

## **1. INTRODUCTION**

The Mountview Needs Analysis Group (MNAG) was established in early 2002 to carry out a survey of local residents living within the Mountview parish area of Blanchardstown in Dublin 15. The MNAG, which involves representatives from a number of statutory agencies, voluntary organisations and community based groups working within the Mountview area, felt that it was important to conduct a survey which would help to determine the key needs, hopes and concerns of local people. The outcomes from the survey would then serve to influence the priorities and spending decisions of key statutory agencies and voluntary organisations which are working within Mountview.

In particular, the results of the survey could impact upon the RAPID (Revitalising Area through Planing, Investment and Development) programme which has been set up in 25 urban locations – Blanchardstown is one of these locations and the Fortlawn and Whitechapel estates within Mountview have been designated as areas to be prioritised within the RAPID programme in Blanchardstown. It is intended that the RAPID programme will deliver additional investment and support and better co-ordinated public services to the designated RAPID areas (including the Fortlawn and Whitechapel estates).

The first stage of the needs analysis process in the Mountview area has involved a survey of households in the Fortlawn and Whitechapel estates – these estates were selected first on account of the need to ensure that the views and opinions of local people in these two estates could influence the priorities and focuses of the RAPID programme in the Blanchardstown area. The second stage of the needs analysis survey in the Mountview area will involve consultations with local residents living in areas like Lohunda, Castlefield, Charnwood, Woodvale, Inglewood and Cedar Grove. It is anticipated that the second stage of the needs analysis survey of the Mountview area should be completed by the end of 2002.

This report on the first stage of the needs analysis survey (focusing upon the Fortlawn and Whitechapel estates) will consider the outcomes from this phase of the survey under the following headings: methodology and quantitative outcomes; demographic and general outcomes; views of Mountview; housing in Mountview; environment in Mountview; services within Mountview; facilities in Mountview; community activity; socio-economic information; health and well-being; childcare and child development; and hopes/fears for the future.

## 2. METHODOLOGY AND QUANTITATIVE OUTCOMES

The survey of local residents in the Fortlawn and Whitechapel estates involved the following actions:

- The employment of a research co-ordinator, Stephen Rourke, to manage and to oversee the process of completing the survey of local residents. Stephen is also responsible for writing the survey reports.
- The production of a questionnaire which focused upon a range of issues which are of interest to local residents, local community based groups and statutory agencies. The questionnaire contained a total of 50 questions.
- The employment of a team of seven local researchers: Tracy Brennan, Majella Connelly, Marie Davis, Marian Fay, Henry Lambert, Noleen O'Brien and Tara O'Brien. Most of these researchers have lived in the Fortlawn and Whitechapel estates for a significant period of time. Each of the local researchers took on responsibility for ensuring that the questionnaires were completed by as many households as possible in the Fortlawn and Whitechapel estates.
- Circulation of an Information Note to each household in Fortlawn and Whitechapel. The Information Notes, which were distributed by the local researchers, provided some advance notice about the survey and about the fact that one of the local researchers would be making contact with each household in the near future.
- Completion of the questionnaires by local residents. This involved a combination of residents completing the questionnaire by themselves in their own time/space and other residents completing the questionnaire with the active assistance of one of the local researchers.
- Regular meetings of the research team (the research co-ordinator and the seven local researchers). These meetings, which took place on a fortnightly basis, provided the members of the research team with opportunities to discuss any difficulties or problems which had emerged during the survey process and to update each other on the progress which was being made by each of the local researchers.
- The research co-ordinator analysed all of the questionnaires which were completed and, on the basis of these analyses, produced this report on the survey of local residents in the Fortlawn and Whitechapel estates.

A total of 351 households participated in the survey of local residents in the Fortlawn and Whitechapel estates. This figure represents 78% of the occupied houses in

the two estates – out of a total of 456 houses (319 in Fortlawn and 137 in Whitechapel), 450 houses were occupied at the time of the survey (316 in Fortlawn and 134 houses in Whitechapel). Of the 316 occupied houses in Fortlawn, 237 (75%) households participated in the survey; and of the 134 occupied houses in Whitechapel, 114 (85.1%) participated in the survey.

These quantitative outcomes would indicate that local residents in Fortlawn and Whitechapel have a high level of interest and concern about the future of their own community. The extent to which local people committed time and energy to completing the questionnaire – in many cases, this involved one or two hours work – demonstrates the way in which local people are not apathetic about the future of their own community, but rather are truly committed to improving the quality of life and life prospects for local people living within the Fortlawn and Whitechapel estates. The outcomes from the survey process would also suggest that the local researchers displayed a high level of commitment and tenacity in ensuring that as many people as possible in Fortlawn and Whitechapel participated in the survey of local residents.

### 3. DEMOGRAPHIC / GENERAL OUTCOMES

#### Question 1 –

#### Number of People in Household?

#### *Statistical Outcomes*

Type of family unit	Number of households
1 adult, no children	19
1 adult, 1 child	10
1 adult, 2 children	20
1 adult, 3 children	9
1 adult, 4 children	6
1 adult, 5 children	2
2 adults, no child	61
2 adults, 1 child	32
2 adults, 2 children	50
2 adults, 3 children	23
2 adults, 4 children	22
2 adults, 5 children	3
3 adults, no child	21
3 adults, 1 child	13
3 adults, 2 children	12
3 adults, 3 children	2
3 adults, 4 children	3
4 adults, no child	6
4 adults, 1 child	9
4 adults, 2 children	6
4 adults, 3 children	3
4 adults, 4 children	1
Other	<u>18</u>
Total	351

#### *Comments / Analysis*

In considering the responses from the questionnaires it is estimated that 1334 people live in the 351 households which participated in this research project – 919 in Fortlawn and 415 in Whitechapel. Since the 351 households represent 78% of the houses

in these estates, it is estimated that the total number of people living in Fortlawn and Whitechapel is 1710 i.e. 1334 in the households which completed the questionnaires plus 376 in the households which did not participate in the research project.

In relation to family composition it is interesting to note the number of households which do not have any children – this category accounts for 107 of the households (30.1%) who participated in the needs analysis survey. It is considered that most of these households without children involve situations where the children of the family have grown up into adults and have left the family home. With the children having moved out of the family home (perhaps to start a family of their own), the only ones left in the family home are their parents.

The most typical family composition in the Fortlawn and Whitechapel estates is two adults/parents, with between one and four children – this category accounts for 127 of the households (36.2%) which participated in the needs analysis survey. In relation to lone parents, there are 47 households (i.e. 13.4%) with one adult and between one and five children. This figure for lone parents is not an absolute figure – it is considered that there are a number of other households where young single parents are living with their own parents within the same house eg. houses with 3/4 adults and 1/2 children.

## **Question 2 –**

### **Age Range of Adults in Household**

#### *Statistical Outcomes*

Age Range of Adults		Numbers
21 – 30	–	258 (73% of households)
31 – 40	–	190 (54.1% of households)
41 – 50	–	179 (50.1% of households)
51 – 60	–	122 (34.8% of households)
61 +	–	23 (6.6% of households)

#### *Comments / Analysis*

In relation to adults living within the Fortlawn and Whitechapel estates it is evident that a large majority of the adults are in the 21–50 age category. There is a particular concentration in the 21–30 age bracket – this involves a combination of young adults who are still living in their parents home and other young adults who have secured

their own homes and/or who have started to raise their own families/children in the Fortlawn and Whitechapel estates.

In addition to the younger age categories of adults it is also noticeable that there is an increasing proportion of adults in the 50+ age categories. Although only 6.6% of households have people age 61 or older, over one in three households (34.8%) have people in the 51 to 60 age category. As time goes on, it is evident that there will be a higher percentage of people in the 51-60 and 61+ age categories and that provision will need to be made for this aging population eg. through the establishment of services, programmes and supports which are focused on the social, healthcare and recreational needs of older people and senior citizens.

### **Question 3 –**

#### **Ages of Children in Household**

##### *Statistical Outcomes*

Age of children		Number of children
1 year and under	–	30
2 years	–	36
3 years	–	22
4 years	–	34
5 years	–	27
6 years	–	25
7 years	–	21
8 years	–	32
9 years	–	27
10 years	–	33
11 years	–	24
12 years	–	18
13 years	–	34
14 years	–	28
15 years	–	24
16 years	–	28
17 years	–	26
18 years	–	20
19 years	–	25

20 years	–	10
Total	–	524

### ***Comments / Analysis***

The outcomes from the survey would indicate that there is a fairly high population of children and young people in the Fortlawn and Whitechapel estates. Of the households which were surveyed it is estimated that there are 524 people under the age of 21 living in these two estates – this figure accounts for 39.3% of the people living in the survey households. In overall terms, if the households who did not participate in the survey are factored into the calculations, it is estimated there are 672 children and young people living in the Fortlawn and Whitechapel estates i.e. 524 in the 78% of the households who participated in the survey and 148 in the other 22% of households who did not participate in the survey.

In considering the profile of children and young people in the two estates, it is noticeable that there is an even spread across the various age categories:

Aged 0 – 5	–	149 (28.4%)
Aged 6 – 10	–	138 (26.3%)
Aged 11 – 15	–	128 (24.4%)
Aged 16 – 20	–	109 (20.9%)

Therefore, the age profile of children and young people in Fortlawn and Whitechapel is fairly balanced and there is not an unusually high proportion of children and young people within any particular age category. This would suggest that the communities in the two estates are maturing and that many families have lived within the estates for a sufficient period of time to bring their children up from the time of birth right through to adolescence and early adulthood.

The outcomes from this question would also demonstrate the need to put in place a range and diversity of programmes and services which would meet the various needs of children and young people between the ages of 0 and 20 eg. family support and childcare services for young children, after school activities and summer projects for older children, youth programmes and services for teenagers and young adults.

#### **Question 4 –**

#### **What schools do the children go to?**

#### *Statistical outcomes*

Name of school	Households with children in this school
St. Philips National School	232
Blakestown Community College	104
St. Mochtas National School	8
Coolmine Community College	7
Scoil Oilibhéir National School	5
St. Mary's School for the Deaf	5
St. Dominic's, Cabra	5
Hartstown Community College	4
Scoil Mhuire National School	4
St. Michael's, Finglas	4
St. Vincent's, Navan Road	4
Other schools	<u>17</u>
Total	409

#### *Comments / Analysis*

The outcomes from this question would clearly indicate that most parents with children of school going age send children at primary school level to St. Philip's National School and children at secondary school level to Blakestown Community College. Of the households with children attending national school, 232 (88.2%) attend St. Philip's. Of the households with children participating in second level education, 104 (71.2%) attend Blakestown Community College. On the basis of these outcomes it is evident that the natural education progression for the large majority of children in the Fortlawn and Whitechapel estates is from St. Philip's to Blakestown Community College; and that St. Philip's and Blakestown Community College are key components within the social, community and educational infrastructure within the Mountview parish area.

## Question 5 –

### What Nationalities are Represented in your Household?

#### *Statistical Outcomes*

Nationality	Numbers
Irish	344
British	10
Lithuanian	6
Nigerian	3
Spanish	2
Others	4

#### *Comments / Analysis*

There are only a small number of non-Irish people living in the Fortlawn and Whitechapel estates. Of the households who participated in this survey 344 (98%) have Irish people living in their houses whilst only 8 (2%) are occupied exclusively by non-nationals (some non-nationals are living in houses which are also occupied by Irish people). In relation to the survey process it is estimated that there is a higher proportion of non-nationals amongst the 22% of households who did not participate in the survey – these people might have been reluctant to become involved in the survey on account of their asylum seeker/refugee status or because of language difficulties (they might have had problems understanding the questions which were asked in the questionnaire).

#### 4. VIEWS OF MOUNTVIEW PARISH

##### Question 6 –

##### Length of time living in the area?

##### *Statistical Outcomes*

Number of years living in the area	Fortlawn	Whitechapel
1 – 3	18 (7.6%)	18 (15.8%)
4 – 7	25 (10.5%)	16 (14.0%)
8 – 12	27 (11.4%)	10 (8.8%)
13 – 16	43 (18.1%)	9 (7.9%)
17 – 21	38 (16.1%)	9 (7.9%)
22 – 25	86 (36.3%)	52 (45.6%)
Total	237 (100%)	114 (100%)

##### *Comments / Analysis*

The outcomes from this question would suggest that the Fortlawn and Whitechapel estates are fairly settled communities. In both of the estates over 50% of the households have lived in the estates for 17 to 25 years – in Fortlawn 52.4% of the people have lived in the estate for 17 years or more whilst the comparative figure for Whitechapel is 53.5%. It is also interesting to note, however, that there are significant variations in the number of households who have lived in the estates for seven years or less – in Fortlawn this figure is 18.1% whilst the comparative figure for Whitechapel is 29.8%. In overall terms, the number of people who have lived in the two estates for a considerable period of time (i.e. 17 years or more) would suggest that many local people have a strong affinity with the estates in which they live.

##### Question 7 –

##### What do you think of the area?

##### *Statistical outcomes*

Views of the area	Fortlawn	Whitechapel	Totals
Good	46 (19.4%)	26 (22.8%)	72 (20.5%)
Alright	132 (55.7%)	70 (61.4%)	202 (57.5%)
Poor	39 (16.5%)	12 (10.5%)	51 (14.6%)
Very Poor	20 (8.4%)	6 (5.3%)	26 (7.4%)
	237 (100%)	114 (100%)	351 (100%)

### ***Direct Quotes:***

*'Could do with a good clean up – it is full of glass and rubbish'*

*'Could do with a face-lift'*

*'Could be a lot better'*

*'It has its ups and downs'*

*'Not very much when you live on a Council estate'*

*'Crap'*

*'Run-down'*

*'I don't like the area. We have been left behind as regards the general upkeep of the estate'*

*'Civilised during the day but like Beirut at night when the football starts'*

*'I think that the reason there is so much drink and drugs amongst kids is because they are bored and have nothing else to do – this is really sad as these houses are 20 years old or more and there is still nothing for them to do'*

*'I just want to move out of here'*

### ***Comments / Analysis***

Local people living in the Fortlawn and Whitechapel estates have a fairly positive view of the area in which they live – in Fortlawn 75.1% of people felt that it is a good or alright place to live, in Whitechapel 84.2% of the people felt that it was a good or alright place to live. Only 22% of the respondents to the questionnaires in the two estates felt that it is a poor or very poor area in which to live.

It is clear that one of the reasons why a majority of local people have a positive attitude towards the area is on account of the length of time that they have lived in the estates – they have brought up their families in the area, they have made friends in the area, they have linked into various social and community networks, they feel comfortable and settled in the area in which they live. The responses to this question have also served to highlight a number of the concerns of local residents – concerns about the upkeep, maintenance and tidiness of the estates and concerns about some of the anti-social behaviour which is taking place within the estates. These were recurring themes throughout the questionnaires which were completed; and it is evident that if more positive action could be taken in relation to the state of the environment within the estates and in relation to anti-social behaviour, a significantly higher proportion of local people would feel that it was a good area in which to live.

## Question 8 –

### What are the best things about living in the area?

#### *Statistical Outcomes*

A total of 40 respondents to the questionnaire (i.e. 11.4%) stated that there was nothing good or positive about living in the area. The remaining 311 respondents cited the following positive reasons about living in the area:

Good neighbours and friends	–	130 (41.8% of responses)
Close to Blanchardstown Shopping Centre	–	109 (35.0% of responses)
Handy for everywhere (eg. schools, work)	–	55 (17.7% of responses)
Nice/good house	–	45 (14.5% of responses)
Close to family	–	26 (8.4% of responses)
Others	–	22 (7.1% of responses)

#### *Comments / Analysis*

On the basis of the responses from the questionnaire it is evident that good neighbours/friends and the proximity to Blanchardstown Shopping Centre are very important to local residents living in the Fortlawn and Whitechapel estates – these two factors account for over 60% of the responses to the question ‘what are the best things about living in the area?’ In relation to neighbours and friends, it is encouraging that so many local people have identified this aspect of community life as a high priority – it would suggest that there is a strong sense of solidarity and togetherness between many residents living in the Fortlawn and Whitechapel estates. In relation to the Blanchardstown Shopping Centre it is evident that the development of this centre has provided significantly enhanced shopping and socialisation opportunities for local people living in the Fortlawn and Whitechapel estates.

## Question 9 –

### What are the worst things about living in the area?

#### *Statistical outcomes*

Worst things about the area		Numbers
Too much drinking by young people	–	107
Drugs	–	86
State of environment/dirt	–	84
Robbed cars/joyriding	–	81

Gangs of young people	–	77
Young people out of control	–	44
Anti-social behaviour	–	30
Nothing for children and young people	–	26
Crime	–	22
No playgrounds	–	18
Lack of interest by residents	–	16
Not enough green spaces	–	15
Traffic congestion	–	10
Others	–	<u>28</u>
Total		644

### ***Direct Quotes***

*‘Lads playing ball on the green and hitting your windows with balls’*

*‘When I came to live here first we had great neighbours. Nowadays, people are too busy rearing kids and working, so we seldom get a visit’*

*‘My daughter was in the Neighbourhood Youth Project until she was 13, now she goes to 13+ on Wednesdays. She really enjoys it, as the other kids do. But when Wednesday is over, there is nothing else for them to do’*

*‘The area has really got bad because there is nothing for the kids. They get bored and hang around the streets drinking’*

### ***Comments / Analysis***

The responses to this question clearly demonstrate that the worst things about living in the Fortlawn and Whitechapel estates relate to issues concerning drink/drugs, anti-social and criminal behaviour. Excessive drinking, drugs, robbed cars/joyriding, gangs of young people, crime and other anti-social behaviour account for 447 responses (69.4%) to the question concerning ‘what are the worst things about living in the area?’ From the perspective of local people in the Fortlawn and Whitechapel estates, it is evident that the most important and urgent priority is to develop strategies and programmes which will aim to reduce the levels of drinking, drug-taking and anti-social behaviour which is currently taking place within the two estates. On the basis of the responses contained in the survey questionnaires it is clear that many parents have a real and genuine concern about their children becoming involved in excessive drinking, drugs and other types of anti-social behaviour, unless some positive alternatives and options are put in place.

Apart from the strongly stated concerns of local people about drink, drugs and anti-social behaviour, the other issue of concern to local residents relates to the state of the environment and open spaces within Fortlawn and Whitechapel and the lack of play facilities within these open spaces – 117 households who participated in the survey (33.3%) felt that these gaps in provision and services were amongst the worst aspects of living within the Fortlawn and Whitechapel estates.

### **Question 10 –**

#### **Would you like to remain living within the area?**

##### *Statistical Outcomes*

To remain living in area	Fortlawn	Whitechapel	Totals
Yes	168 (70.9%)	78 (68.4%)	246 (70.1%)
No	52 (21.9%)	21 (18.4%)	73 (20.8%)
Maybe	17 (7.2%)	15 (13.2%)	32 (9.1%)
	237 (100%)	114 (100%)	351 (100%)

##### *Direct Quotes*

*‘Yes, unless I win the Lotto’*

*‘I have every intention of remaining here. It’s home’*

##### *Comments / Analysis*

A high proportion of local residents have expressed a clear desire to remain living within the Fortlawn and Whitechapel estates – approximately 70% of residents in the two estates would like to remain within the area whilst a further 9% of residents said that they would stay within the area if some type of corrective action could be taken about issues relating to anti-social behaviour and the general upkeep/maintenance of the area – approximately 20% of the households surveyed said that they would definitely like to leave the area. These outcomes would serve to demonstrate the extent to which local people have a strong affinity and relationship to the area in which they live and the desire which they have to make a future for themselves and their families within the Fortlawn and Whitechapel estates.

## Question 11 –

### What are the things that the area needs most?

#### *Statistical outcomes*

Things that area needs most		Numbers
Playgrounds/play areas for children	–	104
Regular clean up of area	–	92
Activities for young people	–	42
Community / Sports Centre	–	36
More effective policing	–	35
Football pitch	–	18
Speed Ramps	–	15
Stop drinking on street	–	14
Better services	–	12
Less gangs	–	11
Landscaping/tree planting	–	10
Others	–	27

#### *Direct Quotes*

*‘Make kids more aware of their area’*

*‘No more Traveller families as the area is too small’*

*‘A miracle’*

*‘Enforce the anti-social law’*

*‘To be left in peace’*

*‘Parents taking control of their kids’*

*‘Good TDs’*

#### *Comments / Analysis*

In the opinion of local residents in the Fortlawn and Whitechapel estates there is a clear need to provide additional facilities and services for children and young people who are living in the two estates. In relation to the question about what the area needs most, it is noticeable that playgrounds/play areas and facilities for young people are amongst two of the three most popular responses. In analysing the questionnaires completed by households in the Fortlawn and Whitechapel estates, it is evident that local people have made a direct connection between the availability of these types of services/facilities and

the involvement of young people in anti-social activities – if there were more constructive activities and programmes for children and young people, it would lessen the likelihood of young people being tempted into more destructive and anti-social behaviour. In response to the question concerning ‘what are the things that the area needs most?’ it is also noticeable that more regular clean ups of the area, the construction of a Community/Sports Centre and more effective policing of the area were also mentioned as key needs within the Fortlawn and Whitechapel estates.

## 5. HOUSING IN MOUNTVIEW PARISH

### Question 12 –

What do you think of the layout of your area?

#### *Statistical Outcomes*

Layout of area	Fortlawn	Whitechapel	Totals
Very good	1 (0.4%)	5 (4.4%)	6 (1.7%)
Good	38 (16.1%)	28 (24.6%)	66 (18.8%)
Alright	159 (67.1%)	75 (65.8%)	234 (66.7%)
Poor	25 (10.5%)	4 (3.5%)	29 (8.3%)
Very poor	14 (5.9%)	2 (1.7%)	16 (4.5%)
	237 (100%)	114 (100%)	351 (100%)

#### *Direct Quotes*

*‘Don’t like the area’*

*‘No rubbish bins so I have to pick up rubbish constantly’*

*‘Very good except for the crossing for the kids going to and from school’*

*‘It is alright as all the roads are cul de sacs’*

*‘Needs more play areas’*

*‘Not a lot – no thought was put into the area when it was built’*

*‘Not enough green on streets’*

*‘I find the layout o.k. but the Council could improve fixing things a lot quicker. Three walls on the road have been knocked down since January and still haven’t been fixed’*

*‘It was nice until they wanted to build on green space’*

*‘I am disgusted that such a small number of houses being built are for people from the area. Houses built should be for people from the area – some have been on the housing list for several years’*

*‘Many of the houses in the area are well kept whilst some are used as drink and drugs dens – these people should be dealt with accordingly’*

#### *Comment / Analysis*

Most local residents living in the Fortlawn and Whitechapel estates feel that the layout of the area is satisfactory – 87.2% of households who participated in the survey considered that the layout/design of the area is either very good, good or alright whilst

only 12.8% of households considered the layout/design to be either poor or very poor. Responses to this question would suggest that some local people are concerned about the retention of green spaces (for recreational, play and social purposes) within the area and feel it is most important to ensure that these green spaces are retained for community use rather than for the construction of new houses/buildings.

### **Question 13 –**

#### **How could the layout be improved?**

##### *Statistical Outcomes*

Eighty nine respondents to the questionnaire (25.4%) did not identify any particular ways in which the layout could be improved. The remaining 262 respondents suggested the following ways in which improvements could be made to the area:

Suggestions for improvements		Number
Provision of play areas/playgrounds	–	77
More regular clean ups of area	–	59
Installation of speed ramps	–	38
Landscaping of area	–	36
Not to build any more houses	–	34
Garden walls painted/higher garden walls	–	32
Better maintenance of houses	–	29
Better street lighting	–	24
Less green, unprotected areas	–	19
Remove boulders	–	12
Grass verges to be maintained	–	11
Litter bins for the area	–	11
Cul de sacs to be closed	–	9
One way in and one way out of the estate	–	8
Others	–	37

##### *Direct Quotes*

*‘Have a tidy road competition – it might get a few out to look after their gardens and roads’*

*‘What’s the point? The Council won’t listen’*

*‘No room left for improvement of layout’*

### *Comments / Analysis*

There are a large number of suggestions and ideas about ways in which the area might be improved. A significant number of respondents to the questionnaire felt that the provision of play areas and playgrounds is one of the most necessary/urgent requirements within the Mountview area. The need for proper, adequate play facilities for children and young people is a recurring theme throughout a number of questions which were included in the questionnaire; and it is considered important that the need for these play facilities is addressed as a matter of urgency by relevant statutory agencies and voluntary organisations.

Improvements in the environment within the Fortlawn and Whitechapel estates also featured in the responses to the question about how the layout could be improved. Environment related issues (i.e. regular clean up of the area, landscaping of area, maintenance of grass verges, provision of litter bins) accounted for over 130 responses to this question. This is a clear demonstration of the desire of local people to have a clean, tidy environment which is maintained on a regular and ongoing basis.

### **Question 14 –**

#### **What are the best features of the houses?**

##### *Statistical Outcomes*

Thirty six respondents to the questionnaire (10.3%) did not identify any good feature of the houses in the area. The remaining 315 identified the following as the best features of the houses:

Good sized houses and rooms	–	148
Front and back gardens	–	63
Size of gardens	–	61
Solid, sturdy, well built	–	56
Improvements I have made myself	–	38
Central heating	–	14
Large windows	–	8
Others	–	35

### ***Direct Quotes***

*'Compact bungalows are ideal for old age pensioners and disabled people'*

### ***Comments / Analysis***

The spacious size of the houses, the large gardens and the solid nature of the houses account for 77.5% of the responses to the question concerning the best features of the houses within the Fortlawn and Whitechapel estates. Responses to this question would serve to re-enforce the general, widespread conclusion that local residents are generally very happy with the houses in which they live and the ways in which these houses have been constructed i.e. well built, good workmanship, spacious, plenty of room.

### **Question 15 –**

#### **What are the worst features of the houses?**

#### ***Statistical Outcomes***

A reasonably large number of households who completed the questionnaires - 64 (18.2%) – stated there are no bad/poor features within the houses in Fortlawn and Whitechapel. Of the remaining 287 households, the following were identified as the worst features of the houses in these estates:

No central heating	–	48
Poor maintenance of houses	–	44
Poorly fitted windows/doors	–	39
Houses too close together	–	33
No double glazing	–	30
Front walls not sturdy enough	–	23
Front walls not painted	–	20
Small gardens	–	18
Some rooms too small	–	16
Leak from bathroom to kitchen	–	11
Too noisy	–	10
Poor water supply	–	8
Others	–	36

### *Comments / Analysis*

In considering responses to this question it is evident that local residents have a number of complaints and concerns about the state and maintenance/upkeep of their houses. It is also evident, however, that many residents are reasonably happy with the houses in which they live. In addition to the 64 households who stated that there was nothing wrong with the houses in which they lived, a large number of other responses said they were generally satisfied with the houses in the area. The most regular complaint related to the lack of central heating in many of the houses – this is a reflection of the time when the estates were built (i.e. 25 years ago) and the fact that central heating was not automatically installed when the houses were built at that time. It is apparent, however, that if central heating was to be installed in the houses in the area (as part of a general refurbishment programme), it would significantly enhance the level of satisfaction from local residents about the houses in which they live.

### **Question 16 –**

**What do you think could be done to improve the houses within the area?**

#### *Statistical Outcomes*

A total of 70 households who completed the questionnaires (i.e. 19.9%) felt the houses in the Fortlawn and Whitechapel estates were fine/alright and could not name any particular ways in which the housing stock could be improved. In relation to the other 281 households, the following represent their responses to the question concerning ways in which the houses might be improved within the area:

Better maintenance services		
by Fingal County Council	–	102
Install central heating	–	61
Install double glazing	–	44
Residents to take more care of their		
houses/areas	–	32
Clean the roads	–	20
New doors and windows	–	18
Higher walls on gardens	–	18
House people/families in boarded up houses	–	17
Close off laneways	–	17
Provision of skips	–	11

Put railings on all walls	–	10
Others	–	34

***Direct Quotes:***

*‘If people owned their own homes they would take more care of them’*

*‘Walls are so low that kids feel they can do as they like’*

*‘I don’t think that much can be done about it now’*

*‘Do up all the houses with new windows and doors as our houses are going to look crap compared to the new ones’*

*‘Re-house people in vacant houses instead of boarding them up’*

*‘We could do with some central heating because I have four young children that are always getting sick because when we get up in the morning the house is absolutely freezing cold’*

*‘Converted attics would be a great help and to make more room for a toilet downstairs’*

***Comments / Analysis***

The provision of improved maintenance services by Fingal County Council and the installation of central heating account for 163 (42.4%) of responses to this question concerning ways in which the houses might be improved in the Fortlawn and Whitechapel estates. It is evident that these two issues are key priorities for local residents and that there is a need to explore ways in which the cleaning/maintenance services provided by Fingal County Council might be improved and the options which might exist in relation to the installation of central heating in the houses within the area.

## 6. ENVIRONMENT IN MOUNTVIEW PARISH

### Question 17 –

**What do you think of the physical environment in Mountview?**

#### *Statistical Outcomes*

Physical environment in area	Fortlawn	Whitechapel	Totals
Very Good	0 (0%)	1 (0.9%)	1 (0.3%)
Good	5 (2.1%)	11 (9.6%)	16 (4.6%)
Alright	126 (53.2%)	47 (41.2%)	173 (49.3%)
Poor	57 (24.0%)	37 (32.5%)	94 (26.8%)
Very Poor	49 (20.7%)	18 (15.8%)	67 (19.0%)
	237 (100%)	114 (100%)	351 (100%)

#### *Direct Quotes:*

*‘Since we don’t get skips anymore it is very hard to keep the area in clean condition’*

*‘Very dirty’*

*‘Filthy’*

*‘The open spaces and play areas are o.k. – they are normally tidy’*

*‘Upkeep is dreadful’*

#### *Comments / Analysis*

There is a fairly high level of dissatisfaction with the state of the environment and open spaces within the Mountview area – only 17 (4.9%) of the respondents to the questionnaire felt that the physical environment was either in a very good or good state whilst 45.8% of respondents felt that the physical environment was either poor or very poor. These outcomes would suggest that there is a clear need to improve the condition of the local environment in the Mountview area and to make the area a tidier, cleaner and more presentable place to live. The responses to the questionnaires would also indicate the fact that many local residents consider this challenge to be a shared responsibility – whilst Fingal County Council has a statutory responsibility to maintain and clean up the area on a regular basis, there is also a responsibility on local residents to ensure that they play an active role in improving the environment within the area eg. through not littering the open spaces, through keeping the area around their houses clean and tidy.

## Question 18 –

### How might the environment be improved?

#### *Statistical Outcomes*

Areas for improvement		Number
Better and more regular clean up services by Fingal County Council	–	169
Play areas and playgrounds	–	93
Landscaping of areas (planting of trees, shrubs etc.)	–	52
Provision of litter bins and skips	–	41
Development of Youth/Community Centre	–	27
Football pitches	–	19
Parents to educate children in relation to litter	–	14
Boulders to stop robbed cars	–	10
Speed ramps	–	10
Allocate boarded up houses to new tenants	–	8
Others	–	42

#### *Direct Quotes:*

*‘It could be improved if the scum that drink and loiter were removed – then, residents might take an interest in cleaning paths and roads. Why should we go and clean up after the scum when they leave and break glass bottles’*

*‘Make it safer for the young babies playing on the roads when the robbed cars come up and down’*

*‘There is no play area for the kids. They can’t play for all the broken glass’*

*‘Get rid of the scum and maybe the people would take an interest in keeping the place clean’*

*‘I am ashamed of where I live and I hate people coming to visit’*

*‘Everything seems fine so far’*

*‘Kids have no regard for the noise levels and we have to put up with it – it is very annoying’*

### *Comments / Analysis*

Responses to this question would indicate that local residents feel that the most important factors in improving the environment in the Mountview area relate to the provision of services by Fingal County Council and the installation of play areas and playgrounds within the local area. In relation to the role of Fingal County Council it is estimated that 262 responses (i.e. 54%) to this question involve a more effective delivery of services by the local authority eg. better clean up services, landscaping of area, provision of litter bins. Apart from the services to be provided by Fingal County Council the other most outstanding requirement in relation to the improvement of the environment concerns the development of play facilities and playgrounds in the Mountview area. It is considered that this need, which is a recurring theme throughout the responses to the questions asked in the questionnaire, is a shared responsibility of a number of relevant Government Departments and statutory agencies.

## 7. SERVICES WITHIN MOUNTVIEW

### Question 19 –

**What is your view of the services being provided by Fingal County Council?**

#### *Statistical Outcomes*

##### Services provided by Fingal County Council

Very Good	5	(1.4%)
Good	37	(10.5%)
Alright	116	(33.0%)
Poor	99	(28.2%)
Very Poor	81	(23.2%)
No Comment/ Don't know	<u>13</u>	(3.7%)
	351	

#### *Direct Quotes*

*'Are not interested in areas like Mountview. Money is only spent in areas which have money'*

*'No service at all provided'*

*'Bin charges are ridiculous'*

*'Always left waiting for months for them to come to do the work'*

*'Would like to see affordable housing'*

*'I asked for a wall at the side of my house to be heightened nearly two years ago and I still have not had any answer'*

*'Because this area is not regularly swept, walls are left broken and there are no speed ramps installed'*

*'Could do with a bit more maintenance'*

*'There are a lot of bastards that will do nothing unless you fight with them'*

*'Teenagers need a place to play football, not just outside peoples houses'*

*'Would there be any chance that some skips could be delivered so that people can get rid of their rubbish and keep the area clean. I mean if we have no skips how can we make the place a cleaner and better environment for our children'*

### ***Comments / Analysis***

There is a reasonably high level of dissatisfaction with the services being provided by Fingal County Council – 51.4% of the local population in the Fortlawn and Whitechapel estates feel that the Council is providing a poor or very poor service. On the basis of responses to the questionnaires it is evident that the main reasons for dissatisfaction with Fingal County Council relate to the ways in which the local authority carry out their responsibilities in relation to the upkeep of the estates, the maintenance of the houses within the estates and the provisions of services such as play areas and community facilities.

### **Question 20 –**

**What is your view of the services provided by the Health Board?**

### ***Statistical Outcomes***

	Services provided by Health Board	
Very Good	7	(2.0%)
Good	73	(20.8%)
Alright	152	(43.3%)
Poor	49	(14.0%)
Very Poor	25	(7.1%)
No comment/ Don't know	<u>45</u>	(12.8%)
	351	

### ***Direct Quotes:***

*'Should be more health services in the Mountview area'*

*'The Health Board have been very helpful'*

### ***Comments / Analysis***

There is a reasonable level of satisfaction with the services being provided by the Northern Area Health Board to local people living in the Fortlawn and Whitechapel estates with 66% of survey respondents feeling that the Health Board is providing a very good, good or alright service and only 21.1% of people feeling that the Health Board is providing a poor or very poor service. In relation to areas for improvement, the responses to the questionnaire have clearly indicated the desire of local people to have more health

services (eg. health centres, doctors, clinics) directly located within the Mountview parish.

### **Question 21 –**

#### **What is your view of the services provided by FAS?**

##### ***Statistical Outcomes***

Services Provided by FAS		
Very Good	18	(5.1%)
Good	105	(29.9%)
Alright	120	(34.2%)
Poor	24	(6.8%)
Very Poor	15	(4.3%)
No comment / Don't know	<u>69</u>	(19.7%)
	351	

##### ***Direct Quotes:***

*'I am about to lose my job soon thanks to Mary Harney'*

*'I think anyone over the age of 35 should be given the option of staying on a Community Employment or Jobs Initiative scheme'*

*'Very good when needed'*

##### ***Comments / Analysis***

There is a fairly high level of satisfaction with the services being provided by FAS. A total of 69.2% of survey respondents feel that FAS is providing a very good, good or alright service – this figure rises to 86.2% when one excludes those people who did not express any view about the work of FAS. It is of some concern, however, that 69 (19.7%) of the respondents were unable to offer any opinion about FAS – this outcome would suggest that FAS needs to promote its work and its activities more widely within the Mountview area. A final issue in relation to FAS concerns a certain level of anger and disappointment in relation to the cutbacks in the Community Employment Programme – on the basis of the feedback from the questionnaires it is evident that many local people in the Fortlawn and Whitechapel estates will be directly effected by these cutbacks eg. their Community Employment jobs are not being retained/renewed.

## Question 22 –

### What is your view of the services being provided by An Garda Síochána?

#### *Statistical Outcomes*

	Service provided by An Garda Síochána	
Very Good	4	(1.1%)
Good	30	(8.6%)
Alright	113	(32.2%)
Poor	117	(33.3%)
Very Poor	50	(14.2%)
No comment / Don't know	<u>37</u>	(10.6%)
	351	

#### ***Direct Quotes:***

*'Some gardai are alright, some are not – they should try to help the teenagers a lot more'*

*'No service whatsoever'*

*'More police would help'*

*'They are a disgrace – never around when you need them and don't respond when called'*

*'Always late – doing nothing'*

*'They leave stolen cars in the area for up to 24 hours'*

*'Not very quick to respond'*

*'Never there when needed'*

*'Any time I have had to deal with them I have found them very helpful'*

*'We would like to see them around more often'*

*'More gardai on patrol'*

*'The gardai are not helping us to get rid of the scum from the area and a lot of people are afraid to tackle these people for fear of their windows getting smashed'*

#### ***Comments / Analysis***

There is a high level of dissatisfaction with the services provided by An Garda Síochána with nearly half of the survey respondents (47.5%) feeling that the gardai were providing either a poor or very poor service to local residents in the Fortlawn and Whitechapel estates. On the basis of responses contained in the questionnaires it is

evident that the reasons for dissatisfaction with the performance of An Garda Síochána include the perceived delays in responding to calls from local people about criminal or anti-social behaviour and the absence of an effective and visible policing presence within the Fortlawn and Whitechapel estates. Responses to the questionnaires would suggest that there is a need to improve relationships between An Garda Síochána and local communities in the Mountview area, and that strategies should be put in place which would aim to inspire greater levels of confidence and respect for An Garda Síochána from local people living in the Fortlawn and Whitechapel estates.

**Question 23 –**

**What is your view of the services being provided by Dublin Bus?**

*Statistical Outcomes*

Services Provided by Dublin Bus		
Very Good	8	(2.3%)
Good	47	(13.4%)
Alright	122	(34.8%)
Poor	47	(13.4%)
Very Poor	46	(13.1%)
No comment / Don't know	<u>81</u>	(23.0%)
	351	

***Direct Quotes:***

*'Crap'*

*'Services could be more regular'*

*'Terrible service'*

*'They have improved the service to the city but to nowhere else'*

*'Major room for improvement'*

*'Disgraceful service – could be up to half an hour waiting for a bus'*

*'Cheapskate service'*

*'Too slow'*

*'Could do with more buses at peak hours'*

*'More nipper buses'*

### ***Comments / Analysis***

There is a reasonably large minority of local residents who are not in a position to comment on the Dublin Bus because they do not use the services provided by Dublin Bus – 81 (23%) of the respondents to the questionnaire were not in a position to comment upon Dublin Bus. Of the remaining 270 respondents there were varying levels of satisfaction with Dublin Bus – of those who did express a view about Dublin Bus 177 (63.2%) felt that Dublin Bus provided a very good, good or alright service whilst 93 (36.8%) felt that Dublin Bus provided a poor or very poor service. In relation to areas for improvement a recurring theme throughout the questionnaires related to the need for a larger and more diverse range of bus routes, especially between various locations within the Blanchardstown area. It was suggested that Dublin Bus should make greater use of nipper/imp buses as a means of increasing the number of bus routes within Blanchardstown.

### **Question 24 –**

**What is your view of the service being provided by An Post?**

#### ***Statistical Outcomes***

	Services Provided by An Post	
Very Good	22	(6.3%)
Good	108	(30.8%)
Alright	132	(37.6%)
Poor	22	(6.3%)
Very Poor	15	(4.3%)
No comment / Don't know	<u>52</u>	(14.7%)
	351	

#### ***Direct Quotes:***

*'Could be a lot earlier'*

*'The queues are too long'*

*'Late deliveries – could be earlier'*

### ***Comments / Analysis***

Local people living in the Fortlawn and Whitechapel estates are fairly satisfied with the services provided through An Post – 74.7% of the questionnaire respondents feel that An Post is providing a very good, good or alright service whilst only 10.6% of questionnaire respondents feel that An Post is providing a poor or very poor service. On the basis of responses from local residents in the Fortlawn and Whitechapel estates it is evident that the main issues of concern in relation to An Post are the perceived late delivery of post/mail and the absence of a local post office in the Mountview area.

### **Question 25 –**

**What is your view of the services being provided by the Mobile Library?**

### ***Statistical Outcomes***

Services Provided by Mobile Library		
Very good	26	(7.4%)
Good	76	(21.6%)
Alright	110	(31.4%)
Poor	18	(5.1%)
Very Poor	15	(4.3%)
No comment / Don't know	<u>106</u>	(30.2%)
	351	

### ***Comments / Analysis***

On the basis of the feedback from the questionnaires it is evident that many local people in the Fortlawn and Whitechapel estates are unaware of the existence of the mobile library – nearly one third of the respondents to the questionnaire were not in a position to comment upon the mobile library service within the Mountview area. Of the people who expressed a view about the mobile library it is evident that most of these people have positive views about this service – 212 (86.5%) feel that the mobile library is providing a very good, good or alright service whilst only 33 (13.5%) feel that the mobile library is providing a poor or very poor service.

## Question 26 –

### What is your view of medical services within the area?

#### *Statistical Outcomes*

Medical services within the area		
Very Good	44	(12.5%)
Good	89	(25.4%)
Alright	125	(35.6%)
Poor	33	(9.4%)
Very Poor	5	(1.4%)
No comment / Don't know	<u>55</u>	(16.7%)
	351	

#### *Direct Quotes:*

*'Too expensive'*

*'Could do with more doctors'*

*'The chemist in the local area is brilliant'*

#### *Comments / Analysis*

There is a fairly high level of satisfaction with the services provided by providers of healthcare within the Mountview area – 73.5% of respondents to the questionnaire felt that the medical services were very good, good or alright whilst only 10.8% of people felt that the medical services were poor or very poor. On the basis of the comments expressed in the questionnaires a number of local people have identified the clear need for more doctors to be located within the area and have indicated that the provision of more doctors is the single most important healthcare priority for local residents. In addition to comments about more doctors, there were also a number of positive references in the questionnaire responses to the quality of service being provided by the local chemist in the Mountview area.

## Question 27 –

**What is your view of the services being provided by local schools in the area?**

### *Statistical Outcomes*

Services Provided by Local Schools		
Very Good	62	(17.7%)
Good	93	(26.5%)
Alright	95	(27.1%)
Poor	13	(3.7%)
Very Poor	7	(2.0%)
No comment / Don't know	<u>81</u>	(23.0%)
	351	

### *Direct Quotes:*

*'Need more school places as children are being told they are starting in September and then you get a letter to say that there are not enough places'*

*'Schools are bad – they are not serious about the education of local children'*

### *Comments / Analysis*

There is a fairly high level of satisfaction with the quality of education being provided by local schools. A total of 71.3% of the questionnaire respondents felt that the local schools were providing a very good, good or alright service – this figure rises to 96.6% when one excludes those people who had no comment /view about the work of local schools within the area. Only 5.7% of respondents felt that the local schools were providing a poor or very poor service. These outcomes represent a high approval rate for local schools within the area. An issue of concern for local residents, as expressed in a number of completed questionnaires, relates to the capacity of local schools to meet the needs of the ever-growing population of Mountview parish area. In this context, it is considered important that a planning study would be initiated to determine the educational needs and requirements of the Mountview area over the next 5-10 years period; and to clarify the number of schools/classes which will be required for the school going population during this period of time.

## Question 28 –

### What is your view of the services provided by local shops?

#### *Statistical Outcomes*

Services Provided by Local Shops		
Very Good	29	(8.3%)
Good	76	(21.7%)
Alright	124	(35.3%)
Poor	42	(12.0%)
Very Poor	14	(3.9%)
No comment / Don't know	<u>66</u>	(18.8%)
	351	

#### *Direct Quotes:*

*'All shops close at around seven o'clock in the evening in Mountview – this should be changed'*

*'The chemist shop in Mountview is fantastic'*

#### *Comments / Analysis*

On the basis of responses to other questions in the survey, it is evident that many people living in the Fortlawn and Whitechapel estates would make regular use of the shopping facilities within Blanchardstown Shopping Centre. The existence of Blanchardstown Shopping Centre lessens the dependency on local shops within the Mountview area. Local people are reasonably satisfied with the services being provided by the local shops – 65.3% of questionnaire respondents felt that these shops were providing a very good, good or alright service whilst only 15.9% of people felt that they were providing poor or very poor services. One clear recommendation which emerged from the questionnaires relates to the desire of many people for the local shops to stay open for a longer period of time (i.e. beyond 7-8 o'clock in the evening).

**Question 29 –**

**What do you think of the services provided by local voluntary and community groups?**

***Statistical Outcomes***

Services Provided by Voluntary and Community Groups

Very Good	29	(8.3%)
Good	59	(16.8%)
Alright	91	(25.9%)
Poor	26	(7.4%)
Very Poor	12	(3.4%)
No comment / Don't know	<u>134</u>	(38.2%)
	351	

***Direct Quotes:***

*'Not enough of them'*

*'Most only deal with certain issues and forget about younger kids and teenagers'*

*'Never see them'*

*'The few that we have are very good'*

***Comment / Analysis***

There is a fairly high level of ignorance and unawareness about voluntary and community groups which are working within the Mountview area – 134 (38.2%) of respondents to the questionnaire had either no comment to make or did not know about the activities of voluntary and community groups in the Mountview area. This outcome would clearly demonstrate the need for these groups to actively promote their work within the local communities in Mountview and to make more people more aware of the various services and programmes which they provide. Of the 217 questionnaire respondents who did express a view/opinion about the voluntary and community groups, there was a fairly high satisfaction rating, with 179 respondents (82.5%) feeling that these groups were providing a very good, good or alright service and only 38 respondents (17.5%) feeling that they were providing a poor or very poor service.

### Question 30 –

**What do you think of the services being provided by Social Welfare (Department of Social, Community and Family Affairs)?**

#### *Statistical Outcomes*

Services Provided by Social Welfare		
Very Good	10	(2.9%)
Good	60	(17.1%)
Alright	97	(27.6%)
Poor	31	(8.8%)
Very Poor	40	(11.4%)
No comment / Don't know	<u>113</u>	(32.2%)
	351	

#### *Direct Quotes:*

*'They don't provide a good service in this area. People should not be made feel that they are begging'*

*'If you are black you are fine – if you are white, you are not'*

*'They have come a long way since I moved into this area'*

*'We could all do with some more money'*

*'Not enough services on offer'*

#### *Comments / Analysis*

The relatively high number of questionnaire respondents who have no comment to make or don't know about Social Welfare/Department of Social, Community and Family Affairs is a reflection of the fact that a large number of people in Fortlawn and Whitechapel are working outside of the home; and that there is a lesser degree of dependence on social welfare payments than would have been the situation 5-10 years ago. Of those questionnaire respondents who did express a view/comment about Social Welfare, there are a range of different opinion about the quality of service being provided, with 167 people (70.2%) feeling that Social Welfare provides a very good, good or alright service and 71 people (29.8%) feeling that it provides a poor or very poor service.

**Question 31 –****What are the services that most need to be improved in the area?***Statistical Outcomes*

Name of Service/Agency			
Fingal County Council	–	139	(39.6%)
An Garda Síochána	–	97	(27.6%)
Dublin Bus	–	31	(8.8%)
Medical services (including			
Health Board)	–	30	(8.5%)
Social Welfare	–	23	(6.6%)
Local Shops	–	9	(2.6%)
Local voluntary/community groups	–	8	(2.3%)
Local Schools	–	5	(1.4%)
FAS	–	5	(1.4%)
Mobile Library	–	3	(0.9%)
An Post	–	<u>1</u>	(0.3%)
		351	

Name of Service/Agency	Listed in first three of services/agencies in need of improvement		
Fingal County Council	–	241	(68.7%)
An Garda Síochána	–	231	(65.8%)
Dublin Bus	–	156	(44.4%)
Medical services (including			
Health Board)	–	133	(37.9%)
Social Welfare	–	76	(21.7%)
Local Shops	–	60	(17.1%)
Voluntary/community groups	–	56	(16.0%)
Local Schools	–	32	(9.1%)
An Post	–	32	(9.1%)
FAS	–	26	(7.4%)
Mobile Library	–	<u>10</u>	(2.8%)
		1053	

### *Comments / Analysis*

The outcomes from this question would clearly indicate that local residents living in the Fortlawn and Whitechapel estates feel that Fingal County Council and An Garda Síochána are the two organisations whose services most need to be improved. The amount of dissatisfaction with these agencies is significantly higher than the dissatisfaction ratings for other agencies which are providing services in the Mountview area. Apart from Fingal County Council and An Garda Síochána there is also a fairly strong view amongst local residents that the services provided by Dublin Bus and by healthcare providers (including the Northern Area Health Board) could be significantly improved. There is a reasonable degree of satisfaction with the services provided by FAS, An Post, local schools, local voluntary/community groups, local shops and the Department of Social, Community and Family Affairs.

## 8. FACILITIES IN MOUNTVIEW PARISH

### Question 32 –

**What types of facilities might be developed in the open spaces within Mountview?**

#### *Statistical Outcomes*

Type of Facility		Numbers
Play areas/playgrounds	–	194
Community centre	–	72
Youth centre/club	–	35
Childcare centre/playgroup	–	26
Health centre	–	23
Football pitches	–	20
Landscaping, shrubbery	–	17
Sports centre	–	15
Others	–	<u>36</u>
		438 responses

#### *Direct Quotes:*

*‘All the open spaces are being developed for housing’*

*‘Stock-car racing might stop joyriding or keep it down a bit’*

*‘An indoor sports centre with changing rooms that could be used by the players who use the pitch by the Mountview shops’*

#### *Comments / Analysis*

There is a significant level of community support for the provision of playgrounds and play areas within the Mountview parish area – 194 local residents (i.e. 55.3% of all survey respondents) recommended that the open spaces be used for play purposes with the construction of playgrounds and other play facilities for children and young people. There is a clear view that this is a major priority for the Mountview area and that the development of play facilities will help to meet a significant gap within the local infrastructure in Mountview. The other key recommendation in relation to utilisation of open spaces concerns the establishment of a centre which could provide childcare services, activities for young people and other resources for the general community in Mountview – a total of 133 questionnaire respondents suggested the building of a community centre, youth centre or childcare centre in the open/green spaces. There is also

a view, however, that too much building/construction work should not take place in the open spaces and that all efforts should be made to maintain as much open space as possible within the Mountview area.

**Question 33 –**

**If money was allocated to Mountview for facilities how should it be spent?**

*Statistical Outcome*

Type of facility		Numbers
Play areas/playgrounds	–	113
Community centre	–	105
Activities and programmes for young people/teenagers	–	99
Sports centre/complex	–	54
Football pitches	–	11
Health Centre	–	9
Others	–	38

*Direct Quotes:*

*‘Youth clubs could educate the kids about a lot of different things in a fun way’*

*‘Getting this area on a par with Hartstown and Clonsilla’*

*Comments / Analysis*

The responses to this question serve to re-enforce the concern which many local people in Fortlawn and Whitechapel have about the lack of facilities, amenities and activities for children and young people living within the Mountview area. Comments expressed in the completed questionnaires would suggest that many adults/parents have a real and genuine fear about the dangers of children and young people getting involved in drugs, anti-social behaviour and other destructive activities; and that there is an urgent need to develop programmes and facilities which would provide positive alternatives for young people living in the Mountview area. The responses to the questionnaires would indicate that there is overwhelming support within the Fortlawn and Whitechapel estates for facilities targeted at young children and their parents (eg. playgrounds, play areas) and at teenagers (eg. youth clubs, youth programmes).

### Question 34 –

#### What type of activities/services might take place in such a facility?

##### *Statistical Outcomes*

Activity/Service		Numbers
Childcare (full daycare, crèche, afterschool)	–	144
Activities for young people, youth clubs	–	127
Indoor football	–	85
Activities for senior citizens (eg. bingo, social events)	–	41
Adult/community education	–	36
Discos for young people	–	21
Coffee mornings	–	18
Meetings of residents/ community groups	–	15
Fit kids	–	15
Others	–	39

##### *Direct Quotes:*

*‘Something to bring the kids closer together instead of them fighting all the time’*

##### *Comments / Analysis*

The responses to this question concerning activities and services which might take place within a community facility in the Mountview area serve to emphasise the priority which local residents are placing on the development of activities for children and young people. Adults within the area are far less concerned about activities for themselves than they are about activities for their children and grandchildren – answers relating to childcare, children and young people/teenagers account for 327 (60.4%) out of a total of 541 responses to the question concerning activities/services within a community facility in Mountview. In analysing responses to this question it is also interesting to note the fact that 41 households identified the need for services focused on older people and senior citizens – this figure is likely to increase significantly as the local community in Mountview age and grow older over the next 10-20 years.

### Question 35 –

**Would you or any members of your family be willing to volunteer to support activities in such a community facility?**

#### *Statistical Outcomes*

Willing to Volunteer	Number
Yes	129 (36.8%)
Perhaps/Maybe	32 (9.1%)
Don't know / No comment	111 (31.6%)
No	<u>79</u> (22.5%)
	351

#### *Comments / Analysis*

It is encouraging that 129 (36.8%) of the people who participated in the survey of local residents stated that they or other members of their family would be willing to volunteer their services in a new community facility in the Mountview area. This is a clear indication of the desire of many local residents to play a more active role in community life within the local area. In addition to the people who said that they would definitely be interested in volunteering their services, a further 143 respondents (40.9%) stated that they might be available to volunteer or did not know whether they would like to volunteer.

On the basis of these outcomes it is apparent that there is a large number of local residents who are prepared to offer their services on a voluntary basis to local groups, organisations and projects within the Mountview area. A key challenge is to maximise this goodwill and willingness to volunteer; and to identify strategies which will enable more local people to play a more active role in the development of local communities within Mountview. In more particular terms, there is a need to create opportunities for people to volunteer their services and to match the skills/talents of potential volunteers with the requirements of local community groups, residents associations and voluntary organisations. In overall terms, it is considered most important and necessary to take full advantage of the willingness of many local people in Fortlawn and Whitechapel to contribute their own voluntary time to the development of the communities in which they live.

## 9. COMMUNITY ACTIVITY

### Question 36 –

**Are you or other members of your family involved in any local community/youth/voluntary group or organisation?**

#### *Statistical Outcomes*

Involved in local group/organisation	Numbers
Yes	58 (16.5%)
No	<u>293</u> (83.5%)
	351

#### *Comments / Analysis*

There is a reasonably high level of participation from local residents in the work of community groups, sporting groups, youth groups and voluntary organisations which are operational within the Fortlawn and Whitechapel estates – approximately one in six households have a family member who is involved in the work and activities of local groups and organisations. This outcome demonstrates the commitment of many residents to improving the quality of life and to providing social, recreational and leisure opportunities for local people who live within the Fortlawn and Whitechapel estates. On the basis of responses to the previous question in the survey (i.e. would you be willing to volunteer your services to the development of community facilities in the Mountview area?) it is evident that significant potential exists in relation to increasing the number of local people who are willing to volunteer their services/time – it should be possible over the next 3-5 year period to increase the rates of volunteerism from the current level of 16.5% of local households to a figure in excess of 25% of local households.

### Question 37 –

**If involved in local groups/organisations, what are these groups or organisations?**

#### *Statistical Outcomes*

Name of group/organisation	Numbers
Neighbourhood Youth Project	14
Local football clubs	13
Mountview Resource Centre	11
Fortlawn Development Group	8

Youth Clubs	8
Mountview Community Playgroup	4
Senior Citizens Club	4
Others (After School Homework Group, Parents Support Group, Ladies Club, Rainbows, 13+ Foroige, WEB, St. Brigids Athletic Club, St. Johns Ambulance, BOND, RAPID, Mountview Summer Camp, YPD, Whitechapel RTA, Mountview/Blakestown Community Drugs, Joblink, Lone Parents Support Group)	25

### ***Comments / Analysis***

The outcomes from this question would suggest that local people living in the Fortlawn and Whitechapel estates are involved in over 20 different local groups and organisations within the Mountview area and within the wider Blanchardstown district. These outcomes are an indication of the range of community and voluntary groups/organisations which are operational within Mountview and of the diverse interests of local residents eg. youth groups, sporting groups, womens groups, childcare groups, development groups, residents groups. There can be little doubt that the local groups and organisations within the Mountview area could benefit from a larger number of local volunteers to assist them in their work and that it is important to develop linkages/contacts with the significant number of local people who have stated that they are prepared to volunteer their services/time to community based groups and projects.

### **Question 38 –**

**Can you name any of the local community/youth/voluntary groups and organisations which are active in Mountview?**

#### ***Statistical Outcomes***

A total of 143 (40.7%) of the questionnaire respondents could not name any local community, youth or voluntary group/organisation which is active in the Mountview area. Of the remaining 208 (59.3%) respondents the following are the groups/organisations which are known to these survey respondents:

Name of group/organisation		Numbers
Mountview Resource Centre	–	44
Local football clubs	–	43
Fortlawn Development Group	–	35
Youth Clubs	–	34
Neighbourhood Youth Project	–	23
Senior Citizens club	–	18
St. Vincent de Paul	–	11
Rainbows	–	11
13+ Foroige Club	–	8
Others (17 different groups/organisations)	–	54

### ***Comments / Analysis***

There is a relatively low level of public awareness about the scale and extent of community activity in the Mountview area. Nearly half of the questionnaire respondents were unable to name any community, sporting or voluntary group/organisation which is providing services and activities within the Mountview area. This level of understanding and awareness of the work of local groups is disappointing and serves to emphasise the need for mechanisms and strategies to be developed (eg. information days, newsletters, promotional events) which would increase awareness about the wide range of community based groups and organisations which are working in the Mountview area.

In considering other outcomes from this question concerning public awareness of local groups and organisations, it is evident that Mountview Resource Centre, local football clubs, Fortlawn Development Group, local youth clubs and the Neighbourhood Youth Project have the highest profile and recognition rates amongst local residents – these particular groups, clubs and projects account for 179 (63.7%) out of 281 responses from residents who were able to name a local group/organisation within the Mountview area.

### Question 39 –

#### What is your view of the community spirit within Mountview?

##### *Statistical Outcomes*

	View of community spirit in Mountview		
	Fortlawne	Whitechapel	Totals
Strong	57 (24.1%)	22 (19.3%)	79 (22.5%)
Alright	39 (16.4%)	23 (20.2%)	62 (17.7%)
Weak	86 (36.3%)	23 (20.2%)	109 (31.1%)
Very Weak	<u>55</u> (23.2%)	<u>46</u> (40.3%)	<u>101</u> (28.7%)
	237	114	351

##### *Direct Quotes:*

*‘If you look for it, it is there – but because there is nothing happening you don’t see it’*

*‘Very weak due to lack of government lottery grants. The community gave up when the governing bodies made no effort’*

*‘There really is no community spirit. The people on the road don’t get a chance to have some community spirit’*

*‘We could run a street party except that the teenagers would stand around drinking and would start some fights’*

*‘It could be better but the people are afraid to get involved’*

*‘It would be better and more people would get involved if we could get rid of the loiterers and the gangs’*

*‘There is a sense of living among friends rather than strangers. People are there when you need them’*

*‘Not sure but the community spirit on my street among the old neighbours (who have lived here since the beginning) is great’*

##### *Comments / Analysis*

The morale of local residents living within the Fortlawne and Whitechapel estates is currently at a fairly low ebb – only 22.5% of questionnaire respondents felt that the community spirit in the area was strong whilst 59.8% of respondents felt that community spirit was either weak or very weak. The responses to the questionnaires would suggest that community spirit has declined significantly in recent years with many of the local

residents saying that community spirit used to be a lot stronger in the past and that it has gone ‘downhill’ in recent years – for reasons to do with the lack of basic facilities and amenities, the perceived increase in criminal and anti-social behaviour; and a general trend towards people spending more time by themselves and with their families and less time with neighbours and other people who live within the community.

A significant number of questionnaire respondents felt that people in the local estates had just ‘given up’ and were happier to keep themselves to themselves rather than participating in community activities – the reluctance to become involved in community activity has resulted from a fear of being hassled/intimidated if people do decide to get involved in improving their own areas and from a sense that community participation is worthless and meaningless (‘nothing will ever change’, ‘we have been promised things in the past and have been let down’).

There is also a view, however, that community spirit can be revived and recreated within the Mountview area and that more people can be encouraged to become involved in community activities. Responses to other questions in the survey would suggest that there are a significant number of people in Fortlawn and Whitechapel who would be prepared to volunteer their services and their skills/expertise to the work of local groups within the Mountview area.

It is also evident, however, that the likelihood of these people becoming more actively involved in helping to build up the community spirit in Mountview will be connected to the extent to which outstanding issues/problems within the estate can be satisfactorily resolved – namely, issues/problems relating to crime, anti-social behaviour, a better/cleaner environment and the provision of basic services/facilities. It is considered that if these issues can be resolved or progressed, it will create the context and the catalyst for the revival and regeneration of community spirit within the Mountview area.

#### **Question 40 –**

**What would support/encourage you to become more involved or actively volunteer in your community?**

#### ***Statistical Outcomes***

A total of 164 (46.7%) of the questionnaire respondents could not identify any particular factor which would encourage them to become actively involved within their local community.

Of the remaining 197 (53.3%) respondents, the following are the main factors which would encourage greater participation in local community activities:

Factors to encourage participation	Numbers
More information on work/activities of local groups	– 38
For more local people to become involved	– 27
More time to allow me to get involved	– 24
Stronger community spirit	– 22
More facilities/centres within which people could meet and participate in activities	– 21
Getting to know more people in the local area	– 19
Training and advice about how to get involved	– 16
A feeling that I am doing something for the kids/children within the area	– 13
Others	– 21

#### ***Direct Quotes:***

*‘Making kids feel that they have something to look forward to and knowing that they enjoy themselves’*

*‘The idea that I have four young kids myself and know exactly what it is like to be stuck in all day looking at the same four walls and on a low income. So I would love to get out myself and see a change in my life and the lives of my kids’*

*‘More involvement from others – it is always the same people’*

*‘Would be happy to try and help improve the area’*

#### ***Comments / Analysis***

Whilst a large number of local residents could not name any particular factor which would encourage greater participation in community activities, the residents who did respond to this question clearly identified the need for more information about local groups and the importance of developing a stronger community spirit within the Mountview area. In relation to the provision of information to residents local groups should ensure that as many people as possible are aware of the work in which they are involved – in addition, if appropriate, these local groups should inform residents that they are actively seeking volunteers to help them in their work (the responses to the questionnaires would suggest that local residents are not always clear about whether local groups are looking for volunteers). In relation to the need for a stronger community spirit it is evident that the revival of community morale and a greater sense of hope/optimism

about the future of the Fortlawn and Whitechapel estates would be significant factors in encouraging more participation from residents in the work of local groups and organisations in the Mountview area.

## 10 SOCIO-ECONOMIC PROFILE

### Question 41 –

#### How would the adults in your home best describe themselves?

##### *Statistical Outcomes*

A total of 52 (14.8%) of the questionnaire respondents did not answer this question. Of the remaining 299 (85.2%) respondents, the following details the ways in which they described the socio-economic status of themselves and their families:

Socio-economic status		Numbers
Worker in paid job	–	244 (74.9% of respondents)
Worker in the home	–	74 (24.7% of respondents)
Lone parent	–	52 (17.4% of respondents)
Person with a disability	–	35 (11.7% of respondents)
Unemployed	–	34 (11.4% of respondents)
Student/Trainee	–	25 (8.4% of respondents)
Pensioner	–	23 (7.7% of respondents)
Others	–	10 (3.3% of respondents)

##### *Comments / Analysis*

There are a relatively high proportion of the households in the Fortlawn and Whitechapel estates which have somebody in paid employment – 74.9% of questionnaire respondents stated that at least one member of their family is in paid employment. The overall percentage of economic activity is likely to be in excess of this figure since the survey question also included economically inactive groups (eg. pensioners). If one excludes these economically inactive groups, the proportion of households with somebody in paid employment will be considerably higher than 74.9%. In relation to other socio-economic categories (apart from workers in paid employment), the main distinguishing features between the situation in the Fortlawn and Whitechapel estates and the national trends in Ireland relate to the proportion of students/trainees and pensioners – both of these categories are underrepresented, in relative terms, within the Fortlawn and Whitechapel estates. This is a result of fewer people going to college/university within these estates as compared to other parts of Ireland (in relation to students/trainees) and the fairly young age profile of the population of the estates (in relation to pensioners).

## 11. HEALTH AND WELLBEING

### Question 42 –

**If the following services were available in Mountview, where should they be located?**

#### *Statistical Outcomes*

Services	Location				
	Schools Centre	Health Centre	Community	Others Interested	Not
Drugs Education Programme	151 (34.2%)	118 (26.8%)	105 (23.8%)	3 (0.7%)	64 (14.5%)
Alcohol Education Programme	158 (35.6%)	107 (24.1%)	113 (25.5%)	2 (0.4%)	64 (14.4%)
Quit Smoking Group	89 (21.7%)	133 (32.4%)	113 (27.5%)	3 (0.7%)	73 (17.7%)
Cooking Projects in Healthy Eating	117 (28.3%)	71 (17.2%)	140 (33.9%)	2 (0.5%)	83 (20.1%)
Information on Healthy Eating	108 (25.7%)	107 (25.4%)	125 (29.7%)	2 (0.5%)	79 (18.7%)
Domestic Accident Prevention Programme	118 (27.2%)	95 (21.9%)	145 (33.4%)	3 (0.4%)	73 (16.8%)

#### *Comments / Analysis*

There is a considerable level of interest from local residents in Fortlawn and Whitechapel in the various healthy living services and programmes which were detailed in this survey question. Only a small minority of survey respondents stated that they would not be interested in participating in these services/programmes. On the basis of responses it is evident that the most popular programme would be an alcohol education programme. In relation to the venues where healthy living programmes might take place local schools are the favoured locations for the drugs education programme and the alcohol education programme; the Health Centre is the favoured location for a quit smoking group; and a community/resource centre is the favoured location for the healthy eating and domestic accident prevention programme.

### Question 43 –

**When would be the best time in the day for you to avail of these services and programmes?**

#### *Statistical Outcomes*

A total of 69 (19.7%) of the questionnaire respondents stated that they would not be interested in availing of the aforementioned services and programmes.

Of the remaining 282 (80.3%) respondents, the following details their preferences for the timing of healthy living services and programmes:

Best time to run programmes	Numbers
Morning Time	76 (27.0%)
Afternoon Time	81 (28.7%)
Evening Time	<u>125</u> (44.3%)
	282

### ***Comments / Analysis***

There is a clear preference amongst local residents living in the Fortlawn and Whitechapel estates for healthy living programmes to be organised during the evening period. This outcome is probably a reflection of the fact that many local people are either in paid employment or looking after children during the daytime and would be unable to attend programmes which took place in the mornings or in the afternoons. Whilst recognising the preference for evening programmes, it is also important to note that there is a reasonable level of support for programmes to take place in the mornings (27.0%) and in the afternoons (28.7%).

### **Question 44 –**

**How much of a problem do you think each of the following is in Mountview?**

### ***Statistical Outcomes***

Issue	Big Problem	Small Problem	No problem	Don't know
Adults using illegal drugs	211 (60.1%)	84 (23.9%)	4 (1.1%)	52 (14.9%)
Young people using illegal drugs	257 (73.2%)	50 (14.3%)	4 (1.1%)	40 (11.4%)
Excessive use of alcohol among adults	200 (57.0%)	102 (29.0%)	3 (0.9%)	46 (13.1%)
Underage alcohol use	289 (82.3%)	34 (9.7%)	1 (0.3%)	27 (7.7%)

### ***Comments / Analysis***

The responses to this question would demonstrate that local residents in the Fortlawn and Whitechapel estates have serious concerns about the perceived levels of illegal drugs and alcohol misuse/abuse amongst people living in these two estates. A significant majority of questionnaire respondents feel that the consumption of illegal

drugs and alcohol is a major problem within the area and only a tiny minority of around 1% feel that there is no problem concerning alcohol and illegal drugs. In relation to age categories there are interesting parallels, with respondents to the questionnaires believing that the problems of illegal drugs and alcohol are more serious amongst young people than amongst adults – whilst 60.1% of people felt that illegal drugs are a big problem amongst adults the comparative figure for young people is 73.2%; and whilst 57.0% of people felt that excessive use of alcohol is a big problem amongst adults the comparative figure for young people is 82.3%. The overall outcomes from this question would suggest that there is an urgent and immediate need to put in place programmes and services which would serve to tackle the perceived widespread problems of illegal drugs and alcohol abuse/misuse within the Fortlawn and Whitechapel estates.

## 12. CHILDCARE AND CHILD DEVELOPMENT

### Question 45 –

#### What are your particular childcare needs?

##### *Statistical Outcomes*

A total of 165 (47.0%) of questionnaire respondents stated that they had no particular childcare needs.

In relation to the remaining 186 (53%) respondents the following represent their main childcare needs:

Type of childcare	Number
Crèches	88 (32.2%)
Afterschool groups/clubs	73 (26.7%)
Full Daycare	64 (23.4%)
Drop In / Sessional	27 (9.9%)
Playgroups/playschools	14 (5.2%)
Special needs childcare	<u>7</u> (2.6%)
	273

##### *Comments / Analysis*

The outcomes from this question would suggest that many families in the Fortlawn and Whitechapel estates have a number of different childcare needs. The 186 questionnaire respondents with childcare requirements listed a total of 273 childcare needs – this can be accounted by the fact that many families have two or more children of varying ages who require different types of childcare provision. It is evident that a range of childcare services need to be developed within the Mountview area in order to cater for children of different ages (eg. full daycare for pre-school children, afterschool groups/clubs for school going children) and for the circumstances of their parents (eg. parents working outside of the home requiring full daycare for their young children and other parents requiring part-time/sessional childcare).

Responses to this question would also indicate that the provision of childcare should not only be viewed from a labour market perspective and the extent to which parents will be in a better position to take up employment and training opportunities on account of the availability of accessible and affordable childcare. It is also evident that many parents who do not work outside of the home also have childcare needs – the provision of childcare services within the Mountview area would enable these women to

have some time to themselves and to attend to duties/tasks which are difficult or impossible if they are looking after their children on a full-time permanent basis.

#### **Question 46 –**

#### **To what extent are your childcare needs being met?**

##### *Statistical Outcomes*

Yes / Completely	15	(8.1%)
Yes / In a limited way	24	(12.9%)
Not at all	<u>147</u>	(79.0%)
	186	

##### *Direct Quotes:*

*‘My grandchild has been refused as there are not enough places’*

*‘I must rely on family and friends to help out because childcare is very expensive – and the family are not always available’*

*‘There is nothing to do here but walk. Most parks, like in Malahide, have swings but they are hard to get to and it costs a lot of money’*

##### *Comments / Analysis*

The childcare needs of parents and children in the Fortlawn and Whitechapel estates are only being met in a very limited way, with 79.0% of questionnaire respondents stating that their childcare needs were not being met at all. A further 12.9% of respondents stated that their childcare needs are only being partly met, with existing childcare arrangements either being unsatisfactory and/or of a temporary, uncertain nature. The two main reasons for childcare needs not being met in Mountview, on the basis of comments in the questionnaires, are the relative absence of crèches, full daycare services, afterschool clubs/groups etc. and the prohibitive cost of the childcare services which are currently available. These outcomes would suggest that there is an urgent need to develop a number of childcare facilities and services in the Mountview area which would provide a flexible response to the varying childcare needs of local parents and children.

## Question 47 –

**What childcare provision would you like to see developed in the Mountview area?**

### *Statistical Outcomes*

Childcare provision to be developed	Numbers
Crèches	126
Afterschool groups/clubs	95
Full Daycare	62
Drop In / Sessional	29
Playgroups/playschools	19
Special needs childcare	8
Others	<u>15</u>
	354

### *Direct Quotes:*

*‘Affordable all day childcare to enable young mothers to go to work without having to pay out half of what they earn for childcare’*

*‘The prices need to be brought down as people on welfare can’t afford the prices that are being charged now’*

*‘More afterschool drop in for parents who may finish work a few hours after school finishes’*

*‘Full daycare at a cost that is affordable to low paid workers’*

*‘More after school and holiday projects for the kids’*

### *Comments / Analysis*

On the basis of the number of responses to this question it is estimated that over 250 of the respondents to the questionnaires put forward recommendations and suggestions in relation to the future development of childcare services within the Mountview area. This figure of over 250 is significantly higher than the 186 households who stated that they had immediate and direct childcare needs – this outcome would suggest that a majority of people in Mountview have an interest or a concern about the provision of childcare services, and that this interest/concern is not only confined to families with young children.

In relation to the particular types of childcare provision which need to be established in Mountview, it is clear that crèches and afterschool groups/clubs are the two

key childcare priorities – they account for 62.4% of the responses to the question concerning the types of childcare which need to be developed in the Mountview area. It is also important to note that a number of questionnaire respondents felt that an integrated and co-ordinated range of childcare services should be provided within the Mountview area – services which would enable children and their parents to link into childcare provision from the very early stages of childhood right up to adolescence.

### 13. HOPES / FEARS FOR THE FUTURE

#### Question 48 –

**What are your hopes for the future of Mountview?**

#### *Statistical Outcomes*

Hopes for the future	Number
That it will become a better place to live	74
That the area will become cleaner, tidier and safer	68
More activities for children and young people	61
Better facilities and services for local residents	55
Fewer children hanging around street corners, fewer gangs	52
For the drugs situation to improve	48
Better/stronger community spirit	47
Reduction in car stealing / joyriding	28
Increased and more visible garda presence	25
Others	47

#### *Direct Quotes:*

*‘That it develops into a living community, where the kids of the next generation will be citizens to be looked up to’*

*‘That there is a greater concentration on children since they are the future of Mountview’*

*‘That it will become a place that people would be happy to live in’*

*‘To see the community come closer together and to do a few things together for a change rather than be at each others throats all the time’*

*‘I would love to work alongside my neighbours and to get to know them a bit better’*

*‘That the overall community will learn to help the families of drug and alcohol addicted young people’*

*‘I would like to feel happier bringing my child up in this area’*

*‘To have a happy life’*

*‘Let people live in peace in their own homes without fear’*

### ***Comments / Analysis***

The responses to this question reflect the desire of residents in the Fortlawn and Whitechapel estates to improve the quality of life and living conditions of local people; and to make the Mountview area a better, a safer and a cleaner place to live. The responses would also suggest that the next few years are going to be very important in the development of local communities within the Mountview area. Whilst a large majority of local people would like to remain living within the area they are also clear about the need to take some action in relation to issues/concerns like the lack of facilities and amenities (especially for children and young people), the untidiness of the local environment, the incidences of criminal and anti-social behaviour. Local people have identified these issues/concerns as key priorities that need to be addressed by relevant statutory agencies, voluntary organisations and community based groups/organisations. It is evident that if these issues can be tackled in a meaningful and constructive manner, local people would be very hopeful and optimistic about the future development of communities within the Mountview area.

### **Question 49 –**

#### **What are your fears for the future of Mountview?**

#### ***Statistical Outcomes***

Fears for the future		Number
That the drugs problem will remain or get worse	–	157
That it will become a no go area	–	73
That the joyriding/robbed cars will continue	–	64
That the alcohol/drink problem will remain	–	57
That it will get worse	–	44
That the gangs/thugs will take over	–	27
Others	–	43

#### ***Direct Quotes:***

*‘I will have to leave the area if teenagers continue to harm me when I empty my car or attend to my garden’*

*‘It is a timebomb waiting to explode due to the lack of community spirit’*

*‘Someone will be killed by the gangs of troublesome youths or joyriders’*

*'The young teenagers that are already drinking at the walls because one of them is going to get into big trouble. They will probably end up murdering somebody'*

*'Fears that my child might become involved with the wrong crowd and get mixed up in drugs'*

*'That Mountview will become an area of hopeless young people who in adulthood will have big psychological problems'*

*'More people who will die too young'*

*'We the residents have been down this road before and all committees seem to fall apart through differences of opinion – what is the point anymore?'*

*'My children are all grown up but it is the grandchildren I worry about now. The pub should not be in the area. It was trouble before, it will be trouble again. It was very quiet when it was closed. It is not fair to have it opened again'*

*'That the parents of the area don't seem to know where the teenagers go at night – don't they care?'*

### **Comments / Analysis**

The responses to this question concerning fears that local people have for the future of Mountview tend to mirror the responses that local people have in relation to hopes for Mountview i.e. hopes/fears that the area will either improve or disimprove, hopes/fears that the drugs problem will either be brought under control or get out of control, hopes/fears that the area will become more dangerous/unsafe ('no go area') or more settled/calmer.

It is evident that local residents feel the greatest danger or threat to the future well-being of the area relates to addictive, anti-social and criminal behaviour – consumption of drugs and alcohol, robbed cars, intimidating behaviour by groups/gangs of young people. In this context a key priority for relevant statutory agencies and community based groups/organisations is to devise and develop strategies which will tackle the perceived drugs problem, which will help to reduce the sense of insecurity and fear being experienced by local residents and which will make Mountview a safer and more secure place in which to live.

## Question 50 –

**What do you think needs to happen to make Mountview a better place to live?**

### *Statistical Outcomes*

	Number
To make Mountview a better place to live	
Local people to stand together	– 89
More facilities, services and amenities (especially for young people)	– 73
Better policing of the area	– 56
A cleaner and tidier environment	– 49
Get rid of troublemakers	– 43
Playgrounds/play areas	– 34
Parents to take more control of their children	– 29
More local people to become more involved in their estates	– 21
More convictions and sharing of information within estates	– 18
Evict drug dealing/anti-social tenants	– 13
Others	– <u>43</u>
	448

### *Direct Quotes:*

*‘Whitechapel was a lot worse years ago – it is alright now’*

*‘We need politicians to take an interest and to help the many local people who make such great efforts to improve the place’*

*‘Kick out families with disruptive family members’*

*‘We need to stand together to get rid of drug pushers and try to keep our area drugs free’*

*‘For the Council, community and police to work together so as to stop anti-social behaviour and joyriding and to clean up the general area’*

*‘A little community hall for teenagers might have a lot to do with helping them stay on the right track. They need something to occupy their minds’*

*‘At the end of the day the people of Mountview are the only people who can improve the area’*

*‘More things for the kids to do’*

*'Respect for other peoples property is something I feel children are not being taught in the home as much as they should and maybe this issue could be taken up by all parents'*

*'Why not have a central meeting point for information on the area'*

*'The new pub is better than the old one but it needs to be managed properly'*

*'Have an annual family day'*

*'A local drama group would be a good way to bring people together'*

*'A parish centre would bring people together'*

*'We need improvements in the area because we must remember that our children are the next generation of tax payers. We must give them every chance we can or our economy cannot survive'*

*'Summer projects that involve both adults and children'*

*'If there were clubs two nights a week and a disco at the weekends, the kids would not be on the streets. During the week, in the clubs, you could have cooking, table tennis, drugs education, learning First Aid, CV skills, computers – there are hundreds of things they could do given the chance!'*

*'I think that while getting this survey together there should have been one or two pages for the kids to say what they would like'*

*'Does it really make any difference what I think. I hope it will, only time will tell'*

*'Penalty points should be used in areas where there are kids of the family in trouble and as soon as they reach so many points the family should be evicted'*

*'A zero tolerance should be introduced in all areas and a curfew on troublesome teenagers'*

*'Everybody should clean up the area and control their kids'*

*'More help for lone parents and their kids – not isolation for them'*

*'We should all start taking an interest in our area and we can turn it into an area that it should be. We, the residents, are the only people that can do this'*

*'Parents should know where their kids are and have them in at a proper time'*

*'Groups associated with the area should get more funding'*

*'People need to be a better community and should stand together'*

*'People taking part in supervising playgrounds will make people mix and the community will get to know and respect each other including non-nationals – this will give everyone a chance to enjoy the facilities as a strong minded community'*

*'People should be able to live in peace in their homes and not be terrorised by the gangs hanging about in the laneways and gardens'*

### *Comments / Analysis*

There is a clear recognition amongst a large number of the respondents to the questionnaire of the need for local residents living in the Fortlawn and Whitechapel estates to play a more active role in the communities in which they live. In response to the question ‘what needs to happen to make Mountview a better place to live?’ it is both positive and encouraging that 172 (38.3%) of the responses related to the role and responsibilities of local residents i.e. ‘Local people to stand together’, ‘Parents to take more control of their children’, ‘More local people to become more involved’, ‘More communications and sharing of information within estates’. Therefore, whilst local residents recognise the need for relevant statutory agencies to do their work in a more effective manner and to deliver better quality services to the Mountview area, they also recognise the need for local residents to become more involved in strategies aimed at rejuvenating the Mountview area.

Apart from the role of local communities and local residents the other main outcome from this question relates to the need to tackle problems concerning anti-social and criminal behaviour within the Fortlawn and Whitechapel estates. This type of behaviour has led to a certain level of instability, insecurity and fear amongst local residents and a large number of questionnaire respondents felt that the most urgent priority for the Mountview area is tackle and overcome problems relating to drug abuse, gangs of young people milling around the area in an intimidating manner, car stealing/joyriding etc. A total of 129 (28.8%) responses to the question about what needs to happen to make Mountview a better place to live related to possible solutions to these problems eg. ‘Better policing of the area’, ‘Get rid of the troublemakers’, ‘Evict drugdealing/antisocial tenants’.