

**MULHUDDART PLANNING AND
DEVELOPMENT GROUP**

**FIVE YEAR DEVELOPMENT PLAN
FOR MULHUDDART**

**SURVEY OF RESIDENTS IN
DROMHEATH, PARSLICKSTOWN
AND WELLVIEW**

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1. INTRODUCTION

The Mulhuddart Planning and Development Group (MPDG) is a multi agency organisation which has been established to formulate and implement a five year plan for the Mulhuddart area. The production of the five year plan for Mulhuddart will involve a number of specific tasks:

- Structured interviews with residents in local authority housing estates within Mulhuddart.
- Meetings with residents living in privately owned houses in Mulhuddart.
- Meetings with representatives of relevant statutory and voluntary organisations which are providing services to local residents within the Mulhuddart area.

This document is the initial report for the MPDG. It represents the outcomes from a survey of local residents in the local authority housing estates in Dromheath, Parslickstown and Wellview. This survey involved a team of eight local researchers who were supported and supervised by Stephen Rourke, the consultant employed by the MPDG to produce the five year Development Plan for Mulhuddart. The eight local researchers, all of whom have lived in the Mulhuddart area for a significant period of time, are as follows: Francis Byrne, Ann-Marie Coates, Geraldine Kearns, Jacqueline Kelly, Bernadette Murray, Lorraine Rooney, Edel Sherry and Philomena Swift.

This initial document for the MPDG will consider the outcomes from the survey of local residents in Dromheath, Parslickstown and Wellview under the following headings: methodology and quantitative outcomes; demographic outcomes; views of Mulhuddart; housing in Mulhuddart; environment in Mulhuddart; services within Mulhuddart; the new Health Centre in Mulhuddart; childcare and child development; community activity; community resource centre; and hopes/fears for the future of Mulhuddart.

2. METHODOLOGY AND QUANTITATIVE OUTCOMES

A team of eight local researchers were employed to conduct interviews with local residents in the Dromheath, Parslickstown and Wellview estates. The total number of houses in these estates is approximately 600 – it was anticipated that each of the local researchers would take responsibility for conducting interviews with about 75 households. The completion of the interviews – which were based on a questionnaire which had been agreed by the MPDG – involved a combination of residents completing the questionnaires in their own time/space and other residents completing the questionnaire with the active assistance of the eight local researchers.

The outcomes from the research/questionnaire process would indicate that local residents in Mulhuddart have a high level of interest and concern about the future of their own community. The outcomes would also suggest that the local researchers displayed a high level of commitment and tenacity in ensuring that as many people as possible within the designated areas in Mulhuddart participated in this planning and development process. The extent to which local people committed time and energy to completing the questionnaire – in many cases this involved one or two hours work – also 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 Mulhuddart area.

The quantitative outcomes from the questionnaires and the interviews which took place in September-October 2001 also clearly demonstrate the interest which local people in Dromheath, Parslickstown and Wellview have in the future development of their own communities. It is estimated that approximately 88.5% of the local population in Dromheath, Parslickstown and Wellview participated in the process of completing the questionnaire which was produced by the MPDG. Of the remaining 11.5% of people living in these areas, a number of local residents had difficulties in participating in the planning and development process on account of language/cultural difficulties – there are a number of members of ethnic minorities (eg. Bosnian, Chinese) who had difficulties in communicating with the local researchers.

When considering the quantitative outcomes which emerged from the research which took place during September/October 2001 the following represent the breakdown of responses from the Dromheath, Parslickstown and Wellview estates:

| | Number of houses | Number of occupied houses | Number of completed questionnaires | Percentage of questionnaires vis-à-vis occupied houses |
|---------------|------------------|---------------------------|------------------------------------|--------------------------------------------------------|
| Dromheath | 245 | 229 | 197 | 86.0% |
| Parslickstown | 220 | 196 | 170 | 86.7% |
| Wellview | <u>135</u> | <u>125</u> | <u>111</u> | <u>88.9%</u> |
| Totals | 600 | 540 | 478 | 88.5% |

These outcomes clearly demonstrate the interest which local residents have in the future development being of their own communities, and the ways in which the employment of local researchers can play an important role in extracting information about the hopes, fears, concerns and aspirations of local people living in the area like Mulhuddart.

3. DEMOGRAPHIC OUTCOMES

Question 1.

Number of People in Household?

Statistical outcomes

| Type of family unit | Number of households |
|-----------------------|----------------------|
| 1 adult, no children | 17 |
| 1 adult, 1 child | 25 |
| 1 adult, 2 children | 46 |
| 1 adult, 3 children | 32 |
| 1 adult, 4 children | 27 |
| 1 adult, 5 children | 3 |
| 2 adult, no child | 27 |
| 2 adults, 1 child | 33 |
| 2 adults, 2 children | 67 |
| 2 adults, 3 children | 52 |
| 2 adults, 4 children | 25 |
| 2 adults, 5 children | 14 |
| 3 adults, no children | 10 |
| 3 adults, 1 child | 11 |
| 3 adults, 2 children | 16 |
| 3 adults, 3 children | 6 |
| 3 adults, 4 children | 4 |
| 3 adults, 5 children | 1 |
| 4 adults, no children | 11 |
| 4 adults, 1 child | 9 |
| 4 adults, 2 children | 8 |
| 4 adults, 3 children | 4 |
| 4 adults, 4 children | 1 |
| Other | 29 |
| Total | 478 |

Comments/Analysis

In considering the responses from the questionnaires it is estimated that 2062 people live in the 478 households which participated in this research project – 912 people in Dromheath, 671 in Parslickstown and 479 in Wellview. Since the 478 households

represent 88.5% of the houses in these local authority housing estates in Mulhuddart, it is estimated that the total number of people living within these estates is 2330 i.e. 2062 in the households which completed the questionnaires plus 268 in the households who did not participate in the research project.

In relation to family composition, there are 137 households (i.e. 28.7%) with one adult and between one and seven children. This figure for lone parents is not an absolute figure – it is considered that there are a large number of other households where young single parents are living with their own parents within the same house eg. houses with three adults and one or two children. The most typical family composition is two adults/parents with either one, two or three children – this category accounts for 144 of the households (i.e. 30.1%) which participated in the research project.

Question 2

Age of Children in Household?

Statistical outcomes:

| Number of children | Number of children |
|--------------------|--------------------|
| 1 year or under | 72 |
| 2 years | 57 |
| 3 years | 64 |
| 4 years | 66 |
| 5 years | 47 |
| 6 years | 73 |
| 7 years | 60 |
| 8 years | 64 |
| 9 years | 58 |
| 10 years | 67 |
| 11 years | 69 |
| 12 years | 64 |
| 13 years | 47 |
| 14 years | 55 |
| 15 years | 69 |
| 16 years | 55 |
| 17 years | 54 |
| 18 years | 18 |
| Total | 1059 |

Comments/Analysis

The age profile of the households surveyed in this project is relatively young. The 1059 young people aged 18 or under represent 51.4% of the total population of the Dromheath, Parslickstown and Wellview estates. In considering the profile of young

people living within these estates it is also evident that there are interesting variations between the individual estates with a larger percentage of older teenagers living in Dromheath and Wellview than in Parslickstown and a larger concentration of younger children in Parslickstown than in Dromheath and Wellview – this variation can be explained by the fact that people have been living for a longer period of time in Dromheath and Wellview than in Parslickstown and that, subsequently, the ages of children tend to be older in Dromheath and Wellview. The average number of children per household is relatively consistent: 2.2 children in Dromheath, 2.2 children in Parslickstown and 2.4 children in Wellview.

Question 3

Length of Time Living in Mulhuddart?

Statistical outcomes

| Area | Number of years living in Mulhuddart | | | | |
|---------------|--------------------------------------|-------------|------------|-------------|-------------|
| | 1 – 3 | 4 – 7 | 8 – 12 | 13 – 16 | 17 – 21 |
| Dromheath | 19 (9.6%) | 20 (10.2%) | 21 (10.7%) | 38 (19.3%) | 99 (50.2%) |
| Parslickstown | 40 (23.6%) | 77 (45.3%) | 22 (12.9%) | 24 (14.1%) | 7 (4.1%) |
| Wellview | 14 (12.6%) | 12 (10.8%) | 24 (21.6%) | 59 (53.2%) | 2 (1.8%) |
| Total | 73 (15.3%) | 109 (22.8%) | 67 (14.0%) | 121 (25.3%) | 108 (22.6%) |

Comments/Analysis

The local authority housing estates profiled in this research project are fairly settled/mature communities with nearly half of the households (i.e. 47.9%) having lived within Mulhuddart for 13 years or more. Within the overall figure for length of tenure there are interesting variations and contrasts – for example nearly 70% of the households in Dromheath have lived in the area for 13 years or more whilst the comparative figure for Parslickstown is 18.2%. Alternatively 68.9% of the households in Parslickstown have only been living within the area for seven years or less whilst the comparative figure for Dromheath is 19.8%. These figures are largely a reflection of the different stages in the local authority building programme within the Mulhuddart area, with the houses in Parslickstown having been built at a later time than the houses in the Dromheath and Wellview communities.

4. VIEWS OF MULHUDDART

Question 4.

What do you think of Mulhuddart?

Statistical outcomes

| Area | Views of Mulhuddart | | | |
|---------------|---------------------|-------------|-------------|------------|
| | Good | Alright | Poor | Very Poor |
| Dromheath | 54 (27.4%) | 75 (38.1%) | 45 (22.8%) | 23 (11.7%) |
| Parslickstown | 46 (27.1%) | 66 (38.8%) | 38 (22.3%) | 20 (11.8%) |
| Wellview | 15 (13.5%) | 50 (45.1%) | 25 (22.5%) | 21 (18.9%) |
| Totals | 115 (24.1%) | 191 (40.0%) | 108 (22.6%) | 64 (13.3%) |

Direct quotes

'It is a lovely place to live'

'It is a nice area'

'It needs more facilities for children'

'Nice place to live – it is the scumbags that make it a kip'

'It can be a good place to live if you are left alone'

'It has great potential'

'It is a kip and it is filthy'

'It is run-down and neglected'

'It is like living in a stone-age existence'

'I hate it'

'Mulhuddart is very overcrowded and now that they are building new houses it is going to make things a lot worse'

'Unsafe, dirty, no upkeep of green areas'

'It could have been a great place to live until people gave in to 'mob rule''

'I used to like living here, it is not the same anymore'

'It has gone very shabby'

'It would be ok if you were left alone to do what you have to do without people hassling you'

'It would be better if something was done about the scumbags and robbed cars'

'Nothing for children in the area'

'It could be a great place to live'

'It is not as bad as people say it is'

'It is a bit isolated living up on the hillside separated from the rest of Mulhuddart, Corduff and Huntstown'

'Frightening for bringing up children – dirty, rundown, nothing for kids, very little activity'

'I just feel that the people of Mulhuddart have to fight twice as hard for basic needs. Why does it take a report like this for people to take notice?'

'Neglected for many years by the County Council and the police'

'Whilst there are some very nice people living in the area, it is just the handful of scumbags that make it a kip'

'It was once a very nice place to live. Now it has gone downhill because nobody seems to care and they expect everything to be done for them and will not help themselves'

'It is not too bad but it needs a few things done to the area to make it a better place to live'

'Where I live is very frightening for my children. Every weekend there are robbed cars, people being beaten up, houses being robbed, windows being smashed, drugs being sold. For any kind of future for my children. I hope to be able to get a job and to get out of here'

'I love living in Mulhuddart'

'Dublin Corporation built these estates 14 years ago and put all the families from all over Dublin who were causing trouble elsewhere and put them with the rest of us and left us with nothing – knowing that the County Council would be taking over in a few years'

'I think it is dirty, dangerous and lacking in facilities of every nature. It also looks like a jail, fenced in from everything else'

'Absolutely hate it. Can't wait to get out of it. It is riddled with drugs and kids robbing'

'I think Mulhuddart is very underdeveloped. There are no facilities for children and no essentials eg. doctors surgery, chemist, butchers, crèches . Not even shelters at the bus stops, public phone boxes, local post office etc.'

'It is out of control'

'I loved it until my boyfriend was attacked and he is now an invalid'

'There are worse places to live'

'Mulhuddart is becoming a vastly overpopulated area with no sense of community'

'Could be nice to live in if it was cleaned up'

'It has turned into a very unliveable place'

'It could be a nice place if the scum were taken out or locked up'

'It needs help – there are a lot of good people here'

'It is all right if you were left alone to live in peace'

'I hate living in it'

'It has gone very rough'

'It is a lovely area but has got a lot of problems'

'It has gone downhill rapidly'

'A kip – full of drugs and unsupervised kids running amuck at all hours of the night'

'I am ashamed living here. I cannot ask my family or friends to visit me here – looking over your shoulder all the time, having to chain down everything and anything that is moveable'

'If you keep yourself to yourself it is ok. But if people start to hassle you, you won't like the place'

'Mulhuddart has the potential to be a lovely place but I feel not enough effort is being put into it by the Council'

Comments/Analysis

The responses from the questionnaires would suggest that there are a wide variety of opinions in relation to how people feel about living in Mulhuddart – 64.1% of the local population feel that it is a good or alright place to live whilst a sizeable minority of 35.9% feel that it is a poor or very poor area in which to live. The responses would also strongly indicate that the major problems or difficulties in Mulhuddart relate to issues concerning crime, robbed cars, antisocial behaviour, vandalism, gangs, intimidation, harassment and drug taking/dealing. Responses would also suggest that there is a noticeable lack of basic facilities, services and amenities within the Mulhuddart area.

There is also some hope. A large number of questionnaire respondents referred to the potential which exists within Mulhuddart and there is a fairly strong view that if the criminal/antisocial problems could be overcome and if the appropriate facilities/services were to be set up in Mulhuddart, it could become a very good place to live. In this context it is evident that the next few years are going to be critical for the future well-being of Mulhuddart. If nothing changes and if the current difficulties become deeper and more widespread it is likely that local people will become more despondent and disillusioned about the future prospects for Mulhuddart. Alternatively if the situation improves (i.e. the criminal/antisocial problems are dealt with, the area is cleaned up on a regular basis, basic services and facilities are provided), local people will become more optimistic and hopeful about the future of the area. Whilst many local people feel that the area has gone downhill in recent years, the situation is not irreversible or beyond redemption – the

actions of local residents, local community groups and relevant statutory agencies over the next number of years will be a key factor in determining the extent to which Mulhuddart develops into a vibrant community/area which provides prospects, security/safety and hope for the residents and families who live within the area.

Question 5

What are the best things about living in Mulhuddart?

Statistical outcomes

A total of 77 respondents to the questionnaires (i.e. 16%) stated that there was nothing good or positive about living in Mulhuddart. The remaining 401 respondents cited the following positive features about living in Mulhuddart:

| | | |
|-------------------------------------------|-----|----------------------|
| Close to Blanchardstown Shopping Centre | 177 | (37.0% of responses) |
| Good Neighbours and friends | 173 | (36.1% of responses) |
| Handy for everywhere (eg. schools, work) | 51 | (10.6% of responses) |
| Nice/good house | 34 | (7.0% of responses) |
| Close to family | 26 | (5.4% of responses) |
| Open spaces | 6 | (1.3% of responses) |
| Others | 12 | (2.6% of responses) |
| Total | 479 | (100% of responses) |

Direct quotes

'Close to schools and church'

'Good neighbours and friends'

'I have made some wonderful friends'

'Nice place to call home'

'Most of the people are nice and decent'

'My neighbours are brilliant. We try to be there for each other and also try to keep our area clean. We also watch out for each other's children and encourage others to do the same'

Comments/Analysis

Whilst there is a relatively high percentage of local people who cannot name any positive feature about living in Mulhuddart (i.e. 16%), there are also a large number of people who can identify a number of good things about the Mulhuddart area. The

responses to the questionnaires would indicate that the two most positive aspects of living in Mulhuddart relate to the proximity to Blanchardstown Shopping Centre and the friends/neighbours within the Mulhuddart area – these two elements account for over 70% of the responses to the research questionnaires.

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 Mulhuddart area – although there is still a feeling that more local shops should be developed directly within the Mulhuddart area (and especially shops which are open for longer periods of time and which provide a wider range of services). In relation to the issue of neighbours and friends, it is encouraging that so many respondents to the questionnaires identified this aspect of community life as being a key positive aspect of living within the Mulhuddart area.

Question 6

What are the worst things about living in Mulhuddart?

Statistical outcomes

| Worst things about Mulhuddart | Numbers | |
|-------------------------------|---------|----------------------|
| Robbed cars/joyriding | 215 | (25.1% of responses) |
| Antisocial behaviour | 103 | (12.0% of responses) |
| Drugs | 92 | (10.7% of responses) |
| Lack of facilities/amenities | 89 | (10.4% of responses) |
| State of environment/dirt | 86 | (10.0% of responses) |
| Vandalism/graffiti | 64 | (7.5% of responses) |
| Local gangs/intimidation | 62 | (7.2% of responses) |
| Amount of crime | 48 | (5.6% of responses) |
| Poor bus service | 47 | (5.5% of responses) |
| Traffic congestion | 23 | (2.7% of responses) |
| Travellers | 12 | (1.4% of responses) |
| Others | 16 | (1.9% of responses) |
| Total | 857 | (100% of responses) |

Direct quotes

- 'Fear of children being out on the street with robbed cars, drugs and alcohol'*
- 'I am very worried about my teenage daughter getting involved in drugs – there is a lot of it around'*
- 'Little scumbags intimidating everybody'*
- 'My car has been smashed up four times in the last year'*
- 'The 5% scum who undermine all authority – terrorise certain people, joyriders who do not care who they kill or maim. Lack of garda presence in the area'*
- 'If we had our own little shopping centre near to us to pay our bills instead of dragging kids in all different directions or having to get babysitters to mind them, there would be a lot of happy people'*
- 'Having to travel long distances for everything you need'*
- 'Can't invite anybody up because their cars might be damaged and it is so dirty'*
- 'The scumbags hanging around night and day watching your every move. Stolen cars, drinking on corners and throwing their empty bottles at cars whenever they like'*
- 'It is like living in a war zone, what with most of the young people having nothing better to do than rob cars at night and fight with each other during the day'*
- 'Endless sleepless nights worrying about your house and car'*
- 'The scumbags who make life hell for us all'*
- 'Neighbours from hell'*
- 'Teenagers thinking that they can do whatever they want and their mothers don't do anything about it'*
- 'Very little community spirit and very little done since we moved here 15 years ago'*
- 'It is very dangerous at night and day'*
- 'It is not fair that we are kept from our beds by a few people that let their children run around the estate until all hours of the night and day. The fear that they give to people like myself, people who are parenting alone, is just unreal. My need is to feel safe in my home'*
- 'If you are visiting after 9.30 p.m. or at a club playing sport you have to ring home 10 minutes before you leave to check if there are joyriders on the road'*
- 'Joyriding and drugs. No shops. No doctors. No post office. No phone. No chemists'*
- 'It is not safe for our children to even play outside our homes'*
- 'Always having to travel for everything you need'*
- 'It seems to be a dumping ground for minorities that are not wanted in more upmarket areas'*

'In Mulhuddart you are isolated. It is becoming increasingly difficult to cross the road with the speeding traffic. I feel that the Council built all these houses up here without any amenities and just forgot about all the people living up here, because of all the anti-social behaviour that goes on. There is a stigma attached to everyone that lives up here'

'Living amongst sucmbags, joyriders, car robbers, junkies etc. General state of the area. Neglect of property and surrounding area by tenants and children'

'The traffic and public transport. The lack of pubs and restaurants. No chemist. No telephones. No bus shelter. Wide open spaces with no flower beds. Dirty streets. One way into the housing estates and out. The change of name from Tyrellstown to Wellview to suit posher estates'

'The gangs of teenagers that hang around at night-time making peoples lives miserable. They fight with innocent kids, break up houses, sell their drugs, rob houses and cars – and they get away with it'

'I am 66 years of age and living alone. Sometimes I am frightened by the kids in this area. The parents know what they are up to but I don't think they care. I think there should be a curfew. The parents should have to put up with the bad behaviour – not the rest of us'

Comments/Analysis

The responses to the questionnaires would clearly indicate that the three most serious problems affecting the local authority housing estates in Mulhuddart are criminal and antisocial behaviour; the lack of facilities and amenities in the Mulhuddart area; and the condition of the environment and open spaces within Mulhuddart. Of these three issues, the problem of antisocial behaviour and lawlessness is, by far, the greatest concern for local residents. The responses to the questionnaires would suggest that problems relating to robbed cars, joyriding, antisocial behaviour, drugs, vandalism, gangs, intimidation and crime account for 68% of the responses to the question 'what are the worst things about living in Mulhuddart?' Therefore, it is evident that the most urgent priority for local residents, local community groups and relevant statutory agencies is to develop strategies which would aim to combat the unacceptably high levels of criminal and antisocial behaviour within the Mulhuddart area.

In parallel with this need to tackle criminal and antisocial behaviour there is also a need to ensure that Mulhuddart is provided with the types of services, facilities and amenities which are required by local people living within the Mulhuddart area. The absence of important and basic facilities like a doctor's surgery, a dentist, a chemist, local shopping services, a local post office, a post box, bus shelters and other amenities have

had a negative impact on the quality of life for local residents. The need to develop these facilities and services, in addition to combating the criminal/antisocial elements within the Mulhuddart area and enhancing the quality of the open spaces and environment within Mulhuddart, are considered to be key priorities for the next five year period.

Question 7.

Would you like to remain living within Mulhuddart?

Statistical Outcomes

| Area | Remain living within Mulhuddart | | |
|---------------|---------------------------------|-------------|------------|
| | Yes | No | Maybe |
| Dromheath | 104 (52.8%) | 56 (28.4%) | 37 (18.8%) |
| Parslickstown | 83 (48.4%) | 58 (34.1%) | 29 (17.1%) |
| Wellview | 45 (40.6%) | 48 (43.2%) | 18 (16.2%) |
| Total | 232 (48.6%) | 162 (37.9%) | 84 (17.5%) |

Direct quotes

'If more amenities were built in the near future'

'If things improve'

'If the place was cleaned up and the scumbags removed'

'If something was done to combat joyriding and antisocial behaviour'

'If you got rid of the bastards that make life hell for everybody else'

'Yes, if we were given the facilities that we need'

'No, I would fear for my children growing up in Mulhuddart because of the isolation. I feel that the odds are stacked against children and young people growing up in Mulhuddart'

'I have no choice as I cannot afford private housing'

'If the area was to improve greatly I would be happy to stay. At the moment the place is gone very bad'

Comments/Analysis

Approximately half of the people surveyed in this research project (i.e. 48.6%) stated that they would like to remain living within Mulhuddart. This is a positive demonstration of the potential which these people see for the Mulhuddart area. It should also be noted, however, that a number of the respondents who said that they would like to

remain living in Mulhuddart also felt that there was no other option for them on account of financial circumstances. On a more positive note, the people who stated that they would like to stay in Mulhuddart also identified a number of good features about Mulhuddart and felt that it had the potential to develop into a good/safe area – if the problems of lawlessness and antisocial behaviour could be overcome and if the area could be provided with the types of services, facilities and amenities which it requires.

The responses to this question would also indicate that a significant minority of local residents (i.e. 17.5%) are undecided about whether they would like to remain in Mulhuddart. In nearly all cases, they said that they would be happy to stay if circumstances improved within Mulhuddart. In this context, a key challenge for the local community and relevant statutory agencies is to try and ensure that the problems and difficulties which currently exist within Mulhuddart can be tackled in a positive and meaningful manner. If these problems can be addressed it is likely that a good proportion of the people who are not sure about whether they want to stay in Mulhuddart will remain within the area and that other people who have stated that they want to move out of the area will decide that there is a future for themselves and their families within Mulhuddart.

Question 8.

What are the things that Mulhuddart needs most, things that would improve the living conditions and circumstances of local residents?

Statistical Outcomes

| Things that Mulhuddart needs most | Numbers |
|--------------------------------------------------------|--------------------------|
| More Local Shops | 113 (11.6% of responses) |
| Get rid of troublemakers | 108 (11.1% of responses) |
| Better Health Service (eg. doctors, dentists) | 104 (10.7% of responses) |
| Activities and amenities for children and young people | 101 (10.3% of responses) |
| More effective policing | 88 (9.0% of responses) |
| Chemists | 85 (8.7% of responses) |
| Regular clean up of area | 64 (6.6% of responses) |
| Better bus service | 56 (5.7% of responses) |
| Local post office | 50 (5.1% of responses) |
| Playgrounds and play areas | 49 (5.0% of responses) |
| More basic facilities and amenities | 48 (4.9% of responses) |

| | |
|-------------|-------------------------|
| Speed ramps | 38 (3.9% of responses) |
| Others | 72 (7.4% of responses) |
| Total | 976 (100% of responses) |

Direct quotes

'Get the joyriders out'

'Get rid of the handful of people who make this place a no go area and show an example to up and coming gurriers'

'Parents to be held totally responsible for their children'

'The general condition of the environment should be improved'

'If the eviction of certain families is not done, then your Development Plan for Mulhuddart is going to be a complete waste of time'

'Get rid of all scumbags out of the area as they rule. It should be renamed as Hellview, Drug Haven'

'Acton needs to be taken by the Council and the police in relation to joyriding, drugdealing and general antisocial behaviour – I personally am fed up with empty promises'

'No joyriders, drugs or abusive people'

'Fingal County Council to take action on troublesome families'

Comments/Analysis

The responses to this question serve to re-enforce the priority which local people living in Dromheath, Parslickstown and Wellview are placing on issues relating to crime and antisocial behaviour; and the provision of local facilities, amenities and services. These issues account for nearly 70% of the responses to this question concerning things that Mulhuddart needs most in order to improve the living conditions of local residents. In relation to crime and antisocial behaviour the desire of local people to get rid of troublemakers and for a more effective policing service by An Garda Síochána are high priorities for local people. In relation to the provision of services and amenities within the Mulhuddart area the need for more local shops (eg. mini-market, butchers shop), better local health services, activities and amenities for children and young people, a local post office and playground/play areas are also rated as high priorities by local residents who participated in the research project.

The responses to this question would strongly indicate that a key challenge for relevant statutory agencies and other services providers is to tackle the problems of lawlessness and antisocial behaviour within the Mulhuddart area and to put in place the services and facilities which are required by a community of approximately 2,320 people – services and facilities which would be commonplace in other communities with a similar type of population.

5. HOUSING IN MULHUDDART

Question 9.

What do you think about the current state of housing in Mulhuddart?

Statistical Outcomes

| Area | State of housing | | | | |
|---------------|------------------|-------------|-------------|------------|------------|
| | Very Good | Good | Alright | Poor | Very Poor |
| Dromheath | 11 (5.6%) | 65 (33.0%) | 59 (29.9%) | 41 (20.8%) | 21 (10.7%) |
| Parslickstown | 11 (6.5%) | 58 (34.1%) | 69 (40.6%) | 27 (15.9%) | 5 (2.9%) |
| Wellview | 11 (9.9%) | 45 (40.5%) | 43 (38.8%) | 11 (9.9%) | 1 (0.9%) |
| Totals | 33 (6.9%) | 168 (35.1%) | 171 (35.8%) | 79 (16.5%) | 27 (5.7%) |

Direct quotes

'Too many houses left vacant for too long'

'Why are there so many boarded up houses when there are people on the housing waiting list?'

'Too many houses getting built'

'Older houses need to be modernised'

'Most houses have not been maintained since we moved in - no painting of exterior of houses and poor maintenance of windows and doors'

'If the area was clean the houses would look better'

'I feel that the houses have been neglected by Fingal County Council'

'I find it odd that new houses are being built when there are boarded up houses in this estate'

'Boarded up houses ruin the appearance of the area'

'Lovely houses but not maintained properly'

'The Council should put families in the empty houses so that they are not used for drink and drugs'

'Very nice houses. If I could transport the house to another place I would be happy'

'The houses are fine – it is some of the people living in them that is the problem'

'A lot of houses need to be modernised and their appearances need to be improved'

'I love my house'

'There are too many houses being built before the necessary infrastructure is put in place'

'The houses are fine but the streetscape is filthy'

'Good sized house – it would be great if I could take it up and put it in a nice area'

Comments/Analysis

There is a fairly high level of satisfaction with the quality of housing being provided to local residents in the local authority housing estates profiled in this research report – 42% of the people who were surveyed felt that the housing was either good or very good whilst 36% felt that the housing was alright. The remaining 22% of the people who participated in the research project felt that the state of houses in Mulhuddart was either poor or very poor.

The responses to the questionnaires would strongly indicate that the dissatisfaction which currently exists in relation to housing primarily concerns the state of the environment in which the houses are located and the fact that there are so many boarded up houses in the Mulhuddart area. There is very little dissatisfaction with the structure, sturdiness and the layout of the actual houses themselves. In fact a large number of questionnaire respondents said that they were very happy with their house – most of their concerns relate to other issues and problems which were taking place within the wider community eg. issues around robbed cars, antisocial behaviour, lack of services and amenities, the poor state of the environment and open spaces within Mulhuddart.

Question 10.

What are the best features of the houses?

Statistical Outcomes

Thirty one of the households (i.e. 6.5%) who completed the questions felt that there were no good features about the houses in their estate. The remaining 447 identified the following as the best features of the houses:

| | | |
|-----------------------------|---|-------------------------------|
| Good sized houses and rooms | - | 233 (54.1% of responses) |
| Large gardens | - | 59 (13.7% of responses) |
| Solid, sturdy, well built | - | 58 (13.5% of responses) |
| Central Heating | - | 33 (7.7% of responses) |
| Weatherglaze windows | - | 15 (3.4% of responses) |
| Where the house is situated | - | 13 (3.0% of responses) |
| Other | - | <u>20</u> (4.6% of responses) |
| | | 431 (100% of responses) |

Direct quotes

'Good solid houses that are built better than most new houses'

'Nice big house'

'Spacious'

'They are lovely houses but in the wrong area'

'Very presentable and nice large gardens'

'Houses are brilliant, structure brilliant'

'Lock on front door and curtains you can pull to block out what you don't like to see'

Comments/Analysis

The spacious size of the houses, the large gardens surrounding the houses and the solid nature of the houses accounted for over 80% of the responses to this question concerning the best features of the houses within the Dromheath, Parslickstown and Wellview 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 11.

What are the worst features of the houses?

Statistical Outcomes

A large number of the households who completed the questionnaires – 164 (34.3%) – stated that there were no bad/poor features within the houses in Dromheath, Parslickstown and Wellview. Of the remaining 314 households, the following were identified as the worst features of the houses in these estates:

| | | |
|------------------------------|---|--------------------------------|
| Un-walled front/back gardens | - | 63 (18.6% of responses) |
| Poor maintenance of houses | - | 58 (17.1% of responses) |
| No central heating | - | 49 (14.4% of responses) |
| Windows | - | 46 (13.6% of responses) |
| Some rooms too small | - | 43 (12.7% of responses) |
| No side entrance | - | 38 (11.2% of responses) |
| Others | - | <u>42</u> (12.4% of responses) |
| Total | | 339 (100% of responses) |

Direct quotes

'Windows falling apart'

'No garage to keep car safe'

'Poorly insulated'

'Most of the worst features have been altered by the residents – at their own expense'

'I hate everything in the house since people broke into it'

Comments/Analysis

In considering the responses to this question it is evident that most of the more negative comments were made by residents who are living in the houses which were built 15-20 years ago – many of these houses do not have central heating, they are more rundown than the more modern houses in the Mulhuddart area and they would not have the same range of facilities (eg. fitted kitchens) as the houses that have been constructed in more recent times. Indeed, it is evident that some of the longer established residents are slightly envious of other residents who have been allocated more modern well equipped houses. In considering the responses to the question it is also evident that residents are generally satisfied with the basic structure and layout of their houses – in addition to the 164 people who could not identify any poor/bad features about their houses, there were also very few complaints or criticisms about the basic structure of the houses and the size of the rooms within the houses.

Question 12.

What do you think could be done to improve the housing stock within Mulhuddart?

Statistical Outcomes

A total of 108 households who completed the questionnaires (i.e. 22.6%) felt that the housing stock within the Dromheath, Parslickstown and Wellview estates was fine/alright and was not in need of any improvement. These respondents could not identify any particular ways in which the housing stock could be improved – they felt that the current housing stock is of a good or high standard.

In relation to the other 370 households the following represent their responses to the question concerning ways in which the housing stock might be improved in Mulhuddart:

| | | |
|-------------------------------------------------|---|-------------------------------|
| Better maintenance services by | | |
| Fingal County Council | - | 88 (23.6% of responses) |
| House people/families in boarded up houses | - | 64 (17.2% of responses) |
| Stop building new houses | - | 63 (16.9% of responses) |
| Paint exterior of houses | - | 52 (13.9% of responses) |
| Revamp/face lift of houses in area | - | 40 (10.7% of responses) |
| Install central heating | - | 18 (4.8% of responses) |
| Screen/vet new tenants for antisocial behaviour | - | 14 (3.8% of responses) |
| Others | - | <u>34</u> (9.1% of responses) |
| | | 373 (100% of responses) |

Direct quotes

'Fill the empty houses'

'Paint the outside of the houses'

'Upgrade houses'

'General landlord responsibilities like replacing broken furniture and fittings'

'Rotten windows and broken gates to be replaced by Council'

'Upgrade all houses, replace rotten windows and paint houses'

'It is a shame to see houses being boarded up when there are so many people waiting on the housing list'

'Badly in need of maintenance – painting, windows and fencing around gardens'

'Empty houses should be maintained (not blocked up) and occupied as soon as possible – empty houses lead to vandalism'

'A system to look at the background of people who are being allocated houses to see if they have a history of antisocial behaviour and drug abuse'

'Quicker turnover of tenants – houses are left empty for too long'

'You cannot purchase these houses like the Council houses as NABCO are a non-profit organisation'

'The Council should screen potential tenants that have recent and ongoing antisocial/criminal behaviour, drug dealing etc. These types of tenants should not be integrated – they only bring the estate down and give all tenants a bad name'

'Houses are left vacant for too long and there are children smashing them up at all hours of the night and day'

'Better maintenance from tenants and Council'

Comments/Analysis

It is evident that many of the responses to this question, concerning ways in which the housing stock might be improved, relate to local authority policies (eg. allocation of houses) and the building of new houses in Mulhuddart rather than the actual condition of the houses which are currently being occupied in the Dromheath, Parslickstown and Wellview estates. This type of outcome would suggest that the large majority of tenants in these estates are satisfied with the structure and layout of their homes; and that they are more concerned about issues relating to the allocation of unoccupied/boarded up houses, screening/vetting of new potential tenants and the pressure which the building of new houses will place on the local infrastructure and services within the Mulhuddart area.

6. ENVIRONMENT IN MULHUDDART

Question 13

What do you think about the state of the environment in Mulhuddart?

Statistical Outcome

| Area | State of environment in Mulhuddart | | | |
|---------------|------------------------------------|------------|-------------|-------------|
| | Good | Alright | Poor | Very Poor |
| Dromheath | 0 (0.0%) | 13 (6.6%) | 74 (37.6%) | 110 (55.8%) |
| Parslickstown | 4 (2.4%) | 18 (10.6%) | 71 (41.8%) | 77 (45.2%) |
| Wellview | 2 (1.8%) | 17 (15.3%) | 52 (46.8%) | 40 (36.1%) |
| Totals | 6 (1.3%) | 48 (10.0%) | 197 (41.2%) | 227 (47.5%) |

Direct Quotes

'The green areas seem to be diminishing – the place is becoming like a concrete jungle'

'The County Council do their best – local residents have to take more responsibility'

'I think that there is too much car joyriding and burnings in park areas and vandalism in the estate in general'

'The open spaces have been taken over by joyriders, drug users and beer drinkers who just litter the place'

'The open spaces are filled with burnt out cars and the park is a meeting place for local scumbags'

'The playing fields are constantly ripped up by stolen cars and motorbikes. There are no safe play areas. Residents regularly dump their household rubbish in the playing fields and even outside peoples houses'

'There are no play areas and the estates are filthy – I don't think that Fingal County Council are doing enough for the upkeep of the estates'

'Open spaces that we have are being taken over by joyriders, beer drinkers, drug users and drug pushers'

'The area is filthy. There are too many houses boarded up. In general the area has been neglected for many years'

'All green areas are covered in glass which makes it unsafe for kids to play in'

'The place is a dump'

'Some areas are kept very well while others are constantly filthy'

'Not bad. If everyone was more responsible for their own gardens and surrounding area, it would be a lot better'

'Any bit of green space has been taken over for development'

'Nowhere for children to play'

'Ramps would be a great advantage in the area as there is a lot of speeding from robbed cars and company cars'

'The place is filthy and could do with more of a clean up from the locals and the Council'

'In recent months the Council have improved in helping to keep the estates clean – however there are elements in the estates that have no interest in the same'

'The area is a complete eyesore'

'I think that the area is dirty with no space for children to play as the football fields seems to have turned into a racetrack as every day joyriders seem to knock down the goalposts'

'Disgraceful. The laneway in Wellview is a disaster. There are no play facilities for children and even if we did have play areas the junkies would take over. I know that the County Council sends around trucks and road sweepers but it doesn't make a difference – it is awful'

'Deplorable. I cannot believe that the Council can turn a blind eye and leave open spaces untidy, dirty and just disgusting to look at'

'The general upkeep of the area is extremely poor. On the way to work this morning it is disheartening to see things like broken bikes, broken prams, washing machines etc. strewn around the area'

'Looks very untidy. Rubbish strewn about, especially in laneways. The halting site looks disgusting'

Comments/Analysis

There is a high level of dissatisfaction and unhappiness about the state of the environment in Mulhuddart. Only 1.3% of the people who completed the research questionnaires felt that the environment in Mulhuddart was in a good condition whilst 88.7% of the respondents considered that the local environment was either in a poor or very poor state. On the basis of the responses contained in the questionnaires it is evident that the poor condition of the local environment and open spaces in Mulhuddart is a significant contributing factor to the sense of disillusionment and despondency which many local people have about the estates in which they live. It is apparent that the 'dirt' and 'filth' (the two words most commonly used in the questionnaires in relation to the environment) within the open spaces in Mulhuddart, together with criminal/antisocial behaviour and the lack of facilities/services, have made many local people feel unhappy/negative about the Mulhuddart area and about whether they would like to remain living in Mulhuddart.

The responses to the questionnaires have clearly demonstrated that the tidying up and cleaning up of the environment and open spaces in the housing estates in Mulhuddart is a major challenge for relevant statutory agencies (eg. Fingal County Council – cleaning services, An Garda Síochána – prevention of vandalism and illegal dumping) and for local residents living within the Mulhuddart area. The need for this type of shared responsibility, involving both agencies and local people, is a clear outcome from the research project; and demonstrates that many local people recognise the fact that the local population have a key role to play in the maintenance and upkeep of the environment and open spaces (in addition to the services to be provided by agencies like Fingal County Council and An Garda Síochána).

Question 14

How do you think that the environment might be improved in Mulhuddart?

Statistical Outcomes

| Areas for Improvement | Numbers | |
|---------------------------------------------------------------------------------------------|-----------|----------------------|
| Better and more regular clean up services by Final County Council | 215 | (45.0% of responses) |
| Residents/tenants to take more responsibility | 72 | (15.1% of responses) |
| Proper play areas and playgrounds | 35 | (7.3% of responses) |
| Fingal County Council to take more interest | 22 | (4.6% of responses) |
| More litter bins | 20 | (4.2% of responses) |
| Speed ramps | 17 | (3.6% of responses) |
| Do something with open spaces | 15 | (3.1% of responses) |
| Grass verges to be cut more regularly | 14 | (2.9% of responses) |
| Get rid of troublemakers | 14 | (2.9% of responses) |
| Fences/railings around park and green areas | 13 | (2.7% of responses) |
| Parents to teach/educate their children to have respect for the environment and open spaces | 10 | (2.1% of responses) |
| Others | <u>31</u> | (6.5% of responses) |
| Total | 478 | |

Direct Quotes

‘Council and residents to work together to improve area’

‘Get rid of joyriders’

'For the County Council to treat the people in this area like they treat the people who live in Castleknock'

'More bins around the area and more skips to encourage people to take an interest in looking after their area'

'To put more bins in the area as the rubbish circulates around the shops and blows everywhere around the estate and into the front gardens'

'Do something about the traffic. It is a nightmare especially with the Shopping Centre traffic and it will get worse when all the new houses are finished'

'More Council workers on the ground to maintain a high level of upkeep of open spaces'

'If residents in each road looked after their own road, that would be a good start'

'More regular community clean-up days'

'Close all lanes so that they can't be used by gangs for beer parties and drugs and for keeping people up all night'

'All residents to stand together and not to put up with vandals, druggies, dealers, joyriders etc.'

'If skips were delivered on a regular basis and the date was known people would have their rubbish ready instead of skips turning up out of the blue, the day after a sofa has been burned in the green'

'The Council should provide more skips at least a few times a year, to help against illegal dumping of rubbish'

'If everyone was to clean up their own gardens and outside these gardens, the area could improve greatly'

'By everyone cleaning up after themselves'

'The Council should deliver skips on a more regular basis – perhaps three times a year in each area'

'Ramps. They would stop the robbed cars rallying around our estates and would make motorists more cautious in the areas where children play'

'The gap in Wellview Avenue would be better off closed because it only attracts undesirables who create a lot of trouble and noise'

'Daily road sweeper'

'More streetcleaners and more clean-up days'

'If the Council come around cleaning the roads the day after the bins were collected instead of the day before, it might keep the place a lot more tidier'

'If people took more care and had a little pride and helped each other'

'It would take everybody from the community plus the County Council and other agencies working together to improve the environment'

'If people took more pride in the area and teach their children to respect the area by brining their rubbish home, by putting litter in bins, and by not damaging trees, hedges and flowers'

'The Council should go around the estates twice a week with lorries and collect any large rubbish'

'Place skips in the area every three months and clean the area every week after the bin day'

'Fingal County Council should evict all the scum that are destroying the environment and open spaces'

'Each tenant should be made responsible for the upkeep of their own area'

'The community should work together to organise a clean-up of the area every three weeks'

'The Council should enforce the litter laws'

Comments/Analysis

Over 60% of the responses to this question related to cleaning up the environment and open spaces in the Mulhuddart area on a more regular and consistent basis. A total of 215 responses (45%) suggested that Fingal County Council should be doing more to clean up the area which 72 (15.5%) suggested that local residents should become more responsible for the upkeep and maintenance of the environment and open spaces within their own areas. In analysing the outcomes from this question, it is also apparent that a large number of residents living in Dromheath, Parslickstown and Wellview felt that the protection of the environment and the maintenance of open spaces should be a *shared* responsibility involving both statutory agencies and local residents.

The completed questionnaires also contained a number of specific recommendations concerning the provision of skips and litter-bins; the employment of litter wardens; a more regular road-sweeping service; and the organisation of clean-up days by Fingal County Council and the local communities in Dromheath, Parslickstown and Wellview. It is considered that a number of these recommendations would not involve a significant financial outlay by either Fingal County Council or the local residents (eg. organisation of community clean-up days, provision of skips on a regular basis, erection of litter-bins) but would rather involve a commitment of time/energy from local residents and officials from Fingal County Council and better co-ordination and co-

operation between the Council and the local residents. The feasibility of following through on these recommendations should be explored further by local community organisations, residents associations and relevant statutory agencies.

Question 15

What types of facilities and amenities might be developed in open spaces within Mulhuddart?

Statistical Outcomes

| | | |
|-------------------------------------|-----------|----------------------|
| Playgrounds and play areas | 430 | (63.5% of responses) |
| Playing pitches/football pitches | 87 | (12.9% of responses) |
| Development of parks in the area | 64 | (9.4% of responses) |
| Provision of minimarket/local shops | 46 | (6.8% of responses) |
| Health Centre | 14 | (2.1% of responses) |
| Others | <u>36</u> | (5.3% of responses) |
| Total | 677 | (100% of responses) |

Direct Quotes

‘Any amenities would be welcomed but because of vandalism they would be a waste of time and money’

‘The area around the river could be turned into a peoples park with nature trails for clubs and schools to participate in’

Comments/Analysis

There is strong support for the development of playgrounds and play areas within the open spaces in Mulhuddart. On the basis of the comments expressed in the questionnaires it is evident that a large number of local residents in the Mulhuddart area feel that the provision of playgrounds and play areas would serve a number of advantages – in addition to making the open spaces more presentable and attractive it would also provide positive play and recreational opportunities for children and young people living in the Dromheath, Parslickstown and Wellview estates (thereby making it less likely that they will engage in more negative, destructive and antisocial activities).

There was also a reasonable degree of support for the provision of playing/football pitches, the development of parks (with benches, nature trails, appropriate lighting) and the construction of more local shops. It is considered that the development of these types

of facilities would help to utilise the open spaces within Mulhuddart in an effective manner, would decrease the possibilities of open spaces being destroyed/vandalised and would significantly enhance the services and amenities which are available to local people in the Mulhuddart area (thereby improving the living conditions and quality of life for local residents).

7. SERVICES WITHIN MULHUDDART

Question 16

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

Statistical Outcomes

| | Services provided by Fingal County Council | |
|-----------|--------------------------------------------|---------|
| Very Good | 3 | (0.6%) |
| Good | 51 | (10.7%) |
| Alright | 119 | (24.9%) |
| Poor | 195 | (40.8%) |
| Very Poor | <u>110</u> | (23.0%) |
| | 478 | |

Direct Quotes

'They should open up boarded houses and evict where necessary'

'Fingal County Council should do more about vandalism'

'They should get tougher on problem families'

'Due to shortages of staff in a number of Departments the service is quite good. Could do more in relation to estate management and co-operating with local groups and organisations'

'Need to evict and maybe then others will take notice – but all they do is to talk about it'

'They seem to be totally disinterested in their tenants'

'The Council is doing a lot more than the Corporation ever did'

'They don't do enough about unruly tenants and anti social behaviour'

'It feels that we receive very little attention from them at all – it is as though we are not very high on their list of priorities'

'Good but need to be more strict on anti-social behaviour. Need to check on backgrounds of residents before housing them in Mulhuddart'

'It has improved in the past two years but it needs to get much better'

'Better than the Corporation. I believe that they are making an effort'

'They do what they can within their limits'

Comments/Analysis

There is a reasonably high level of dissatisfaction with the services provided by Fingal County Council with 63.8% of the local population in Dromheath, Parslickstown and Wellview feeling that the Council was providing a poor or very poor service. This dissatisfaction rating varied from 47.7% in Wellview to 72.1% in Dromheath. In considering the responses to this question it is evident that most of the criticism of Fingal County Council centred on two issues – firstly, the poor state of the environment and open spaces in the Mulhuddart area and the perceived ways in which these open spaces have been neglected and are not been tidied up on a regular basis by the Council; and secondly, the inability or unwillingness of the Council to evict troublesome tenants for antisocial behaviour. It is noticeable that there was far less criticism of the Council as a landlord, with most residents being fairly satisfied with the condition of their houses and the maintenance of these houses by Fingal County Council.

Question 17

What is your view of the services being provided by the Northern Area Health Board?

Statistical Outcomes

| | Services Provided by Northern Area Health Board | |
|------------|-------------------------------------------------|---------|
| Very Good | 10 | (2.1%) |
| Good | 65 | (13.6%) |
| Alright | 159 | (33.3%) |
| Poor | 160 | (33.5%) |
| Very Poor | 69 | (14.4%) |
| Don't know | <u>15</u> | (3.1%) |
| | 478 | |

Direct Quotes

'The Public Health Nurses and the baby clinics are excellent'

'There is no community care for the elderly'

'There are very limited healthcare services in Mulhuddart'

'We are in need of a proper clinic. No. 10 Dromheath Avenue does not meet our needs'

'The baby nurses are great. They are very aware of all situations in every household'

Comments/Analysis

There was positive feedback from many of the questionnaire respondents about the healthcare services being provided by the health workers who are providing services within the Mulhuddart area. In particular, a large number of local residents made positive comments about the role of the Public Health Nurses and the ways in which these workers have assisted a significant number of families with young children. In relation to the 57.9% of the local population who considered that the Northern Area Health Board is providing either a poor or very poor service, it is evident that the main reason for this conclusion concerns the absence of key healthcare services within the Dromheath, Parslickstown and Wellview estates (eg. no Health Centre, no dentist, no chemist, no specialist services); and the fact that local people often have to travel outside of Mulhuddart in order to access healthcare services for themselves and their families. The difficulties of accessing these services is further exacerbated by the poor public transport infrastructure within Blanchardstown and the associated difficulties of making journeys to doctors, dentists and other healthcare workers who are located outside of the Mulhuddart area.

Question 18

What is your view of the services being provided by FAS?

Statistical Outcomes

| | Services Provided by FAS | |
|------------|--------------------------|---------|
| Very Good | 63 | (13.2%) |
| Good | 153 | (32.0%) |
| Alright | 133 | (27.8%) |
| Poor | 35 | (7.3%) |
| Very Poor | 9 | (1.9%) |
| Don't know | <u>85</u> | (17.8%) |
| | 478 | |

Comments/Analysis

There is a fairly high satisfaction rating with the services provided by FAS, with 73% of the questionnaire respondents feeling that FAS is providing either a very good, good or alright service and only 9.2% of respondents feeling that FAS is providing a poor or very poor service. Many of the more positive comments about FAS related to the

services being provided to young unemployed people and the ways in which local people had benefited from the temporary employment programmes (eg. Community Employment, Jobs Initiative) which are organised and administered by FAS. In relation to the relatively high proportion of local people who don't know about FAS or have not heard of FAS, i.e. 85 people (7.8%), it is evident that many of these people are older residents who do not require the types of labour market supports and services (eg. skills training, temporary employment programmes) which are provided by the FAS organisation.

Question 19

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

Statistical Outcome

| | Services Provided by An Garda Síochána | |
|-----------|----------------------------------------|---------|
| Very Good | 7 | (1.5%) |
| Good | 32 | (6.7%) |
| Alright | 88 | (18.4%) |
| Poor | 180 | (37.6%) |
| Very Poor | <u>171</u> | (35.8%) |
| | 478 | |

Direct Quotes

'They are a joke. They need to respond to calls'

'No presence. Waste of time because no-one gets charged'

'Could be seen a lot more'

'Missing in action'

'Can't blame them – too many escape routes in Ladyswell'

'Do absolutely nothing to solve the crime and never come when called'

'We need a police presence on a permanent basis. On the rare occasions we do see them, they drive into the estate and then drive back out again'

'They are afraid of the gangs'

'Grossly undermanned and morale seems poor'

'Useless – never come when called'

'They discriminate against the teenagers. They have no respect for anybody in the estate'

'Very abusive to teenagers and they do not know how to communicate with the youth in the area. They have a bad attitude'

'Not enough of a presence. Had occasion to ring four times in one night when they said they would send over a car but didn't'

'Get off your arse and do something, and stop pretending it is not happening'

'Won't tackle real scumbags and will harass ordinary teenagers'

'Try their best but there is not enough of them'

'They have a tough job – it is not easy for them'

'It would be helpful if they answered the phone in the Garda Station. I have never seen a garda on foot in eight years of living here'

'They do their best but there is not enough of gardaí. It can take hours for them to answer a call, they seem afraid to go into certain areas'

'There should be more gardaí patrolling the area, especially around the pub'

'In general they are doing their job but the stolen cars are not stopped and they don't respond fast enough to calls'

'A disgrace. The local gardaí show a complete lack of interest in tackling the drugs problem, and joyriders have to hand themselves in to be caught'

'The gardaí need more resources to tackle the problems in Mulhuddart'

Comments/Analysis

There is a high level of dissatisfaction with the services provided by An Garda Síochána to local residents in the Dromheath, Parslickstown and Wellview estates – 73% of the questionnaire respondents felt that An Garda Síochána were providing either a poor or a very poor service within the Mulhuddart area. In addition, there were more negative statements about the gardaí than about any other agency/organisation in the questionnaires which were completed by local residents. On the basis of the very serious problems identified by these residents concerning issues relating to crime, vandalism, stolen cars, drugs and other forms of antisocial behaviour, it is natural to expect that the role being performed by the gardaí would assume a very high priority. In this context a key challenge for An Garda Síochána is to develop effective policing strategies which would seek to tackle these problems in a more effective manner and which would make Mulhuddart a safer and more secure place to live. Primary elements within these strategies, on the basis of the feedback from local residents, would be to build up trust and mutual respect between the gardaí and local residents, to increase the police presence in

Mulhuddart and to engage the active co-operation and support of local residents in tackling criminal and antisocial behaviour within Mulhuddart.

Question 20

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

Statistical Outcomes

| | Services provided by Dublin Bus | |
|--------------|---------------------------------|---------|
| Very Good | 5 | (1.1%) |
| Good | 45 | (9.4%) |
| Alright | 56 | (11.7%) |
| Poor | 196 | (41.0%) |
| Very Poor | 166 | (34.7%) |
| Don't use it | <u>10</u> | (2.1%) |
| | 478 | |

Direct Quotes

'Need for more frequent services'

'Why does the 38 bus have to through Castleknock where nearly every family has a car'

'There should be more nippers and small buses to take us around Blanchardstown'

'Better than 10 years ago'

'The 38 and 220 routes service too many locations. They are never on time'

'Need another bus route for the area'

'It will get better – the 38 will be as good as the 39 with the Dublin Transportation Office Strategy for 2003 to 2006 – this will include a new metro line for the new stadium'

'Not enough buses and the route is too long'

'We get a bus once an hour. Hartstown gets a bus every six minutes'

'More frequent services but I understand that they have to deal with a lot of hassle'

'It is good but gets bad because of the gangs terrorising busmen'

'They do their best considering the attacks'

'They work very hard and have to put up with the scum off the street'

'A bus route that doesn't go through Castleknock and more buses at peak time – not ones that go on a world tour'

Comments/Analysis

The outcomes from the questionnaires would suggest that there is a high level of bus usage and bus dependency within the Dromheath, Parslickstown and Wellview estates – only 2.1% of respondents stated that they do not use the services provided by Dublin Bus. In this context, the high level of dissatisfaction with Dublin Bus, with 75.7% of local residents saying that Dublin Bus services are either poor or very poor, is a cause of some concern. This concern is exacerbated by the relative lack of facilities and amenities in the Blanchardstown area and the fact that many local people are dependent on Dublin Bus to transport them to the various services which they need to access. In analysing the responses to the questionnaires it is evident that a large number of respondents cited the following flaws or shortcomings in the services provided by Dublin Bus: the irregular nature of these services and the fact that the buses are often not on time (thereby creating difficulties for parents who are trying to get their children to school or trying to make medical appointments); the length of the journey into the City Centre of Dublin (with the 38 bus services going through the Castleknock area); and the absence of internal bus routes within the Blanchardstown area.

Question 21

What is your view of the services provided by An Post?

Statistical Outcome

| | Services Provided by An Post | |
|-----------|------------------------------|---------|
| Very Good | 41 | (8.6%) |
| Good | 139 | (29.1%) |
| Alright | 164 | (34.3%) |
| Poor | 110 | (23.0%) |
| Very Poor | <u>24</u> | (5.0%) |
| | 478 | |

Direct Quotes

'Nowhere in the area to buy stamps, no post box'

'There should be a local post office'

'The delivery services are ok but you have to go to the Centre for everything else'

'Get the postman to put the letters in the hall door and not in the front porch'

'We need a local post office'

'Postmen are good but we need a post office'

'There is no post box and nowhere to buy stamps if they are needed to post a letter'

'We have no post office and it is badly needed'

'Brilliant. Eddie the postman is very polite and great with the community'

Comments/Analysis

There are varying levels of satisfaction and dissatisfaction with the services provided by An Post. Whilst local people are reasonably happy with the postal delivery service in Mulhuddart, there is a significant degree of dissatisfaction that other postal services are not available within the area eg. no local post office, nowhere to buy stamps, no post box. On the basis of the responses contained in the questionnaires, it is apparent that the absence of a local post office is a key issue for people living in the Dromheath, Parslickstown and Wellview areas. The need for a local post office was highlighted by 154 people (32.2%) who completed the question on An Post and the absence of this important community facility was also mentioned in response to other questions within the questionnaire. There is a strong view that Mulhuddart needs its own post office and that the justification for this local post office is likely to increase with the construction of a large number of new houses in the Mulhuddart area.

Question 22

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

Statistical Outcomes

| | Services Provided by Mobile Library | |
|--------------|-------------------------------------|---------|
| Very Good | 51 | (10.7%) |
| Good | 154 | (32.2%) |
| Alright | 146 | (30.5%) |
| Poor | 18 | (3.8%) |
| Very Poor | 2 | (0.4%) |
| Don't use it | <u>107</u> | (22.4%) |
| | 478 | |

Comments/Analysis

There is a fairly high degree of satisfaction with the services provided by the mobile library in the Mulhuddart area with 42.9% of questionnaire respondents stating that the mobile library provided either a very good or a good service – this figure rises to 55.2% when one excludes the 107 people who do not use this service. Whilst it was suggested that the mobile library service might be expanded and developed further, in order to make more frequent visits to local estates in Mulhuddart, local people are generally content and satisfied with the current service being provided by the mobile library.

Question 23

What is your view of the Medical/Health Services?

Statistical Outcomes

| | Medical/Health Services | |
|-----------|-------------------------|---------|
| Very Good | 5 | (1.1%) |
| Good | 45 | (9.4%) |
| Alright | 56 | (11.7%) |
| Poor | 124 | (25.9%) |
| Very Poor | <u>248</u> | (51.9%) |
| | 478 | |

Direct Quotes

'We need our own doctors and chemists'

'There are very limited health services within the area'

'You have to go to the Town Centre for a chemist'

'No doctors local to the area'

'No doctors or dentists'

'Badly needed in the area'

'The nearest chemist is a bit too far away in an emergency if you do not have a car'

'Not enough choice within walking distance, surgeries are always full'

'It is no joke having to walk miles to see a doctor'

'Would be better if we didn't have to travel so far to the doctor and the chemist'

'Not enough doctors with the amount of people in the area. All local doctors have large waiting lists for people to be taken into the surgeries for medical services'

'No doctor in Mulhuddart, no chemist in Mulhuddart – all very badly needed'

'My own doctor won't visit because his car was wrecked'

Comments/Analysis

There is a high level of dissatisfaction with the medical and healthcare services being provided to local people in the Dromheath, Parslickstown and Wellview estates – 76.8% of questionnaire respondents feel that the medical/health services are either poor or very poor. It is evident that virtually all of the criticisms and complaints about the medical/health services relate to the lack of healthcare facilities in the Mulhuddart area – lack of doctors, lack of dentists, lack of chemists, lack of specialist medical services (eg. speech therapists, counsellors, baby clinics etc). Local people were encouraged by the fact that a new Health Centre is to be constructed in the Mulhuddart area – the development of this type of centre is considered to be a key priority by local residents (especially in the context of the ever expanding population of Mulhuddart). It is considered that the levels of satisfaction with the health/medical services in Mulhuddart will increase significantly with the emergence of the new Health Centre, and that this Health Centre will provide a number of the services which have been requested/demanded by the local residents who participated in the survey process.

Question 24

What is your view of the services being provided by Local Schools?

Statistical Outcomes

| | Services Provided by Local Schools | |
|------------|------------------------------------|---------|
| Very Good | 64 | (13.4%) |
| Good | 162 | (33.9%) |
| Alright | 145 | (30.3%) |
| Poor | 32 | (6.7%) |
| Very Poor | 8 | (1.7%) |
| Don't know | <u>67</u> | (14.0%) |
| | 478 | |

Direct Quotes

'Standards have dropped, too many in classes, no school inspector, too many days off'

'Grounds in deplorable state, nobody seems to care'

'No secondary school, primary school too crowded'

'Needs a facelift'

'Could do with a new school when the new houses are built'

'Bigger school, cleaner grounds'

'Good school but the grounds are not being looked after – it makes the place look filthy'

'Needs to be bigger for the number of houses'

'Survey is needed if the school will be big enough with all the new houses being built in the area'

'My son started in Early Start in September 2000. Found it a brilliant way to start his school years. Enjoys school immensely. The teachers are friendly and caring, and are willing to provide courses for parents during school hours'

'There are not enough teachers and the classes are too big'

'The school in Ladyswell is full. There are over 700 houses being built in the field beside Ladyswell and 70 in Parslickstown. Where are all these children going to go to school?'

'The local school is very rough, I wouldn't send my children there if you paid me'

'My children don't attend local school. I chose to send my children elsewhere'

'The primary school is the only decent school. However, a new school needs to be built for the growth in population'

'The local school is infested with lice'

'Full of bullies, my kids won't go there'

'The local school is good but teachers spend a lot of time on children that cause trouble in class. This leaves the well behaved children with little attention''

Comments/Analysis

There is a good level of satisfaction with the services provided by the local schools in the Mulhuddart area, with only 8.4% of questionnaire respondents feeling that the schools are providing a poor or very poor service. In relation to the 30.3% of the respondents who considered that the schools were providing an alright service it is evident that most of the reservations which these people have about the schools do not relate to the quality of education/teaching which takes place within the schools. Rather, the concerns and reservations primarily relate to the condition of the school grounds and the capacity of the school in Ladyswell to cope with the ever growing population of

children and young people in the Mulhuddart area. A final point concerns the 14% of the local population who cannot comment on the services provided by local schools because many parents decide to send their children to schools outside of the area, although the local school is the closest school to their homes. This would suggest that some work needs to take place in promoting the quality/work of the local school, with a view to persuading more parents that the quality of education in the local school is as high as the quality of education in other schools outside of the area.

Question 25

What are the services that most need to be improved in Mulhuddart?

Statistical Outcomes

| Name of Service/Agency | Most in need of improvement | |
|-----------------------------------------------------|-----------------------------|---------|
| An Garda Síochána | 148 | (31.1%) |
| Medical/Health services (including Health Board) | 141 | (29.5%) |
| Fingal County Council | 105 | (22.0%) |
| Dublin Bus | 69 | (14.3%) |
| Local schools | 10 | (2.1%) |
| An Post | <u>5</u> | (1.0%) |
| | 478 | |

| Name of Service/Agency | Listed in first three of services/agencies in need of improvement | |
|-----------------------------------------------------|----------------------------------------------------------------------|-----------------------|
| Medical/Health services (including Health Board) | 378 | (79.1% of households) |
| Garda Síochána | 357 | (74.7% of households) |
| Final County Council | 280 | (58.6% of households) |
| Dublin Bus | 265 | (55.4% of households) |
| An Post | 76 | (15.9% of households) |
| Local Schools | 60 | (12.6% of households) |
| FAS | 18 | (3.8% of households) |

Comments/Analysis

The outcomes from this question would clearly indicate that local residents in Dromheath, Parslickstown and Wellview feel that An Garda Síochána and the medical/health services (especially the Northern Area Health Board) are the services which most need to be improved in the Mulhuddart area. The amount of dissatisfaction with the services provided by these agencies is significantly higher than the dissatisfaction ratings for other agencies which are providing services in the Mulhuddart area. Earlier references have been made in this document to concerns and worries which local people have about An Garda Síochána (i.e. poor police presence, perceived inability to tackle the rising problems of crime and antisocial behaviour) and the medical/health services (i.e. lack of basic healthcare facilities in Mulhuddart – doctors, dentists, chemists). Apart from An Garda Síochána and the medical/health services there was a fairly widespread view amongst local residents that the services provided by Fingal County Council and Dublin Bus could be improved by a significant degree. There was a reasonable level of satisfaction about the services provided by An Post, FAS and the local schools.

8. PROPOSED HEALTH CENTRE

Question 26

What services would you like to see provided in the proposed Health Centre?

Statistical Outcomes

| Services in Health Centre | Numbers |
|---------------------------|---------------------------------|
| Doctors | 320 (66.9% of respondents) |
| Dentists | 280 (58.8% of respondents) |
| Baby Clinic | 95 (19.9% of respondents) |
| Womens Health service | 84 (17.6% of respondents) |
| Counsellors | 84 (17.6% of respondents) |
| Drug/Alcohol Treatment | 35 (7.3% of respondents) |
| Chemists | 30 (6.3% of respondents) |
| Dressings Clinic | 30 (6.3% of respondents) |
| Social Workers | 28 (5.9% of respondents) |
| Crèche | 25 (5.2% of respondents) |
| Speech Therapists | 12 (2.5% of respondents) |
| Others | <u>46</u> (9.6% of respondents) |
| | 1069 |

Comments/Analysis

The outcomes from the questionnaires would indicate a high level of support for the provision of doctors surgeries and dentists within the proposed Health Centre in Mulhuddart. Doctors and dentists were clearly identified as the two most important resources/services to be provided within the Health Centre. In more general terms, there was overwhelming support for the idea of establishing a Health Centre in Mulhuddart – a large number of local residents have clearly identified the development of this type of facility as a key requirement and need within the Mulhuddart area. There was also a strong view expressed that the Health Centre should provide a broad range of healthcare services to the local population – services which would include counsellors, drugs workers, womens health specialists, public health nurses, speech therapists etc. Therefore, the Health Centre should not be a small minimalist structure but rather, should be a large comprehensive facility which would be capable of providing effective and adequate healthcare to a large and ever-growing population within the Mulhuddart area.

Question 27

What are your views on the Health Services?

Statistical Outcomes

| | View of Health Services | |
|-----------|-------------------------|---------|
| Very Good | 2 | (0.4%) |
| Good | 22 | (4.6%) |
| Alright | 63 | (13.2%) |
| Poor | 182 | (38.1%) |
| Very Poor | 209 | (43.7%) |
| | 478 | |

Direct Quotes

'I would really like to see more of an effort from the health services to provide a decent medical service'

'We have no health service'

'The health service in Mulhuddart is non existent'

'Should not have to wait seven hours to be seen in a hospital, you could die waiting for an appointment'

'They are a disgrace'

'My son is 17 and has been waiting 8 years for braces'

'Long delays for hospital attention'

'For serious illnesses, services could be a lot faster'

'There is a lot of 'red tape' involved. It takes a lot of phone calls to eventually get through'

'They are vital to a community. There should be somewhere local for a person to go so that they can receive care without having to go to the hospital as the hospital in Blanchardstown is not equipped to deal with a huge influx of people'

Comments/Analysis

Responses to this question are similar to the responses to other questions asked about the services provided by the Northern Area Health Board and other healthcare providers. There is a clear opinion amongst local residents in Dromheath, Parslickstown and Wellview that the health services in Mulhuddart are inadequate and inappropriate for a population of close to 2,500 people – 81.8% of the questionnaire respondents felt that the current health services are either poor or very poor. These conclusions demonstrate

the desire of local people for a multipurpose and comprehensive healthcare facility to be located directly within the Mulhuddart area, a facility like the proposed new Health Centre for the area. There can be little doubt that the development of this Health Centre, incorporating a range of healthcare services, would significantly decrease the number of local people who are very dissatisfied about the existing levels of healthcare provision within the Mulhuddart area.

9. CHILDCARE AND CHILD DEVELOPMENT

Question 28

Do you have childcare needs?

Statistical Outcomes

| Childcare Needs | Numbers | |
|-----------------|---------|---------|
| Yes | 188 | (39.3%) |
| No | 290 | (60.7%) |
| | 478 | |

Comments/Analysis

It is considered that the 188 questionnaire respondents who stated that they had childcare needs represents a fairly high proportion of families with young children in the Dromheath, Parslickstown and Wellview estates – many other households either do not have any children or have children who are beyond the childcare age/stage. In this context the figure of 188 (39.3%) households with childcare needs probably represents over half of the families in the Dromheath, Parslickstown and Wellview estates. On the basis of the comments contained in the questionnaires it is evident that the balance of families with young children do not feel that they have any outstanding childcare needs and are happy to look after their child(ren) within the home environment. In relation to the 188 households with childcare needs it is evident that the provision of affordable and accessible childcare represents one of their priority requirements in the near future.

Question 29

What are your particular childcare needs?

Statistical Outcomes

Of the 188 households with childcare needs the following represent the main types of childcare provision which are required by these households:

| Type of childcare provision | Numbers | |
|-----------------------------|---------|---------|
| Crèches | 113 | (34.1%) |
| Afterschool groups/clubs | 94 | (28.4%) |
| Drop In/Sessional | 49 | (14.8%) |
| Full Daycare | 39 | (11.8%) |
| Playgroups/playschools | 21 | (6.3%) |
| Playgrounds/play areas | 15 | (4.6%) |

Comments/Analysis

The outcomes from this question would suggest that a range of different childcare services need to be developed within the Mulhuddart 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). The responses to this question would indicate that the provision of childcare should not merely be viewed from a labour market perspective and the extent to which parents will be in a position to take up employment and training 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 Mulhuddart area would enable these women to have some time to themselves and to attend to duties/tasks which are different or impossible if they are looking after their children on a full-time, permanent basis. The responses to this question also demonstrate the extent to which many parents view quality childcare as being very important in the physical, emotional, and intellectual development of their children as well as being a mechanism through which parents can access employment/training and have some time for themselves and their own needs.

Question 30**To what extent are your childcare needs being met?*****Statistical Outcomes***

Of the 188 households with childcare needs the following represent the extent to which these childcare needs are currently being met within the Mulhuddart area:

| Childcare needs being met | Numbers | |
|---------------------------|---------|---------|
| Yes/Completely | 16 | (8.5%) |
| Yes/In a limited way | 18 | (9.6%) |
| Not at all | 154 | (81.9%) |
| | 188 | |

Direct Quotes

'I am a girl on my own with my children and it would be great to be able to go to work, knowing that there is someone looking after my children'

'My son is bored during the day. There are only so many times that you can walk around the park or go to the Centre. A playschool would be great'

'I cannot work because of ever mounting childcare costs'

'My family juggled minding my children and eventually my partner had to leave work because we could not find appropriate childcare'

'I would love to return to full-time or part-time work but can't because of the lack of daycare for my pre-schoolers'

'I have turned down job offers for afternoon employment because I have no-one to look after my son. His school timetable dictates my employment availability'

'My sister minds my kids – the crèche is too expensive'

'I could work full-time if more affordable childcare was available'

Comments/Analysis

The childcare needs of parents and children living in the Dromheath, Parslickstown and Wellview estates are only being met in a very limited way, with 81.9% of questionnaire respondents stating that their childcare needs were not being met at all. A further 9.6% of respondents stated that their childcare needs are only being partly met, with existing childcare arrangements being either unsatisfactory and/or of a very temporary nature. The two main reasons for childcare needs not being met in Mulhuddart relate to the relative absence of crèches, full daycare services, afterschool groups/clubs, playgroups etc.; and the prohibitive cost of the childcare services which are currently available in the area. These outcomes would suggest that there is an urgent need to develop a significant number of childcare services and facilities in Mulhuddart, services/facilities which would be accessible and affordable, and which would provide a flexible response to the varying childcare needs of parents and children within the Mulhuddart area.

Question 31

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

Statistical Outcomes

| Childcare provision to be developed | Numbers |
|-------------------------------------|--------------------------|
| Crèches | 172 (34.3% of responses) |
| Afterschool groups/clubs | 102 (20.3% of responses) |

| | | |
|----------------------------|-----------|----------------------|
| Full Daycare | 51 | (10.2% of responses) |
| Drop In / Sessional care | 40 | (8.0% of responses) |
| Playgroups/Playschools | 38 | (7.6% of responses) |
| Childcare Centre | 37 | (7.4% of responses) |
| Playgrounds/Play areas | 34 | (6.8% of responses) |
| Mothers and Toddlers group | 12 | (2.4% of responses) |
| Others | <u>15</u> | (3.0% of responses) |
| | 501 | |

Comments/Analysis

On the basis of the number of responses to this question, it is estimated that over 300 of the respondents to the questionnaires put forward recommendations and suggestions in relation to the future development of childcare services within the Mulhuddart area. This figure of over 300 is considerably higher than the 188 households who stated that they had immediate and direct childcare needs (see question 27) – this outcome would suggest that a majority of people in Mulhuddart 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. Therefore, there is a community-wide recognition of the benefits to be accrued by the development of a comprehensive range of childcare services within the Mulhuddart area.

In relation to the particular types of childcare provision which need to be established in Mulhuddart, the responses to this question would suggest local residents feel that crèches and afterschool groups/clubs are the two key childcare priorities – 54.6% of the questionnaire respondents identified these two forms of childcare provision as the most important childcare needs within the Mulhuddart area. It is also important to note, however, that a reasonable proportion of the respondents felt that an integrated and co-ordinated range of childcare services should be provided within the Mulhuddart 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, and services which would present a range of options and alternatives that would serve to meet the social, economic and employment circumstances of parents within the Mulhuddart area.

10. COMMUNITY ACTIVITY

Question 32

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

Statistical Outcomes

| Involved in local community group/organisation | Numbers | |
|------------------------------------------------|------------|---------|
| Yes | 82 | (17.2%) |
| No | <u>396</u> | (82.8%) |
| | 478 | |

Comments/Analysis

There is a reasonably high level of participation from local residents in the work of community groups, youth groups and voluntary organisations which are operational within the Mulhuddart area – nearly one in five households have a family member who is carrying out voluntary work on behalf of a local group or organisation. The levels of participation in local community activities range from 33.4% amongst households in Dromheath to 10.6% amongst households in Parslickstown. This significant variation in the levels of community involvement is primarily due to the fact that people in Dromheath have generally lived within the Mulhuddart area for a considerably longer period of time than their counterparts in Parslickstown and have become more connected with the community infrastructure within the Mulhuddart area.

In overall terms, the fact that nearly one in five households have a family member involved in local community activities is a positive development and demonstrates the commitment of many local people in the Dromheath, Parslickstown and Wellview estates to improving the quality of life and to providing social, recreational and leisure opportunities for local people who live within these estates .

Question 33

If involved in local community activity, please specify which group or organisation

Statistical Outcomes

The following are the local community, sporting and other voluntary groups/organisations with whom local people living in the Dromheath, Parslickstown and Wellview estates are involved:

| Group/organisation | Numbers |
|--------------------------------------------|-----------|
| Local football clubs | 22 |
| Womens groups | 5 |
| Dancing groups/clubs | 5 |
| Barnardos | 5 |
| Mulhuddart Community Centre | 4 |
| Rhinestone Club | 4 |
| Youth groups/organisations | 4 |
| Board of management, local school | 3 |
| St. Vincent de Paul | 3 |
| Parslickstown Community Playgroup | 3 |
| Folk group | 3 |
| Food Project | 3 |
| Ladyswell Swimming Club | 3 |
| Others (15 different groups/organisations) | <u>24</u> |
| | 91 |

Comments/Analysis

The outcomes from this question would suggest that local people living in the Dromheath, Parslickstown and Wellview estates are involved in close to 30 different local groups and organisations within the Mulhuddart area. These outcomes are an indication of the range of community and voluntary groups/organisations which are operational within Mulhuddart, and of the diverse interests of local residents eg. sporting groups, youth groups, womens group, childcare groups, cultural groups, groups which provide services/money to needy people/families within the Mulhuddart area. Responses to this question, and to other questions asked in the survey, would also demonstrate that there are many more people in Dromheath, Parslickstown and Wellview areas who would be willing to commit their time and expertise in supporting the work of local community, sporting and cultural groups/organisations within the Mulhuddart area. A challenge for these groups/organisations, and for the broader community sector within Mulhuddart, is to promote their work and activities within the area; and to devise recruitment strategies which would enable/encourage more local people to volunteer their services to the ongoing development of these groups/organisations and to assist in the delivery of actions and activities being provided by these groups/organisations.

Question 34

Can you name any of the local community, youth, voluntary groups and organisations which are active in Mulhuddart?

Statistical Outcomes

A total of 261 (54.6%) of the questionnaire respondents could not name any local community, youth or voluntary group/organisation which is active in the Mulhuddart area.

Of the remaining 217 (45.4%) respondents the following are the groups/organisations named by these survey respondents:

| Name of group/organisation | Numbers |
|-----------------------------|-----------|
| Football clubs | 92 |
| Rhinestone club | 70 |
| St. Vincent de Paul | 36 |
| Ladyswell Swimming Club | 28 |
| Youth clubs/groups | 18 |
| Food Project | 15 |
| Barnardos | 15 |
| Hip Hop club | 14 |
| Drugs groups/projects | 14 |
| Line dancing | 13 |
| Fit teens | 11 |
| Womens groups | 9 |
| Mulhuddart Community Centre | 9 |
| Irish dancing | 7 |
| WEB | 6 |
| Over 55s | 6 |
| Others | <u>32</u> |
| | 298 |

Comments/Analysis

There is a relatively low level of public awareness about the scale and extent of community activity in Mulhuddart. More than half of the questionnaire respondents were unable to name any community, sporting or voluntary group/organisation which was involved in providing services and activities within the Mulhuddart area. The level of understanding and knowledge about the work of these groups/activities ranged from

58.4% of people in Dromheath who were able to name a local, community group/organisation to 31.2% of people in Parslickstown who were able to name a local group/organisation. This disparity, in relation to awareness of local community activity, can be explained by the fact that residents in Dromheath have generally been living within the Mulhuddart area for a longer period of time and have had more opportunities to find out about the work and activities of local groups/organisations. In overall terms, the level of understanding and knowledge about groups operating within the community and voluntary sector within Mulhuddart is disappointing, and serves to emphasise the need for mechanisms/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 within the Mulhuddart area.

Question 35

Can you name any community building/facility in the Mulhuddart area?

Statistical Outcomes

| Community Building/Facility | Numbers |
|-----------------------------|--------------------------------|
| Parslickstown House | 238 (49.8% of respondents) |
| No. 10 Dromheath Avenue | 140 (29.3% of respondents) |
| Buzzardstown House | 128 (26.8% of respondents) |
| New Community Centre | 24 (5.0% of respondents) |
| Church | 16 (3.3% of respondents) |
| Room 17, Ladyswell School | 14 (2.9% of respondents) |
| Barnardos | 9 (1.9% of respondents) |
| NABCO Hall | <u>7</u> (1.5% of respondents) |
| | 576 |

Comments/Analysis

There is a reasonable level of awareness about the community buildings and facilities which exist within the Mulhuddart area. Over 68% of the questionnaire respondents were able to name one or more community buildings/facilities – this figure compares to only 45.4% of respondents who were able to name a local community group or organisation. This type of outcome would suggest that whilst a relatively high percentage of local residents living in Dromheath, Parslickstown and Wellview are aware of the existence of various community buildings and facilities, a significantly lesser

number of people have an understanding of the actual activities which take place within these buildings and of other community services within the Mulhuddart area. It is encouraging, however, that over 68% of the local residents in the Dromheath, Parslickstown and Wellview were able to identify a community building/facility in Mulhuddart – the next challenge seems to be to make these buildings more relevant and accessible to the local population and to promote greater usage of the facilities by local residents living within the Mulhuddart area.

Question 36

What is your view of the community spirit in Mulhuddart?

Statistical Outcomes

| | View of community spirit in Mulhuddart | |
|--------------|----------------------------------------|---------|
| Strong | 19 | (4.0%) |
| Good | 48 | (10.0%) |
| Alright | 47 | (9.8%) |
| Poor | 107 | (22.4%) |
| Very Poor | 171 | (35.8%) |
| Non Existent | <u>86</u> | (18.0%) |
| | 478 | |

Direct quotes

‘There is no doubt that we have come a long way and a lot of people have put in a lot of effort and hard work. But we still have a long way to go’

‘Those who done things in the beginning have left the area and were not appreciated. A certain element destroy or intimidate others trying to improve the area’

‘There used to be a good community spirit – not any more’

‘Community spirit would be stronger if we had proper facilities’

‘No civic pride in the area – people are not taking responsibility and are blaming things on the County Council and the gardai’

‘It was better 10 years ago – it is getting back again with new people more active in what is going on’

‘Originally community spirit was very strong but is has waned over the years. But I feel that we could restore community spirit if we were given help and back-up from relevant agencies’

'Most people don't care what goes on. There is a lot of vandalism. Nobody can do anything for fear of reprisal'

'Mainly good community spirit. Unfortunately it has been thwarted by some bad elements and poor communications between Fingal County Council, the gardaí and tenants, leading to distrust and frustration'

'Parents are afraid to get out there and show some community spirit because they would be made to look stupid by trying to get in there to improve things'

'People are afraid to come together as they will get hassle afterwards'

'Children seem to be allowed to run amok in gangs without any parental involvement and with total lack of regard for neighbours. Parents are responsible for this'

'It feels like it is a case of 'why it is only Ladyswell or Mulhuddart so it doesn't matter, it will do'. Well I for one am sick of being treated like a second class citizen. There are a lot of lovely people here and we deserve better'

'Everyone seems to have neighbours from hell. These people are not answerable to anyone. Not one night goes by but there are people who have had their property damaged, cars burnt out or speeding up and down for hours. Teenagers regularly have drinking parties on street corners and in the fields'

'Community spirit is gone very weak because people would prefer to keep to themselves now that the area has gone so bad'

'When we first moved here there was a residents association and people were interested in the community. That interest seems to have gone'

'I feel that there is a lot of potential in the area. There are a lot of people just waiting for the opportunity to help in doing something for their children and themselves. I think that we as residents of Mulhuddart deserve our own basic rights as a community (i.e. shops, post office, bigger school, play areas, sporting activities) – it is not too much to ask for'

'If the area was cleared of scumbags I think there would be a strong sense of community spirit – at the moment it is very weak'

'It is sad because the majority of residents do their best to keep their families in check but I fear that the additional housing is too great for the infrastructure of the area to cope with'

'When we came here first everybody helped and cared for one another. Now people feel so frustrated at not being able to do anything to help the area they just give in and lose hope'

'People's spirits are broken – they don't stand together anymore'

'I think it would be better if people saw something being done to improve their living conditions, and the Council and the gardaí getting rid of the scumbags'

'In some respects the spirit is second to none. But the neighbourhood is being held back by a minority of people living in the area'

'Strong community spirit but morale is low at the moment because of the lack of local government support'

'There is still a strong community spirit in Mulhuddart but with the lack of facilities and the amount of vandalism, car/house theft and antisocial behaviour people have just given up'

'If the parents were to be held responsible for their children, and the gardaí and Council had the authority to deal with antisocial elements everything else could be overcome'

'Very strong on the Dromheath side, weak on the Parslickstown side'

'People are nice but want to keep to themselves. Therefore, there is not much community spirit'

'I think that there is no community spirit in the area and the attitude is that if they don't watch out for me, why should I watch out for them? If I report anything there will be a negative comeback'

'Community spirit is very weak. I think that this is because we have been made so many promises over the years and then let down that people have just lost heart'

'Only a small minority of the community make it an unpleasant place to live and to bring up children'

'I think that out of the 14 houses on our road, about 10 could have good community spirit. I think it depends on people themselves'

'Most families are not actively involved. In the past promises were made but nothing happened. So people just gave up'

'I think that there is a strong community spirit but living in an area with all the destruction and negativity and lack of all facilities will eventually weaken it and people will start using it as a stepping stone to moving on'

'A weak community spirit as people are afraid to come together as they will get hassled afterwards'

'I think it depends on what area you live in. Some of the areas of Parslickstown, Tyrellstown and Dromheath have a strong sense of community spirit, other areas are very weak'

'There is no sense of community spirit in Mulhuddart. I feel that people are losing interest due to the increase in antisocial behaviour and crime. There is no direction or interest because there is nothing there for them'

'Sr. Peggy and the Sisters of Cluny, Fr. Eugene Taffe and Bernie Cawley are a great asset to the area'

'People are depressed, they are just passing their years rearing kids. If you have any intelligence you only have to look into their faces'

'A bit of a mixture. Sometimes there is a real sense of community spirit and other times it is non-existent'

'I think it could be improved if everyone took an interest in their own area'

'Non-existent due to a strange mix of people. Quiet, respectable people who just want to live their lives in peace and go about their daily business are forced by Fingal County Council to live on the same estate as car thieves, house burglars and criminals'

'There is no co-operation and no community spirit'

'Overall, community spirit in this area feels very low. Nobody really seems to care. There is a great feeling of apathy'

'Community spirit is there but it is very weak. We all need to pull together to get everything we need'

'The community spirit is non-existent because the parents do not watch their kids and let them do what they want. We had bad times with our neighbours because some of them take drugs'

'I came from a very close-knit community in Coolock – people that did not have much but there was a tremendous spirit. Unfortunately that same kind of spirit does not exist in Mulhuddart'

'Community spirit is very weak because people are fed up with being ignored'

Comments/Analysis

The morale of communities living within the Dromheath, Parslickstown and Wellview estates is currently at a very low ebb – with 74.2% of questionnaire respondents feeling that community spirit was either weak, very weak or non-existent. The responses from questionnaire respondents would suggest that community spirit has declined significantly in recent years. There are a large number of references in the questionnaires to the community spirit which used to exist within the Mulhuddart area and there is a fairly strong community view that this spirit has been eroded through a combination of crime, antisocial behaviour, drugs, joyriding and the lack of basic facilities and amenities

within the Mulhuddart area. 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 before and have been let down on many occasions').

There is also a view, however, that community spirit can be revived and recreated within the Mulhuddart area. Most of the residents have not yet arrived at the stage of hopelessness and despair, and the responses to the questionnaires would indicate that there is still some hope that Mulhuddart can become a better place to live and can become a stronger and more confident community. Answers to other questions in the survey would suggest that there is a significant number of people in the Dromheath, Parslickstown and Wellview estates who would be prepared to volunteer their services and their skills/expertise to the work of local groups within the Mulhuddart area. It is also evident, however, the likelihood of these people becoming more actively involved and helping to build up the community spirit in Mulhuddart will be connected to the extent to which outstanding issues/problems within the area can be satisfactorily resolved – namely issues/problems relating to crime, antisocial 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 Mulhuddart area.

11. COMMUNITY RESOURCE CENTRE

Question 37

What type of sporting activities would you like to see in the Community Resource Centre?

Statistical Outcomes

| Sporting Activity | Numbers |
|---------------------|----------------------------------|
| Indoor Football | 224 (46.9% of respondents) |
| Basketball | 159 (33.3% of respondents) |
| Pool/Snooker | 123 (25.7% of respondents) |
| Table Tennis | 68 (14.2% of respondents) |
| Judo/Karate | 67 (14.6% of respondents) |
| Tennis | 53 (11.1% of respondents) |
| Badminton | 51 (10.7% of respondents) |
| Aerobics/Gymnastics | 46 (9.6% of respondents) |
| Darts | 33 (6.9% of respondents) |
| Boxing | 23 (4.8% of respondents) |
| Volleyball | 10 (2.1% of respondents) |
| Others | <u>56</u> (11.7% of respondents) |
| | 913 |

Comments/Analysis

Over 90% of the questionnaire respondents expressed some type of preference for the sporting activities which might take place within the Community Centre in Mulhuddart. This outcome would suggest that local people have a certain level of enthusiasm about the Community Centre and have clearly identified the ways in which the centre might increase the range of sporting and recreational options to be made available to local residents in the Mulhuddart area. The responses from the questionnaires would also indicate that many local people living in the Dromheath, Parslickstown and Wellview estates are looking forward to the opening of the Community Centre and recognise the positive alternatives which the centre will provide, especially for children and young people living within Mulhuddart. In relation to the types of sporting activities which local people would like to see organised in the Community Centre, 55.4% of respondents suggested that indoor football, basketball and pool/snooker should form key elements within the sporting programme in the Community Centre.

Question 38

What type of information would you like to see provided in the Community Centre?

Statistical Outcomes

| Information Required | Numbers | |
|-----------------------------------------------------|-----------|------------------------|
| Local news/information | 158 | (33.1% of respondents) |
| Social welfare/Welfare Rights | 139 | (29.1% of respondents) |
| Drugs information/advice | 66 | (13.8% of respondents) |
| Information on educational courses | 59 | (12.3% of respondents) |
| Information on jobs/employment | 49 | (10.2% of respondents) |
| Legal advice/legal aid | 41 | (8.6% of respondents) |
| Provision of forms (medical, dental, passport etc.) | 34 | (7.1% of respondents) |
| Health information/family planning | 30 | (6.3% of respondents) |
| Others | <u>24</u> | (5.0% of respondents) |
| | 600 | |

Comments/Analysis

Approximately 75% of the questionnaire respondents named particular information needs/gaps which could be provided by information services organised through the Community Centre. This outcome is an indication of the information deficit which exists within the Mulhuddart area and the ways in which local people would like more information about issues relating to activities/events taking place within the local area, about social welfare entitlements and benefits, about legal issues (especially in relation to family law and marital breakdown), about drugs, about educational courses and about jobs/employment opportunities. It is particularly interesting that 158 of the questionnaire respondents identified the provision of information about local activities/events and the work of local groups as a priority information need – this type of outcome is directly linked to the large number of residents who could not name any local community group or organisation in the Mulhuddart area (see question 34) and is further evidence of the need to develop strategies through which more local people can become more informed about the range and breadth of community groups and organisations which are carrying out work in Mulhuddart.

Question 39

What type of entertainment would like to see organised in the Community Centre?

Statistical Outcomes

| Entertainment to be provided | Numbers |
|-------------------------------------------------|----------------------------------|
| Bingo | 173 (36.2% of respondents) |
| Social occasions/shows/parties/ fun nights | 120 (25.1% of respondents) |
| Drama/Plays | 103 (21.6% of respondents) |
| Discos for children and young people | 93 (19.5% of respondents) |
| Line dancing/Modern dancing | 82 (17.2% of respondents) |
| Quizzes | 33 (6.9% of respondents) |
| Activities for older people/ senior citizens | 29 (6.1% of respondents) |
| Day trips for families/children | 25 (5.2% of respondents) |
| Arts and crafts | 25 (5.2% of respondents) |
| Irish dancing | 23 (4.8% of respondents) |
| Others | <u>57</u> (11.9% of respondents) |
| | 763 |

Comments/Analysis

One of the most interesting outcomes from this questionnaire relates to the extent to which local people living in the Dromheath, Parslickstown and Wellview estates expressed a clear desire for the organisation of entertainment activities which would provide opportunities for them to socialise and to meet with other people living within the Mulhuddart area. Over 80% of the interview respondents named one or more entertainment activities which they would like to see organised in the Community Centre and a large number of respondents stated that these activities would help to break down barriers in Mulhuddart, would be of assistance to people who were feeling lonely or isolated and/or would contribute to the process of community revival and community renewal. Whilst the organisation of bingo sessions was the first entertainment preference, it is also interesting to note that the organisation of social events (eg. shows, fun nights, pantomimes, talent competitions) was the second entertainment preference of local people – this outcome would serve to emphasise the important role which the Community Centre can play in creating opportunities for local people to get to know each other, to socialise and to build new relationships.

Question 40

How can you participate in the delivery of services and activities in the Community Centre?

Statistical Outcomes

| | Willing to provide help/services to the Community Centre | |
|-----------------------|----------------------------------------------------------|---------|
| Yes | 229 | (47.9%) |
| Perhaps/Maybe | 34 | (7.1%) |
| Don't know/No comment | 112 | (23.4%) |
| No | <u>103</u> | (21.6%) |
| | 478 | |

Comments/Analysis

It is very encouraging that nearly 50% of the questionnaire respondents stated that they would be willing to contribute their time and their skills to the development of the new Community Centre in Mulhuddart. In analysing the outcomes from the questionnaires it is evident that local people in the Dromheath, Parslickstown and Wellview estates possess a wide range of different skill and talents – sporting skills, musical skills, dancing skills, skills in working with children and young people, skills in organising activities and events, computer and information technology skills, leadership/management skills etc. Many of the people with these types of skills (whose skills and contact details are set out in the questionnaires) would be willing to contribute voluntary time and effort to the ongoing development of the Community Centre. At the broader community level it is also considered that the 229 local people who stated that they would be prepared to contribute their services to the Community Centre would also be interested in getting involved in other community, voluntary activities within the Mulhuddart area.

The positive outcomes from this question would indicate that local people in the Dromheath, Parslickstown and Wellview estates do have an interest in contributing to the development of their own area; and that, if the appropriate opportunities arise (eg. through participation in the delivery of activities in the Community Centre) they would volunteer their services on a voluntary basis. This is a further demonstration and indication of the fact that whilst the community spirit might be fairly low within Mulhuddart at this present moment in time, there is potential for this community spirit to be revived and that there are a large number of local people who are willing to support this process of community revival and community regeneration.

12. HOPES / FEARS FOR THE FUTURE

Question 41

What are your hopes for the future of Mulhuddart?

Statistical Outcomes

| Hopes for the future | Numbers |
|-------------------------------------------------------|----------------------------------|
| To be a better place to live | 185 (38.7% of respondents) |
| To become a safer place to live | 111 (23.2% of respondents) |
| To be provided with services and facilities/amenities | 68 (14.2% of respondents) |
| That the area will be cleaned up and maintained | 55 (11.5% of respondents) |
| That it will settle down | 44 (9.2% of respondents) |
| That community spirit improves | 43 (9.0% of respondents) |
| To get rid of antisocial problems | 38 (7.9% of respondents) |
| To become drug free | 24 (5.0% of respondents) |
| Others | <u>48</u> (10.0% of respondents) |
| | 616 |

Direct Quotes

'That there should be a clamp down on gangs, joyriders and drug dealers'

'To be left with a little bit of green space'

'By filling in this questionnaire, that things will be done'

'Kids to grow up in a drug free area – to be healthy and happy'

'That the Community Centre will provide a proper place for young children and for the older generation'

'I hope that the antisocial behaviour will be wiped out to some degree. It would be nice to feel safe walking in your own area'

'I hope not to have to move out. It could become a beautiful place if people gave it a chance and worked together to make a lot of the wrongs right'

'That things will get better and that we are not filling out another questionnaire on the needs of the area in another 17 years time'

'That everybody would get on and let people live in peace and have respect for each other'

'By doing this questionnaire it gives me a little bit of hope for the future of Mulhuddart as I know that there is somebody out there who cares for Mulhuddart'

'To be able to live in peace'

'We hope that there can be more toleration for families and individuals who wish to be different'

'I hope that the future will get better for the children who are growing up in the area'

'I love my home, I just hope the area improves'

'Not to become like the old Corduff'

'I hope Mulhuddart improves as it could be a great place to live if everyone pulled together'

'To become a cleaner, safer drug free area where we could all sleep better at night, not watching out for scumbags, robbed cars and robbed houses'

'That you can live in your own home without being hassled and you can let your kids play on the road without picking up needles'

'That we can all live in peace, not living in terror of what is going to happen next and to have a night's sleep'

'To get rid of the drug dealers, the joyriders and the junkies'

'To be left alone with my children'

'That we can all live together without the hassles or worries. That people stop living in fear for their families. That drugs stop being sold here on our own doorstep'

'That law and order prevails here, and that people are proud to live here'

'That the Council will stop putting drug users in here and will start vetting the people who are moving in here. Get rid of the troublemakers we have and don't give us any more of them'

'That we all pull together for a better community and no more robbed cars, drugs etc. A better life for my son – he shouldn't have to grow up with all that stuff around'

'To get back on its feet like 10 years ago'

'That it will be a place that people will be proud to live in'

'I would like Mulhuddart to be a better place to live for my children so that when they reach teenager stage there are things for them to do'

'That our children grow up proud to be from Mulhuddart'

'I hope that the youth of the area would take a lot of pride as they might want to live here when they get older'

'That the area will be respected by those who live in it'

'I hope that the people will stand up to the lowlifes that are running the estate at the moment'

Comments/Analysis

On the basis of the responses to this question, it is evident that the main hope of local residents living in the Dromheath, Parslickstown and Wellview estates is that Mulhuddart becomes a better place to live, a safer place to live, a more settled place to live. The current situation with the estates is fairly volatile, unpredictable and changeable, with local people having constant worries about the safety, security and well-being of themselves and their family members. The responses to this question, in relation to hopes for the future of Mulhuddart, would strongly indicate that many local people have extreme concerns about the ways in which criminal and antisocial behaviour is beginning to destroy the area; and that the main hopes for the emergence of a brighter and more vibrant future for Mulhuddart are significantly dependent on eradicating this criminal/antisocial behaviour and making Mulhuddart a safer and more secure place in which to live.

The responses to this question would also demonstrate the concern which parents have for the future welfare, well-being and happiness of their children. Whilst parents recognise that the current situation in Mulhuddart is far from good (on account of criminal/antisocial behaviour, lack of basic facilities and amenities), many parents still hope that the future might be better for their children; that the Mulhuddart of the future will be freed of the scourge of criminal and antisocial behaviour; and that Mulhuddart will have the range of services, facilities and amenities which are to be expected in an area with a population of close to 2,500 people. In this context, many adults/parents are more worried and concerned about the hope/prospects for the next generation than they are for their own personal development and survival within Mulhuddart.

Question 42

What are your fears for the future of Mulhuddart?

Statistical Outcomes

| Fears for the future | Numbers |
|----------------------------------------------------|----------------------------|
| That it will get worse | 147 (30.8% of respondents) |
| That the drugs problem will become more widespread | 113 (23.6% of respondents) |
| That nothing will happen | 98 (20.5% of respondents) |
| That joyriding/robbed cars will continue | 77 (16.1% of respondents) |

| | | |
|------------------------------------------------|-----------|------------------------|
| That decent people will leave | 23 | (4.8% of respondents) |
| That it will become too built up and congested | 20 | (4.2% of respondents) |
| Others | <u>55</u> | (11.5% of respondents) |
| | 533 | |

Direct Quotes

- 'That the place will hit rock bottom'*
- 'That the decent people have moved out as so many have already'*
- 'That the area will continue to be neglected and get worse'*
- 'That we will be forgotten about'*
- 'If there are no changes, there is no future'*
- 'That drugs will take over'*
- 'That the most vulnerable will end up dead'*
- 'That my children will get involved in drugs'*
- 'I fear for the life of my child if something is not done'*
- 'That the scumbags will take over and that the decent people will leave'*
- 'That it will get out of control'*
- 'That it will turn into a worse kip than it is already'*
- 'That the area will become a ghetto if there are no changes'*
- 'That nothing will happen to all of these questionnaires'*
- 'If things don't change, we have no hope'*
- 'If the Council stick to their promises we will have a future – we are the land that time forgot'*
- 'That it will be taken over by the drug element and the stolen car element, that it will go down the tubes'*
- 'That I will become afraid to live here'*
- 'That the mobs will totally take over and totally destroy Mulhuddart, and that they will poison the minds of the younger kids and people coming into the area'*
- 'That drugs will take over and that some innocent person will be killed by the joyriders'*
- 'My fear would be to lose one of my children to crime or drugs'*
- 'That it will become a no-go area and that the antisocial behaviour will get out of control'*
- 'Mulhuddart is like a time-bomb – it is waiting to explode'*

'I believe that there is no point in filling in this form, giving our views, saying what we need and don't need – because nothing will be done by the Council or anybody else'

'Always worrying that my house is going to get broken into again'

'That the drugs and the crime just keep getting worse. I fear that it will end up a no-go area and that we won't be able to step out at night or sleep easily in our beds'

'Constant building means that it will take forever for the community to settle'

'That the area will be neglected and become dirtier'

'That we will be totally forgotten about'

'That it will be taken over by those who live with a negative attitude and people will just exist here rather than live here and be afraid to come out'

'That it will completely fall apart and be too horrible to live in'

'That some child will end up dead from a robbed car or from used needles'

'That nice people in the area will move out because of fear'

'That it will become a dirty, rundown area that is ruled by gangs'

'It will be like Beirut if nothing changes'

'That relatives will stop visiting because so many of their cars have been robbed'

'That the thugs will destroy the area'

'That more drug pushers are housed in the area and people with a history of antisocial behaviour are let run riot and terrorise the decent people of Mulhuddart'

'That more innocent children's lives will be ruined by the drug pushing scum we call neighbours'

'That there is nothing for the children to do when they grow up'

'That my children will end up on drugs if we remain here much longer as the place is getting worse and the undesirables seem to get away with everything'

Comments/Analysis

The responses to this question concerning fears that local people have for the future of Mulhuddart tend to mirror the responses that local people have in relation to hopes for Mulhuddart 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 will get out of control, hopes/fears that the area will either become more dangerous/volatile or more settled/calmer.

Earlier references have been made in this document to the three major outstanding needs within the Mulhuddart area – to tackle the problems of criminal and antisocial behaviour, to provide basic services and amenities within Mulhuddart, to tidy up the

environment and open spaces. On the basis of responses to the question concerning fears for the future of Mulhuddart, it is evident that local residents feel that the greatest danger or threat to the future well-being of the area relates to the concerns about the personal safety and security of themselves, their families and their property. In relation to fears about living in Mulhuddart this issue is of a far higher priority than either the lack of services/facilities or the state of the environment and open spaces within the area. In this context, it is evident that a key priority for relevant statutory agencies and for local residents is to devise and develop strategies which would help to reduce the sense of insecurity/fear/terror being experienced by local residents, and to make Mulhuddart a safer and more secure place in which to live. The eradication of fears about personal safety and security is considered to be an essential pre-requisite in any strategy which might be developed to revitalise the Mulhuddart area.

Question 43

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

Statistical Outcomes

| To make Mulhuddart a better place to live | Numbers | |
|------------------------------------------------------|-----------|------------------------|
| Local people to stand together | 143 | (29.9% of respondents) |
| Better policing of the area | 93 | (19.5% of respondents) |
| Get rid of troublemakers | 79 | (16.6% of respondents) |
| More services, amenities and facilities | 54 | (11.3% of respondents) |
| Statutory agencies to take more interest | 48 | (10.0% of respondents) |
| Residents and agencies to work more closely together | 47 | (9.8% of respondents) |
| Evict drug dealing/antisocial tenants | 44 | (9.2% of respondents) |
| Parents to control their children | 23 | (4.8% of respondents) |
| Regular clean up of the area | 20 | (4.2% of respondents) |
| Others | <u>42</u> | (8.9% of respondents) |
| | 593 | |

Direct Quotes

'Scumbags to be evicted'

'For the County Council and the police to get tough on antisocial behaviour'

'Everyone to pull together to make it a better place to live'

'Everybody to stick together and help one another'

'Community to come together'

'That people respect each other more in the area'

'Antisocial people to be evicted so that we can live in peace'

'People to come together to act to make Mulhuddart a better place to live'

'Local councillors to take an active interest in helping people who voted them in'

'County Council should show an interest in the area – then local people would also take an interest in the area where they live'

'Good people need to stand up and be counted. Come out from behind your curtains and say what you see is wrong'

'For those that are causing trouble to be caught and not to be left out the following day'

'People need to realise that the estate is theirs, to either look after or let go to ruin'

'County Council, government and tenants to work together to improve our conditions'

'We have fought for years and got nowhere and we are still no better off. It will go on and on until we have co-operation from the gardaí and the County Council to get the troublemakers out and to keep them out'

'If there is law and order the rest can be sorted out with the help of the Council. We have no chance unless law and order is enforced'

'A complete change – give us a chance'

'I just wish we were like we used to be'

'To organise a meeting or something similar to highlight the needs of the area and to root out those who are holding us back'

'For anything to work the people of Mulhuddart must feel that the Council and other statutory agencies have a genuine interest in both helping and supporting the community. It is not a time for finger pointing but we have been let down badly in the past. This survey is only worthwhile if positive steps are taken quickly to show that ideas are being put into action – we have to see action to have faith'

'The eviction of all scumbags that are causing the majority of trouble in the area'

'If it is possible to change the attitudes of the antisocial minority, it will stop the negative influences and the effect they are having on the new generation'

'Parents need to make sure that they know what their children are doing and where they are at all times'

'Enforcement of the law by the gardaí, for juveniles to be punished for breaking the law or for their parents to be held responsible'

'For parents to realise that their children are not always little angels'

'I think that Mulhuddart could be a great place to live if there was a little help from the tenants and local authority. We have a great Town Centre nearby, we just need better health services and transport in the area'

'Everybody needs to take more of an interest in their community'

'Better co-operation with the gardaí. We need to get together to sort out the troublemakers – we all know who they are'

'By doing surveys like this, it will let the relevant people know how we feel'

'When there have been crimes committed people should stand up for themselves and ring the police – and not live in fear'

'The Council needs to clean up the area and be harder on those who don't keep their living area clean and tidy'

'The County Council should implement their laws of evicting families who they know very well are causing problems. Estates are not the problem around here, certain families are'

'When I moved here 17 years ago I was only a kid but there was a youth club, football club and other activities to do. I do not know where all of that went to but I do think that something like that should be done again because there are so many kids and teenagers walking the streets doing nothing – and that is what gets them into trouble'

'More people, including myself, to get involved in what is happening'

'Residents to unite and to get rid of the troublemakers'

'County Council to improve services in the area – treat Mulhuddart more like Castleknock'

'The Council to remove the people selling drugs from their houses – the Council know who these people are'

'We need to pull together as a community, all residents must play their part and stand up and be counted'

'We need better facilities. The County Council are great at building houses but they forget about the needs of people who are already living here'

'The community need to come together to make Mulhuddart a better place to live'

'The families of the teenagers causing problems in the area need to take responsibility for them and to help try and sort out the problems'

'The main roads need to be sorted out. Need ramps on main roads in built up area, proper road signals for kids to learn, zebra crossings, traffic lights, good street lights for nighttime'

'Police, Council and community to work together to try and make Mulhuddart a better place'

'Parents to take responsibility for their own children'

'Council and gardaí to listen to residents – we live here and we know what is going on'

'Parents keeping their eyes on their kids. Parents being made responsible for their kid's actions. I think families who have children who cause trouble in the area should be penalised by being made to sort it out or leave their home. It is not fair for the many decent people who are trying to rear their families. We all deserve peace and quiet'

'Residents, gardaí and the County Council need to work together and to get rid of the very few troublemakers.'

'All drug dealers, joyriders and general scumbags should be removed'

'We need a voice to get our point across'

'Zero tolerance'

'Fingal County Council need to lay down rules and stick to them – no second chances'

'Things will get out of hand if we don't stand up to the thugs in the estate. We are strong enough to stop it'

'The Council should evict all scum out of the area and improve the general appearance of the area'

'We strongly need to get a feeling of community togetherness'

'To be treated as a human being, with respect'

'Police to actually care about their job, Council to stop talking and to take action'

'Everyone needs to pull together but I think that a lot of people are afraid'

'I think it is everybody's responsibility – men, women and children – to make Mulhuddart a better place to live. Especially adults – they can lead and teach their children, by example, to become responsible adults of the future'

Comments/Analysis

In response to this question concerning 'what needs to happen to make Mulhuddart a better place to live?' there are a number of key issues which recur on a regular and ongoing basis – the need to get rid of troublemakers (with Fingal County Council and the gardaí using their powers to evict people for antisocial behaviour); the need for relevant statutory agencies and local residents to work more closely together; the need for better services, facilities and amenities in the Mulhuddart area. The responses to this question, as evidenced in the direct quotes from local residents, also serve to highlight the strong feelings of anger, frustration and disillusionment which exist within

the local population in the Dromheath, Parslickstown and Wellview estates. There is a fairly strong view that now is the time for local people to come together, to stand up to the troublemakers and to try and ensure that Mulhuddart can become a better and a safer place in the future. It is encouraging that the most popular response to the question concerning ‘what needs to happen for Mulhuddart to become a better place to live?’ related to local people standing together and developing a stronger sense of community spirit – this outcome would strongly demonstrate that whilst help and assistance will be required/demanded from relevant agencies it is ultimately the responsibility of the local community itself to work through the problems and the difficulties which currently exist within the Mulhuddart area.

Local people are also saying, however, that it will be difficult if not impossible to turn the situation around without the active support and assistance of agencies like An Garda Síochána (in relation to criminal and antisocial behaviour), Fingal County Council (in relation to evictions for antisocial behaviour and regular clean-ups of the area) and the Northern Area Health Board (in relation to the provision of health and medical services within the area). In order to improve the quality of life and future prospects for local people living in Mulhuddart it is evident that what is required is a major programme of community regeneration, with local residents, local community groups/organisations and statutory agencies working closely together to overcome the present difficulties, to put in place an appropriate infrastructure of local services and amenities and to provide a certain level of hope for the future development of the Mulhuddart area. It is considered that if the necessary interventions and initiatives to improve the quality of life for local residents can take place over the next 3-5 years, there is every chance that Mulhuddart can overcome the present difficulties, that it will have the range of services/facilities which it deserves, that it can reclaim its community spirit and that it will become a vibrant and safe area within which to live and to bring up children.