

Quick summary of responses to detailed questionnaire

1. Satisfaction with the area

The people we interviewed showed quite a commitment to the area - 46 had lived there 5 years or more (Q2), with people more likely to stay than move (Q6&7). There was some degree of satisfaction with the area as a place to live, but generally people felt it had got worse over the last 5 years (Q3&4).

The good things about the area were its friendly people, shops and amenities, family links, neighbours and good public transport (Q5&9). Some people felt there was a good community spirit, and most people felt they could rely on their neighbours when they needed to (Q21a&d). The things people found least satisfactory were the quality of local policing, availability of jobs, lack of recycling facilities, lack of leisure and community facilities, quality of street cleaning, lighting and roads (Q9).

People want to make the area safer for children, with less crime and vandalism and more facilities for young people. They want access to decent local jobs with local training, and they want the area cleaning up, with improvements to local parks (Q10, 21e, 21b).

2. Noise

By far the worst type of noise problem is due to road traffic (Q8).

3. Public transport and getting around

Preferred improvements to public transport would be cheaper fares, a local area fare, buses to run on time, better disabled access, a better Sunday bus service, and extension to the tram system (Q12).

4. Crime and anti-social behaviour

There was a strong feeling that alcohol or drug use, hooliganism and vandalism are problems in the area (Q13, 14, 21h). People felt the crime rate had got worse in the last 2 years (Q24). The crimes that most concerned people (in terms of feeling they might happen to them, and that they were most worried about) were criminal damage, burglary, car crime (theft of or from). Although worried about the possibility about physical attack or mugging/robbery, people felt they were less likely to be a victim (Q25&26). After dark, people generally felt reasonably safe in their own homes, but quite unsafe walking alone (Q27&28). Overall, the effect of fear of crime on people's quality of life was rated at 5 out of 10 (Q29). A quarter of our interviewees had been a victim of crime in the last 12 months.

To improve safety, smoke alarms, more police on the beat, Neighbourhood Watch projects, burglar alarms, better street lighting and traffic calming were all valued.

5. Social networks and participation

Most people had quite extensive social networks (neighbours, family, friends, colleagues) and very few felt there was no-one they could ask for help in a crisis. Most had done a favour for a neighbour in the last 6 months (Q15, 16, 17, 19, 20). However, many felt there was little respect between old and young (Q21c) and people generally kept to

themselves or went their own way (Q18&21f). From the list of voluntary organisations, more people were involved with religious organisations than any other (Q22c).

Trust was generally highest in family, friends and neighbours, and lowest in the local council and councillors (Q23). People felt reasonably informed about local affairs (Q32); most voted in the last elections (Q34) and generally people felt in control of their personal lives (Q35). Most people felt that, by working together, local people could influence decisions that affect the neighbourhood (Q36). By far the most important thing to encourage people to get involved in the community was felt to be if they could have a real influence on what was happening (Q33).

6. Suggestions to make the area a better place to live

These were many and varied (listed on the last 2 pages of the summary) and included:

- better facilities for children and young people
- more visible, effective policing
- more community spirit and mutual respect
- cleaner, safer streets, environmental improvements and a pride in the area
- a library for Handsworth, re-opening of the Co-op in Tinsley, help to keep local shops open, a secondary school in the area, community and training facilities

Quality of Life Indicators - Summary of responses to phase 2 (detailed questionnaire)

Date 13/03/02 61 responses (51% response rate) from interviewers calling (up to 4 times) on those people (120 addresses) who had said (during first phase of Quality of Life Indicators survey) that they would be willing to take part in further research.

Numbers of people who replied are shown, or average where asked to score 0-10. To highlight the main problems or suggestions where there is a list, responses have been given a score in the following way:

number of "serious problem" responses x 2, plus
 number of "slight problem" responses x 1, plus
 number of "no problem" responses x 0, plus
 number of "don't know" responses x 0; or

number of "strongly agree" responses x 2, plus
 number of "agree" responses x 1, plus
 number of "disagree" responses x -1, plus
 number of "strongly disagree" responses x -2, plus
 number of "mixed feelings" responses x 0, plus
 number of "don't know" responses x 0.

2 How long have you lived in the area?

Less than 1 year	2	5 years but less than 10 years	11
1 year but less than 2 years	3	10 years but less than 20 years	8
2 years but less than 5 years	8	20 years or more	27

3 To what extent are you satisfied or dissatisfied with this area as a place to live?

very satisfied	fairly satisfied	neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied	don't know
8	26	15	10	2	0

4 Over the last 5 years how, if at all, has this area changed as a place to live?

got a great deal better	got a little better	stayed about the same	got a little worse	got a great deal worse	don't know
0	6	13	24	16	1

5 What do you most like about living in this area? (tick up to 2 boxes)

friendly people	23	close to shops and amenities	19
close to family	18	my neighbours	16
good public transport	16	good gardens	11
nothing	5	good doctors	4
community activities	2		

other (individual) responses:

- quiet area (2 people)
- close to mosque

6 If you had a free choice, would like to move out of this area, or would you prefer to stay?

like to move	prefer to stay	it depends	don't know
15	27	18	1

7 Looking ahead, are you likely to move out of this area?

yes	no	it depends	can't afford	don't know
12	32	11	4	1

8 How would you rate the following types of noise in your area?

		serious problem	problem but not serious	not a problem	don't know	score
a	road traffic	23	14	22	0	60
h	dogs	7	15	34	3	29
b	aircraft	7	11	39	1	25
d	industrial/commercial premises	5	9	40	1	19
f	pubs, clubs, entertainment	1	9	43	1	11
g	neighbours	1	6	49	2	8
c	trains	2	3	47	2	7
e	construction/demolition	0	4	48	1	4

9 Please say whether you are satisfied with these local amenities

		very satisfied	fairly satisfied	neither satisfied nor dissatisfied	fairly dissatisfied	very dissatisfied	don't know	score
h	Quality of local policing	1	11	5	15	27	1	-56
j	Availability of jobs for local people	0	8	8	15	17	13	-41
f	Availability of recycling facilities	2	13	11	13	19	3	-34
m	Quality of leisure and community facilities	1	9	14	14	14	9	-31
d	Quality of street cleaning	1	15	12	14	15	3	-27
e	Quality of street lights and roads	2	18	12	19	10	0	-17
l	Access to training	1	15	8	8	13	14	-17
a	General appearance of the area	4	22	10	13	11	0	-5
g	Quality of local health services	8	22	2	18	9	2	2
b	Quality of housing in the area	7	24	10	12	6	0	14
c	Quality of education in local schools	6	19	11	1	7	16	16
l	Quality of the local shops	9	24	13	6	6	1	24
k	Public transport to where you want to get to	15	19	13	6	6	2	31

10 How much would you most like to see the following things happen in this area?
(average of scores from 0-10)

safe places for kids to play near own homes	9	less crime and vandalism	9
better crime prevention and safety on the streets	9	create long term jobs with decent wages	8
free skips and more litter bins	8	fine litter bugs & educate them	8
see to the pavements	8	improvements to local parks	7
improve standards of school education	7	ensure majority of jobs in new industry are local	7
local training for new jobs	7	more traffic slowing and pedestrian safety measures	7
affordable quality housing for local people	6	clean up after grass cutting	6
action on noisy neighbours	6	libraries open more	6
modernising of housing	6	let more empty houses	5
more social events	6	drop-in centres	5
other (individual) comments: <ul style="list-style-type: none"> • Handsworth library needed • Need proper supervision/park keepers, e.g. in Tinsley park (for pavilion) • Need more recreation and sports, places for kids to go • Traffic slowing and pedestrian safety measures for Staniforth Road • Traffic lights on busy roads (e.g. Main Road/Industry Road) • Improve safety on roads but don't use humps (2 people, 1 of whom suggested speed cameras instead) • Sort out Asda site (constant damage and use by drug takers) 			

11 How satisfied are you with the availability and cost of fresh fruit and vegetables locally?

very satisfied	fairly satisfied	available but costs too much	not very fresh	nothing available locally	don't know
17	22	10	1	8	3

12 What would you like to see done to improve local transport?
(average of scores from 0-10)

cheaper fares	8	better disabled access	8
buses run on time	8	local area fare (e.g. 20p)	8
better Sunday bus service	7	extension of Supertram	7
access to trains locally	6	more cycle paths	5
more frequency of buses	5	community transport to estates	5
conductors on buses	5	no improvements needed	1
other (individual) suggestions: <ul style="list-style-type: none"> • Improve traffic flow through area • Improve Sunday bus service • Integrated transport system needed • Public transport towards city centre is excellent, but bus stop too far away to go to Meadowhall 			

13 Can you tell me how much of a problem alcohol or drug use is in your area?

very big problem	fairly big problem	minor problem	it happens but not a problem	not at all a problem	don't know
20	21	8	4	0	8

14 Can you tell me how much of a problem hooliganism and vandalism is in your area?

very big problem	fairly big problem	minor problem	it happens but not a problem	not at all a problem	don't know
20	24	13	0	2	2

15 Thinking about your immediate area, would you say that you know

most of the people in your neighbourhood	many of the people in your neighbourhood	a few of the people in your neighbourhood	do not know people in your neighbourhood
11	27	22	0

16 How often do you talk to the following groups of people: friends, family not living with you, and neighbours? How often do you talk socially with work or college colleagues out of hours?

		friends	family	neigh- bours	work/study colleagues
a	every day	26	41	15	15
b	2-3 times a week	22	12	22	4
c	about once a week	9	3	18	9
d	about once a month			3	2
e	every few months	2			2
f	special occasions				1
g	hardly ever				1
h	never				
i	don't know	1		1	1
j	do not have any		1		2
k	not applicable		2		18

17 Would family, friends, colleagues or neighbours help you out in times of crisis (e.g. to get to hospital urgently)?

		friends	family	neigh- bours	work/study colleagues
a	Yes	53	55	43	27
b	No	1	1	3	
c	Not sure	3	1	7	5
d	Other		1		
e	Don't know	4	2	5	3
f	Not applicable/don't have any		1	1	21

18 Would you say this is a neighbourhood in which people do things together and try to help each other, or one in which people mostly go their own way?

help each other	go own way	mixture	other
11	24	26	0

19 In the past 6 months, have you done a favour for a neighbour?

yes	no	just moved into area
54	6	0

20 If you needed a lift to be somewhere urgently (e.g. to get to hospital urgently), could you ask anyone for help?

yes	no	don't know / it depends
50	6	5

21 How much would you agree or disagree with the following statements about the area?

	agree strongly	agree	neither agree nor disagree	dis-agree	dis-agree strongly	don't know	score
e This is a safe place for kids to play	1	8	9	26	12	4	-40
c Younger and older people respect each other	2	11	16	26	4	1	-19
a There is a good community spirit	1	27	15	15	1	2	12
f People keep themselves to themselves	2	23	25	9	0	2	18
g The area has a bad reputation	14	17	13	13	2	1	28
b There is not enough for young people to do	17	27	5	5	2	5	52
d You can rely on your neighbours when you need to	16	28	10	6	0	1	54
h There is a drugs problem in the area	23	21	3	6	1	7	59

22 Looking at this list of voluntary organisation and activities, locally, which if any: (missing data coded as "don't know")

	do you know of?	do you belong to?	are you currently doing unpaid work for?	do you attend meetings held by?	none of these	don't know
a Social welfare services for elderly	18	1	2	1	13	26
b Handicapped or deprived people	7	1	1	2	16	34
c Religious or church organisations	26	7	2	5	10	11
d Education, arts, music, cultural activities	23	3	1	2	16	16
e Trade Unions	11	1	0	1	15	32
f Political parties or groups	24	0	0	1	17	19
g Local community action groups	28	4	3	3	9	14
h Third world development/human rights	7	1	2	0	11	38
i Professional associations/groups	12	3	0	0	9	36
j Youth work	20	0	3	1	14	22
k Sports or recreation	25	2	0	2	11	21
l Women's groups	15	0	0	3	11	32
m Peace movement	7	0	0	0	16	38
n Animal rights	10	0	0	1	15	35
o Voluntary organisations to do with health	19	0	0	2	12	28
p Other groups	12	0	1	3	9	36

23 How much do you trust these groups of people?

		trust them completely	trust them a little	neither trust nor distrust them	do not trust them very much	do not trust them at all	don't know
a	local councillors	2	13	23	16	5	2
b	local council	1	6	26	17	8	2
c	local employers	2	8	19	5	1	21
d	police	10	25	10	12	3	1
e	neighbours	23	24	5	5	0	2
f	friends	42	16	1	1	0	0
g	family	49	11	0	0	0	1

24 How much would you say the crime rate in your area has changed in the last 2 years?

a lot more crime	a little more crime	about the same	a little less crime	a lot less crime	don't know
22	19	13	4	1	2

25 How likely do you think the following crimes might happen to you in the next year?

		very likely	fairly likely	fairly unlikely	very unlikely	don't know	score
b	criminal damage	16	28	7	1	8	51
a	being burgled	14	30	8	0	8	50
d	having things stolen from your car	17	22	7	3	9	43
c	having your car stolen	17	21	7	3	12	42
e	being mugged or robbed	8	21	15	5	10	12
f	stranger attack	8	15	20	6	10	-1

26 How worried are you about the possibility that the following crimes might happen to you?
(scores = very worried x 3, fairly worried x 2, not very worried x 1, not at all/don't know x 0)

		very worried	fairly worried	not very worried	not at all worried	don't know	score
a	burglary	23	26	8	2	2	129
b	criminal damage	15	32	10	2	2	119
c	theft of car (owners)	20	21	9	1	6	111
d	theft from car (owners)	16	25	9	1	6	107
g	physical attack	8	36	10	2	3	106
f	mugging/robbery	8	35	10	2	3	104
j	racially motivated attack	14	16	17	10	2	91
e	credit/bank card fraud	8	20	17	6	5	81
h	being insulted or pestered	7	17	26	5	3	81
l	rape	7	11	23	12	6	66

27 How safe do you feel when you are alone in your home at night? (If you are never alone, how safe would you feel if you were alone?)

very safe	fairly safe	a bit unsafe	very unsafe
9	28	20	3

28 How safe do you feel walking alone in your local area after dark? (If you never go out alone at night, how safe would you feel if you were out alone?)

very safe	fairly safe	a bit unsafe	very unsafe
1	19	24	16

29 How much is your own quality of life affected by fear of crime, on a scale from 0 to 10, where 0 is no effect and 10 is total effect on your quality of life? (average)

enter number 0-10	5
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30 In the past 12 months, have you been a victim of crime?

yes	no	don't know
15	44	0

31 How much do you think the safety of the area where you live could be improved by the following actions? Please rate, on a scale from 0-10, where 0= not at all/not bothered, to 10=very much want to happen (average of scores from 0-10)

more police on the beat	9	smoke alarms	9
Neighbourhood Watch projects	8	burglar alarms in houses	7
more street lighting	7	slow traffic down	7

other (individual) suggestions:

- Politicians being aware of situations - actions not words
- Stronger punishments for those who get caught / make the punishment fit the crime / give fair sentences (3 people)
- CCTV in shopping centre / security cameras (2 people)
- Policing the area is an urgent need due to problems of young drug-takers and muggers
- Neighbourhood wardens
- Road from Parkway into Handsworth Sport Club area
- More considerate parking

32 Would you say that you are well informed about local affairs?

very well informed	fairly well informed	not well informed	poorly informed	don't know	other
4	26	17	10	3	0

33 What would encourage people to get more involved in their community? (tick up to 2 boxes)

if they can influence things	35	more get togethers	13
expenses for volunteers	13	a place to drop in and chat	12
adult education classes	9	better information	2

other (individual) suggestions:

- Information needs to be "flagged up" in front of people more
- Having schemes that interest them (e.g. litter picking)
- Better safety - don't like to leave house empty at night

34 Did you vote in the last council election/general election?

yes, both	yes, local election only	yes, general election only	no	don't know
37	3	5	13	1

35 How much do you agree or disagree with the following statement:
"I am satisfied with the amount of control I have over decisions that affect my personal life"

strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	don't know
10	24	6	12	5	2

36 How much do you agree or disagree with the following statement:
 "By working together, people in my neighbourhood can influence decisions that affect the neighbourhood"

strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	don't know
18	27	4	7	0	3

37 Finally, what would make this area a better place to live?

(see end - these suggestions have not been sorted, as some people's responses cover many topics)

38 How old are you? 46 years
 (average)

39 Are you male - 24 female - 37

40 Which of these activities best describes what you are doing at present?

employee in full time job (30 hours or more a week)	14	unemployed and available for work	8
employee in part time job (up to 30 hours a week)	12	permanently sick/disabled	4
self employed full or part time	2	wholly retired from work	10
on a government supported training scheme	1	looking after the home or family	7
full time education at school, college or university	3	doing something else (please specify below)	0

41 Do you suffer from any long standing illness, health problem or disability which limits your daily activities or work in any way?

yes	no
11	50

42 To which of these groups do you consider you belong?

White - British	41
White - Irish	
White - Other	
Black British	
Black - Caribbean	
Black - African	
Black - Other	
Indian	
Pakistani	17
Bangladeshi	1
Yemeni	
Somali	
Chinese	
Mixed Race	1
Other _____	1

Would you be interested in taking part in further surveys or focus groups in the area?

yes	no
43	19

Would you like to receive the results of this survey?

yes	no
44	17

What would make this area a better place to live?

More cross-cultural/racial interaction.
Would like to see more DIY and gardening centres locally. Garden centre perhaps linked with the park.
More local shops.
Better facilities for children and older children
Better (more visible) policing. Better community spirit. Places to go and things to do for young people. Improved traffic control.
More facilities for children and young people.
Full employment.
There should be traffic slowing humps on Staniforth Road.
Just I want to say, Darnall should be regenerated, because if young people not tackled they will be our community and more problem will bring these kind of situations.
Better policing - reduce crime.
Policing, communication with younger [people] and need rise funding for these purposes.
Racial tolerance. A two-way thing, probably more important from ethnic point of view to white people in this area.
More policing, drop-in centre where people can discuss their views.
More civic pride in your own area.
More place for children and young people to "hang out". This is important.
More police. More neighbourly spirit.
Less crime, more police presence. Less graffiti, less litter, better lighting, roads, pavements.
Clean streets, safe streets, sort out drug culture (stop it), prevent yobbish behaviour by teenagers.
Graffiti cleaned up quicker; more considerate parking, or people using their drives; not parking on grass verges.
Police on beat; better pavements; children in after dark; more local play areas.
More off street parking BUT no on grass verges. Odd visits from local police on foot.
I think a lot more policing, neighbourhood watch. Community action to get drug pushers out.
More for kids to do, more green space.
Peace and quiet. More respect for the elderly.
General repairs to broken/vandalised things, e.g. road signs. A place for children to play (indoors and outdoors). Parking for local shops. A "centre" for the area.
If dog owners cleaned up after their dogs when walking. Better street lighting. More community spirit.
A stronger stance by the authorities on street crime. The thugs who infest our lives need total control. Better attention to the appearance of the main Handsworth thoroughfare.
Local amenities where people could gather socially.
Publicity of community activities more prevalent.
A thorough clean up of the area. More police about and putting Handsworth under one police division and one voting ward. A library since ours was pulled down many young and old do not read as much.
Road maintenance, assistance with replacing walls at front of houses, general appearance of area. Need retirement homes/flats close to bus/tram routes. Want the Co-op back [in Tinsley]. No secondary school [in Tinsley].
For everybody to get on together without all this hassle from young ones.

Better environmentally, roads, pavements, housing, play areas, make it a safe place, good quality health care, policing and JPs. All live in peace and harmony and get on with each other.
More resources put into cleaning and landscaping the area. Improving housing conditions. Everyone taking responsibility in respecting and keeping area tidy and well maintained (housing/streets).
There are many suggestions that can be made to improve area but there are also downsides to these if they are ever put into place. One major problem is the community's attitude to itself.
Personally I feel that the Darnall community can benefit immensely from adult education, better information that is linguistically appropriate, improvement in appearance of Darnall (an area needs to look nice and pleasant if it is to be valued and respected). Confidence and trust need to be placed within the people. Some try really hard and give up because their efforts are wasted, while others can be ignorant towards problems in the area (attitude), e.g. severe crimes have occurred in Darnall or by youths from Darnall over past 18 months, these crimes involve killing of human-beings, so it is no longer petty crimes that should be the pure focus but to focus on prevention of any crime being committed. Youth action, activities, clubs, opportunities, leisure clubs should be made available in Darnall. Community leaders would be excellent targets to begin with such projects, or a local drugs action team with a black and ethnic minority worker/linkworker. Increase in police would be good but trust is lost in the police by many people due to past experiences. Secondly, Morrisons supermarket is excellent for shopping. But going further down towards Staniforth Road, the shops' food quality is poor (e.g. storage conditions are very poor, lack of knowledge on storing fresh food) and prices are so high that surely the trading standards agency would be shocked!! There are a whole lot of issues that could be discussed about Darnall!
Less derelict properties, too many empty shops. Council should help local shops to stay open as this makes an area look better.
A lot of police who will take action on youths for their crimes, but not always arrest them without a warrant or suspicion.
Respectful neighbourhood to each other, and keep in good relationship.
Cleaned up generally.
Better facilities, community centre, training for young people; no crime, people being more responsible for own actions. Seeing policemen about.
If people looked after own homes better - gardens etc, so it looks tidier.