inner East Belfast area of the city, including Lower Castlereagh and the Short Strand within the Ballymacarrett and The Mount electoral wards (Maps A2.1a/b). Interfaces at Bryson Street/Newtownards Road and Mountpottinger Road/Albertbridge Road have been the site of conflict over the years. The recent protests over a reduction of the flying of the union flag at Belfast City Hall have seen extensive rioting in the area from December 2012 – March 2013.

The Lower Castlereagh area has a population of 3891 in 1897 households. Although considered to be predominantly of Protestant community background, it actually contains 65.54 per cent Protestant and 20.48 per cent Catholic residents, along with the highest proportion in the case study areas claiming to be brought up in no religion (12.59 per cent).¹¹⁴ 27.04 per cent of households contain dependent children. The area includes part of the Mount electoral ward, which recorded the fourth biggest decrease in the recorded Protestant population between 2001 and 2011.¹¹⁵

Housing tenure is 24.15 per cent owner occupation, 43.96 per cent social housing and 25.94 per cent private rented. The built form is low rise and predominantly terraced (whatever the age of the houses), with some semi-detached housing and small apartment blocks. Castlereagh Street, the Albertbridge Road and the Newtownards Road provide local shops and other facilities, and the nearby Connswater Shopping Centre includes many larger shops including supermarkets and other chain stores selling a wide range of goods. Public transport links to the

¹¹⁴ A note of caution: this category is commonly acknowledged to be more likely to be used by the Protestant population.

¹¹⁵ Shuttleworth, I. and Lloyd, C. (2013) Statistical Summary: Ward level religious segregation in Northern Ireland 2001-2011. Unpublished briefing paper for the Northern Ireland Community Relations Council.

nearby city centre are also good. The local Avoniel Leisure Centre is currently being refurbished. Unemployment is 7.12 per cent and economic inactivity due to long-term sickness or disability is 9.70 per cent; 38.94 per cent of residents have some kind of long term health condition.

The area includes a number of community groups and initiatives, many church-based such as the new Skainos Centre on the Newtownards Road. The East Belfast Community Development Agency (EBCDA) is about to move into new premises on Templemore Avenue that will include space for new social economy businesses and the historic Templemore Baths has now re-opened as the Templemore Swim and Fitness Centre. However, the area remains blighted by sectarian territorial markings such as murals and flags, to a much greater extent than the other case studies and more so in Lower Castlereagh than in the Short Strand. Community activity in Lower Castlereagh appears fragmented.

The Short Strand area has a population of 2366 in 1041 households, and is predominantly of Roman Catholic community background (80.90 per cent). 35.54 per cent of households contain dependent children. Housing tenure is 36.22 per cent owner occupation, 48.03 per cent social housing, and 10.76 per cent private rented. The area contains high density housing, mainly from the 1980s on the city side of Mountpottinger Road and a mix of older and more recent housing on the other side extending to the Bryson Street 'peace wall'. There are a few shops on Mountpottinger Road and a doctors' surgery at the end of Bryson Street; some might shop in the Castlereagh Road or at Connswater Shopping Centre, but given recent tensions this is less likely and the Avoniel Leisure Centre is definitely not regarded as safe – residents use Leisure Centres in the Lower Ormeau or the Falls. City centre shopping amenities are close by. Unemployment is 8.25 per cent and economic inactivity due to long-term sickness or disability is 5.61 per cent; 37.28 per cent of residents have some kind of long term health condition. The Short Strand Community Centre and Community Forum provide a focus for community activity in the area, as does the Doyle Youth Club. Residents also participate in the East Belfast Partnership and the EBCDA.

A2.2.2. Top-of-the-Hill and Irish Street, Waterside, Derry/Londonderry

A divided and disadvantaged urban area in the city of Derry/Londonderry.

The Derry/Londonderry case study is located in the Waterside area of the city, including Top-of-the-Hill (Gobnascale) and Irish Street within the Clondermot and Victoria electoral wards (Maps A2.2a/b). The area includes an interface along Irish Street at which there are sometimes minor disturbances.

The Top-of-the-Hill area has a population of 1,843 in 716 households and is predominantly of Roman Catholic community background (92.73 per cent). 44.69 per cent of households contain dependent children. Housing tenure is 48.05 per cent owner occupation, 29.05 per cent social housing, and 18.16 per cent private rented. Much of the built form is low to medium rise housing including a number of apartments. There is little green space apart from a park higher up the hill. A school has recently closed. Unemployment is 9.73 per cent and economic inactivity due to long-term sickness or disability is a high 12.59 per cent; 28.97 per cent of residents have some kind of long term health condition. There are several very active community groups and a Community Forum. A large parcel of vacant land exists due

to the demolition of a school a few years ago, and a regeneration process for the area was announced recently.¹¹⁶

The Irish Street area has a population of 476 in 234 households, and is predominantly of Protestant community background (88.87 per cent). 20.51 per cent of households contain dependent children. Housing tenure is 64.11 per cent owner occupation, 22.22 per cent social housing, and 11.54 per cent private rented. The area is an enclosed estate of mainly semi-detached houses originally built by the Housing Executive, with a small amount of green space and a few shops, most of which are unoccupied. However, shopping facilities are good due to the proximity of the Lisnagelvin Shopping Centre and Crescent Link. Unemployment is 6.32 per cent and economic inactivity due to long-term sickness or disability is again a relatively high 12.07 per cent; 42.23 per cent of residents have some kind of long term health condition. The Irish Street Community Centre occupies a fairly new building in the area but reports difficulty with community engagement.

A2.2.3. Sion Mills

A rural area of hidden disadvantage near the town of Strabane in Co. Tyrone.

The rural case study, Sion Mills, is a village in Co. Tyrone located on the A5 road and near the town of Strabane. The case study area is contiguous with the Sion Mills electoral ward. (Map A2.3a/b). Sion Mills has a population of 2190 in 868 households and is of mixed community background (60.78 per cent Roman Catholic and 38.17 per cent Protestant). 33.29 per cent of households contain dependent children. Housing tenure is 60.95 per cent owner occupation, 19.36 per cent social housing, and 12.90 per cent private rented. The case study area is located on the left-hand side of the A5 travelling from Derry, and consists of low-rise mainly semi-detached housing, a 'village green' space and other smaller public open spaces. There are several small shops along the A5, but residents shop mainly at the new Asda on the road to Strabane, and in Strabane, Omagh or Derry. This means life without a car is difficult. The pleasant local environment hides disadvantage. Unemployment is 7.17 per cent and economic inactivity due to long-term sickness or disability is 13.02 per cent; 39.41 per cent of residents have some kind of long term health condition. Village life, and employment, was focused around the Mill which closed in 2004 and is still derelict although some funds were obtained by the Sion Mills Building Preservation Trust to repair the Mill chimney as a local landmark. The village has numerous VCS organisations with perhaps the two most prominent being Sion Mills Community Association and the umbrella organisation: Sion Mills Community Forum.

A2.3. Comparator 'better off' case study: Erinvale

A popular suburban area on the outskirts of Belfast.

The comparator 'better off' case study, Erinvale, is a suburban area on the outskirts of Belfast, including part of the Finaghy electoral ward (Maps A2.4a/b). Erinvale has a population of 1587 in 688 households and is of predominantly Protestant community background (71.33 per cent) although 3.02 per cent of the population identifies as having an 'other' religious background, higher than other case studies. 24.42 per cent of households contain dependent children. Housing tenure is 88.52 per cent owner occupation, 1.75 per cent social housing, and 7.70 per cent private

¹¹⁶ <http://www.derrycity.gov.uk/News/Top-of-the-Hill-Regeneration- per centE2 per cent80 per cent93-A-new-plan-for-the->

rented. Of the owner occupiers, 41.38 per cent have mortgages. Thus the tenure structure is (intentionally) very different from the other case studies. The built form is mainly semi-detached housing built for sale around 60 years ago, in an area off Finaghy Road South accessed via Erinvale Avenue. The area is popular due to its accessibility to Belfast (including a direct bus route) and also to Lisburn. There are local shops on the main road and good local schools and sporting facilities. Unemployment is low at 2.67 per cent and economic inactivity due to long-term sickness or disability is 3.83 per cent; 33.02 per cent of residents have some kind of long term health condition. There is no community 'centre' as such but there are churches, schools, neighbourhood watch and sports clubs nearby.

A2.4. Case study tables: 2011 Census

Table A2.1: Religious background

	Erinvale	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills
All usual residents (base)	1587	2366	3891	476	1843	2190
Religion or religion brought up in: Catholic (per cent)	18.97	80.90	20.48	7.35	92.73	60.78
Religion or religion brought up in: Protestant and Other Christian (including Christian related) (per cent)	71.33	14.88	65.54	88.87	4.67	38.17
Religion or religion brought up in: Other religions (per cent)	3.02	1.78	1.39	1.05	1.03	0.09
Religion or religion brought up in: None (per cent)	6.68	2.45	12.59	2.73	1.57	0.96

Table A2.2: Unemployment, dependents and long-term health conditions

	Erinvale	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills
All households (base)	688	1041	1897	234	716	868
No adults in employment in household: With dependent children (per cent)	5.67	14.22	10.81	5.56	15.08	8.87
No adults in employment in household: Without dependent children (per cent)	33.58	38.23	38.85	41.88	29.61	34.68
Dependent children in household: All ages (per cent)	24.42	35.54	27.04	20.51	44.69	33.29
Dependent children in household: Aged 0-4 years (per cent)	10.76	15.18	13.34	10.68	19.13	12.33
One or more people in household with a long-term health problem or disability: With dependent children (per cent)	5.38	12.97	8.17	5.98	13.13	12.56
One or more people in household with a long-term health problem or disability: Without dependent children (per cent)	33.58	37.56	37.01	41.45	28.21	41.94

Table A2.3: Economic Activity

	Erinvale	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills
All usual residents aged 16-74 years (base)	1200	1684	2934	348	1295	1590
Economically active:						
Employee: Part-time: Aged 16-74 years (per cent)	15.67	14.90	11.90	14.94	13.90	10.31
Economically active:						
Employee: Full-time: Aged 16-74 years (per cent)	40.58	25.00	33.57	34.48	26.49	29.12
Economically active: Self-employed: Aged 16-74 years (per cent)	5.50	2.49	2.25	4.60	5.17	8.11
Economically active:						
Unemployed: Aged 16-74 years (per cent)	2.67	8.25	7.12	6.32	9.73	7.17
Economically active: Full-time student: Aged 16-74 years (per cent)	3.50	3.44	2.52	2.87	3.71	2.26
Economically inactive: Retired: Aged 16-74 years (per cent)	21.42	10.63	11.01	16.95	7.49	14.09
Economically inactive: Student (including full-time students): Aged 16-74 years (per cent)	3.50	6.24	3.85	2.30	8.19	5.35
Economically inactive: Looking after home or family: Aged 16-74 years (per cent)	1.83	8.08	7.67	3.16	7.34	6.04
Economically inactive: Long-term sick or disabled: Aged 16-74 years (per cent)	3.83	5.61	9.70	12.07	12.59	13.02
Economically inactive: Other: Aged 16-74 years (per cent)	1.50	2.04	3.07	2.30	5.41	4.53
Carried out voluntary work: Aged 16-74 years (per cent)	14.67	3.66	5.24	10.63	10.66	12.14
Unemployed: Aged 16-24 years (per cent)	0.25	0.74	1.34	1.44	2.93	1.76
Unemployed: Aged 50-74 years (per cent)	0.83	0.58	0.61	0.86	0.69	0.82
Unemployed: Never worked: Aged 16-74 years (per cent)	0.08	0.69	0.95	2.01	2.39	1.32
Long-term unemployed: Aged 16-74 years (per cent)	1.67	1.43	2.17	2.30	4.40	3.33

Table A2.4: Types of long term health condition

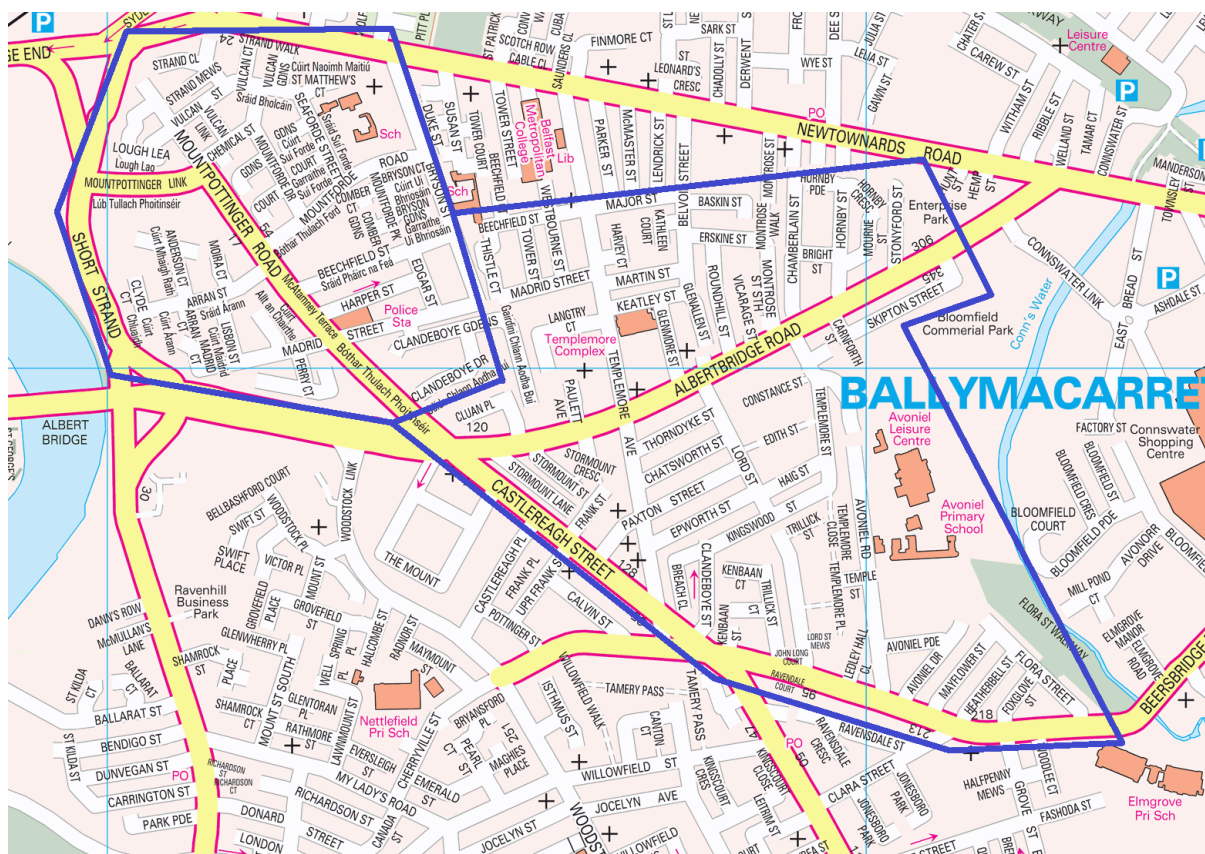
	Erinvale	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills
All usual residents (base)	1587	2366	3891	476	1843	2190
Type of long-term condition: Deafness or partial hearing loss (per cent)	6.93	4.61	6.19	8.40	4.07	6.07
Type of long-term condition: Blindness or partial sight loss (per cent)	2.33	2.07	2.31	2.73	2.06	2.69
Type of long-term condition: Communication difficulty (per cent)	1.01	2.58	1.62	2.10	1.36	3.01
Type of long-term condition: A mobility or dexterity difficulty (per cent)	13.36	14.92	15.52	18.70	10.42	16.39
Type of long-term condition: A learning, intellectual, social or behavioural difficulty (per cent)	1.95	3.59	3.52	2.52	2.17	2.79
Type of long-term condition: An emotional, psychological or mental health condition (per cent)	4.85	10.31	10.18	9.66	8.68	9.63
Type of long-term condition: Long-term pain or discomfort (per cent)	10.96	12.76	12.77	14.29	8.30	14.57
Type of long-term condition: Shortness of breath or difficulty breathing (per cent)	8.25	11.67	12.80	9.87	8.84	12.24
Type of long-term condition: Frequent periods of confusion or memory loss (per cent)	1.51	2.32	2.72	2.94	1.68	2.33
Type of long-term condition: A chronic illness (per cent)	7.94	7.99	7.92	10.29	5.48	8.95
Type of long-term condition: Other condition (per cent)	6.11	5.96	5.42	7.35	3.96	5.98
Type of long-term condition: No condition (per cent)	66.98	62.72	61.06	57.77	71.03	60.59

Table A2.5: Housing Tenure

	Erinvale	Short Strand	Lower Castlereagh	Irish Street	Top-of-the-Hill	Sion Mills
All households (base)	688	1041	1897	234	716	868
Owner occupied: Owns outright (per cent)	51.89	14.51	9.86	35.90	12.71	32.26
Owner occupied: Owns with a mortgage or loan (per cent)	36.63	21.71	14.29	28.21	35.34	28.69
Shared ownership (per cent)	0.44	0.38	0.74	0.00	0.70	0.58
Rented from: Northern Ireland Housing Executive (per cent)	0.73	29.78	39.48	22.22	27.65	14.98
Rented from: Housing association or charitable trust (per cent)	1.02	18.25	4.48	0.00	1.40	4.38
Rented from: Private landlord or letting agency (per cent)	7.70	10.76	25.94	11.54	18.16	12.90
Rented from: Other (per cent)	1.02	1.44	0.90	0.43	1.26	2.07
Lives rent free (per cent)	0.58	3.17	4.32	1.71	2.79	4.15

A2.5. Case Study Maps

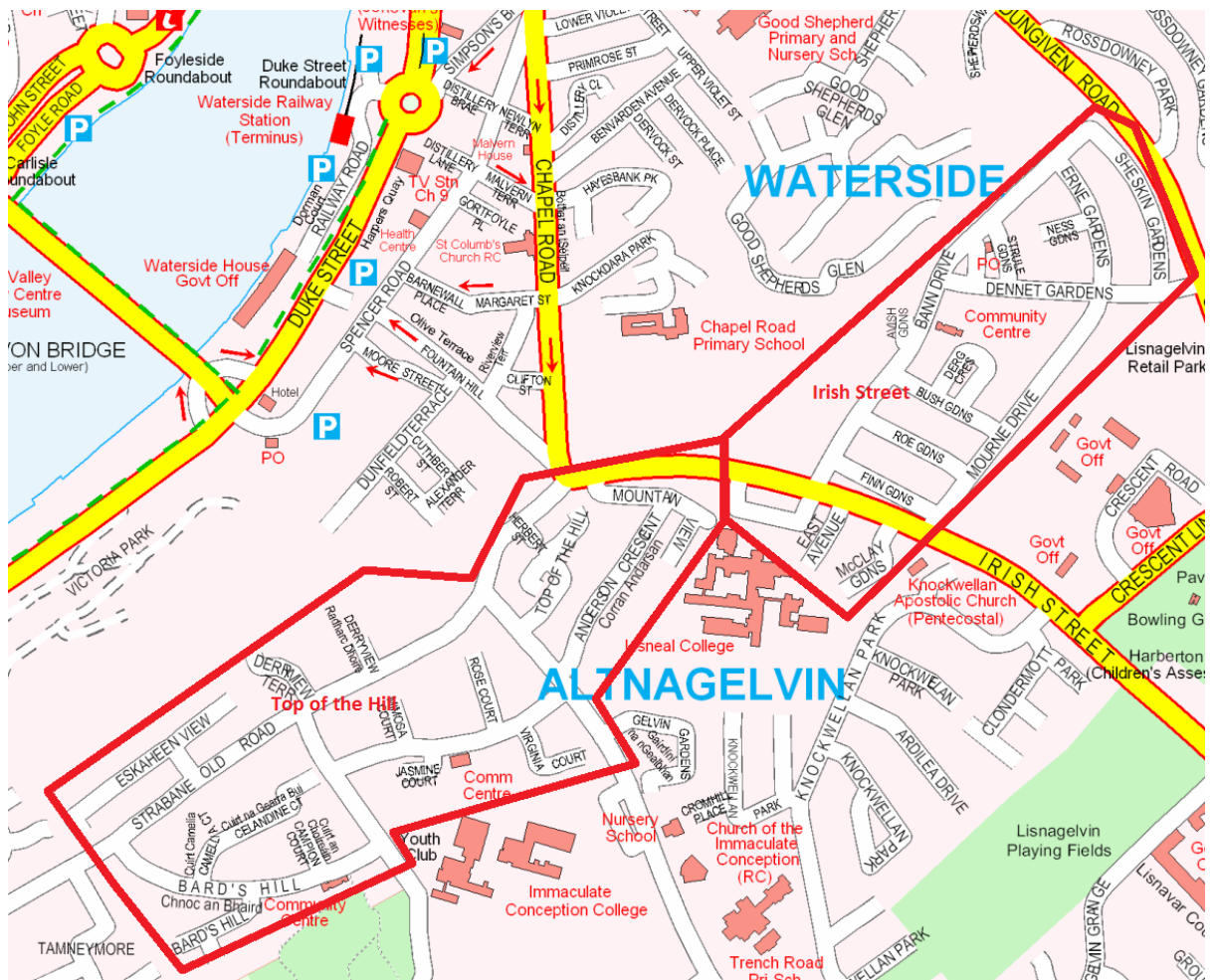
Map A2.1a: East Belfast: Short Strand and Lower Castlereagh - neighbourhood scale



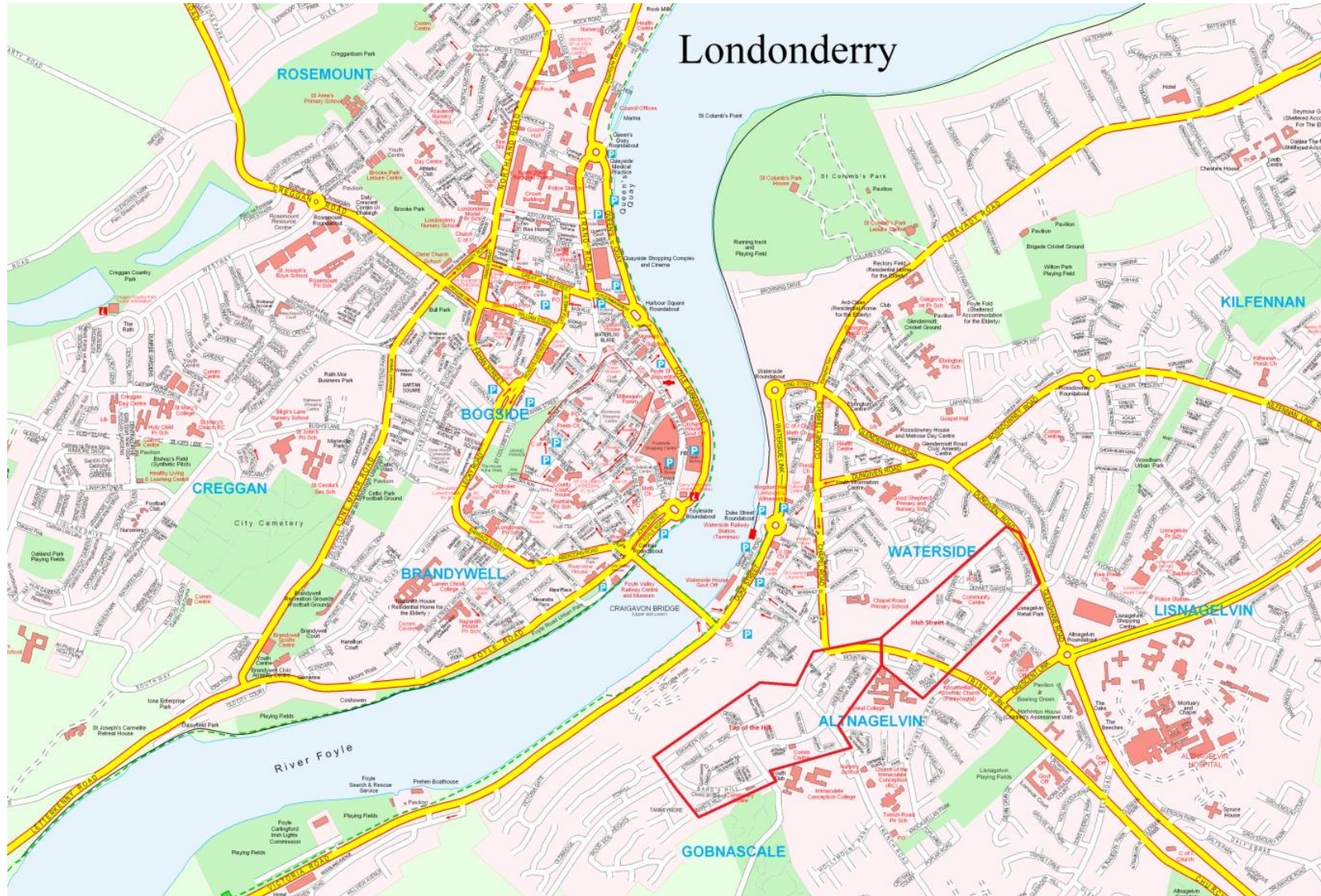
Map A2.1b: East Belfast: Short Strand and Lower Castlereagh - city scale



Map A2.2a: Derry/Londonderry: Top-of-the-Hill and Irish Street - neighbourhood scale



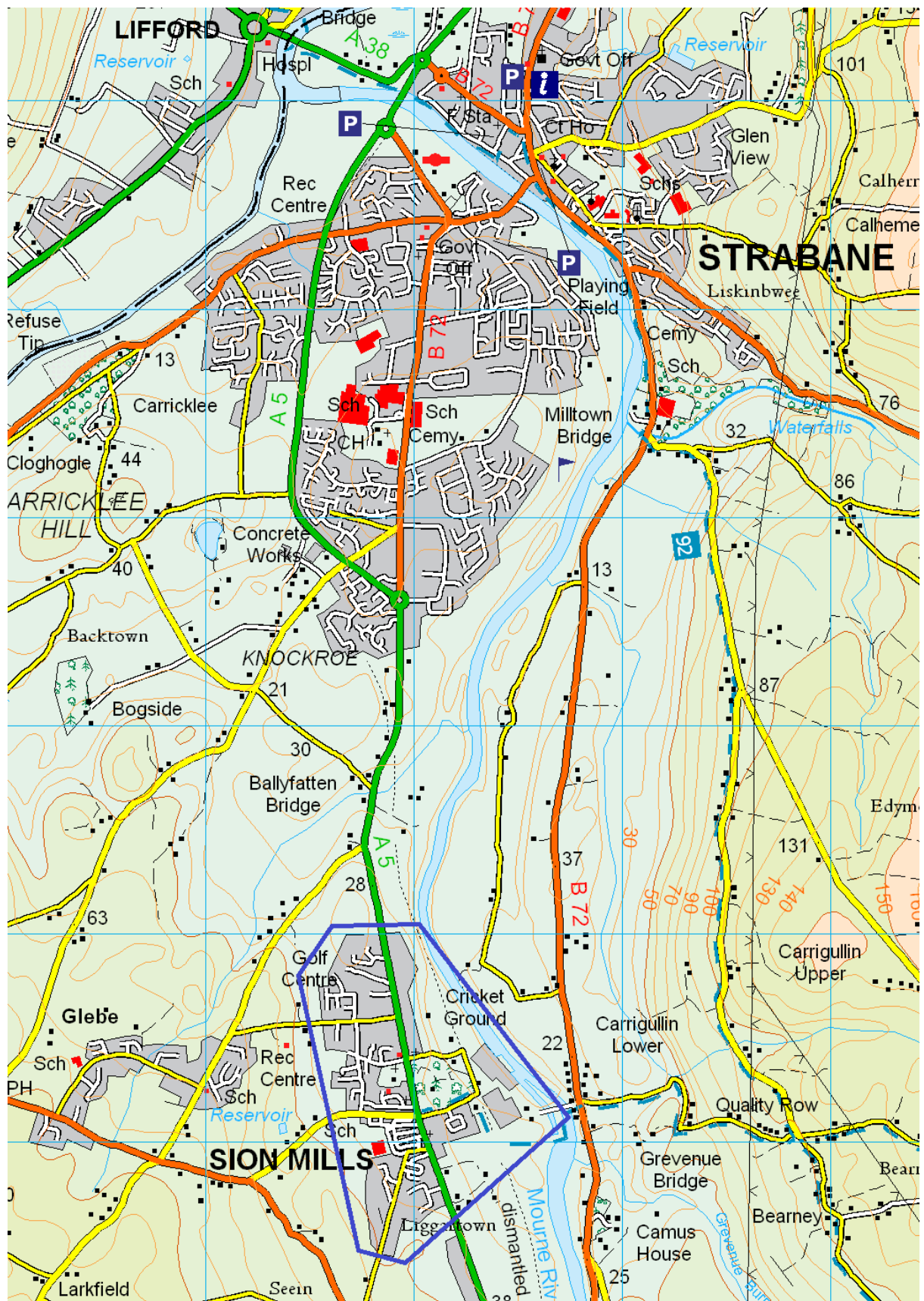
Map A2.2b: Derry/Londonderry: Top-of-the-Hill and Irish Street - wider scale



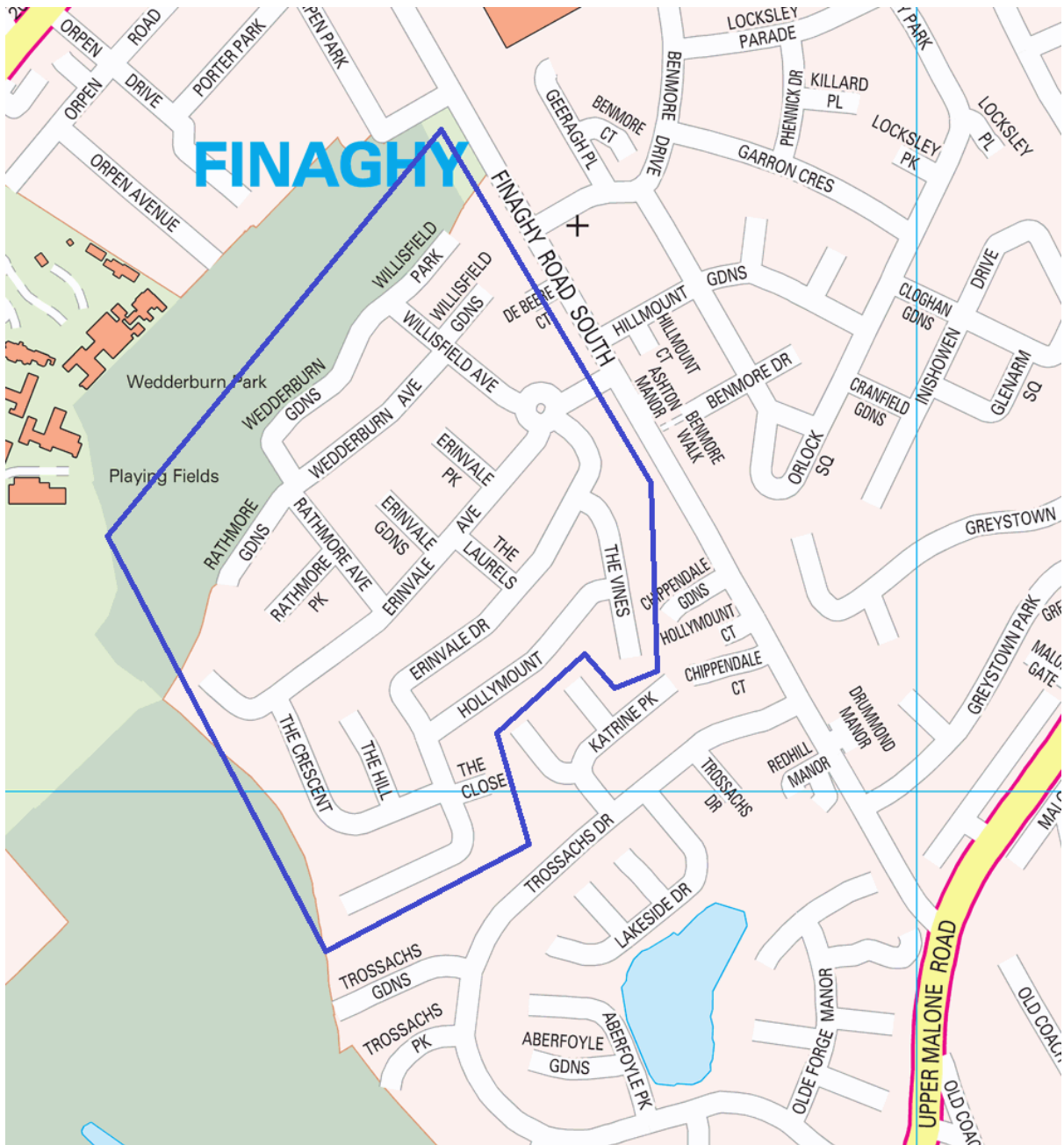
Map A2.3a: Sion Mills- neighbourhood scale



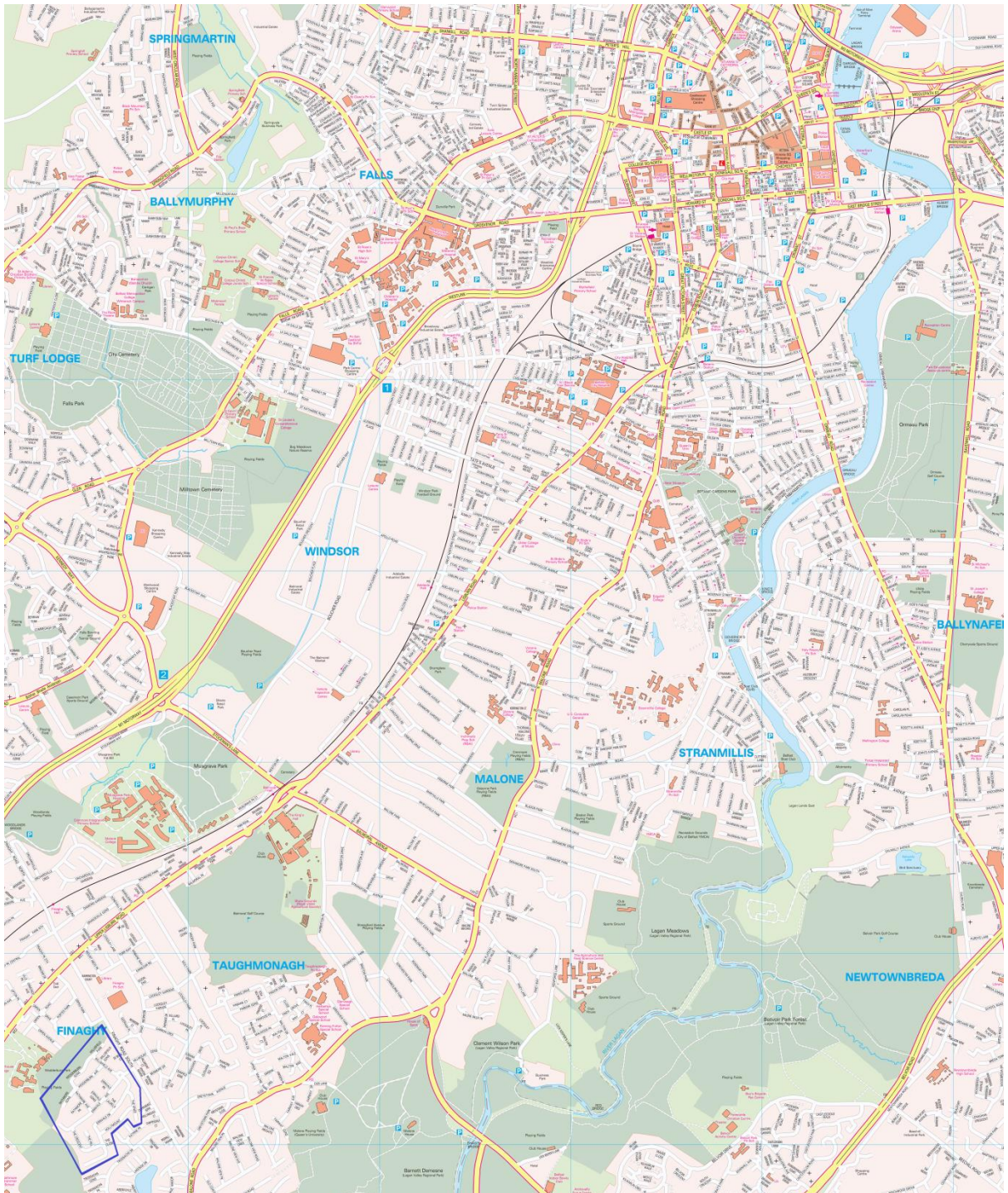
Map A2.3b: Sion Mills - wider scale



Map A2.4a: Erinvale - neighbourhood scale



Map A2.4b: Erinvale - wider scale



Appendix 3: Additional Tables

A3.1. Health, Getting-by, Neighbourhood and Well-being

Table A3.1: Long-standing illness by gender, age, SEG and religion (proportion of respondents)

Do you have any long-standing illness, disability or infirmity? By longstanding I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?

Gender		Age			SEG			Religion						
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/ Catholic	Other-specify	None	Total
Yes	28	27	8	27	46	19	31	25	28	29	15	20	22	27
No	72	73	92	73	54	81	69	75	72	71	85	80	78	73
Unweighted Base	437	502	236	429	274	297	635	7	432	391	27	16	73	939

Source: Baseline Survey (December 2012-March 2013)

Table A3.2: Long-term mental health problems by gender, age, SEG and religion (proportion of respondents)

Thinking about this illness, disability or infirmity, can you tell me which, if any, of the following things apply to you? - Stress or anxiety/Depression/Mental Illness

Gender		Age			SEG			Religion					Total	
Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/ Catholic	Other-specify	None		
No	52	55	36	42	68	65	50	45	48	62	0	67	45	53
Yes	48	45	64	58	32	35	50	55	52	38	100	33	55	47
Unweighted Base	126	141	20	114	133	61	204	2	131	113	4	3	16	267

Source: Baseline Survey (December 2012-March 2013)

Table A3.3: Long-term drug/ alcohol health problems by gender, age, SEG and religion (proportion of respondents)

Thinking about this illness, disability or infirmity, can you tell me which, if any, of the following things apply to you? Health problems due to drug/alcohol use

Gender		Age			SEG		Religion							Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/ Catholic	Other-specify	None	
No	96	99	100	96	99	100	96	100	99	95	100	100	100	97
Yes	4	1	0	4	1	0	4	0	1	5	0	0	0	3
Unweighted Base	126	141	20	114	133	61	204	2	131	113	4	3	16	267

Source: Baseline Survey (December 2012-March 2013)

Table A3.4: Learning difficulties by gender, age, SEG and religion (proportion of respondents)

Thinking about this illness, disability or infirmity, can you tell me which, if any, of the following things apply to you? Learning difficulties

	Gender		Age			SEG			Religion					Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None	
No	97	99	87	97	100	100	97	100	98	97	100	100	100	98
Yes	3	1	13	3	0	0	3	0	2	3	0	0	0	2
Unweighted Base	126	141	20	114	133	61	204	2	131	113	4	3	16	267

Source: Baseline Survey (December 2012-March 2013)

Table A3.5: Other long-term health issues by gender, age, SEG and religion (proportion of respondents)

Thinking about this illness, disability or infirmity, can you tell me which, if any, of the following things apply to you? Other condition

	Gender		Age			SEG			Religion					Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None	
No	27	24	37	34	14	12	29	55	29	24	0	0	26	26
Yes	73	76	63	66	86	88	71	45	71	76	100	100	74	74
Unweighted Base	126	141	20	114	133	61	204	2	131	113	4	3	16	267

Source: Baseline Survey (December 2012-March 2013)

Table A3.6: Care responsibilities by gender, age, SEG and religion (proportion of respondents)

And do you have any caring responsibilities for a member of your immediate family or a close relative outside of your household (who has long-standing illness, disability or infirmity)

	Gender		Age			SEG			Religion					Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None	
Yes	83	85	73	85	85	75	86	100	87	83	69	67	74	84
No	17	15	27	15	15	25	14	0	13	17	31	33	26	16
Unweighted Base	126	141	20	114	133	61	204	2	131	113	4	3	16	267

Source: Baseline Survey (December 2012-March 2013)

Table A3.7: Levels of Anxiety by gender, age, SEG and religion (percentage of respondents)

On a scale where nought is 'not at all anxious' and 10 is 'completely anxious', overall, how anxious did you feel yesterday?

	Gender		Age			SEG			Religion					Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None	
Very Low (0-4)	70	70	75	67	71	75	68	61	73	67	62	67	72	70
Low (5-6)	12	12	10	13	13	11	13	11	12	13	15	20	8	12
Medium (7-8)	9	12	8	12	12	11	11	14	9	12	18	7	13	11
High (9-10)	8	6	7	9	4	3	9	14	5	9	6	6	7	7
Unweighted Base	436	502	236	429	273	297	634	7	431	391	27	16	73	938

Source: Baseline Survey (December 2012-March 2013)

Table A3.8: General Health by gender, age, SEG and religion (percentage of respondents)

How is your health in general? Would you say it is...

	Gender		Age			SEG			Religion				None	Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify		
Very good	43	46	67	44	24	55	40	0	39	47	68	50	54	44
Quite good	29	30	27	28	34	27	30	61	35	26	14	20	24	30
Fair	14	14	4	13	23	11	15	28	14	13	11	24	16	14
Quite poor	10	8	2	9	15	5	10	0	9	9	5	6	3	9
Very poor	5	3	1	6	3	1	5	11	3	5	3	0	4	4
Unweighted Base	437	502	236	429	274	297	635	7	432	391	27	16	73	939

Source: Baseline Survey (December 2012-March 2013)

Table A3.9: Proportion of respondents who are behind with household bills by gender, age, SEG and religion (percentage of respondents)

May I ask which, if any, of the following household bills are you currently behind with?

	Gender		Age			SEG			Religion				None	Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify		
Behind on at least one household bill	16	15	30	15	3	8	18	75	11	18	31	11	21	16
Not behind on any household bills	84	85	70	85	97	92	82	25	89	82	69	89	79	84
Unweighted Base	426	495	232	419	270	294	620	7	423	388	27	15	68	921

Source: Baseline Survey (December 2012-March 2013)

Table A3.10: Proportion of respondents who are behind with 'other' bills and payments by gender, age, SEG and religion (percentage of respondents)

And which, if any, of the other things (below/on this card) are you currently behind with?

	Gender		Age			SEG			Religion					Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None	
Behind on at least one other type of payment	12	12	24	11	3	8	14	34	9	14	18	0	18	12
Not behind on any other types of payment	88	88	76	89	97	92	86	66	91	86	82	100	82	88
Unweighted Base	426	496	232	420	270	293	622	7	424	389	27	14	68	922

Source: Baseline Survey (December 2012-March 2013)

Table A3.11: Proportion of respondents who are behind with any bills or payments by gender, age, SEG and religion (percentage of respondents)

	Gender		Age			SEG			Religion					Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None	
Behind on at least one type of bill	20	19	37	19	4	13	22	75	15	23	34	11	25	20
Not behind on any bills	80	81	63	81	96	87	78	25	85	77	66	89	75	80
Unweighted Base	424	494	231	418	269	293	618	7	422	387	27	14	68	918

Source: Baseline Survey (December 2012-March 2013)

Table A3.12: Proportion of respondents with savings by gender, age, SEG and religion (percentage of respondents)

Thinking about all your saving accounts, assets and investments, what would you say is the current amount or value held by you (and your partner or spouse)?

	Gender		Age			SEG			Religion					Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None	
Nil/no savings	55	52	72	55	29	32	62	100	40	66	58	34	52	53
Less than £3,000	24	27	23	27	27	29	25	0	30	23	24	39	20	26
£3,000 or more	21	21	6	18	44	39	13	0	30	10	18	27	28	21
Unweighted Base	343	392	203	350	182	224	505	6	317	339	24	8	47	735

Source: Baseline Survey (December 2012-March 2013)

Table A3.13: Changes in household income over the last year by gender, age, SEG and religion (percentage of respondents)

Has the total income of your household from all sources after tax and national insurance gone down unexpectedly at any point within the past 12 months for any of the following reasons?

	Gender		Age			SEG			Religion					Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None	
Yes	20	20	28	22	9	20	20	48	19	19	34	19	29	20
No	80	80	72	78	91	80	80	52	81	81	66	81	71	80
Unweighted Base	437	502	236	429	274	297	635	7	432	391	27	16	73	939

Source: Baseline Survey (December 2012-March 2013)

Table A3.14: Proportion of respondents who have 'run out of money before the end of the week or month' in the last year by gender, age, SEG and religion (percentage of respondents)

How often, if at all, in the last 12 months, did you (and your partner) run out of money before the end of the week or month? Please include times when you have run out of money and had to use your credit card, an overdraft or borrow to 'get by'.

	Gender		Age			SEG			Religion				Total	
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/ Catholic	Other-specify	None	
Very often	13	13	23	15	0	5	17	16	10	17	11	6	11	13
Fairly often	17	17	24	21	5	16	18	39	14	20	11	9	26	17
Hardly ever	20	21	20	23	17	20	21	16	21	20	19	39	18	20
Never	46	46	23	41	77	57	41	30	52	40	49	46	39	46
Don't know	4	2	10	1	1	1	4	0	2	3	10	0	6	3
Unweighted Base	437	502	236	429	274	297	635	7	432	391	27	16	73	939

Source: Baseline Survey (December 2012-March 2013)

Table A3.15: How poorly or well respondents are managing financially by gender, age, SEG and religion (percentage of respondents)

Taking everything into account, how well or poorly are you (and your partner) managing financially these days?

	Gender		Age			SEG			Religion				Total	
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None	
Very well	29	31	18	25	50	38	27	19	31	29	40	50	26	30
Fairly well	39	35	32	37	40	43	34	41	41	35	14	27	33	37
Neither well or poorly	14	19	23	19	6	13	18	14	15	19	25	18	16	17
Fairly poorly	8	9	10	11	2	4	11	11	7	10	10	6	8	8
Very poorly	7	4	9	6	1	1	7	16	5	5	0	0	13	5
SPONTANEOUS ONLY: Don't know	2	2	7	1	0	1	3	0	1	3	10	0	5	2
Unweighted Base	311	348	193	323	143	188	465	6	297	284	16	8	54	659

Source: Baseline Survey (December 2012-March 2013)

Table A3.16: Length of residence by gender, age, SEG and religion (percentage of respondents)

Roughly how many years have you lived in this neighbourhood?

	Gender		Age			SEG			Religion				Total	
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant /Catholic	Other-specify	None	
Less than a year	5	4	11	3	0	3	5	16	3	5	11	0	7	4
1 years or more but less than 3 years	7	7	12	7	3	10	6	0	6	7	3	25	12	7
3 years or more but less than 5 years	7	5	11	7	0	6	6	0	6	5	0	19	12	6
5 years or more but less than 10 years	9	11	10	14	3	13	9	14	9	12	15	7	12	11
10 years or more but less than 20 years	21	22	31	23	9	21	22	19	20	21	33	20	28	22
20 years or more	51	50	25	45	84	48	52	52	55	51	39	29	30	50
Unweighted Base	437	502	236	429	274	297	635	7	432	391	27	16	73	939

Baseline Survey (December 2012-March 2013)

Table A3.17: Neighbourhood attachment by gender, age, SEG and religion (percentage of respondents)

How strongly do you feel you belong in this neighbourhood?

	Gender		Age			SEG			Religion					Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant /Catholic	Other-specify	None	
Very strongly	46	46	42	43	56	42	49	19	41	54	65	24	35	46
Fairly strongly	31	34	33	33	29	34	31	68	37	28	30	39	23	32
Not very strongly	15	14	17	14	12	15	14	14	16	11	0	19	23	14
Not at all strongly	7	5	6	8	2	8	6	0	5	5	4	12	18	6
(Don't know)	1	1	2	1	0	2	1	0	1	2	0	6	0	1
Unweighted Base	437	502	236	429	274	297	635	7	432	391	27	16	73	939

Source: Baseline Survey (December 2012-March 2013)

Table A3.18: Proportion of respondents who believe that people in this neighbourhood share the same values by gender, age, SEG and religion (percentage of respondents)

To what extent do you agree or disagree that people in this neighbourhood share the same values?

	Gender		Age			SEG			Religion					Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant /Catholic	Other-specify	None	
Strongly agree	27	25	21	25	31	26	26	14	24	28	36	33	20	26
Agree	45	42	43	44	42	46	42	61	45	46	45	35	27	44
Disagree	14	19	17	17	15	16	17	14	18	13	8	19	27	17
Strongly disagree	4	3	3	5	3	3	4	0	2	4	4	0	9	4
SPONTANEOUS ONLY: Don't know	11	10	16	9	9	10	11	11	10	9	7	13	16	10
Unweighted Base	437	502	236	429	274	297	635	7	432	391	27	16	73	939

Source: Baseline Survey (December 2012-March 2013)

Table A3.19: Proportion of respondents who trust people in their neighbourhood by gender, age, SEG and religion (percentage of respondents)

Would you say that...

Gender		Age			SEG			Religion					Total	
Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant /Catholic	Other-specify	None		
many of the people in this neighbourhood can be trusted	39	36	28	36	49	38	38	27	38	39	37	33	30	38
some can be trusted	39	41	48	39	34	41	39	73	41	38	48	32	41	40
a few can be trusted	19	19	20	21	15	19	20	0	18	21	8	29	21	19
or that none of the people in this neighbourhood can be trusted	3	4	4	4	2	2	4	0	2	3	7	6	8	3
Unweighted Base	437	502	236	429	274	297	635	7	432	391	27	16	73	939

Source: Baseline Survey (December 2012-March 2013)

Table A3.20: Proportion of respondents who reported that 'people in this neighbourhood pull together to improve the neighbourhood' by gender, age, SEG and religion (percentage of respondents)

To what extent do you agree or disagree that people in this neighbourhood pull together to improve the neighbourhood?

	Gender		Age			SEG			Religion				Total	
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant /Catholic	Other-specify	None	
Definitely agree	26	29	23	30	27	26	28	27	23	34	40	13	23	28
Tend to agree	46	39	41	41	46	42	43	44	45	40	43	50	36	42
Tend to disagree	16	19	16	16	19	18	16	19	20	15	14	12	17	17
Definitely disagree	5	5	8	4	4	5	5	0	4	4	0	12	11	5
SPONTANEOUS ONLY: Nothing needs improving	1	0	0	1	0	0	1	0	0	0	0	0	1	0
Unweighted Base	407	462	210	397	262	272	591	6	400	365	26	14	64	869

Source: Baseline Survey (December 2012-March 2013)

Table A3.21: Proportion of respondents who reported that their area had got better or worse over the last two years by gender, age, SEG and religion (percentage of respondents)

On the whole, do you think that over the past two years this neighbourhood has got better or worse to live in or would you say things haven't changed much?

	Gender		Age			SEG			Religion				Total	
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/ Catholic	Other-specify	None	
The neighbourhood has got better	18	15	19	18	13	15	18	25	13	22	15	17	14	17
The neighbourhood has got worse	21	24	16	24	25	19	24	0	21	22	38	6	24	22
The neighbourhood has stayed the same	56	56	56	54	61	62	53	75	61	51	42	77	54	56
SPONTANEOUS ONLY: Have lived here less than 2 years	5	5	9	5	0	3	5	0	4	5	4	0	8	5
Unweighted Base	437	502	236	429	274	297	635	7	432	391	27	16	73	939

Source: Baseline Survey (December 2012-March 2013)

Table A3.22: Neighbourhood satisfaction by gender, age, SEG and religion (percentage of respondents)

Overall, how satisfied or dissatisfied are you with this neighbourhood as a place to live?

	Gender		Age			SEG			Religion				Total	
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None	
Very satisfied	42	44	33	43	52	42	44	40	41	46	57	51	34	43
Fairly satisfied	41	33	44	36	33	37	37	44	40	37	32	32	25	37
Neither satisfied nor dissatisfied	11	12	14	12	9	13	11	0	13	8	7	12	21	12
Fairly dissatisfied	5	8	6	7	4	7	6	16	6	6	4	0	12	6
Very dissatisfied	1	2	2	2	1	2	2	0	1	2	0	6	5	2
SPONTANEOUS ONLY: Don't know	1	1	1	1	0	0	1	0	0	1	0	0	3	1
The neighbourhood has got better	18	15	19	18	13	15	18	25	13	22	15	17	14	17
Unweighted Base	522	578	283	506	311	342	749	9	489	478	31	19	83	1100

Source: Baseline Survey (December 2012-March 2013)

Table A3.23: Proportion of respondents who feel the things they do in their life are worthwhile by gender, age, SEG and religion (percentage of respondents)

Overall, to what extent do you feel the things you do in your life are worthwhile where nought is 'not at all worthwhile' and 10 is 'completely worthwhile'?

	Gender		Age			SEG			Religion				Total	
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/ Catholic	Other-specify	None	
Very Low (0-4)	10	5	3	10	7	3	10	11	6	11	0	0	7	8
Low (5-6)	19	16	15	17	20	13	20	14	17	18	13	26	17	17
Medium (7-8)	44	39	35	44	42	41	41	60	42	38	60	38	45	41
High (9-10)	27	40	46	29	31	44	29	16	35	34	28	36	31	34
Unweighted Base	347	501	236	428	274	296	635	7	431	391	27	16	73	938

Source: Baseline Survey (December 2012-March 2013)

Table A3.24: Proportion of respondents who are 'happy' by case study neighbourhood (percentage of respondents)

Overall, how happy did you feel yesterday, where nought is 'not at all happy' and 10 is 'completely happy'?

	Gender		Age			SEG			Religion				Total	
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/ Catholic	Other-specify	None	
Very Low (0-4)	13	11	8	15	10	6	14	11	10	14	8	6	15	12
Low (5-6)	17	15	13	17	18	12	18	14	17	16	15	27	16	16
Medium (7-8)	41	35	31	41	39	37	38	41	39	36	46	36	39	38
High (9-10)	29	39	49	28	33	44	29	34	35	35	30	32	31	34
Unweighted Base	437	502	236	429	274	297	635	7	432	392	27	16	73	939

Source: Baseline Survey (December 2012-March 2013)

Table A3.25: Proportion of respondents who are satisfied with their lives by gender, age, SEG and religion (percentage of respondents)

Overall, how satisfied are you with your life nowadays, where nought is 'not at all satisfied' and 10 is 'completely satisfied'?

	Gender		Age			SEG			Religion				Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None
Very Low (0-4)	9	7	4	11	7	3	11	14	6	11	0	0	8
Low (5-6)	22	17	18	20	18	13	22	0	16	22	21	20	23
Medium (7-8)	44	39	40	45	37	44	40	71	43	39	41	43	45
High (9-10)	25	37	38	24	38	40	27	16	34	29	38	37	23
Unweighted Base	437	502	236	429	274	297	635	7	432	391	27	16	73

Source: Baseline Survey (December 2012-March 2013)

A3.2. Establishing a Baseline: Volunteering

Table A3.26: Percentage of respondents involved in formal volunteering in the past 12 months by demographic characteristics (D1a) (Per cent)

Which of the following groups, clubs or organisations have you been involved with during the last 12 months? That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. Please exclude giving money and anything that was a requirement of your job.

	Gender		Age			SEG			Religion				Total		
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/ Catholic	Other-specify	None		
Involved in the last 12 months	31	30	38	33	19	40	26	30	26	36		48	28	19	30
Not involved in the last 12 months	69	70	62	67	81	60	74	70	74	64		52	72	81	70
Unweighted base	437	502	236	429	274	297	635	7	432	391		27	16	73	939

Source: Baseline Survey (December 2012-March 2013)

Table A3.27: Percentage of respondents involved in formal volunteering at least once a month by demographic characteristics (D1a/D4) (Per cent)

Overall, about how often over the last 12 months have you generally done something to help this/these group(s), club(s) or organisation(s)?

Gender		Age			SEG			Religion				Total		
Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None		
Yes	18	19	22	20	13	27	15	19	18	21	22	17	11	19
No	82	81	78	80	87	73	85	81	82	79	78	83	89	81
Unweighted base	437	502	236	429	274	297	635	7	432	391	27	16	73	939

Source: Baseline Survey (December 2012-March 2013)

Table A3.28: Percentage of respondents involved in formal volunteering within the neighbourhood in the past 12 months by demographic characteristics (D7) (Per cent)

Approximately how much of this time was spent helping group(s), club(s) or organisation(s) that are based in this neighbourhood?

	Gender		Age			SEG			Religion				Total	
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/ Catholic	Other-specify	None	
All of the time	32	42	38	37	35	33	40	63	40	33	39	57	41	37
Most of the time (i.e. at least three-quarters)	22	18	14	25	16	23	18	0	22	19	17	0	14	20
Some of the time (i.e. between a quarter and three-quarters)	4	9	13	2	8	4	8	0	4	10	0	0	0	6
A little of the time (i.e. less than a quarter)	12	5	8	10	6	11	7	0	10	6	13	18	16	9
None	28	26	26	26	33	28	26	37	23	29	31	25	30	27
Don't know SPONTANEOUS ONLY	2	1	2	1	2	1	2	0	2	1	0	0	0	1
Unweighted base	133	147	87	142	51	119	159	2	111	137	13	5	14	280

Source: Baseline Survey (December 2012-March 2013)

Table A3.29: Percentage of respondents involved in informal volunteering in the past 12 months by demographic characteristics (D9) (Per cent)

In the last 12 months have you done any of the following things, unpaid, for someone who was not a relative? This is any unpaid help you, as an individual, may have given to other people, this is apart from any help given through a group, club or organisation. This could be help for a friend, neighbour or someone else but not a relative.

	Gender		Age			SEG			Religion					Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None	
Involved	23	30	34	30	14	28	26	0	24	32	43	5	14	27
Not involved	77	70	66	70	86	72	74	100	76	68	57	95	86	73
Unweighted base	437	502	236	429	274	297	635	7	432	391	27	16	73	939

Source: Baseline Survey (December 2012-March 2013)

Table A3.30: Percentage of respondents involved in informal volunteering at least once a month by demographic characteristics: proportion of respondents helping-out at least once a month (D10) (Per cent)

Over the past 12 months about how often have you done this kind of thing/all the things you have mentioned?

	Gender		Age			SEG			Religion					Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None	
At least once a month	16	24	24	24	10	21	20	0	17	25	36	5	12	20
Less often/never	84	76	76	76	90	79	80	100	83	75	64	95	88	80
Unweighted base	437	502	236	429	274	297	635	7	432	391	27	16	73	939

Source: Baseline Survey (December 2012-March 2013)

Table A3.31: Percentage of respondents involved in informal volunteering within the neighbourhood in the past 12 months by demographic characteristics (D13) (Per cent)

Approximately how much of this time did you spend doing this kind of thing/ these kind of things for people that live in this neighbourhood?

	Gender		Age			SEG			Religion				Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	None	
All of the time	39	35	31	41	31	33	39	34	38	70	0	12	37
Most of the time (i.e. at least three-quarters)	28	20	24	22	28	24	23	26	21	0	0	48	23
Some of the time (i.e. between a quarter and three-quarters)	10	18	16	16	10	18	14	11	18	7	0	22	15
A little of the time (i.e. less than a quarter)	14	13	21	10	8	10	14	12	13	13	100	8	13
None	6	12	7	10	12	16	6	14	6	0	0	10	9
Don't know	3	2	1	1	11	0	4	2	3	9	0	0	3
SPONTANEOUS ONLY													
Unweighted base	98	152	79	132	39	85	165	100	127	12	1	10	250

Source: Baseline Survey (December 2012-March 2013)

Table A3.32: Percentage of respondents involved in formal or informal volunteering in the past 12 months by demographic characteristics (D1a/D9) (Per cent)

	Gender		Age			SEG			Religion				Total
	Male	Female	16 to 29	30 to 59	60 plus	ABC1	C2DE	Refusal	Protestant	Catholic	Mixed Protestant/Catholic	Other-specify	
Involved	40	45	52	48	26	50	39	30	38	49	70	28	43
Not involved	60	55	48	52	74	50	61	70	62	51	30	72	57
Unweighted base	437	502	236	429	274	297	635	7	432	391	27	16	939

Source: Baseline Survey (December 2012-March 2013)

Appendix 4: Questionnaire Template

A4

OFMDFM Resilience Study LIVE

Good morning/afternoon/evening. My name is ... and I work for the independent market research company Perceptive Insight.

We are conducting a survey about the resilience of the NI population in this current climate. I would be grateful if you would answer a few questions and give your opinions about this issue. The interview should take no longer than 20 minutes. Everyone who takes part has the opportunity to enter a prize draw for £100.

For your peace of mind, we adhere to the Market Research Code of Conduct, and anything you say is confidential.

Check quotas

Q1 RECORD GENDER

- ☐ Male
- ☐ Female

Q2a What was your age last birthday?

RECORD EXACT AGE BELOW - REFUSAL CODE AS '999'

Q2b CODE AGE

☐ 16 to 29

☐ 30 to 59

☐ 60 plus

☐ (Refusal)

Q3a What is the occupation of the main income earner in your household?

PROMPT AS APPROPRIATE:

If manage or supervise staff - how many?

If retired - check if they have an occupational pension

If they have - base social class on occupation before retiring

If no works pension - record as state benefits only

Q3b RECORD SOCIAL CLASS

☐ AB

☐ C1

☐ C2

☐ DE

☐ (Refusal)

☐ (Not sure - office to code)

Section A: About you

A1 How many people, including yourself, are living in your household aged...
(Record numbers, if zero code '0', if refused '99')

0 to 5

6 to 11

12 to 17

18 and over

Total number in household

A2 Are you...
CODE FIRST OPTION THAT APPLIES

☐ Single

☐ Married and living with husband or wife

☐ A civil partner in a legally-registered civil partnership

☐ Married and separated from husband or wife

☐ Divorced

☐ Widowed

- ☐ Spontaneous only - In a legally-recognised Civil Partnership and separated from his/her partner
- ☐ Spontaneous only - Formerly a civil partner, the Civil Partnership now legally dissolved
- ☐ Spontaneous only - A surviving civil partner: his/her partner having since died
- ☐ *(Don't know)*
- ☐ *(Refusal)*

The following question is added to check for couples living together

A3 May I just check, are you living with someone in this household as a couple?

- ☐ Yes
- ☐ No
- ☐ Spontaneous only - same sex couple but not in a formal relationship
- ☐ *(Don't know)*
- ☐ *(Refusal)*

Section B: Health and well-being

Introduction: This next section asks some questions about your health situation and how you feel about your life in general at the moment.

Health

B1 How is your health in general? Would you say it is...

- ☐ Very good
- ☐ Quite good
- ☐ Fair
- ☐ Quite poor
- ☐ Very poor

B2 Do you have any long-standing illness, disability or infirmity?

By longstanding I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?

- ☐ Yes
- ☐ No

SHOWCARD B3

B3 Thinking about this illness, disability or infirmity, can you tell me which, if any, of the following things apply to you?

- ☐ Stress or anxiety
- ☐ Depression

- ☐ Mental illness
- ☐ Health problems due to alcohol use
- ☐ Health problems due to drug use
- ☐ Learning difficulties
- ☐ Other illness, disability or infirmity
- ☐ None of these
- ☐ *(SPONTANEOUS ONLY: Don't know)*

B4 Does the illness or disability limit your activities in any way?

- ☐ Yes
- ☐ No

B5 And do you have any caring responsibilities for a member of your immediate family or a close relative outside of your household (who has long-standing illness, disability or infirmity)?

- ☐ Yes
- ☐ No
- ☐ *(Don't know)*

Well-being

Next I would like to ask you four questions about your feelings on aspects of your life. There are no right or wrong answers. For each of these questions I'd like you to give an answer on a scale of nought to 10, where nought is 'not at all' and 10 is 'completely'.

SHOWCARD B6

B6 Overall, how satisfied are you with your life nowadays, where nought is 'not at all satisfied' and 10 is 'completely satisfied'?

- ☐ (0) *Not at all satisfied*
- ☐ (1)
- ☐ (2)
- ☐ (3)
- ☐ (4)
- ☐ (5)
- ☐ (6)
- ☐ (7)
- ☐ (8)
- ☐ (9)
- ☐ (10) *Completely satisfied*

☐ (Refusal)

SHOWCARD B7

B7 Overall, to what extent do you feel the things you do in your life are worthwhile where nought is 'not at all worthwhile' and 10 is 'completely worthwhile'?

☐ (0) Not at all worthwhile

☐ (1)

☐ (2)

☐ (3)

☐ (4)

☐ (5)

☐ (6)

☐ (7)

☐ (8)

☐ (9)

☐ (10) Completely worthwhile

☐ (Refusal)

SHOWCARD B8

B8 Overall, how happy did you feel yesterday, where nought is 'not at all happy' and 10 is 'completely happy'?

- ☐ (0) *Not at all happy*
- ☐ (1)
- ☐ (2)
- ☐ (3)
- ☐ (4)
- ☐ (5)
- ☐ (6)
- ☐ (7)
- ☐ (8)
- ☐ (9)
- ☐ (10) *Completely happy*
- ☐ (Refusal)

SHOWCARD B9

B9 On a scale where nought is 'not at all anxious' and 10 is 'completely anxious', overall, how anxious did you feel yesterday?

- ☐ (0) *Not at all anxious*
- ☐ (1)
- ☐ (2)
- ☐ (3)
- ☐ (4)
- ☐ (5)
- ☐ (6)
- ☐ (7)
- ☐ (8)
- ☐ (9)
- ☐ (10) *Completely anxious*
- ☐ (Refusal)

Section C: About your neighbourhood

Introduction: This section asks some questions about how you feel about this neighbourhood. By this neighbourhood we mean... **(develop description of each case study area).**

C1 Roughly how many years have you lived in this neighbourhood?

- ☐ Less than a year
- ☐ 1 to 3 years
- ☐ 3 to 5 years
- ☐ 5 to 10 years
- ☐ 10 to 20 years
- ☐ More than 20 years

C2 How strongly do you feel you belong in this neighbourhood?

- ☐ Very strongly
- ☐ Fairly strongly
- ☐ Not very strongly
- ☐ Not at all strongly
- ☐ *(Don't know)*

C3 To what extent do you agree or disagree that people in this neighbourhood pull together to improve the neighbourhood?

- ☐ Definitely agree
- ☐ Tend to agree
- ☐ Tend to disagree
- ☐ Definitely disagree
- ☐ *SPONTANEOUS ONLY: Nothing needs improving*
- ☐ *SPONTANEOUS ONLY: Don't know*

C4 Would you say that...

- ☐ many of the people in this neighbourhood can be trusted
- ☐ some can be trusted
- ☐ a few can be trusted
- ☐ or that none of the people in this neighbourhood can be trusted

C5 To what extent do you agree or disagree that people in this neighbourhood share the same values?

- ☐ Strongly agree
- ☐ Agree
- ☐ Disagree

- ☐ Strongly disagree
- ☐ *SPONTANEOUS ONLY: Don't know*

C6 Overall, how satisfied or dissatisfied are you with this neighbourhood as a place to live?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ *SPONTANEOUS ONLY: Don't know*

C7 On the whole, do you think that over the past two years this neighbourhood has got better or worse to live in or would you say things haven't changed much?

- ☐ The neighbourhood has got better
- ☐ The neighbourhood has got worse
- ☐ The neighbourhood has not changed much
- ☐ *SPONTANEOUS ONLY: Have lived here less than 2 years*

Section D: Your involvement in voluntary activity

Introduction: This section asks some questions about any voluntary activity that you have been involved in.

Formal volunteering

SHOWCARD D1

D1a Which of the following groups, clubs or organisations have you been involved with during the last 12 months? That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others.

Please exclude giving money and anything that was a requirement of your job.

- ☐ Children's education/schools
- ☐ Youth/children's activities (outside school)
- ☐ Education of adults
- ☐ Sports/exercise (taking part, coaching or going to watch)
- ☐ Religion
- ☐ Politics
- ☐ The elderly
- ☐ Health, disability and social welfare
- ☐ Safety, first aid
- ☐ The environment, animals

- ☐ Justice and human rights
- ☐ Local community or neighbourhood groups
- ☐ Citizens' groups
- ☐ Hobbies/ recreation/ arts/ social clubs
- ☐ Trade union activity
- ☐ Other
- ☐ None of these

D2 Thinking about the answers you have just provided, what is the total number of groups, clubs or organisations you have been involved with during the last 12 months?

IF DON'T KNOW CODE 999

SHOWCARD D3

D3 In the last 12 months have you given unpaid help to any of the groups, clubs or organisations you've mentioned in any of the following ways?

- ☐ Raising or handling money/taking part in sponsored events
- ☐ Leading the group/ member of a committee
- ☐ Organising or helping to run an activity or event
- ☐ Visiting people

- ☐ Befriending or mentoring people
- ☐ Giving advice/information/counselling
- ☐ Secretarial, admin or clerical work
- ☐ Providing transport/driving
- ☐ Representing
- ☐ Campaigning
- ☐ Other practical help (e.g. helping out at school, shopping)
- ☐ Any other help
- ☐ None of the above

D4 Overall, about how often over the last 12 months have you generally done something to help this/these group(s), club(s) or organisation(s)?

- ☐ at least once a week
- ☐ less than once a week but at least once a month
- ☐ or less often
- ☐ Other
- ☐ *Refused*

D5 About how many times in the last 12 months have you helped this/these groups?

☐ *Not sure*

D6 Approximately how many hours have you spent helping this/these group(s), club(s) or organisation(s) in the past 4 weeks?

☐ *Not sure*

D7 Approximately how much of this time was spent helping group(s), club(s) or organisation(s) that are based in this neighbourhood?

- ☐ All of the time
- ☐ Most of the time (i.e. at least three-quarters)
- ☐ Some of the time (i.e. between a quarter and three-quarters)
- ☐ A little of the time (i.e. less than a quarter)
- ☐ None
- ☐ *Don't know SPONTANEOUS ONLY*

D8 Which of the following 4 different types of groups, clubs and organisations best describe the group(s), club(s) or organisation(s) that you help?

TICK ALL THAT APPLY

- ☐ Public sector
- ☐ Private sector
- ☐ Voluntary sector
- ☐ Community sector
- ☐ Faith based
- ☐ *Don't know*

Informal volunteering

SHOWCARD D9

D9 In the last 12 months have you done any of the following things, unpaid, for someone who was not a relative?

This is any unpaid help you, as an individual, may have given to other people, this is apart from any help given through a group, club or organisation. This could be help for a friend, neighbour or someone else but not a relative.

- ☐ Keeping in touch with someone who has difficulty getting out and about (visiting in person, telephoning or e-mailing)
- ☐ Doing shopping, collecting pension or paying bills
- ☐ Cooking, cleaning, laundry, gardening or other routine household jobs
- ☐ Decorating, or doing any kind of home or car repairs

- ☐ Baby sitting or caring for children
- ☐ Sitting with or providing personal care (e.g. washing, dressing) for someone who is sick or frail
- ☐ Looking after a property or a pet for someone who is away
- ☐ Giving advice
- ☐ Writing letters or filling in forms
- ☐ Representing someone (for example talking to a council department, or to a doctor)
- ☐ Transporting or escorting someone (for example to a hospital, or on an outing)
- ☐ Anything else
- ☐ No help given in the last 12 months

D10 Over the past 12 months about how often have you done this kind of thing/all the things you have mentioned?

- ☐ at least once a week,
- ☐ at least once a month,
- ☐ or less often
- ☐ Other

D11 About how many times in the last 12 months have you done this kind of thing/these kind of things?

D11b Not sure

☐ *Not sure*

D12 Now just thinking about the past 4 weeks. Approximately how many hours have you spent doing this kind of thing/these kind of things in the past 4 weeks?

D12b Not sure

☐ *Not sure*

D13 Approximately how much of this time did you spend doing this kind of thing/ these kind of things for people that live in this neighbourhood?

- ☐ All of the time
- ☐ Most of the time (i.e. at least three-quarters)
- ☐ Some of the time (i.e. between a quarter and three-quarters)
- ☐ A little of the time (i.e. less than a quarter)
- ☐ None
- ☐ *Don't know SPONTANEOUS ONLY*

Section E: Your financial situation

Household income and savings

I am now going to ask you some questions about your household income and savings. Your answers are completely confidential.

SHOWCARD E1/E2

E1 What is your personal income before tax and national insurance contributions?

Please just give me the number on the card.

INCLUDE ALL INCOME FROM EMPLOYMENT AND BENEFITS.

- | | |
|--|--|
| <input type="radio"/> 1 Up to £519 | <input type="radio"/> 21 £15,600 up to £16,639 |
| <input type="radio"/> 2 £520 up to £1,039 | <input type="radio"/> 22 £16,640 up to £17,679 |
| <input type="radio"/> 3 £1,040 up to £1,559 | <input type="radio"/> 23 £17,680 up to £18,719 |
| <input type="radio"/> 4 £1,560 up to £2,079 | <input type="radio"/> 24 £18,720 up to £19,759 |
| <input type="radio"/> 5 £2,080 up to £2,599 | <input type="radio"/> 25 £19,760 up to £20,799 |
| <input type="radio"/> 6 £2,600 up to £3,119 | <input type="radio"/> 26 £20,800 up to £23,399 |
| <input type="radio"/> 7 £3,120 up to £3,639 | <input type="radio"/> 27 £23,400 up to £25,999 |
| <input type="radio"/> 8 £3,640 up to £4,159 | <input type="radio"/> 28 £26,000 up to £28,599 |
| <input type="radio"/> 9 £4,160 up to £4,679 | <input type="radio"/> 29 £28,600 up to £31,199 |
| <input type="radio"/> 10 £4,680 up to £5,199 | <input type="radio"/> 30 £31,200 up to £33,799 |

- ☐ 11 £5,200 up to £6,239
- ☐ 12 £6,240 up to £7,279
- ☐ 13 £7,280 up to £8,319
- ☐ 14 £8,320 up to £9,359
- ☐ 15 £9,360 up to £10,399
- ☐ 16 £10,400 up to £11,439
- ☐ 17 £11,440 up to £12,479
- ☐ 18 £12,480 up to £13,519
- ☐ 19 £13,520 up to £14,559
- ☐ 20 £14,560 up to £15,599
- ☐ 31 £33,800 up to £36,399
- ☐ 32 £36,400 up to £38,999
- ☐ 33 £39,000 up to £41,599
- ☐ 34 £41,600 up to £44,199
- ☐ 35 £44,200 up to £46,799
- ☐ 36 £46,800 up to £49,399
- ☐ 37 £49,400 up to £51,999
- ☐ 38 £52,000 or more
- ☐ (Don't know)
- ☐ (Refusal)

SHOWCARD E1/E2

E2 And what is the total income of your household from all sources before tax and national insurance contributions?

Please just give me the number on the card.

INCLUDE ALL INCOME FROM EMPLOYMENT AND BENEFITS.

- | | |
|--|--|
| <input type="radio"/> 1 Up to £519 | <input type="radio"/> 21 £15,600 up to £16,639 |
| <input type="radio"/> 2 £520 up to £1,039 | <input type="radio"/> 22 £16,640 up to £17,679 |
| <input type="radio"/> 3 £1,040 up to £1,559 | <input type="radio"/> 23 £17,680 up to £18,719 |
| <input type="radio"/> 4 £1,560 up to £2,079 | <input type="radio"/> 24 £18,720 up to £19,759 |
| <input type="radio"/> 5 £2,080 up to £2,599 | <input type="radio"/> 25 £19,760 up to £20,799 |
| <input type="radio"/> 6 £2,600 up to £3,119 | <input type="radio"/> 26 £20,800 up to £23,399 |
| <input type="radio"/> 7 £3,120 up to £3,639 | <input type="radio"/> 27 £23,400 up to £25,999 |
| <input type="radio"/> 8 £3,640 up to £4,159 | <input type="radio"/> 28 £26,000 up to £28,599 |
| <input type="radio"/> 9 £4,160 up to £4,679 | <input type="radio"/> 29 £28,600 up to £31,199 |
| <input type="radio"/> 10 £4,680 up to £5,199 | <input type="radio"/> 30 £31,200 up to £33,799 |
| <input type="radio"/> 11 £5,200 up to £6,239 | <input type="radio"/> 31 £33,800 up to £36,399 |
| <input type="radio"/> 12 £6,240 up to £7,279 | <input type="radio"/> 32 £36,400 up to £38,999 |
| <input type="radio"/> 13 £7,280 up to £8,319 | <input type="radio"/> 33 £39,000 up to £41,599 |
| <input type="radio"/> 14 £8,320 up to £9,359 | <input type="radio"/> 34 £41,600 up to £44,199 |

- | | |
|--|--|
| <input type="radio"/> 15 £9,360 up to £10,399 | <input type="radio"/> 35 £44,200 up to £46,799 |
| <input type="radio"/> 16 £10,400 up to £11,439 | <input type="radio"/> 36 £46,800 up to £49,399 |
| <input type="radio"/> 17 £11,440 up to £12,479 | <input type="radio"/> 37 £49,400 up to £51,999 |
| <input type="radio"/> 18 £12,480 up to £13,519 | <input type="radio"/> 38 £52,000 or more |
| <input type="radio"/> 19 £13,520 up to £14,559 | <input type="radio"/> (Don't know) |
| <input type="radio"/> 20 £14,560 up to £15,599 | <input type="radio"/> (Refusal) |

SHOWCARD E3/E4

E3 Are you receiving any of these state benefits or allowances?
Your answers are completely confidential.
Please just read out the letters that apply.

- ☐ A Income Support
- ☐ B Job Seeker's Allowance (formerly unemployment benefit)
- ☐ C State Retirement Pension
- ☐ D Incapacity Benefit or Severe Disablement Allowance
- ☐ E Employment and Support Allowance
- ☐ F Some other benefit for people with disabilities (e.g. Industrial Injuries Benefit)
- ☐ G Working Tax Credit
- ☐ H Child Tax Credit

- ☐ I Child Benefit
- ☐ J Council Tax Benefit
- ☐ K Pension Credit (previously Minimum Income Guarantee)
- ☐ L Carer's allowance (formerly Invalid Care Allowance)
- ☐ M Disability living allowance (mobility or care components)
- ☐ N Attendance allowance
- ☐ O Some other state benefit (specify)
- ☐ *No, none of these*
- ☐ *Refused*
- ☐ *Don't know*

E3oth Other- please specify

E4 Is your partner receiving any of these state benefits or allowances?
Your answers are completely confidential.
Please just read out the letters that apply.

- ☐ A Income Support
- ☐ B Job Seeker's Allowance (formerly unemployment benefit)

- ☐ C State Retirement Pension
- ☐ D Incapacity Benefit or Severe Disablement Allowance
- ☐ E Employment and Support Allowance
- ☐ F Some other benefit for people with disabilities (e.g. Industrial Injuries Benefit)
- ☐ G Working Tax Credit
- ☐ H Child Tax Credit
- ☐ I Child Benefit
- ☐ J Council Tax Benefit
- ☐ K Pension Credit (previously Minimum Income Guarantee)
- ☐ L Carer's allowance (formerly Invalid Care Allowance)
- ☐ M Disability living allowance (mobility or care components)
- ☐ N Attendance allowance
- ☐ O Some other state benefit (specify)
- ☐ *No, none of these*
- ☐ *Refused*
- ☐ *Don't know*

E5oth Other- please specify



SHOWCARD E6a

E6a Has the total income of your household from all sources after tax and national insurance gone down unexpectedly at any point within the past 12 months for any of the following reasons?

- ☐ Loss of income due to redundancy
- ☐ Loss of income due to sickness or disability
- ☐ Loss of income due to relationship breakdown
- ☐ Loss of income due to changes in benefit payments
- ☐ Loss of income due to other reasons
- ☐ Unexpected expenses
- ☐ Problems with administration of benefit payments
- ☐ Drug or alcohol habit/addiction
- ☐ Mental health problems
- ☐ Some other reason (specify)
- ☐ No (no unexpected reduction experienced)

☐ SPONTANEOUS ONLY: Don't know

E6aoth Other reason- please specify



SHOWCARD E6b

E6b What is the single most important reason why it has gone down?

- ☐ Loss of income due to redundancy
- ☐ Loss of income due to sickness or disability
- ☐ Loss of income due to relationship breakdown
- ☐ Loss of income due to changes in benefit payments
- ☐ Loss of income due to other reasons
- ☐ Unexpected expenses
- ☐ Problems with administration of benefit payments
- ☐ Drug or alcohol habit/addiction
- ☐ Mental health problems
- ☐ Some other reason (specify)
- ☐ SPONTANEOUS ONLY: Don't know

E6both Other reason- please specify



SHOWCARD E7

E7 Thinking about all your saving accounts, assets and investments, what would you say is the current amount or value held by you (and your partner or spouse)?

- ☐ Nil/no savings
- ☐ Less than £500
- ☐ From £500 to £999
- ☐ From £1,000 to £1,499
- ☐ From £1,500 to £2,999
- ☐ From £3,000 to £5,999
- ☐ From £6,000 to £7,999
- ☐ From £8,000 to £15,999
- ☐ From £16,000 to £19,999
- ☐ £20,000 or more
- ☐ *Don't know*

Household bills

SHOWCARD E8a

E8a May I ask which, if any, of the following household bills are you currently behind with?

- ☐ Rent or mortgage
- ☐ Council Tax
- ☐ Water rates
- ☐ Electricity bill
- ☐ Gas bill
- ☐ Other fuel bills like coal and oil
- ☐ Telephone bill (including mobiles)
- ☐ Childcare bill
- ☐ Internet bill
- ☐ Sky/cable TV
- ☐ Another bill (specify)
- ☐ None of these

☐ *Don't know*

☐ *Refused*

SHOWCARD E8b

E8b And which, if any, of the other things (below/on this card) are you currently behind with?

- ☐ Credit or store cards
- ☐ Hire purchase agreements
- ☐ Bank or finance company loans
- ☐ Credit union loans
- ☐ Money lender loans
- ☐ Pay day loans
- ☐ Social Fund loans
- ☐ Loans from friends or relatives
- ☐ Catalogues paid by instalment
- ☐ Something else (specify)

☐ None of these

☐ *Don't know*

☐ *Refused*



Household financial management

E9 How often, if at all, in the last 12 months, did you (and your partner) run out of money before the end of the week or month? Please include times when you have run out of money and had to use your credit card, an overdraft or borrow to get by.

☐ *Very often*

☐ *Fairly often*

☐ *Hardly ever*

☐ *Never*

☐ *Don't know*

E10 Taking everything into account, how well or poorly are you (and your partner) managing financially these days?

☐ *Very well*

☐ *Fairly well*

☐ *Neither well or poorly*

- ☐ Fairly poorly
- ☐ Very poorly
- ☐ SPONTANEOUS ONLY: Don't know

SHOWCARD E11a

E11a Have you sought advice or help from any of the following sources in the past 12 months about any issues to do with your household's financial situation?

- ☐ An independent advice agency (such as the Citizen's Advice Bureau)
- ☐ A public sector advice service (such as Welfare Rights or Money Advice office)
- ☐ A solicitor, accountant or financial advisor
- ☐ Your landlord
- ☐ A voluntary sector organisation or charity
- ☐ A community or neighbourhood group
- ☐ A healthcare or social work professional
- ☐ Jobcentre or social security office
- ☐ Credit union
- ☐ Family/friends
- ☐ Looked on the internet

- ☐ Other (specify)
- ☐ No advice sought
- ☐ *SPONTANEOUS ONLY: Don't know*

E11aoth Other- please specify

E11b Did you seek that advice or help as a result of the reduction in your household income that you told me about earlier?

- ☐ Yes
- ☐ No
- ☐ *SPONTANEOUS ONLY: Don't know*

E11c How useful did you find the advice or help that you received?

- ☐ Very useful
- ☐ Quite useful
- ☐ Not that useful
- ☐ Not very useful at all
- ☐ *SPONTANEOUS ONLY: Don't know*

E11d What difference did the advice or help you received make to your household's financial situation?

- ☐ Helped it improve a lot
- ☐ Helped it improve somewhat
- ☐ Didn't help it improve at all
- ☐ *SPONTANEOUS ONLY: Don't know*

Section F: Background

Finally, I would like to ask you some background questions about yourself. These enable us to check that we have obtained a proper cross section of the Northern Ireland public. They also allow researchers to analyse whether there are differences in attitude between different groups of people.

Please remember that all information you give me is completely confidential.

Housing Tenure

F1 In which of these ways do you (or your family) occupy this accommodation?

PROBE IF NECESSARY

- ☐ Own it outright
- ☐ Buying it with the help of a mortgage or loan
- ☐ Pay part rent and part mortgage (shared Co-ownership)
- ☐ Rent it
- ☐ Live here rent-free (including rent-free in relative's friend's property; excluding squatting)

☐ Squatting

☐ (Refusal)

F2 Does the accommodation go with the job of anyone in the household?

☐ Yes

☐ No

☐ (Refusal)

F3 Who is your landlord?

☐ the Housing Executive / local authority / council / Scottish Homes

☐ a housing association, charitable trust or Local Housing Company

☐ employer (organisation) of a household member

☐ another organisation

☐ relative / friend (before you lived here) of a household member

☐ employer (individual) of a household member

☐ another individual private landlord

☐ (Refusal)

Qualifications

SHOWCARD F4

**F4 Do you have any of the qualifications, or passed any of the examinations of the types listed on this card, whether you are making use of them or not?
CODE ALL THAT APPLY - PROMPT AS NECESSARY**

- | | |
|---|---|
| <input type="checkbox"/> 1 CSE - Grade 1 | <input type="checkbox"/> 18 National Council for Vocational Qualifications award - level five |
| <input type="checkbox"/> 2 CSE - Grade 2-5 | <input type="checkbox"/> 19 Vocational Certificate in Education |
| <input type="checkbox"/> 3 CSE - ungraded / DK grade | <input type="checkbox"/> 20 Advanced Vocational Certificate in Education |
| <input type="checkbox"/> 4 Junior certificate | <input type="checkbox"/> 21 City and Guilds Certificate Pt 1 |
| <input type="checkbox"/> 5 GCSE - Grades A*-C / GNVQ Intermediate | <input type="checkbox"/> 22 City and Guilds Certificate Pt 2 |
| <input type="checkbox"/> 6 GCSE - Grades D-G / GNVQ Foundation | <input type="checkbox"/> 23 City and Guilds Certificate Pt 3 |
| <input type="checkbox"/> 7 GCE O-level 1-6 (pre 1975) | <input type="checkbox"/> 24 ONC or OND, BEC /TEC general certificate |
| <input type="checkbox"/> 8 GCE O-level A-C (1975 or after) | <input type="checkbox"/> 25 HNC or HND, BEC/TEC higher certificate |
| <input type="checkbox"/> 9 GCE / VCE AS Level | <input type="checkbox"/> 26 Nursing qualifications eg SEN, SRN, SCM |
| <input type="checkbox"/> 10 GCE / VCE A-level / GNVA Advanced or equivalent | <input type="checkbox"/> 27 Nursing Degree |
| <input type="checkbox"/> 11 Senior certificate | <input type="checkbox"/> 28 Teaching qualifications |

- | | |
|--|--|
| <input type="checkbox"/> 12 Recognised trade apprenticeship completed | <input type="checkbox"/> 29 University / Polytechnic diploma |
| <input type="checkbox"/> 13 Clerical and commercial qualifications | <input type="checkbox"/> 30 University or CNAA First Degree (eg BA, BSc) |
| <input type="checkbox"/> 14 National Council for Vocational Qualifications award - level one | <input type="checkbox"/> 31 University or CNAA Higher Degree (eg MSc PhD) |
| <input type="checkbox"/> 15 National Council for Vocational Qualifications award - level two | <input type="checkbox"/> Other qualification (in other school and membership of professional institutions) |
| <input type="checkbox"/> 16 National Council for Vocational Qualifications award - level three | <input type="checkbox"/> No qualifications |
| <input type="checkbox"/> 17 National Council for Vocational Qualifications award - level four | <input type="checkbox"/> <i>(Refusal)</i> |

Religion

F5 Do you regard yourself as belonging to any particular religion? If yes, which?

DO NOT PROMPT

- | | |
|--|---|
| <input type="radio"/> No religion | <input type="radio"/> Non-subscribing Presbyterian |
| <input type="radio"/> Refused | <input type="radio"/> Salvation Army |
| <input type="radio"/> Catholic | <input type="radio"/> Church of Nazarene |
| <input type="radio"/> Church of Ireland / Anglican / Episcopal | <input type="radio"/> Jehovah's Witness |
| <input type="radio"/> Baptist | <input type="radio"/> Church of Jesus Christ of Latter Day Saints (Mormons) |
| <input type="radio"/> Methodist | <input type="radio"/> Other Protestant - specify below |

- | | |
|--|---|
| <input type="radio"/> Presbyterian | <input type="radio"/> Other Christian - specify below |
| <input type="radio"/> Free Presbyterian | <input type="radio"/> Hindu |
| <input type="radio"/> Brethren | <input type="radio"/> Jewish |
| <input type="radio"/> United Reform Church (URC) /
Congregational | <input type="radio"/> Islam / Muslim |
| <input type="radio"/> Pentecostal | <input type="radio"/> Sikh |
| <input type="radio"/> Church of Scotland | <input type="radio"/> Buddhist |
| <input type="radio"/> Elim Pentecostal | <input type="radio"/> Other - specify below |
| <input type="radio"/> Reformed Presbyterian | <input type="radio"/> <i>(Don't know)</i> |

F5oth Other - please specify

F6 How would you describe the religious composition of this household?

- ☐ Protestant
- ☐ Catholic
- ☐ Mixed Protestant/ Catholic
- ☐ Other- specify
- ☐ *None*

F6oth Other - please specify

F7 Apart from special occasions such as weddings, funerals, baptisms and so on, how often nowadays do you attend services or meetings connected with your religion?

PROBE AS NECESSARY

- ☐ Several times a week
- ☐ Once a week
- ☐ 2 or 3 times a month
- ☐ Once a month
- ☐ Several times a year
- ☐ Once a year
- ☐ Less frequently
- ☐ Never
- ☐ Don't know

As part of our research we would be interested to find out more about any groups, clubs or organisations that you've been involved with. We would therefore be grateful if you could tell us what each group, club or organisation is called and, if possible provide us with a name and/or contact details for this group/these groups. We will use this to send them a short supplementary questionnaire that aims to find out some more about voluntary groups, clubs and organisations active in this neighbourhood.

Interviewer to give interviewee a form to complete (provided by CRESR)

Quality procedures

As part of our quality control procedures a percentage of respondents are re-contacted by our office to ensure that the interview was conducted as instructed and according to the Market Research Code of Conduct. May I have your contact details for this purpose?

☐ Yes

☐ No

Would you be happy for Perceptive Insight to pass your name and contact details to the Centre for Regional Economic and Social Research (CRESR) at Sheffield Hallam University for them to conduct further research about this study within the next year? This might involve, for example, being asked to participate in a more detailed interview or attending a focus group in the local area.

☐ Yes

☐ No

Would you like to be entered into the prize draw for £100

☐ Yes

☐ No

Respondent name

Address

Town

Postcode

Telephone number

Email address

I declare that this interview was conducted within the Market Research Code of Conduct and according to instruction and that the respondent was unknown to me. I understand that all information given to me must be kept confidential.

☐ Yes

☐ No

Interviewer number

Interviewer name

Quotas - please mark off quota sheet before submitting interview

This respondents was:

Gender: {Q1}

Age: {Q2.b}

SEG: {Q3.b}

Location

- ☐ *East Belfast - AREA 1 - Short Strand*
- ☐ *East Belfast - AREA 2 - Lower Castlereagh*
- ☐ *Waterside - AREA 1*
- ☐ *Waterside - AREA 2*
- ☐ *Lisburn*
- ☐ *Sion Mills*

Street IDNO

Bottom of Form