

Summary of Analysis of Community Survey

Conducted between August and December 2006 by 'Living Stones' Church Plant Team, affiliated to 'Urban Expression'
Researcher Derek Purnell BA MPhil.

Survey Summary

This is a summary of a larger document¹ which by nature does not attempt express all the detail of the analysis. Hopefully it will give an insight into the information that was provided by residents of Troydale Estate. We would like to thank the residents of Troydale Estate for their cooperation and for TTRA for their support.

Purpose

Purpose of the community survey was to gain an understanding about the residents on the Troydale Estate and an understanding into how living there affects their lives. It is anticipated that the analysis will provide an insight into the issues that the residents face which can be investigated in further research by means of focus groups. The issues will then be considered to develop issue based Bible discovery group material focused on Luke's gospel.

It is hoped that a summary of the results of the survey will be of interest to the residents and community groups and may be a means of providing evidence of areas of need within this community.

Method

A proven questionnaire was examined and modified to serve the purposes of the survey. This was a mixture of factual and felt need questions, which made the research both qualitative, and quantitative. The questionnaire was discussed and considered by the local church plant team who functioned as a site team, this was then presented to supervisors² of Urban Theology Unit and Dr Peter Brierley of Christian Research. Suggestions were considered and modifications were made. The site team members including a several interested helpers were trained using the 'Interview Guidelines', which I had compiled for training other conducting community surveys. Troydale Tenants and Residents Association was informed about the survey and a letter of explanation was distributed to all homes on the estate prior to the interviews. ID cards were used and access to homes was not requested.

A site team member was always involved with each of the pairs of visitors to ensure strong local involvement.

I) About the people we interviewed on Troydale Estate

Age³

The responses to this question give us an idea of the ages of adult residents on the estate. It also demonstrates that the survey was taken across a proportionate group of ages. If the survey is representative of the estate it would appear to show the group that is predominate are in the middle ages (41 – 60), followed by a significant group over 60.

Numbers	Category	Ranking
1	Under 21	6
9	21 – 30	4
16	31 – 40	3
18	41 – 50	3
20	51 – 60	1
20	61 – 70	1
6	71 – 80	5
9	Over 80	4
1	No Answer	
100	Total	

Gender⁴

The balance of gender representation in this sample seems to be quite good though there may be a slightly greater number of females living on the estate than this survey suggests.

Numbers	Category	Ranking
59	Female	1
41	Male	2
100	Total	

Ethnicity⁵

This sample seems to confirm anecdotal evidence that the estate is predominately white with a small number of ethnic minorities and no Asian community to speak of. I am not aware of any racial issues on the estate though I have encountered a few people with racist attitudes.

Numbers	Category
1	Indian
2	Caribbean
2	African
87	White British
4	Irish
1	Any other White background)
2	Other ethnic background – 1 Iranian
1	Other (human being - interviewees comment)
100	Total

Relationships⁶

The majority of those interviewed were married (30%) closely followed by single people (27%) then came widowed (17%), followed by Divorced / Separated (16%), Living with partner (9%) and only one person did not answer the question.

Occupation⁷

These responses show that 65% are not in work (retired, unemployed or permanently sick), 6% are unavailable for work (2 housewives, 2 carers and 2 students), 20% are in work and 9% are unknown (interviewees chose not to answer the question).

Numbers	Category	Ranking
33	Retired	1
21	Unemployed	2
20	Working	2 (joint)
11	Permanently sick	3
2	Housewife	4
2	Student	4 (joint)
2	Carer for partner	4
9	Blank / N/A (8 female & 1 elderly man). ⁸	
100	Total	

Travel to work⁹

This part of the questions considers the trends regarding how far residents travel to work. The numbers initially appear to be low but out 20 who were in work there were 19 who responded. The obvious trend is that residents appear to work locally 2 – 5 miles from the estate however this does encompass the city centre.

How long people have lived on the estate?¹⁰

The initial question was to ascertain how long the interviewees have lived on the estate. It is particularly interesting that the largest group have lived on the estate over twenty years, most of whom have been there since the houses were built.

Cat. / L of Sett*	Under 1 year	1 – 5 years	6 – 10 years	11 – 15 years	16 – 20 years	Longer
Number of res	5	19	27	9	7	33

*Category (Numbers of residents) / Length of settlement.

The general impression given by these results is that the estate is fairly stable which would not be a surprise to those who live there

and probably reflects Newton Heath as a whole. The numbers for different periods of settlement do not appear to be uniform and it is surprising that there is a dip in the numbers that occur in '11 – 15 years' and '16 – 20 years', a low number for 'Under one year' might be expected in a fairly stable area.

Accommodation¹¹

There are two types of accommodation on the estate houses and flats, and all were initially Council built and owned. Regarding the houses there are two, three and four bedroom houses but questions regarding the size were not asked as it did not appear to be relevant to the research. The flats are all single bedroom.

Type of housing	Rented Council House	Rented Council Flat	Owner Occupied (house)
Numbers	61	21	18

Size of households¹²

Altogether there are 226 people living in the 100 homes of the residents that we visited of which 65 were under 16. This works out at an average of 2.26 people per home. The largest numbers of households visited were people living alone (35), the second largest number only two were in occupancy (34), which is fairly close to the average. The third largest number is homes with three or more in occupancy (31).

These results show that there does not appear to be overcrowding on the estate, in fact the reverse seems to be the case with the majority of people living in single occupancy or smaller family units. There was no direct evidence of extended family occupations, at least nothing significant that the numbers would suggest.

II) Behaviour – what people do

Frequently used facilities on the estate¹³

The facility with the highest use was the Library. The main use of the Library is for lending books though they also have a section for films, a well use Homework club, Computers and Internet facilities. There are a number of reasons for using the library as different groups use some of the meeting rooms there and there is a photocopying facility there, so it is not surprising that this has a significant community use. The next largest group claimed not to use any facilities on the estate, whether this is because they actually don't use any of the facilities that exist or that they were unclear what was meant by 'a facility' is difficult to ascertain, or whether they used a very strict criteria of what was on the estate. Of those listed in the list below only the Library, Health Centre, Ravi's (local shop), TTRA and the Pub ('Grovesnor Arms' – formerly the 'Glue Pot') are strictly on the estate.

List of facilities mentioned: Library, Post Office, Health Centre, Shops, Ravi's (local shop), TTRA, Pub, Astro turf, Canal tow path, Chemist, Church, Dustbin men, Lidl, Paper shop

My final comment on this question is to note that only 2% of the survey mentioned that they used the Pub.¹⁴

Transport used to get to work¹⁵

It is evident that the main mode of transport for getting to work is by car (9%), closely followed by bus (6%), walking (3%) also seem to be significant, others used Car share, Bike, Taxi and Train.

Social contact - conversations¹⁶

These results would appear to suggest that the residents on the estate are very sociable which would agree with personal experience.

The clear majority of personal contacts take place with neighbours (58%), which would appear to support the view that the residents are very sociable. The next highest category shows the value placed on

family (34%) followed closely by friends (27%). Then there are the contacts in the environments that we naturally engage with such as shops, work, and school.

It is troubling that those claimed not to have any daily personal contacts outside the home make up the fourth-largest category (8%), which could indicate that there are a number of lonely people on the estate. Although this is a small a percentage it is still worth noting.

Social contact – visiting homes¹⁷

It would appear that residents on the estate are engaged in a fair amount of social interaction in their homes. The incidence of visiting other's homes and being visited is fairly high both in the 'several times per week' and 'occasionally' in comparison to 'rarely' or 'never'. It is impossible to know whether these are planned or casual, short or long or whether people share meals or not. It would be fair to say there is a good indication that people on the estate are generally outgoing, hospitable and sociable.

III) Opinions

How friendly is then estate¹⁸

The residents interviewed were asked to select a number between 1 – 10 regarding how friendly they thought the area was, the higher the number the more friendly they thought the area was. The responses to this question, which assesses the friendliness of the estate, would strongly suggest that the interviewees perceive the area to be friendly. I would suspect that those that chose 5 saw the figure as in-between friendly and unfriendly and don't have a real bias either way but are probably not uncomfortable on the estate; this would account for 16%. If then, we consider 6 and above as those who perceive the area as friendly the percentage is 76%. As a resident on the estate for 27 years this does not surprise me, I personally did not fill in a survey form but would have rated the area at about 8.

The best thing about this community¹⁹

It is evident that the most valued aspect of the estate is the neighbourliness that exists. Despite the challenges that may have to be encountered with difficulties on the estate with others who live there, this shines through at 30%. In contrast to this 18% suggested there was 'Nothing' good about the estate. Though it would appear that this is a negative statement about the estate it cannot be assumed that this is necessarily a negative comment about the people in the community as eight rated 6-10 friendliness (four of which 9-10), eight rated 5 and only two rated below 5 (3 and 0). It is heartening to discover that 13%, the third largest group stated that the best thing about the estate was that they were able to enjoy peaceful lives.

The main problem on the estate²⁰

There is a very significant proportion (32%) of concerns registered regarding problems relating to children often mentioned as 'kids' this includes both younger children and teenagers. Concerns included drinking, drugs, riding motor bikes, roaming in gangs (younger ones as well as teenagers), truancy, bad language and generally antisocial behaviour.

The other side of the coin is evident as 9% expressed their main concern was that there was nothing for the children on the estate. This was confirmed by Councillors June Hitchen and John Flanagan that there was not in fact any youth provision for the whole of Newton Heath.²¹

It is important to note that the second largest grouping (14%) was 'No problems' several qualified that remark by say 'around here' so while they may not have been suggesting that there were not any problems on the estate they were not impacting them. This shows there is significant group who feel able get on with their lives.

About 6% mentioned issues related to general appearance of the

estate, which varies from area to area though dog fouling does appear to be consistent throughout the estate, this probably relates to the dogs that are allowed to wander unsupervised.

Anti-social behaviour from adults / families does not rate too highly (5%) partly through a general consideration for others and also from tolerance. The most common way this is dealt with is by the direct action of those affected. I can only speak of what I have witnessed, of neighbours challenging their neighbours regarding excessive noise or other behaviour. Occasional noisy parties appear to be accepted as part of life.

The key facility that is lacking on the estate²²

The responses to this question demonstrated that a very significant number (43%) of the interviewees felt that the key facility that is lacking on the estate relates to children and young people.

The clarity that is expressed is that there is a need of provision for both younger and older children, there however some vagueness regarding what that provision might look like.

The next most key facility lacking was regarded as Police / Wardens (12%). Other concerns related to: Shops, Leisure facility, Community Centre, Older people, Church, Litter; jobs getting done; visitors from TTRA; flower borders; more communication from the council; good old neighbours. 19% said "Don't know" or was left blank (13% / 6% respectively), 7% suggested there was 'Nothing' lacking.

The key group there is least facilities for?²³

The responses to this question reveal the overwhelming opinion of those interviewed that there is inadequate provision for children and young people on the estate. 58% of the interviewees specifically mentioned children and another 10% generally included children making a staggering 68%.

The second largest statistic relates the elderly, 22% of the interviewees specifically included the elderly and another 10% generally included the elderly making a significant 32%. While this is less than a half of the largest group it still represents almost one third of the sample.

Interestingly the one group that was anticipated but was missing was women, from the numbers alone the conclusion could be assumed that there is adequate provision for them or this might be just a lack of expectations. Only further research would verify this.

If resources were not a problem what would you change in the community?²⁴

This was an open question to consider what possibilities residents might suggest either positive or negative. The most striking observation was how practical and reasonable the vast majority of the suggestions were. Even the most ambitious suggestion, which may well not be necessary or desirable, was regarding 'Layout of Housing and Roads' such drastic changes have taken place in other urban areas and policies are in place in Manchester to ensure these matters are taken into consideration in urban planning.²⁵ The other observation would be once again the significant concern for resources for children and young people.

2	Council: (More responsible for residents they house; More Consultation).
2	Layout of roads and housing
2	Shops
1	Everything
4	Misc: (Course in Manners / Education; Ring and Ride that you can ring the same day; Good neighbours / peace; Take down 'Sleepdown' Factory – Alarms & factory Traffic).
100	Total

IV) How do people cope with problems.

Do you have any problem that you would like help with?²⁶
This question was asked in two parts a) personally and b) in your family. A yes / no response was sought with an opportunity to explain if the interviewee wished. It was hoped that the survey would ascertain nature of problems that residents and their family faced.

It does not appear that a great deal can be learned from the answers to this question regarding the problems that people face on Troydale estate. A massif 84% said 'No' to both parts of this question a total of 87% said 'No' to part 'a' and 90% to part 'b'. I did start to ask an additional question to those that said 'No' to both and who I felt I had a rapport with, which was: "Would you tell a complete stranger if you did?" to which they invariably answered 'No'.

It would appear that the majority of people on the estate are self-sufficient and generally would only look for help from family and those they know well as the responses to questions 11 and 12 would strongly indicate.

Who would you go to for advice with a problem?²⁷

The purpose of this question was to discover whom residents on the estate would turn to for advice with a problem. The vast majority seem have understood this to mean a personal problem while others perceived it to be a practical one relating to housing or difficulties on the estate and some seem to have considered such a problem would be medical (from comments made to me). Some interviewees were quite analytic in there response saying 'it depends on the problem' and then selecting several options or adding an 'other'.

As this was a multi-choice question so the interviewees were able to select several answers and add 'other' options. The percentages and the ranking reveal very clear trends of the residents on the estate. The clear leader was 'Family member' (42%) followed by the preference to 'Cope on your own if at all possible' (31%) then 'Friend' (29%). This seem to indicate that while the residents are strongly self-sufficient the significance of 'Friends' is almost as strong and the 'Family' even stronger.

If you had questions about things like death, the meaning of your life, etc., who would you talk to?²⁸

This was a more specific question regarding particularly serious issues that an individual would probably not discuss casually. Again this was a multi-choice question so the interviewees were able to select several answers and add 'other' options. Interestingly the same top three ranking categories remained the same as question 11, 'Family member' (37%) remains at the top but 'Friend' (21%) comes in next just out ranking 'Cope on your own if at all possible' (20%). Once again some perceived this to be a medical concern by their comments, others understood this to be a religious question, which is demonstrated by the increase in the ranking of 'Church' (18%) now ranking fourth followed by 'Someone Religious' (11%) ranking fifth. Adding the later category may have divided the percentage between these two as some added 'Priest' next to 'Church' and added together would have increased the ranking to second. While these results suggest that there was some identification regarding spiritual matters responses may be divided between those that had a relationship with a church and those that didn't but would recognise that it would be appropriate to approach those categories 'if' they had such a question.

Numbers	Category of Changes
27	Youth and Children
15	Nothing
13	Don't know / Blank (11 / 2)
8	Community Centre
7	Security: (Policing, Wardens, Gates, Security Cameras).
6	Canal / Tip: (Fence Canal – Landscape tow path – clear tip and develop as a park).
4	Tidy up estate
3	Fencing
3	Housing: (Pull middle of estate down; turn flats to houses; housing repair issue).
3	Sports / Leisure Centre

V) Recommendations

Where would you recommend someone to go to if they want to...²⁹

(a) meet new people (b) have a good time (c) get advice about a personal problem.

a) meet new people

Care needs to be taken that assumptions are not made while interpreting this data. It should be noted that the question is asking about the interviewee's 'recommendation', the answer does not necessarily indicate that that is their practice.

Pub (27%), Don't know / No clue (13%), Library (12%), Church inc Heathfield & All Saints (12%), Nowhere (7%), Working Men's (social) Club (5%), Heathfield Resource Centre (4%), Club ("need a friend" to go with) (4%), Bingo (3%), Go out (2%), Community Centre (2%), TTRA / Dolwen house (2%)

The rest were just single suggestions (1%) Youth club, Walking around streets, Walk on Oldham Road, This end of the estate, Spain, Shopping Centre, School (Parent), Refugee Action, Play Group, Pensioners Club, PACE, Market, Local shop, Library Drop In, Leisure centre, Join a club, Job centre, Gym, Go out for the day, College, Car boot, Ballroom dancing and 3% were left blank.

b) have a good time

Once again I would suggest that it is remembered that the question is asking about the interviewee's 'recommendation'. The responses for this question follow a similar pattern with the 'Pub' (21) still clearly in the lead once but followed by 'Town' (Manchester City Centre) (11); this appeared to be a general recommendation made with the assumption that people would have a good time there. Then came 'Don't Know' (9) 'Nowhere' (8), after this the suggestions become more specific suggesting that a number of these might also be personal practices.

(c) get advice about a personal problem

We cannot be fully sure what is understood by a 'personal problem'. From the answers given it could be assumed that it is a mixture of practical problems ranging from housing through to financial and legal which could account for the high number of responses suggesting CAB, along with medical / psychological (eg stress and depression) which would account for the second highest ranking category of Doctor (GP) though some may have a sufficiently good relationship with their Doctor to mention other problems.

CAB (37%), Doctor (GP) (28%), Family (or relative) (9%), Don't know (No idea) (6%), Friend (7%), Church (inc Pastor / Member) (4%), Dolwen house / TTRA (4%), Depends on problem (2%), MP (2%), Council (2%), Bank (1%), Health Centre (1%), Help Line (1%), Library (1%), Neighbour, (1%), N / A (1%), Northwards Housing (1%), Nowhere around here (1%), Age Concern (1%), Pub (1%), Solicitor (1%), There isn't anyone (1%), They could come to me (1%) and 4% were left blank.

VI) How helpful and interested residents were.

These questions (22 and 23) were only included for administrative purposes, however they do reveal the positive attitude and interest the interviewees showed towards the survey. It is difficult to be sure of the reasons for the positive reception. It could be that an official body did not conduct the survey and that the interviewees were mainly residents from the estate assisted by a few others. Personally I am not surprised by the positive attitude reception or the degree of interest shown.

Would you be willing to help us with any further surveys?³⁰
92 said Yes and 8 said No.

Would you be interested in knowing the results of our research?³¹ 96 said Yes, 3 said No and 1 no answer.

Conclusions

The length of tenure of the residents suggests that the estate is a stable place to live though there are concerns about the estate.

The opinion of the residents is that the community is friendly, sociable, and the neighbours are considered the best thing on the estate.

The main concern on the estate is children and young people. The main problem is considered to be children and young people, the 'Key facility missing' is considered to be for children and young people, the 'Key group there is least facilities for' is considered to be children and young people. In answer to the question 'If resources were not a problem what would you change in the community' 'something for the children and young people came top. Second only to younger and older children the other group considered to be in need of provision are the elderly.

This survey does not identify personal problems that are common to residents on Troydale Estate or what might be for them to experience personal fulfilment. Nor does it seek to answer how can it how it can be a better place to live though there may be suggestions within results.

If after reading this summary you have observations that you would like to mention please contact me via Dolwen House.

Notes

¹ 11,000 words that attempts to analyse the results of the survey as part of academic research.

² Rev Dr Ian Duffield, Rev Dr Paul Walker and Rev Dr John Vincent.

³ Question 18 How old are you?

⁴ Question 19

⁵ Question 21

⁶ Question 15 Are you? Married; in a civil partnership; Living with a partner; Single; Divorced / separated; or Widowed.

⁷ Question 16

⁸ The women could be housewives and the man could be retired.

⁹ Question 16 b)

¹⁰ Question 1 How long have you lived on the estate?

¹¹ Question 2 What kind of accommodation do you live in?

¹² Question 20 People Living in your home.

¹³ Question 14 What facilities on the estate do you use frequently?

¹⁴ This supports comment regarding the use of Pubs made in question 13.

¹⁵ Question 17 What transport do you use to get to work? Car, Bus, Train, Walk, Other

¹⁶ Question 3 How many people do you talk to face-to-face in a day outside your home?

¹⁷ Question 4 (a & b) Do you have visitors into your home? & Do you go into other people's homes?

¹⁸ Question 5 What sort of neighbourhood is this generally?

¹⁹ Question 6 In your opinion what is the best thing about this community?

²⁰ Question 7 What do you see as the main problem on the estate?

²¹ This comment was made by John Flanagan in a personal conversation with June Hitchen, John Flanagan, Hannah Batchelor and myself following the AGM of the Troydale Tenants and Residents Association 7pm – 7:45pm 2nd August 07 at the Pathfinder Centre, (formerly St Wilfred's C of E) Oldham Road.

²² Question 8 What key facility do you think is lacking on the estate?

²³ 8 b) What key group is there least facilities for?

²⁴ Question 9 If resources were not a problem what would you change in the community?

²⁵ "Policy E3.5 aims to promote measures which will lead to a safer environment.

These measures include, ensuring the layout of new development is designed with safety in mind, designing landscaping and community areas to minimise the risk of attack, providing safe places for children to play and improving road safety." List 4 Page 4 <http://64.233.183.104/search?q=cache:KxtRn6e11RkJ:www.manchester.gov.uk/localdemocracy/committees/planning/current/0215/report06.df+Road+layout+in+Moss+side&hl=en&ct=clnk&cd=4&gl=uk&client=firefox-a>

²⁶ Question 10

²⁷ Question 11

²⁸ Question 12.

²⁹ Question 13.

³⁰ Question 22.

³¹ Question 23.