



## Airds/Bradbury Community Survey Main Quantitative Report

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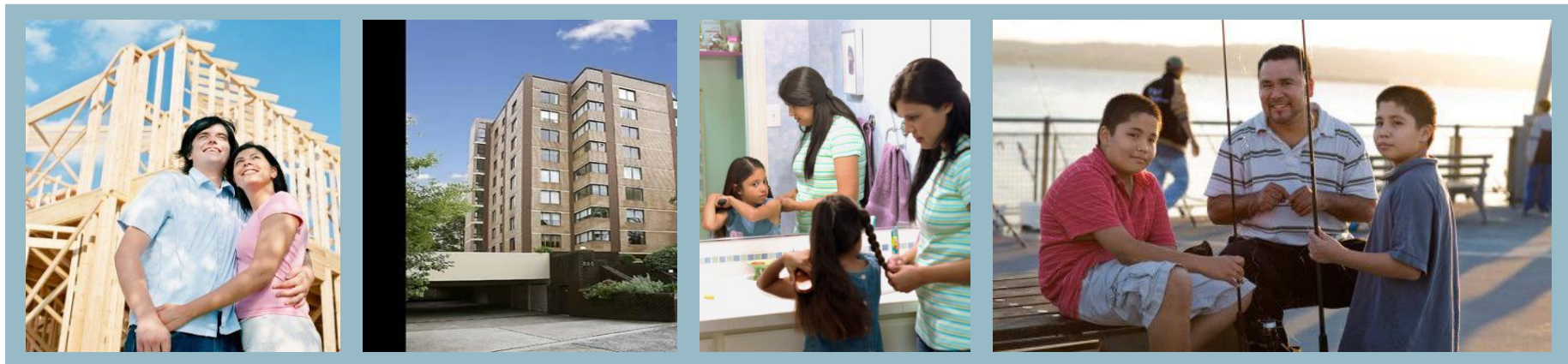
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# Background

- Airds Bradbury Renewal Project will result in the comprehensive development of the Airds and Bradbury public housing area over the next 8 years.
- The aim of the Renewal Project is to make Airds and Bradbury 'a great place to live' by...
  - Improving homes and public spaces
  - Improving the services and opportunities available to residents
  - Supporting the local community to build on its existing strengths
- The Renewal Project is composed of the following three parts...
  - Development of a new Masterplan that will be carried out in the period of 2008-2011
  - Upgrading of public housing homes (this will include the sale of homes as they become vacant over the next 15 years)
  - Improving opportunities for residents through implementation of the 2005 People's Plan
- Housing NSW would like to undertake a research study to understand the attitudes and experiences of Airds and Bradbury public housing residents
  - This study will form a baseline of community attitudes upon which future research results can be compared



# Research Objectives

- The overarching research objectives was...

To understand Airds Bradbury residents' attitudes and perceptions towards their experiences with housing, services, environment, and community in the public housing estate. Findings will provide a benchmark for comparisons to future surveys



- The specific research objectives included...

**Understanding residents' perceptions of their local area**

**Determining residents' satisfaction with social and community services**

**Examining residents' perception of their neighbourhood**

**Determining participation in local events**

**Understanding opportunities for education and employment for residents**

**Determining residents' outlook for the future of Airds/Bradbury**



# The Research Process

## Stage 1: Orientation

- An orientation session with Housing NSW to discuss all aspects of the study including the objectives, methodology, logistics, timing, and reporting.
- A separate meeting with Housing NSW took place to fine-tune the questionnaire wording



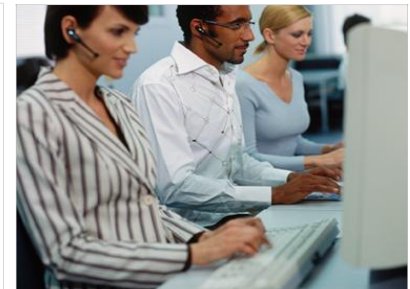
## Stage 2: Pilot Testing

- A total of 19 pilot CATI surveys were conducted with residents of Airds and Bradbury.
- No issues emerged from pilot testing.



## Stage 3: Quantitative Research

- A CATI survey with **300** residents of Airds and Bradbury. Residents drawn from lists provided by Housing NSW



## Stage 4: Analysis and Final Reporting

- Preparation of reporting requirements, involving verbal updates, and a final report.



# Research Method

- All reporting is based on a total of **321** telephone interviews were conducted with residents of Airds and Bradbury
  - This includes the pilot interviews we conducted, as the questionnaire was not changed following the pilot testing
- Housing NSW provided a list of contact phone numbers of residents from which respondents were contacted
- No quotas were specified for this research, although we did put in place soft quotas by cultural background to ensure the data is representative of public residents living in Airds and Bradbury
- Interviews were conducted using Computer Assisted Telephone Interviewing (CATI) from our telephone survey centres, which took approximately 20 minutes to complete.
- Pilot interviews took place between 6<sup>th</sup> and 7<sup>th</sup> April. The main stage of the research was conducted between 14<sup>th</sup> and 27<sup>th</sup> April 2009. To improve response rates, Housing NSW sent out letters to residents, asking them for their participation in the survey.
- Base sizes and descriptions for each reported question are noted on each slide. Where applicable, cases that have been excluded from the analysis (e.g., “*Not applicable*” or “*Don’t know*”) have been pointed out.
- Significant differences (at the .05 significance level) are reported, where results significantly higher than others in a subgroup are indicated with   and results significantly lower with  .



## SAMPLE PROFILE



# Sample Profile

	Total (321)	
	#	%
<b>Suburb</b>		
Airds	267	83
Bradbury	54	17
<b>Gender</b>		
Male	78	24
Female	243	76
<b>Age</b>		
18 to 24 years	7	2
25 to 34 years	44	14
35 to 44 years	71	22
45 to 54 years	67	21
55 to 64 years	80	25
65 to 74 years	39	12
75 years and over	13	4
<b>Household Status</b>		
Single living alone	86	27
Single person with children <16 years	84	26
Single person with children 16+ years	40	12
Couple living alone	44	14
Couple with children < 16 years	30	9
Couple with children 16+ years	29	9
Extended family with no children	2	1
Extended family with children <16 years	7	2
Extended family with children 16+ years	4	1

	Total (321)	
	#	%
<b>Length of Time tenant of HNSW (n=316)</b>		
<2 years	22	7
2 to 10 years	92	29
More than 10 years	202	64
<b>Type of Property</b>		
Separate/detached	215	67
Semi-detached (Terrace/Villa/Townhouse)	90	28
Flat with less than 4 storeys	16	5
<b>Household Income</b>		
Nil/Negative Income	-	-
\$100-\$299	103	32
\$300-\$499	91	28
\$500-\$699	42	13
\$700+	42	13
Refused/Don't Know	43	13
<b>Self-assessment of health</b>		
Poor	63	20
Fair	85	26
Good	99	31
Very Good	51	16
Excellent	20	6



# Sample Profile

The only quotas placed in the survey were for respondent background to ensure representative coverage of the different nationalities living in Airds and Bradbury

	Total (321)	
	#	%
<b>Aboriginal/Torres Strait Islander</b>		
Aboriginal	48	15
Torres Strait Islander	2	1
Both Aboriginal/Torres Strait Islander	2	1
Not Aboriginal/Torres Strait Islander	269	84
<b>Background</b>		
Australia	228	71
New Zealand	8	2
United Kingdom	23	7
Lebanon	8	2
Pacific Islands (inc Samoa, Tonga, etc)	19	6
Other	34	11
<b>Education</b>		
Year 9 or below	114	36
Completed Year 10	105	33
Completed Year 11	24	7
Completed Year 12	42	13
Complete TAFE/technical college	26	8
Completed university	10	3
<b>Length of Time in Suburb</b>		
<2 years	32	10
2 to 10 years	109	34
More than 10 years	180	56
<b>Length of Time in Current Address</b>		
<2 years	46	14
2 to 10 years	123	39
More than 10 years	152	47



## EXECUTIVE SUMMARY



# Executive Summary

Local Area	<ul style="list-style-type: none"> <li>70% of residents are satisfied with their neighbourhood overall</li> <li>The people, the shops, local schools and the accessibility of public transport are all key features of the area</li> <li>Between half and three quarters of residents do not use the sports fields and facilities, parks, or playgrounds</li> </ul>
Social and Community Services	<ul style="list-style-type: none"> <li>61% of respondents agree that social and community services are accessible in their local area               <ul style="list-style-type: none"> <li>A similar proportion are also pleased with the level of assistance they are provided with</li> </ul> </li> <li>Housing related services are similarly well received...               <ul style="list-style-type: none"> <li>3 in 5 residents are satisfied with the condition of their home</li> <li>About half are satisfied with the advice they have received from Housing NSW</li> </ul> </li> </ul>
Neighbourhood and community	<p><b>Community Involvement</b></p> <ul style="list-style-type: none"> <li>There is some potential to improve the level of community involvement among residents...               <ul style="list-style-type: none"> <li>7 in 10 residents have not participated in a community service or program but a third of would like involvement</li> </ul> </li> <li>Awareness of Renewal Project is high (72% of residents aware), but only about 1 in 8 residents have taken part events</li> </ul> <p><b>Neighbourhood Perceptions</b></p> <ul style="list-style-type: none"> <li>Two thirds of residents agree that they belong in the neighbourhood</li> <li>Three quarters agree that they would work together with others to improve their neighbourhood</li> </ul> <p><b>Perceptions of Safety</b></p> <ul style="list-style-type: none"> <li>A majority of residents agree that graffiti/vandalism, drug use/dealing, alcohol and anti-social behaviour are key issues</li> <li>Almost 7 in 10 residents believe that the Police and other agencies are working together to deal with crime in the area</li> </ul>
Jobs and Employment	<ul style="list-style-type: none"> <li>While about 3 in 5 residents believe there are good training opportunities locally...               <ul style="list-style-type: none"> <li>3 in 10 believe there are good work opportunities locally</li> <li>About 7 in 10 residents do not believe that local work opportunities are getting better</li> </ul> </li> </ul>
Looking Forward	<ul style="list-style-type: none"> <li>About 2 in 5 residents believe that their local area has improved in the <u>last</u> five years</li> <li>By contrast, almost 3 in 5 residents believe that their local area will improve in the <u>next</u> five years</li> <li>Suggestions for improving local area include controlling youths, lowering crime, and reducing drug and alcohol problems</li> </ul>

## THE DETAILED REPORT



### Section 1: Local Area

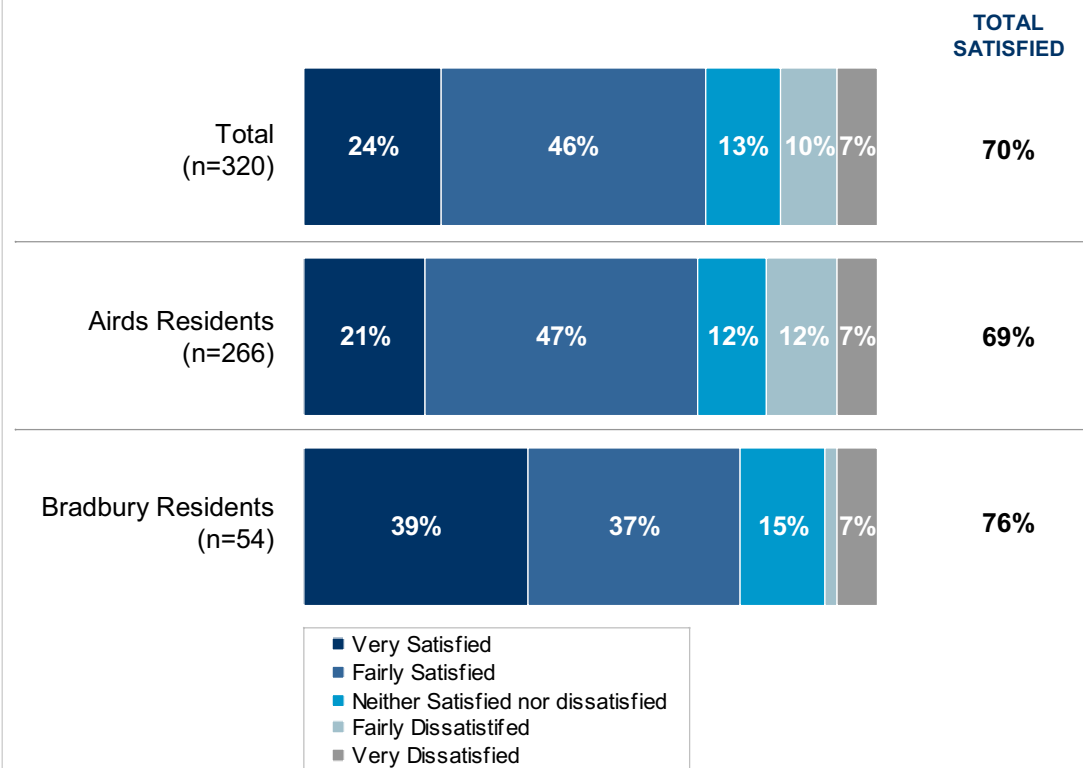


# Overall Satisfaction with Neighbourhood

7 in 10 residents are very or fairly satisfied with their neighbourhood overall

Bradbury residents are slightly more satisfied overall than Airds residents, although this difference is not statistically significant

## Overall satisfaction with neighbourhood



### Subgroup Summary

- Residents aged 55+ are significantly more satisfied with their neighbourhood than residents of other ages (78% total satisfied vs 66% aged 35-54, 61% aged 18-34)

### Implications

Resident satisfaction is high across Airds and Bradbury

Base: All residents (excl DK)

Q3b Considering everything about your neighbourhood, how satisfied are you with it as a place to live?

# Key Local Area Likes

Almost 3 in 10 residents mentioned the people as the main thing they liked about their local area

About a quarter of residents also mentioned the shops and public transport

Only 1 in 5 residents could not mention anything they didn't like about their local area

## Key likes about your local area

			TOTAL MENTIONS
People who live here	14%	15%	29%
Shops	10%	16%	26%
Public transport	8%	18%	26%
Schools and educational facilities	9%	13%	21%
Its quiet/peaceful	13%	4%	18%
Friends and family in the area	7%	11%	17%
Open space and parks	6%	4%	10%
Social services and community facilities		7%	10%
It is a safe place to live	3%	5%	8%
Housing affordability	3%	5%	8%
Know the area/Been there a long time			5%
Overall physical environment			4%
None/nothing	9%	13%	22%

### Other Reasons include...

Good neighbours	3%
Clean and tidy	2%
Like the house itself	2%
Like the atmosphere in general	2%
Good location	2%

## Implications

Residents like their local area for a wide range of reasons

Base: All residents, n=321  
Q1 What are the three things you like most about your local area?

# Key Local Area Likes – Subgroup Summary

% Total Mentions	Total %	Location		Gender		Age			Birth Country		Time in Area				Household status		
		Airds %	B'bury %	Male %	Female %	18-34 %	35-54 %	55+ %	Aust %	Non-Aust %	<2 yrs %	2-5 yrs %	5-10 yrs %	10+ yrs %	No kids %	Kids <16 yrs %	Kids 16+ %
Sample size	321	267	54	78	243	51	138	132	228	93	32	45	64	180	136	121	73
The people who live here/residents	29	28	31	27	30	29	28	30	29	29	31	27	23	31	29	27	34
Shops	26	25	30	24	26	18	24	31	24	30	25	29	36	22	29	22	23
Public transport	26	26	22	24	26	20	25	28	26	25	19	40	22	24	25	21	33
Schools and educational facilities	21	22	19	15	23	31	28	11	22	19	16	31	23	19	8	37	25
Its quiet/peaceful	18	17	20	21	17	14	17	20	18	17	22	20	19	16	18	18	16
Friends and family in the area	17	17	17	12	19	22	12	21	16	20	13	20	17	17	20	17	11
Open space and parks	10	11	7	12	10	8	10	11	9	13	6	9	6	13	10	10	10
Social services and community facilities	10	9	15	10	9	8	9	11	10	10	3	18	9	9	12	8	8
It is a safe place to live	8	7	15	14	7	6	6	12	6	15	9	13	8	7	9	9	5
Housing affordability	8	7	13	9	8	10	4	12	6	14	9	9	8	8	10	4	10
Know the area/Been there a long time	5	5	4	8	4	2	4	6	5	3	3	-	3	7	7	1	7
Overall physical environment	4	4	4	1	5	2	3	5	4	3	3	2	2	5	4	2	5
None/nothing	22	24	15	19	23	31	26	14	25	16	34	11	28	21	18	27	18

 Significantly Higher in Subgroup
  Significantly Lower in Subgroup

Base: All residents, n=321

Q1 What are the three things you like most about your local area? (responses with >3% total mentions included only)

# Key Local Area Dislikes

A third of residents could not mention anything they didn't like about their local area

The main dislike mentioned was youth problems, mentioned by almost a quarter of residents

People who live here and overall level of crime were mentioned as dislikes by almost a fifth of residents

## Key dislikes about your local area

	TOTAL MENTIONS	
Youth problems	12%	12%
People who live here	12%	6%
Overall level of crime	8%	10%
Drug related problems	4%	9%
Alcohol related problems		8%
Overall physical environment	4%	6%
Graffiti/vandalism	6%	3%
Dirty area/too much rubbish	3%	5%
Lack of shops	3%	5%
Lack/quality of social services/facilities		5%
People who don't look after their houses	3%	4%
Lack of things for kids/teenagers to do		3%
Don't feel safe		3%
Lack of police		4%
Fights/violence/ social unrest		3%
None/nothing	16%	16%

### Other Reasons include...

Speeding cars/hoons	3%
Lack of public transport	3%
Poor service from HNSW	2%
Neighbours	2%
Stray animals	2%
Racial issues	2%

## Implications

Youth problems, other residents and the level of crime are the three key dislikes of Airds and Bradbury

Base: All residents, n=321  
Q2 What are the three things you dislike most about your local area?



# Key Local Area Dislikes – Subgroup Summary

% Total Mentions	Total %	Location		Gender		Age			Birth Country		Time in Area				Household status		
		Airds %	B'bury %	Male %	Female %	18-34 %	35-54 %	55+ %	Aust %	Non-Aust %	<2 yrs %	2-5 yrs %	5-10 yrs %	10+ yrs %	No kids %	Kids <16 yrs %	Kids 16+ %
<b>Sample size</b>	<b>321</b>	<b>267</b>	<b>54</b>	<b>78</b>	<b>243</b>	<b>51</b>	<b>138</b>	<b>132</b>	<b>228</b>	<b>93</b>	<b>32</b>	<b>45</b>	<b>64</b>	<b>180</b>	<b>136</b>	<b>121</b>	<b>73</b>
Youth problems	24	24	26	19	26	27	28	18	23	27	25	31	25	22	19	26	33
People who live here	19	18	20	22	18	18	19	19	18	19	16	18	23	18	16	22	18
Overall level of crime	19	17	26	17	19	24	21	14	21	14	16	20	25	17	14	20	25
Drug related problems	13	14	9	13	13	6	16	13	13	14	13	18	11	13	14	11	15
Alcohol related problems	10	9	13	12	9	4	12	10	8	14	6	18	14	7	9	11	11
Overall physical environment	10	11	4	6	11	10	14	5	12	4	6	13	16	7	5	15	10
Graffiti/vandalism	9	10	2	4	10	10	11	6	10	6	3	9	13	8	10	6	12
Dirty area/too much rubbish	9	8	11	5	10	12	9	7	10	6	13	11	6	8	7	12	11
Lack of shops	8	8	7	8	8	6	7	10	7	9	13	7	3	9	10	5	8
Lack/quality of social services/facilities	7	9	-	8	7	12	9	4	9	3	16	4	9	6	2	11	11
People who don't look after their houses	7	8	2	5	7	6	7	8	8	4	3	2	5	9	7	6	11
Lack of things for kids/teenagers to do	6	6	6	5	6	6	8	3	6	5	3	2	8	6	4	8	4
Don't feel safe	5	5	4	4	5	8	4	5	4	8	3	7	6	4	6	5	3
Lack of police	5	5	4	3	5	-	5	6	4	5	-	2	2	7	3	2	12
Fights/violence/ social unrest	5	5	4	4	5	4	7	2	4	5	6	7	3	4	6	6	-
None/nothing	31	31	33	32	31	25	25	41	29	39	25	18	33	36	37	26	26

Significantly Higher in Subgroup
Significantly Lower in Subgroup

Base: All residents, n=321

Q2 What are the three things you dislike most about your local area? (responses with >3% total mentions reported here)

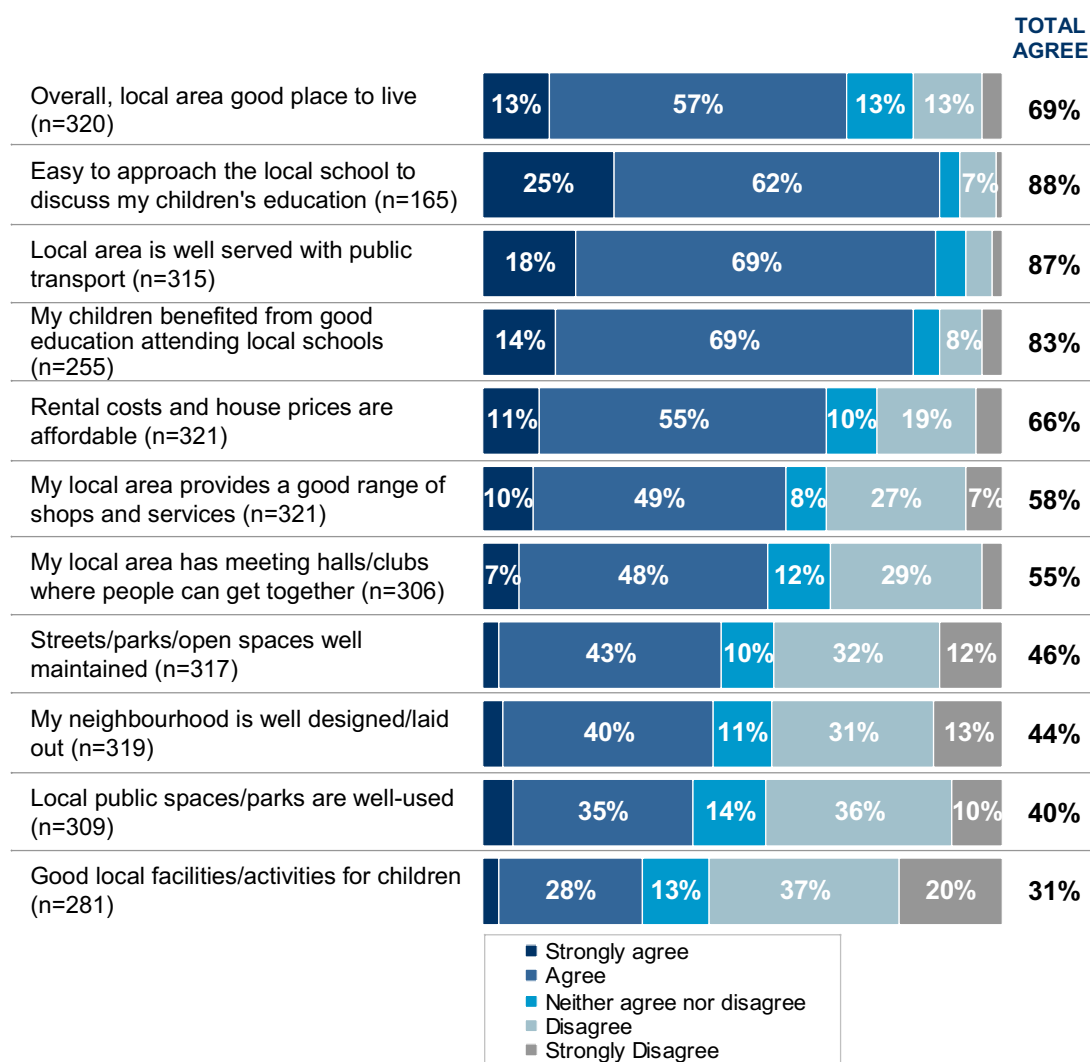
# Agreement with Aspects of Local Area

Almost 7 in 10 residents agree that their local area is a good place to live

Almost 9 in 10 residents agree that it is easy to approach local schools and that the local area is well served by public transport

Only a third of residents believe that Airds and Bradbury have good local facilities for children

## Agreement with aspects of local area



## Implications

Residents believe local schools and public transport are the main positives of the local area, whereas neighbourhood design, maintenance and facilities for children are among the main negatives

Base: All residents (excl NA)

Q3a I will now read out some statements about your local area and I would like you to tell me how much you agree or disagree with each statement.

# Agreement with Aspects of Local Area – Subgroup Summary

% Agree	Total %	Location		Gender		Age			Birth Country		Time in Area				Household status		
		Airds %	B'bury %	Male %	Female %	18-34 %	35-54 %	55+ %	Aust %	Non-Aust %	<2 yrs %	2-5 yrs %	5-10 yrs %	10+ yrs %	No kids %	Kids <16 yrs %	Kids 16+ %
Overall, local area good place to live (n=320)	69	68	78	76	67	47	64	83	71	65	72	60	53	77	79	60	71
Easy to approach the local school to discuss my children's education (n=165)	88	88	86	91	87	86	89	85	89	84	86	94	90	85	83	92	82
Local area is well served with public transport (n=315)	87	86	94	86	88	86	87	88	89	83	91	88	83	88	86	89	86
My children benefited from good education attending local schools (n=255)	83	82	85	89	81	86	77	89	83	81	72	82	75	87	90	80	80
Rental costs and house prices are affordable (n=321)	66	64	76	74	63	63	59	74	68	62	56	67	67	67	76	58	63
My local area provides a good range of shops and services (n=321)	58	56	69	59	58	67	52	61	60	54	50	53	61	60	62	56	55
My local area has meeting halls/clubs where people can get together (n=306)	55	55	55	55	54	58	53	54	58	45	64	57	55	53	55	57	49
Streets/parks/open spaces well maintained (n=317)	46	45	53	54	44	35	36	61	45	49	53	49	39	47	56	39	44
My neighbourhood is well designed/laid out (n=319)	44	41	60	44	44	29	38	56	41	53	47	34	34	50	49	37	42
Local public spaces/parks are well-used (n=309)	41	39	50	53	36	34	38	46	39	44	42	36	38	43	40	36	48
Good local facilities/activities for children (n=281)	31	31	31	31	31	46	27	27	27	40	47	37	31	26	25	36	30
Good local facilities/activities for teenagers (n=291)	22	21	24	25	21	19	19	26	21	23	34	17	18	22	22	18	27

Significantly Higher in Subgroup
  Significantly Lower in Subgroup

Base: All residents (excl NA)

Q3a I will now read out some statements about your local area and I would like you to tell me how much you agree or disagree with each statement.

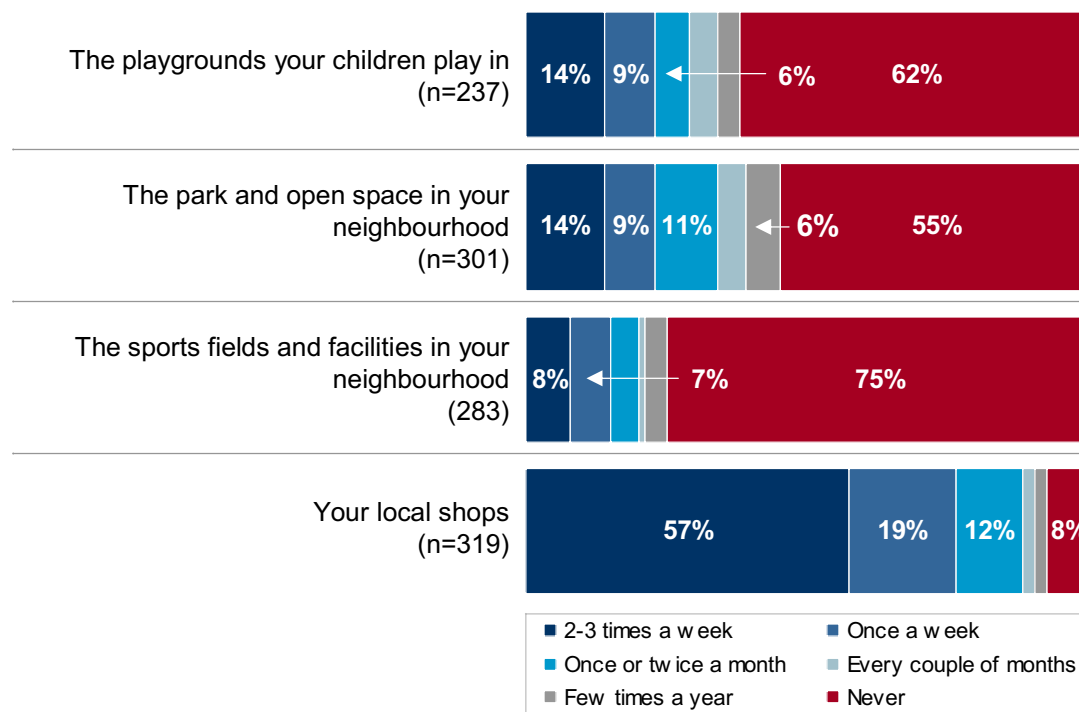
# Frequency of Use of Community Facilities

Three quarters of residents do not use the sports fields and facilities in their neighbourhood

About 3 in 5 residents never use the playgrounds, and slightly more than half of residents do not use the parks and open spaces

Virtually all residents visit their local shops, with the majority doing so 2-3 times a week

## Frequency of use of community facilities



### Subgroup Summary

- Females are indicatively more likely to never use playgrounds (65% vs 51% Males), parks and open spaces (58% vs 47%) and sports fields (78% vs 67%)

### Implications

Relatively low use of playgrounds, open spaces and sports fields may be due to concerns about safety

Base: All respondents (excl NA)

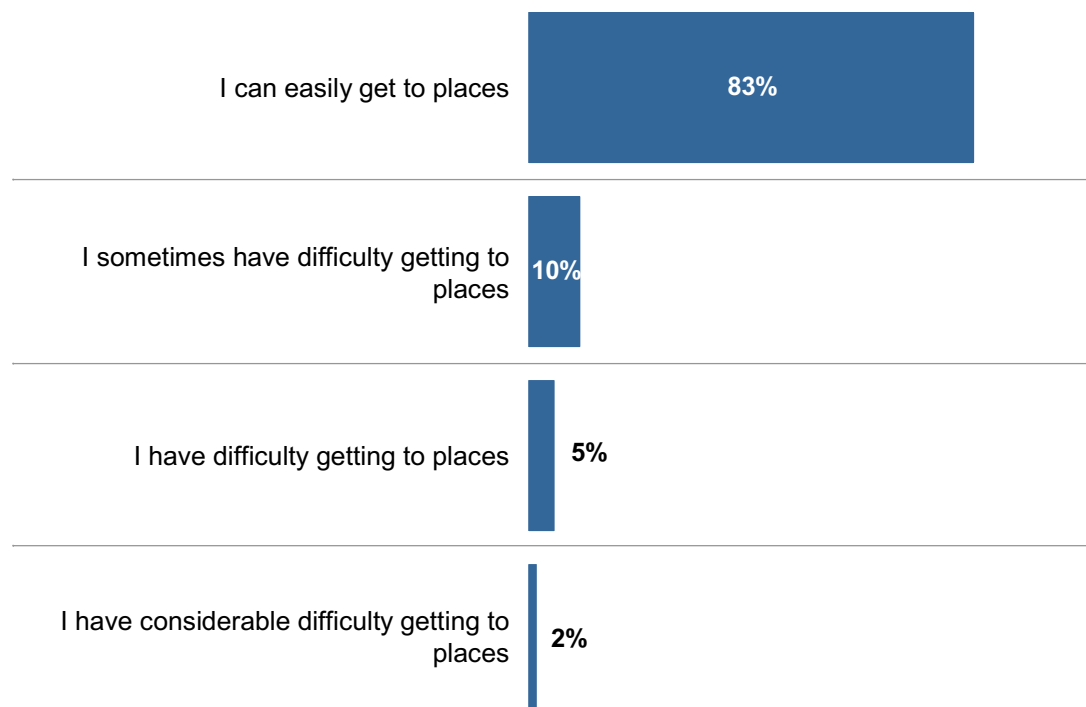
Q4 There are a number of facilities in your local area. How often do you/your family make use of the following facilities?



# Ease of Travel

The vast majority of residents find it easy to get to the places they need to

## *How easy is it to travel to the places you need to?*



### **Subgroup Summary**

- All residents that have 'considerable difficulty getting to places' are aged 55+

### Implications

Ease of travel is not an area of concern for most residents and Airds and Bradbury

Base: All residents, n=321  
Q5 How easy is it for you to travel to the places you need to (e.g., to the shops or the doctor)?

# Previous Relocation History

Most of the residents who have moved home in the last 5 years have moved into Airds or Bradbury from another area

The main reasons residents moved were due to housing related reasons and for family reasons

32% of residents (n=102) have moved home at least once in the last 5 years. Of these...

## Was previous home in same area?

Yes	22%
No, but within the same area	18%
No, from another area	61%

## Why did you move?

Housing related reasons	31%
Family reasons	27%
Availability of Housing NSW property	11%
Financial reasons	9%
Safety issues/didn't feel safe	7%
My house was demolished	6%
Issues with neighbours	4%
Accessibility reasons	4%
Other	8%

### Other Reasons include...

Violence had taken place nearby	2%
Got a bigger house	2%
Because of an injury	2%
Unsuitable	1%
None/Nothing	1%

## Subgroup Summary

- Residents with children aged less than 16 are significantly less likely to have ever moved home (50% never moved vs 77% of residents with children 16+, 80% of residents with no children)

## Implications

While most residents who have moved in the last five years were from another area, this is still a small percentage of residents overall

Base: All residents who have moved at least once in last 5 years, n=102

Q6a How many times have you moved home in the last 5 years?

Q6b Was your previous home in [Airds/Bradbury]?

Q6c Why did you move from your last home?

## THE DETAILED REPORT



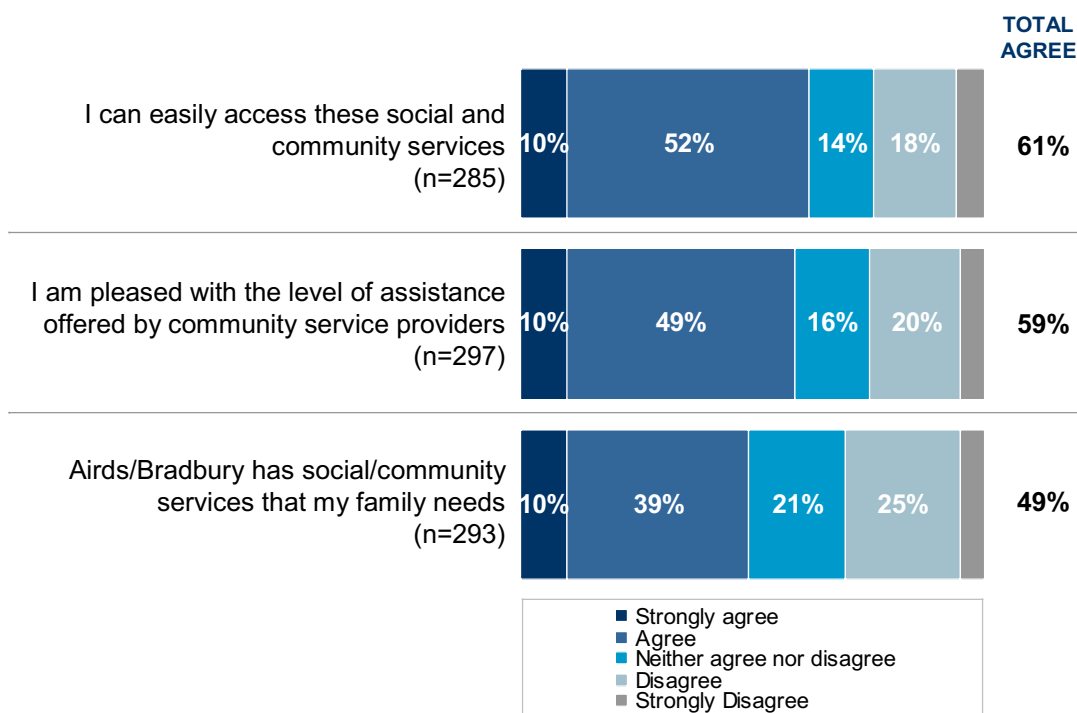
## Section 2: Social and Community Services

# Agreement with Aspects of Social/Community Services

About 3 in 5 residents agree that they can easily access social and community services, and that they are pleased with assistance offered by community service providers

About half of residents overall agree that their local area has services that meet their family's needs

## Agreement with social/community service aspects



### Subgroup Summary

- Residents from Bradbury are significantly more likely to agree that...
  - Their area has services that their family needs (63% vs 46% of Airds residents)
  - They can access these services (74% vs 59% of Airds residents)
  - They are pleased with the level of assistance provided (78% vs 55% of Airds residents)

### Implications

In general residents are pleased with the social and community services available to them

Further investigation may be required to understand why Airds residents are significantly less satisfied on all three aspects

Base: All residents (excl NA)

Q7a Below are some statements about the social and community services in your local area. Can you tell me how much you agree or disagree with each statement?



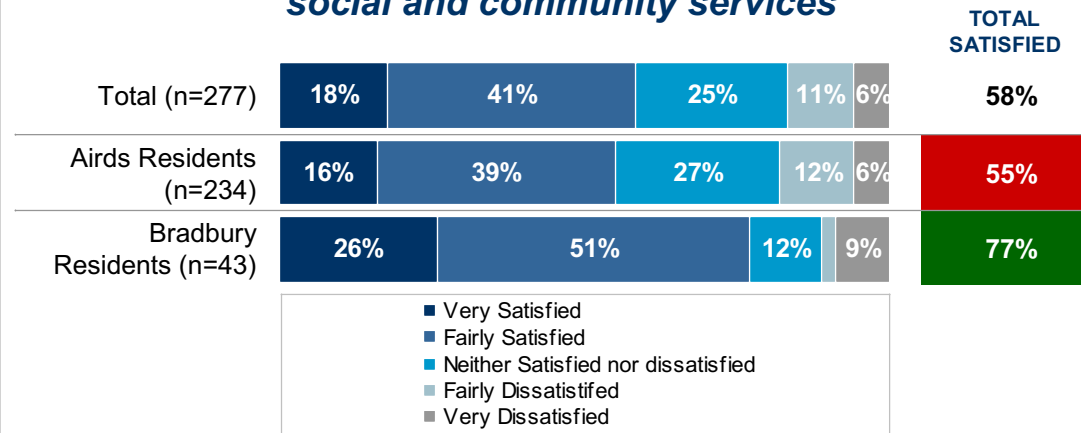
# Satisfaction with Assistance from Social and Community Services

About 3 in 5 residents are satisfied with assistance from social and community services

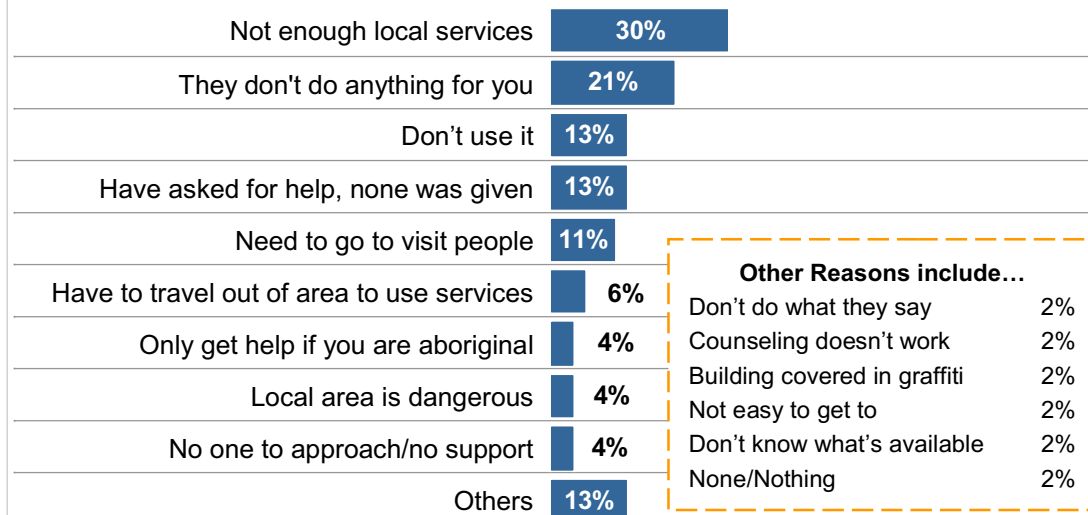
Bradbury residents are significantly more satisfied with the overall assistance from these services

The main source of dissatisfaction is that there are not enough local services

## Satisfaction with assistance from social and community services



## Reasons for dissatisfaction (n=47)



## Implications

Do Airds residents have a greater need for these services? If so, this may be driving their satisfaction lower

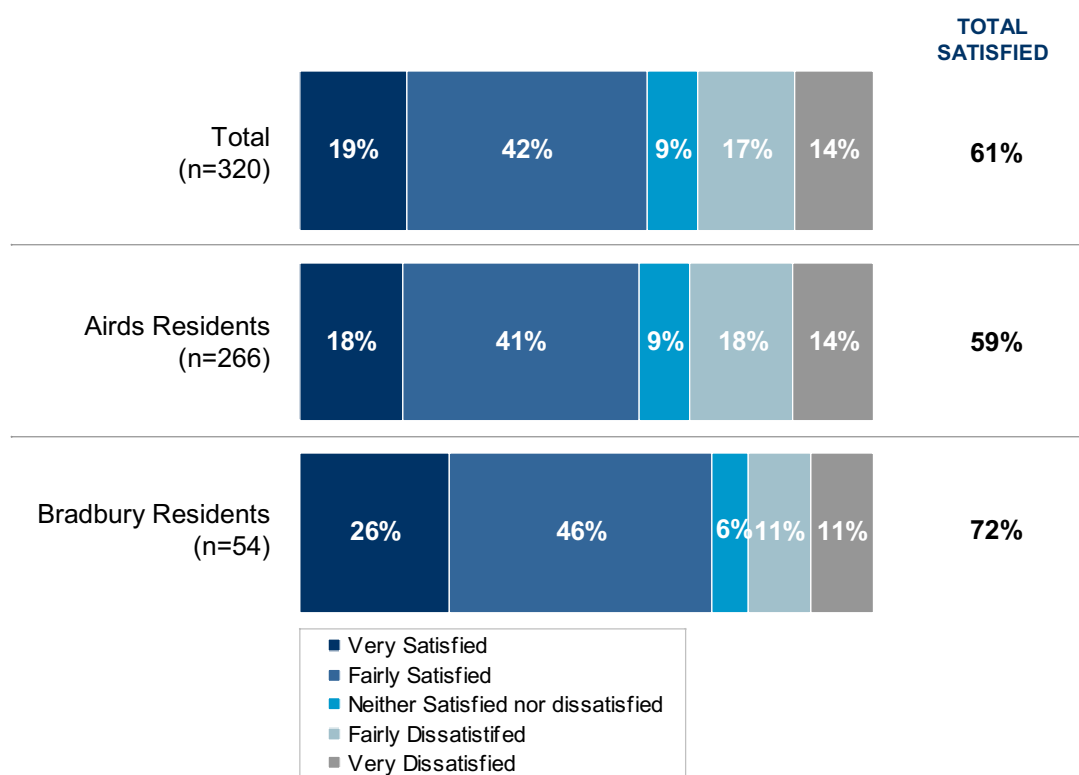
Base: All residents, n=321 (excl DK)  
 Q7b Thinking about the level of assistance you receive from social and community services, how satisfied are you with these?  
 Q7c [IF DISSATISFIED] Why do you say that?

# Overall Satisfaction with Condition of Home

About 3 in 5 residents are satisfied with the overall condition of their home

Bradbury residents are indicatively more satisfied than Airds residents

## Overall satisfaction with condition of home



### Subgroup Summary

- Residents aged 55+ are significantly more satisfied with the overall condition of their home than younger residents (70% satisfied vs 58% of residents aged 35-54, 47% of residents aged 18-34)

### Implications

Residents are generally pleased with the condition of their homes

Base: All residents (excl DK)  
Q9a How satisfied or dissatisfied are you with the general condition of your home?

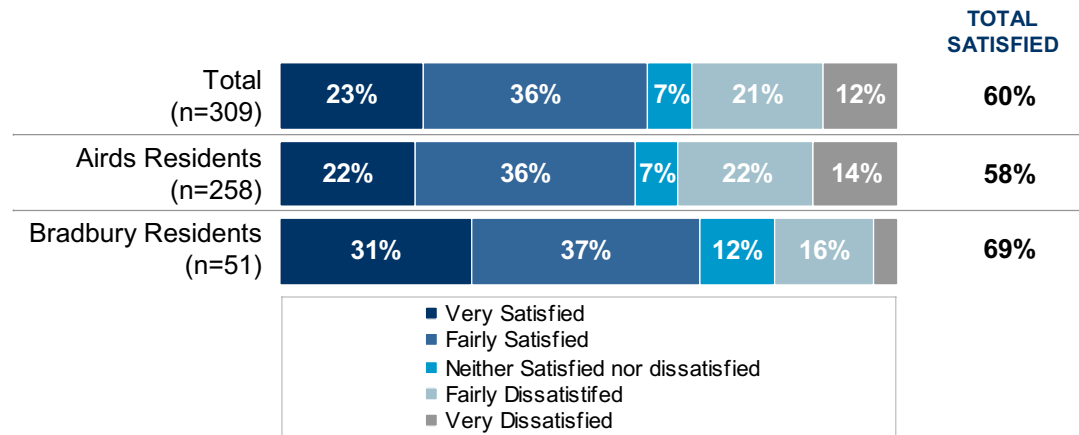
# Satisfaction with Local Housing Office Services

3 in 5 residents are satisfied with their local housing office's services

Residents in Bradbury are slightly more satisfied than residents from Airds (not significant)

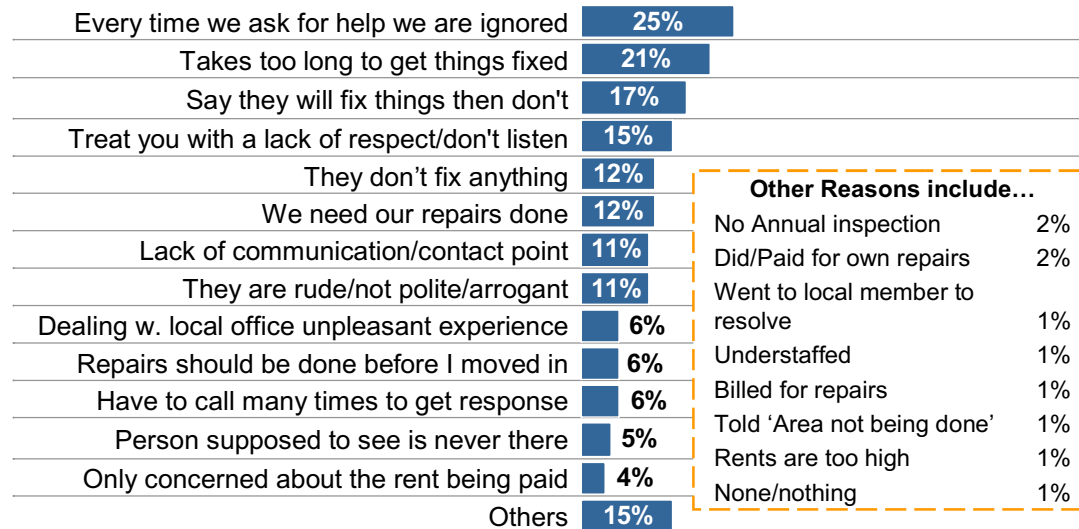
The main sources of dissatisfaction include perceptions of being ignored, taking too long, under delivering on promises, and not listening to residents

## Satisfaction with local housing office services



## Reasons for dissatisfaction

(n=102)



### Other Reasons include...

No Annual inspection	2%
Did/Paid for own repairs	2%
Went to local member to resolve	1%
Understaffed	1%
Billed for repairs	1%
Told 'Area not being done'	1%
Rents are too high	1%
None/nothing	1%

## Implications

Critical to the satisfaction of the local housing office services is that respondents' emotional and rational needs are being met

Equally important is that the office manages the expectations of residents

Base: All public housing residents, n=309 (excl DK)

Q8a And thinking about your local housing office, how satisfied are you with the services you have received from them in the last year?

Q8c [IF DISSATISFIED] Why do you say that?

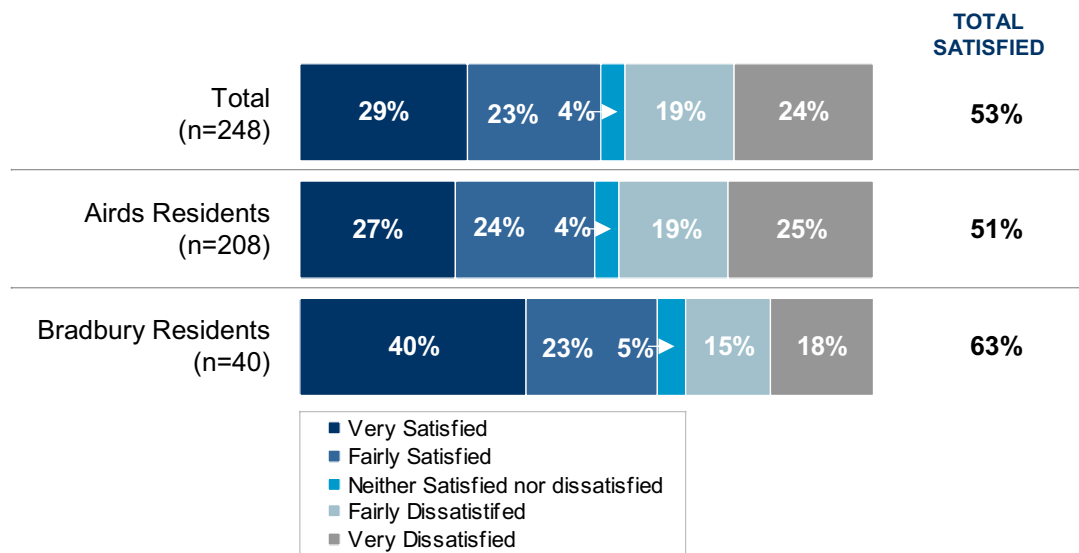
# Overall Satisfaction with Housing NSW Advice

Just more than half of residents who had a maintenance issue are satisfied with the advice they have received from HNSW

A similar proportion (just over 2 in 5) are dissatisfied with the advice they have received

77% of residents (n=248) have gone to Housing NSW with a maintenance issue in the last 12 months. Of these...

## Overall satisfaction with Housing NSW Advice



### Subgroup Summary

- The least likely resident subgroups to have contacted HNSW with maintenance issues are...
  - Males (64% vs 81% Females)
  - Residents aged 55+ (64% vs 85% aged 35-54, 92% aged 18-34)
  - Residents born overseas (68% vs 81% Australian born residents)
  - Residents without children (68% vs 85% with children <16, 81% with children 16+)

### Implications

Dissatisfaction with HNSW advice may be influenced by the same reasons as dissatisfaction with the local housing office

Base: Residents who have reported a maintenance issues with Housing NSW (excl DK)  
 Q9b Have you gone to Housing NSW with a maintenance issues in the last 12 months?  
 Q9c Thinking about the requests you have made, how satisfied are you with the advice provided by Housing NSW?

## THE DETAILED REPORT



### Section 3: Neighbourhood and Community

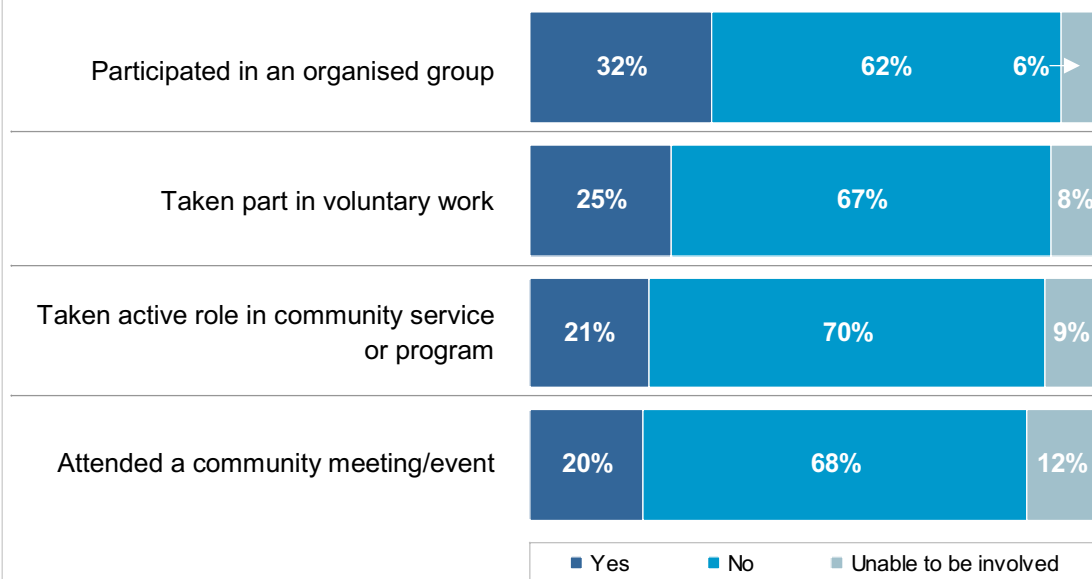
# Nature of Community Involvement

Organised groups are the greatest form of participation in the community, with a participation rate of about 3 in 10

Relatively fewer residents (1 in 5) have attended a community meeting or even

About 1 in 10 residents or less are unable to be involved in these community activities

## *Involvement in community activities*



### Subgroup Summary

- Bradbury residents are slightly more likely to...
  - Participate in community programs (28% vs 19% Airs residents)
  - Attend a community meeting (28% vs 19% Airs residents)
- Female residents are significantly more likely to be involved in voluntary work than male residents (28% vs 14% Males)
- Australian born residents are significantly more likely to be involved in voluntary work than residents born overseas (28% vs 17% overseas born)

### Implications

There is some scope to increase community involvement across a range of activities

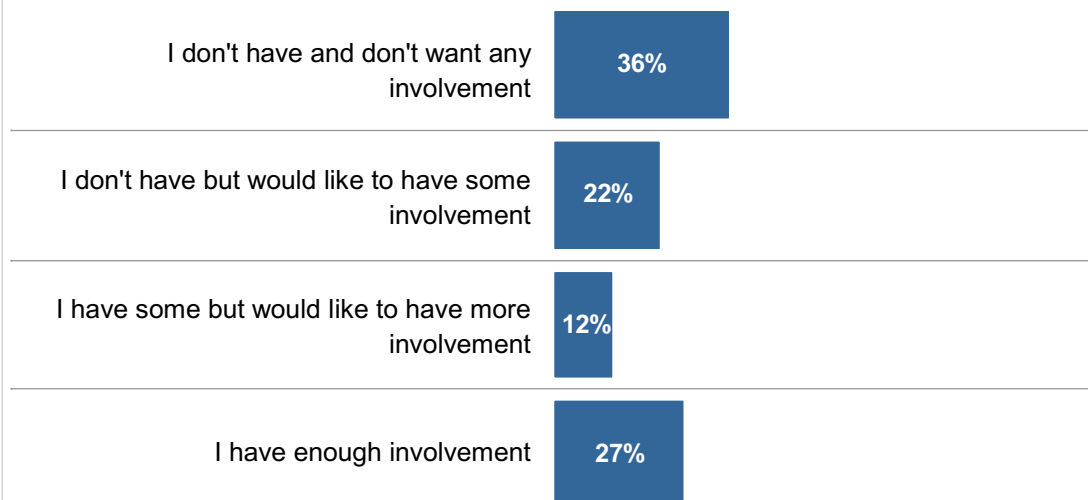
Base: All residents, n=321  
Q13 In the last 12 months, how involved have you been in your community? Have you...



# Level of Community Involvement

About a third of residents would either like more involvement or some involvement in community activities

## *Involvement in community activities*



### **Subgroup Summary**

- The following resident subgroups are significantly more likely to indicate that they do not have and do not want any involvement in community activities...
  - Residents aged 55+ (44% vs 30% aged 35-54, 27% aged 18-34)
  - Residents without children (41% vs 30% with children <16, 33% with children 16+)
- The following resident subgroups are significantly more likely to indicate that they have some involvement in community activities and would like more...
  - Female residents (15% vs 4% Males)
  - Australian born residents (15% vs 6% overseas born)

### Implications

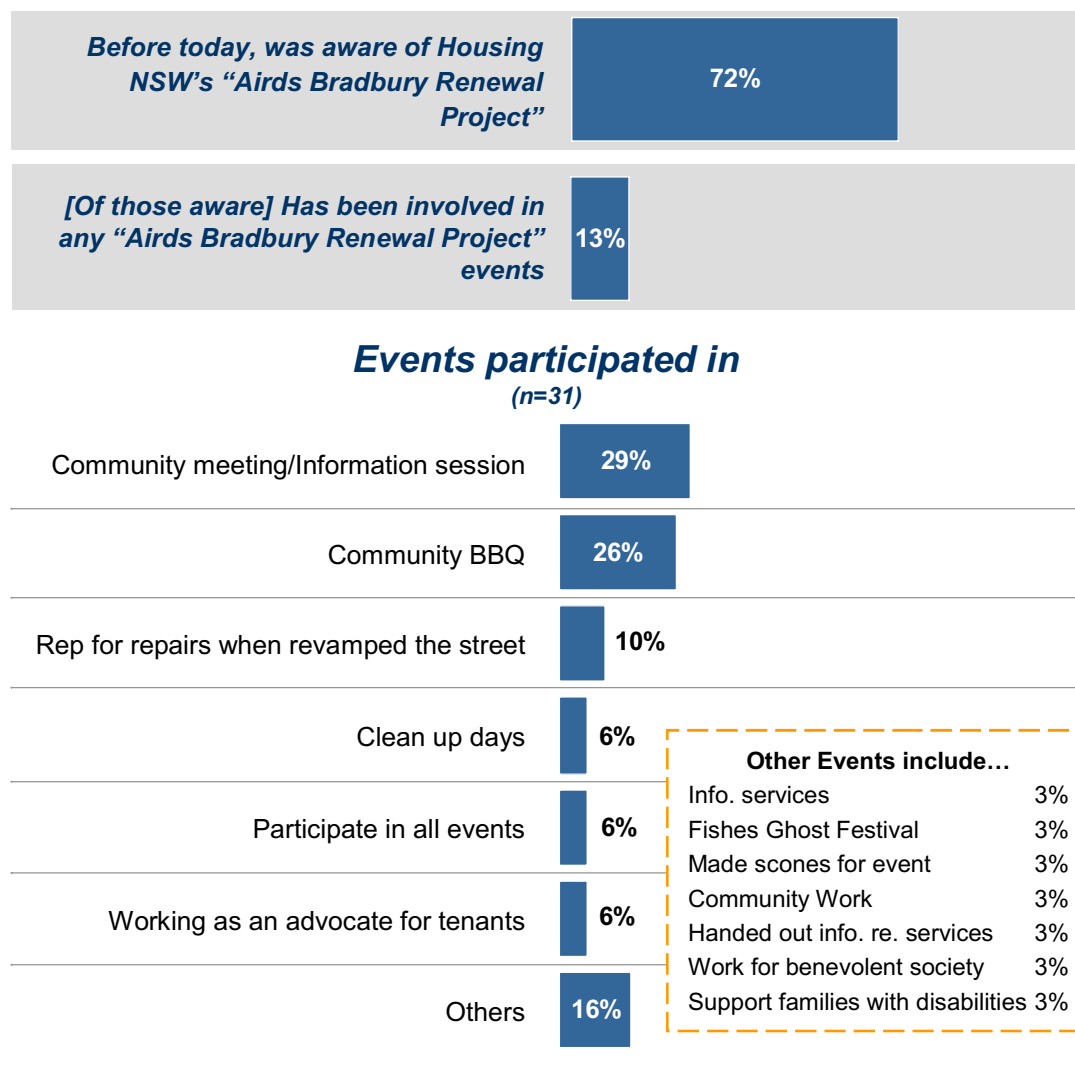
There is some scope to increase community involvement across a range of activities

Base: All residents, n=321  
Q14 How would you best describe your level of community involvement in the last 12 months in your local area?

# Awareness and Participation in Airds Bradbury Renewal Project

While three quarters of residents are aware of the Airds Bradbury Renewal Project, only 1 in 8 of these residents are involved in community events

The main events these residents have participated in are community meetings or information sessions, and community BBQs



## Implications

Wider awareness of community meetings and BBQs may lead to a greater involvement in the Renewal Project among residents

Base: All residents, n=321

Q15a Before today, were you aware of Housing NSW's "Airds Bradbury Renewal Project"?

Base: Residents aware of Airds Bradbury Renewal Project, n=232

Q15b To date have you been involved in any "Airds Bradbury Renewal Project" events, such as the community change markers event?

Base: Residents participated in Airds Bradbury Renewal Project Events, n=31

Q15c What were the events you participated in?

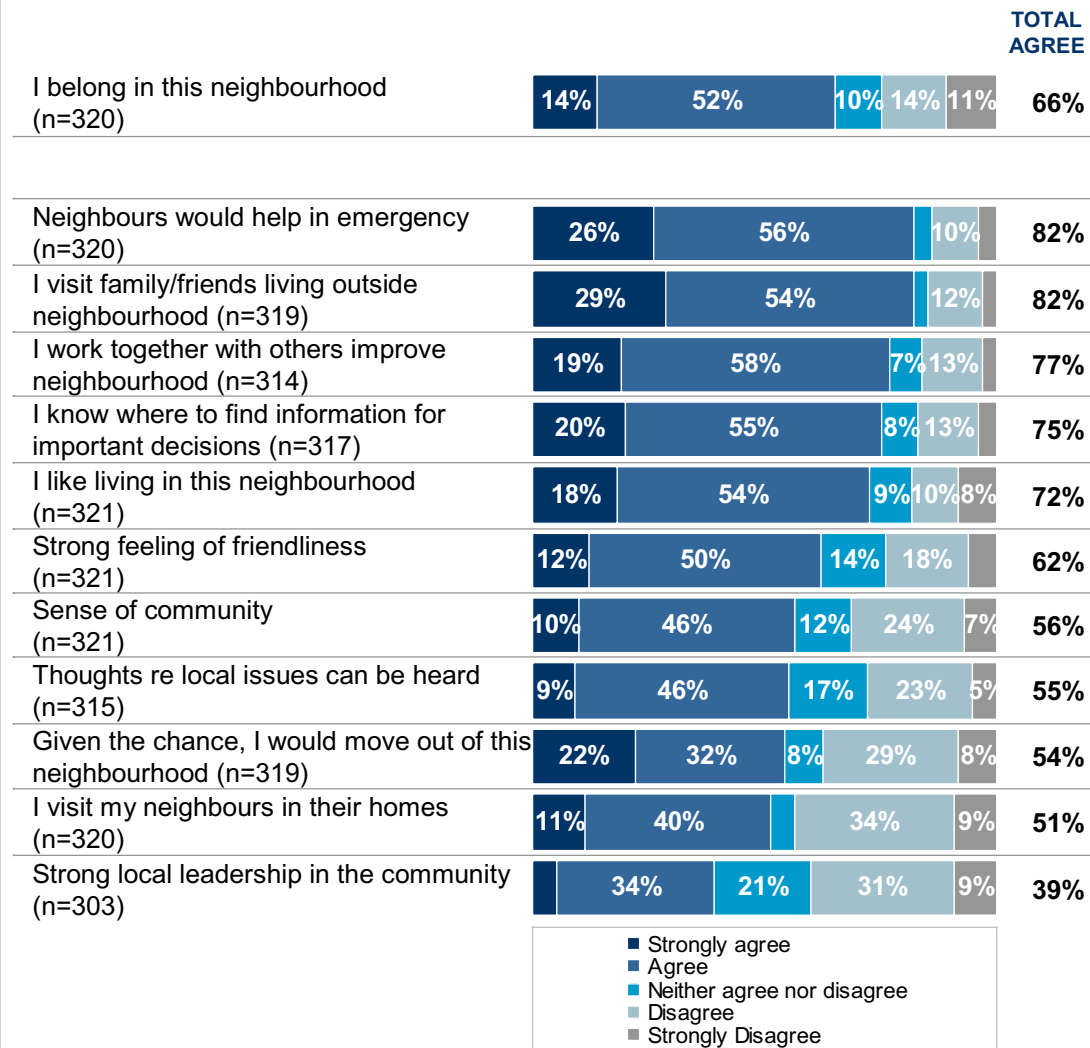
# Agreement with Aspects of Local Neighbourhood

Two thirds of residents believe that they belong in the neighbourhood. A similar proportion mention that they like living in their neighbourhood

About three quarters of residents would work together with others to improve the neighbourhood

About three quarters of residents would work together with others to improve the neighbourhood

## Agreement with aspects of local neighbours



## Implications

Residents are generally positive towards their neighbourhood, and are willing to work towards improving it

Base: All residents (excl DK)

Q12 Now we'll talk about you and your local neighbourhood. I will read some statements out about you and your local neighbourhood. I would like you to tell me how much you agree or disagree with each statement.

# Agreement with Aspects of Local Neighbourhood – Subgroup Summary

% Agree	Total %	Location		Gender		Age			Birth Country		Time in Area				Household status		
		Airside %	B'bury %	Male %	Female %	18-34 %	35-54 %	55+ %	Aust %	Non-Aust %	<2 yrs %	2-5 yrs %	5-10 yrs %	10+ yrs %	No kids %	Kids <16 yrs %	Kids 16+ %
I belong in this neighbourhood (n=320)	66	65	70	62	67	55	64	71	71	52	53	62	59	71	71	59	71
Neighbours would help in emergency (n=320)	82	81	85	78	83	78	79	86	84	76	72	82	78	84	86	75	85
I visit family/friends living outside neighbourhood (n=319)	82	82	81	75	84	88	83	79	84	78	90	80	81	82	79	84	85
I work together with others improve neighbourhood (n=314)	77	76	80	76	77	78	80	73	79	72	74	82	79	76	74	80	79
I know where to find information for important decisions (n=317)	75	73	85	74	75	76	77	72	77	69	71	78	75	75	76	77	72
I like living in this neighbourhood (n=321)	72	70	80	67	74	55	70	80	73	70	69	69	64	76	79	64	73
Strong feeling of friendliness (n=321)	62	61	69	62	63	59	62	64	66	54	69	67	48	65	65	63	58
Sense of community (n=321)	56	54	67	59	56	49	51	65	58	52	53	69	44	58	66	52	45
Thoughts re local issues can be heard (n=315)	55	52	66	55	54	53	55	55	59	44	61	51	44	58	62	50	46
I would move out of this neighbourhood (n=319)	54	56	43	62	51	69	57	44	51	60	63	62	60	47	43	63	58
I visit my neighbours in their homes (n=320)	51	50	56	49	51	51	49	53	52	49	41	64	52	49	57	49	41
Strong local leadership in the community (n=303)	39	36	51	35	40	28	42	40	39	38	32	41	36	40	41	34	41

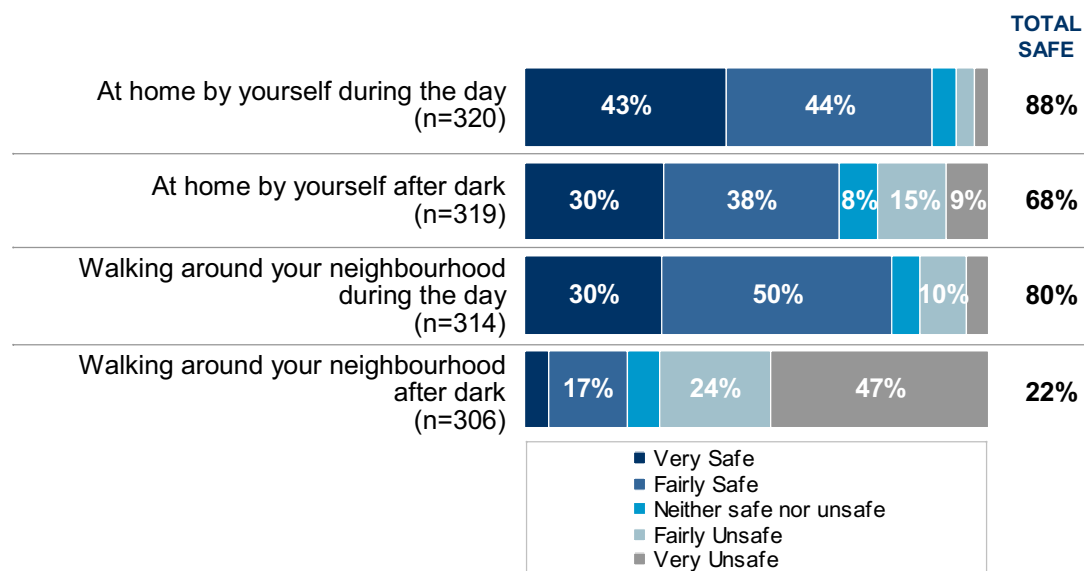
Base: All residents (excl DK)

Q12 Now we'll talk about you and your local neighbourhood. I will read some statements out about you and your local neighbourhood. I would like you to tell me how much you agree or disagree with each statement.

# Personal Safety

Residents feel  
least safe if  
walking around  
their  
neighbourhood  
after dark

## Perceptions of personal safety



## Implications

Perceptions of personal safety likely to be influenced by common perceptions of safety as much as actual safety in the local area

% Safe	Location		Gender		Age			Birth Country		Time in Area				Household status		
	Airds %	B'bury %	Male %	Female %	18-34 %	35-54 %	55+ %	Aust %	Non-Aust %	<2 yrs %	2-5 yrs %	5-10 yrs %	10+ yrs %	No kids %	Kids <16 yrs %	Kids 16+ %
At home by yourself during the day (n=320)	87	91	86	88	82	88	90	89	85	84	84	84	91	90	86	89
At home by yourself after dark (n=319)	65	81	73	66	54	61	81	69	66	53	71	60	73	76	61	66
Walking around your neighbourhood during the day (n=314)	79	83	83	78	65	83	82	76	88	87	84	81	77	86	75	75
Walking around your neighbourhood after dark (n=306)	22	20	31	19	15	21	25	18	31	26	24	16	23	22	23	18

Base: All respondents (excl NA)

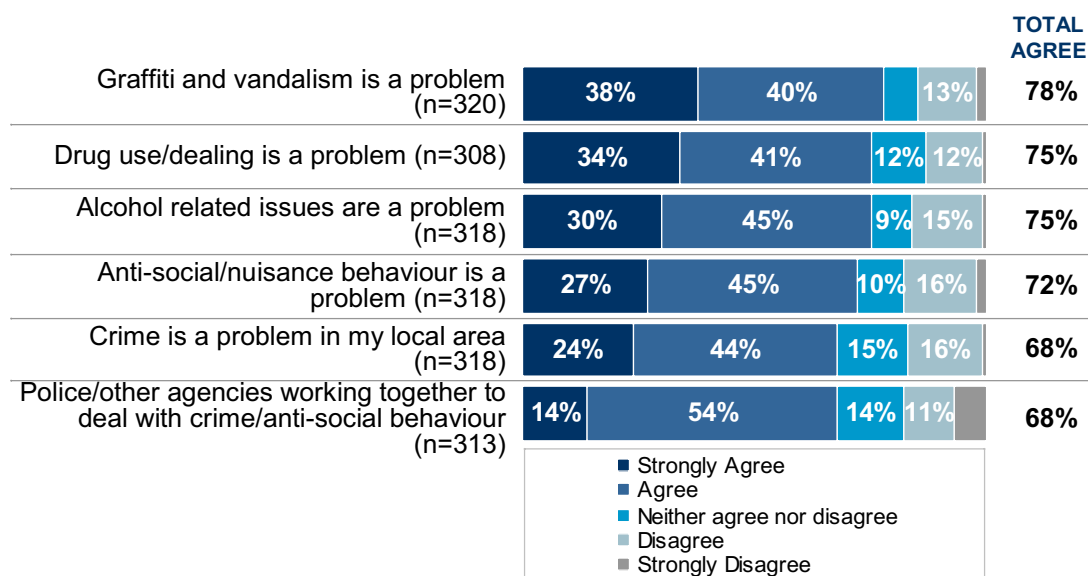
Q10a Now thinking about your personal safety, can you let me know how safe or unsafe you feel in the following situations...

# Local Area Safety

Between about 7 and 8 in 10 residents believe that these aspects of local area safety are a problem

Almost 7 in 10 residents believe that the police and other agencies are working together to deal with crime

## Agreement with aspects of local area safety



## Implications

Despite negative perceptions of local safety, residents feel that these issues are being addressed

% Agree	Location		Gender		Age			Birth Country		Time in Area				Household status		
	Airds %	B'bury %	Male %	Female %	18-34 %	35-54 %	55+ %	Aust %	Non-Aust %	<2 yrs %	2-5 yrs %	5-10 yrs %	10+ yrs %	No kids %	Kids <16 yrs %	Kids 16+ %
Graffiti and vandalism is a problem (n=320)	80	72	76	79	86	83	70	85	62	78	78	83	77	76	80	82
Drug use/dealing is a problem (n=308)	77	64	76	75	70	80	72	77	69	71	66	75	78	73	74	82
Alcohol related issues are a problem (n=318)	76	70	73	75	84	79	67	78	67	72	78	78	73	71	76	81
Anti-social/nuisance behaviour is a problem (n=318)	74	65	71	73	80	78	63	76	64	68	67	84	70	69	72	78
Crime is a problem in my local area (n=318)	69	59	71	67	76	69	63	75	50	59	69	78	65	65	69	73
Police/other agencies working together to deal with crime/anti-social behaviour (n=313)	67	75	70	68	60	62	78	71	63	62	70	69	69	71	68	66

Base: All respondents (excl NA)

Q10b There are a number of different things that can be said about safety in your local area. I will read a few of these things out. For each statement can you let me know how much you agree or disagree?

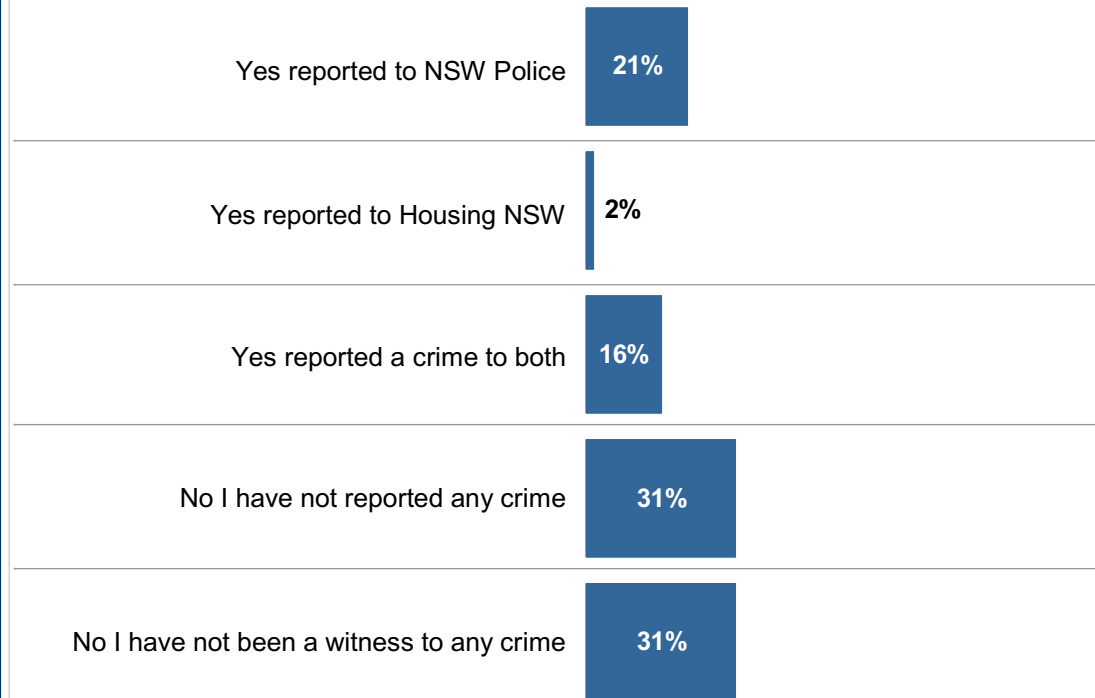


# Crime Reporting

About a third of residents overall have not been a witness to any crime, and a further third have never reported a crime

Almost 2 in 5 reported a crime to NSW Police, while 1 in 5 reported a crime to Housing NSW

## Reporting of crime



### Subgroup Summary

- Residents with no children are significantly less likely to report a crime to both the police and Housing NSW than other residents (10% vs 21% each for residents with children <16 and residents with children 16+)

## Implications

Residents are not inhibited to contact the police or Housing NSW about crime in their area

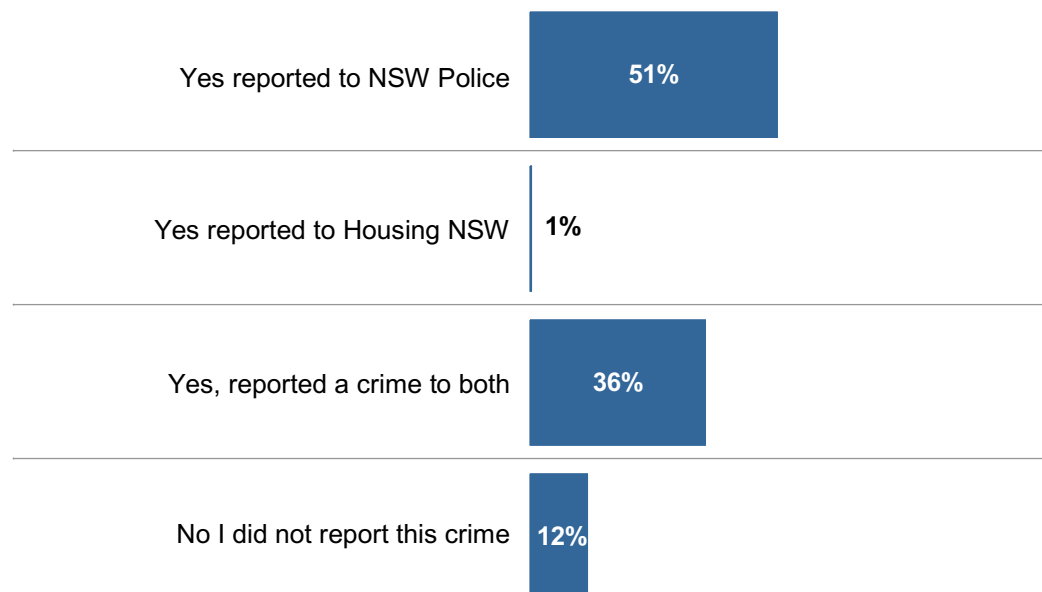
Base: All residents, n=321  
Q10c Have you reported any incidents of crime you have witnessed?

# Crime Victims

Of residents who have been a victim of crime, nearly 9 in 10 reported the crime to either NSW Police or Housing NSW

24% of residents (n=76) or someone in residents' household has been a victim of crime in the last 12 months. Of these...

## ***Did you or someone in your household report this crime?***



### **Subgroup Summary**

- Victims of crime are significantly less likely to be...
  - Bradbury residents (11% victims vs 26% of Airds residents)
  - Residents without children (15% victims vs 26% of residents with children <16, 34% of residents with children 16+)

### *Implications*

Residents are not inhibited to contact the police or Housing NSW about crime in their area

Base: All residents, n=321  
Q11a In the past 12 months, have you or someone in your household been a victim of any crime in your local area?  
Base: All victims of crime, n=76  
Q11b [IF VICTIM IN HOUSEHOLD] Did you or someone in your household report this crime?

## THE DETAILED REPORT



### Section 4: Jobs, Skills and Higher Levels of Employment

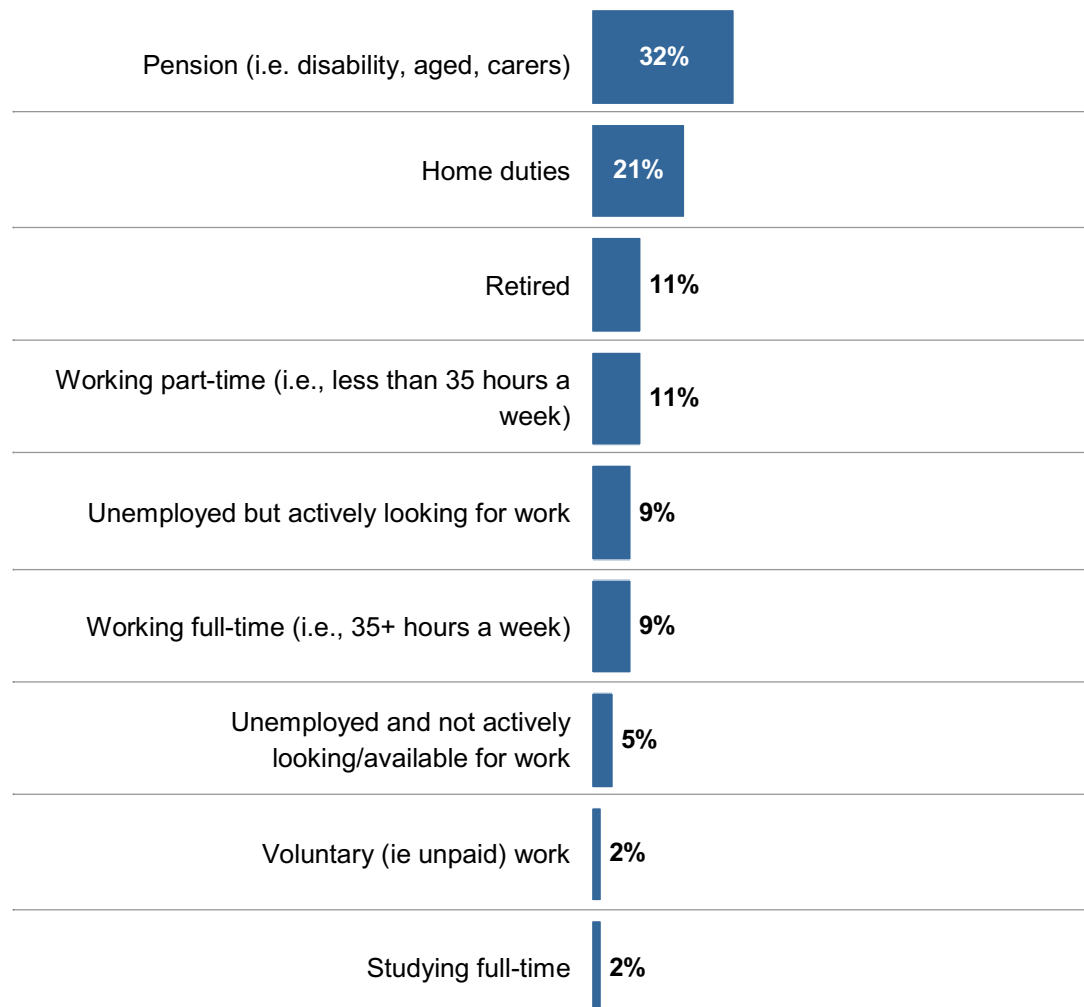
# Current Employment Situation

Most residents are either on a pension or engaged in home duties

About 1 in 5 residents are engaged in full-time or part-time paid work

In total about 1 in 6 residents are unemployed

## Employment situation



## Implications

This is the employment profile of Housing NSW's list of public housing residents in Airds and Bradbury

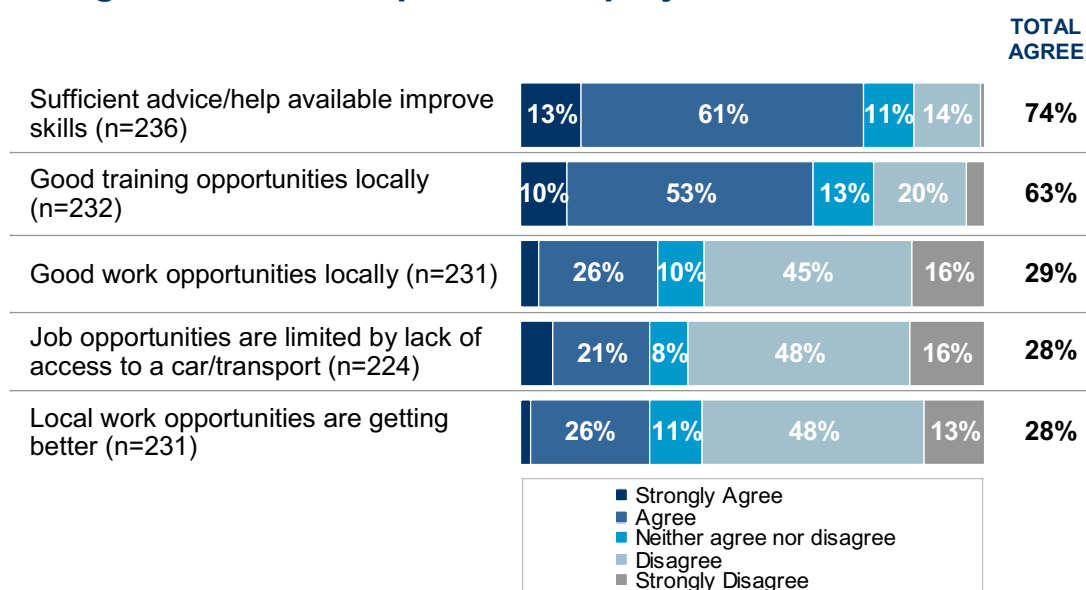
Base: All residents, n=321  
Q16 What is your current employment situation?

# Agreement with Aspects of Employment in Local Area

Most residents agree that there is help available to improve their skills and that there are good local training opportunities

Only about 3 in 10 residents believe there are good work opportunities locally

## Agreement with aspects of employment in local area



## Implications

Residents are somewhat pessimistic about local work opportunities

% Agree	Location		Gender		Age			Birth Country		Time in Area				Household status		
	Airds %	B'bury %	Male %	Female %	18-34 %	35-54 %	55+ %	Aust %	Non-Aust %	<2 yrs# %	2-5 yrs %	5-10 yrs %	10+ yrs %	No kids %	Kids <16 yrs %	Kids 16+ %
Sufficient advice/help available improve skills (n=236)	72	84	65	76	77	71	77	77	64	75	73	77	73	72	77	73
Good training opportunities locally (n=232)	61	78	44	68	70	65	53	66	54	72	79	67	55	59	68	63
Good work opportunities locally (n=231)	28	42	24	31	31	31	24	28	32	36	21	31	30	34	30	27
Job opportunities are limited by lack of access to a car/transport (n=224)	28	26	41	24	23	24	40	29	22	31	39	17	28	30	27	25
Local work opportunities are getting better (n=231)	25	43	22	29	40	26	22	29	24	31	32	27	26	25	33	23

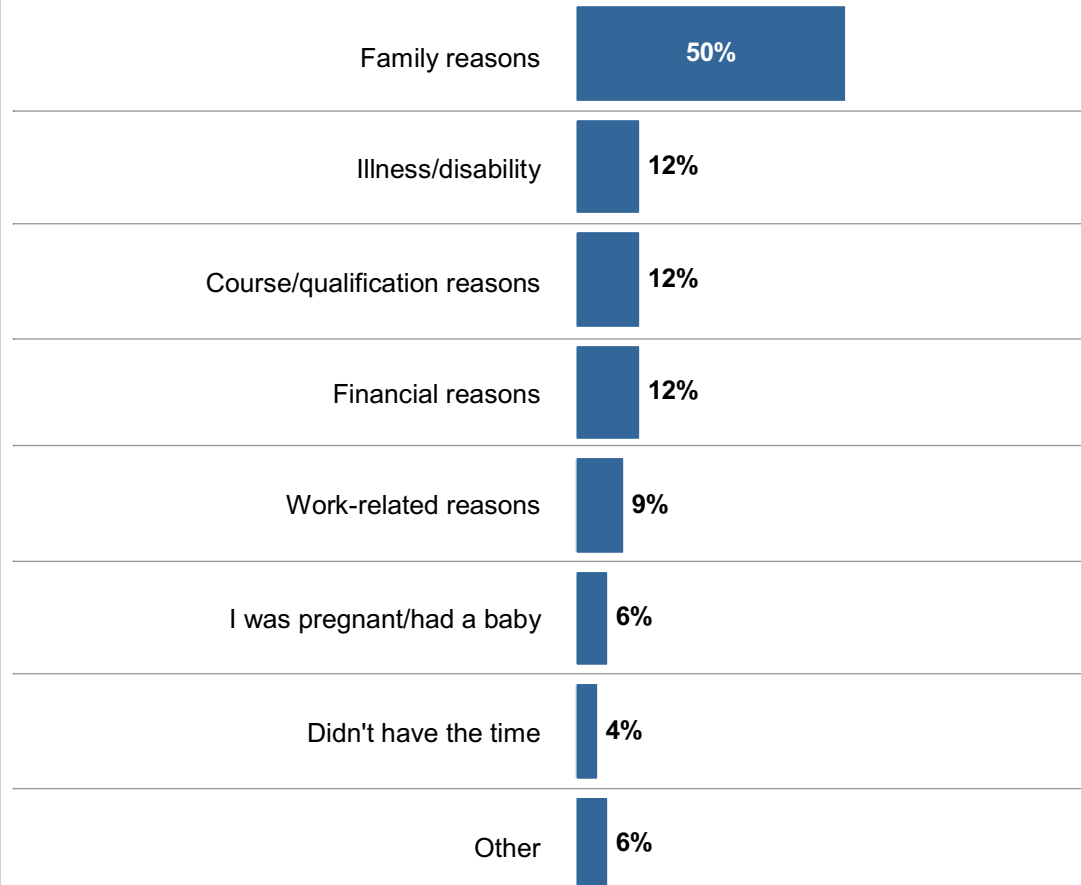
Base: All respondents not on a pension (excl NA)

Q17 I will now read out some statements about the employment situation in your local area. For each statement, can you tell me how much you agree or disagree?

# Undertaking of Any Study

24% of residents (excluding retirees; n=68) were interested in studying for further qualifications or a vocational course but didn't. Of these...

## Reasons for not conducting further study



## Implications

Family reasons are by far the biggest barrier to conducting further study

Half of residents interested in further study did not engage in any due to family reasons

Base: All residents (except retirees), n=286  
 Q19a In the last 12 months, were there any qualifications or vocational courses that you wanted to study for but didn't?  
 Base: All residents wanted to undertake study but didn't, n=68  
 Q19b [IF YES] Why did you not do it?



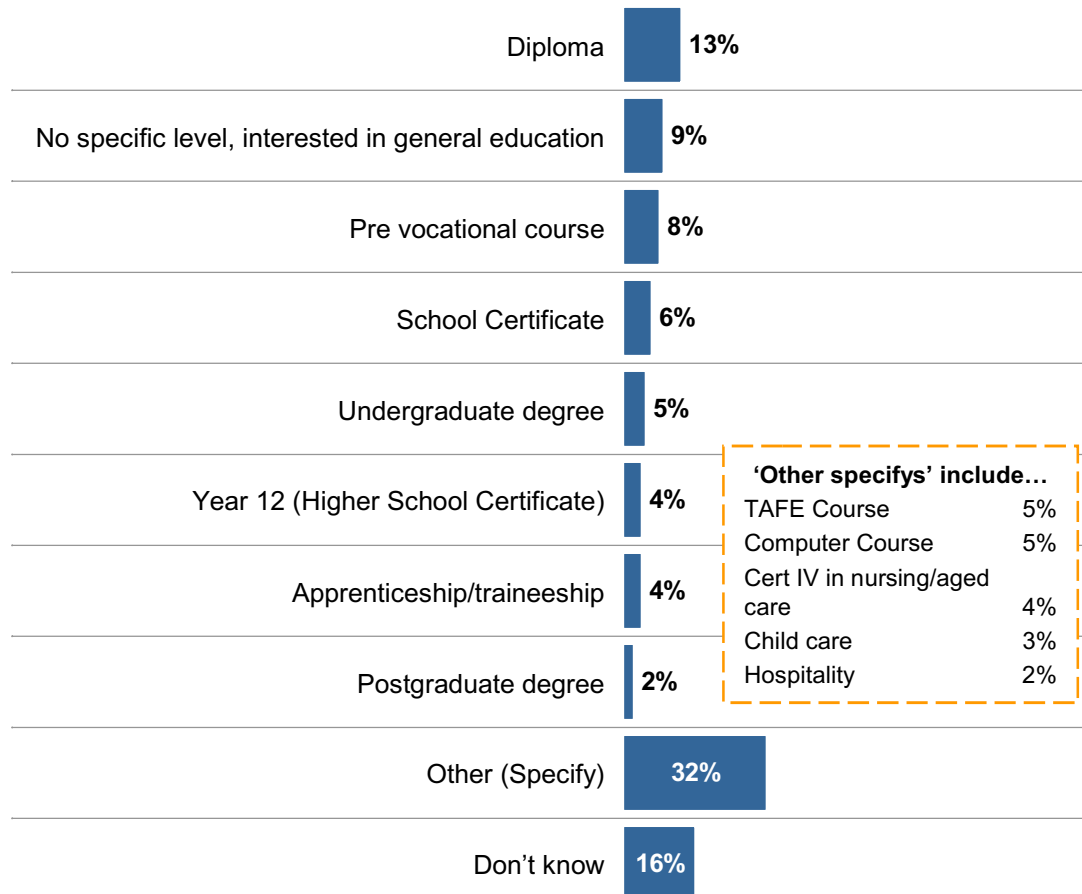
# Undertaking of Further Education

Of residents who plan to undertake further study, about 1 in 6 are interested in studying for a Diploma

About 1 in 12 are interested in undertaking a pre vocational course

41% of residents (excluding retirees; n=118) plan to undertake a training/education course in the next two years. Of these...

## Level of education hoping to undertake



## Implications

A range of different further education options are considered by those residents who plan to undertake further study

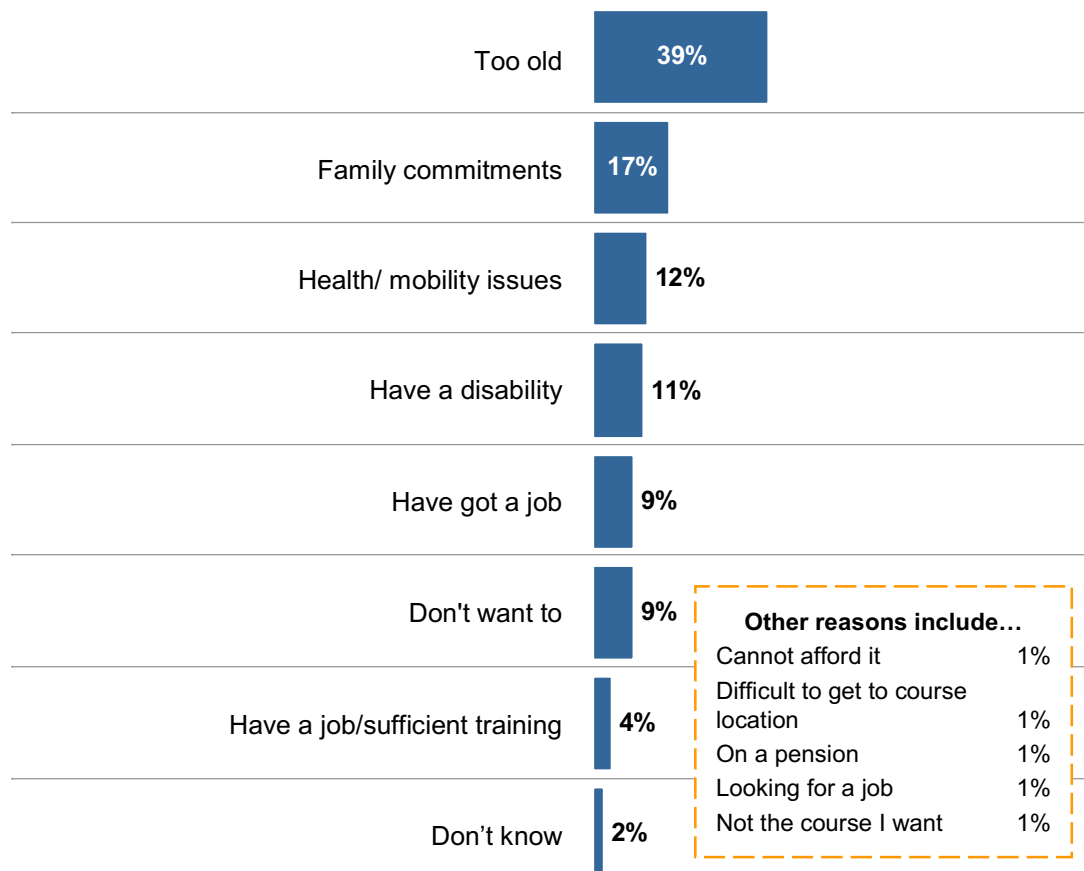
Base: All residents planning to undertake further training, n=148  
Q20c What level of education are you hoping to undertake?

# Reasons for Not Undertaking any Further Education

Half of all residents do not plan to undertake any further education. Of these, about 2 in 5 say do not engage in further study because they believe they are too old

52% of residents (excluding retirees; n=148) do not plan to undertake a training/education course in the next two years. Of these...

## Reasons for not conducting further training



## Implications

Affordability of further education and accessibility of education are not barriers to further study

Base: All residents not planning to undertake further education, n=148  
Q20b Why not?

## THE DETAILED REPORT

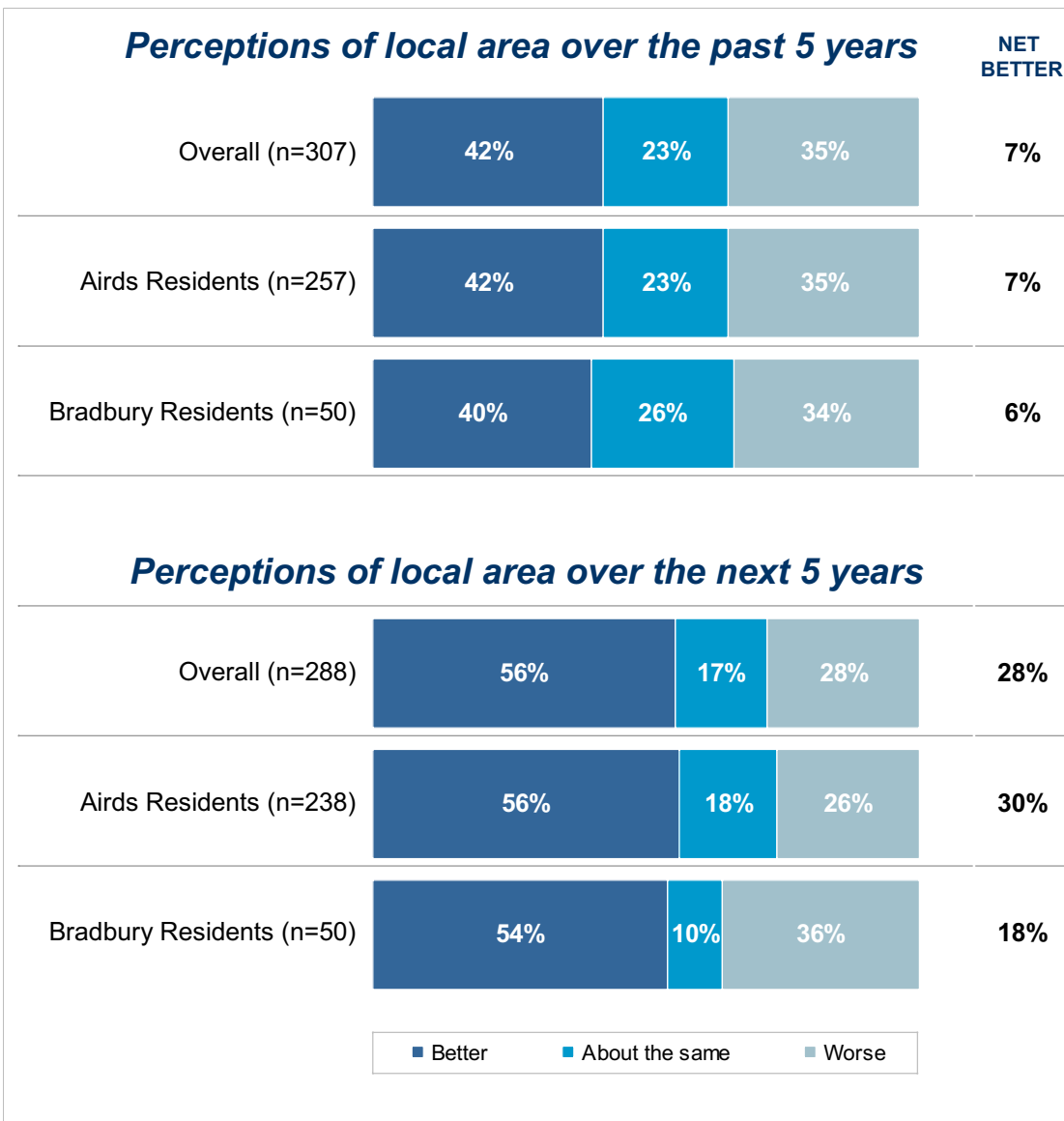


## Section 5: Looking Forward

# Perceptions of Local Area

Residents generally believe that their local area has not changed in the past five years

Residents are more positive about the future – overall almost 3 in 5 believe their local area will improve in the next 5 years



## Implications

The Airds Bradbury Renewal Project is likely to be the key factor driving resident optimism about the future

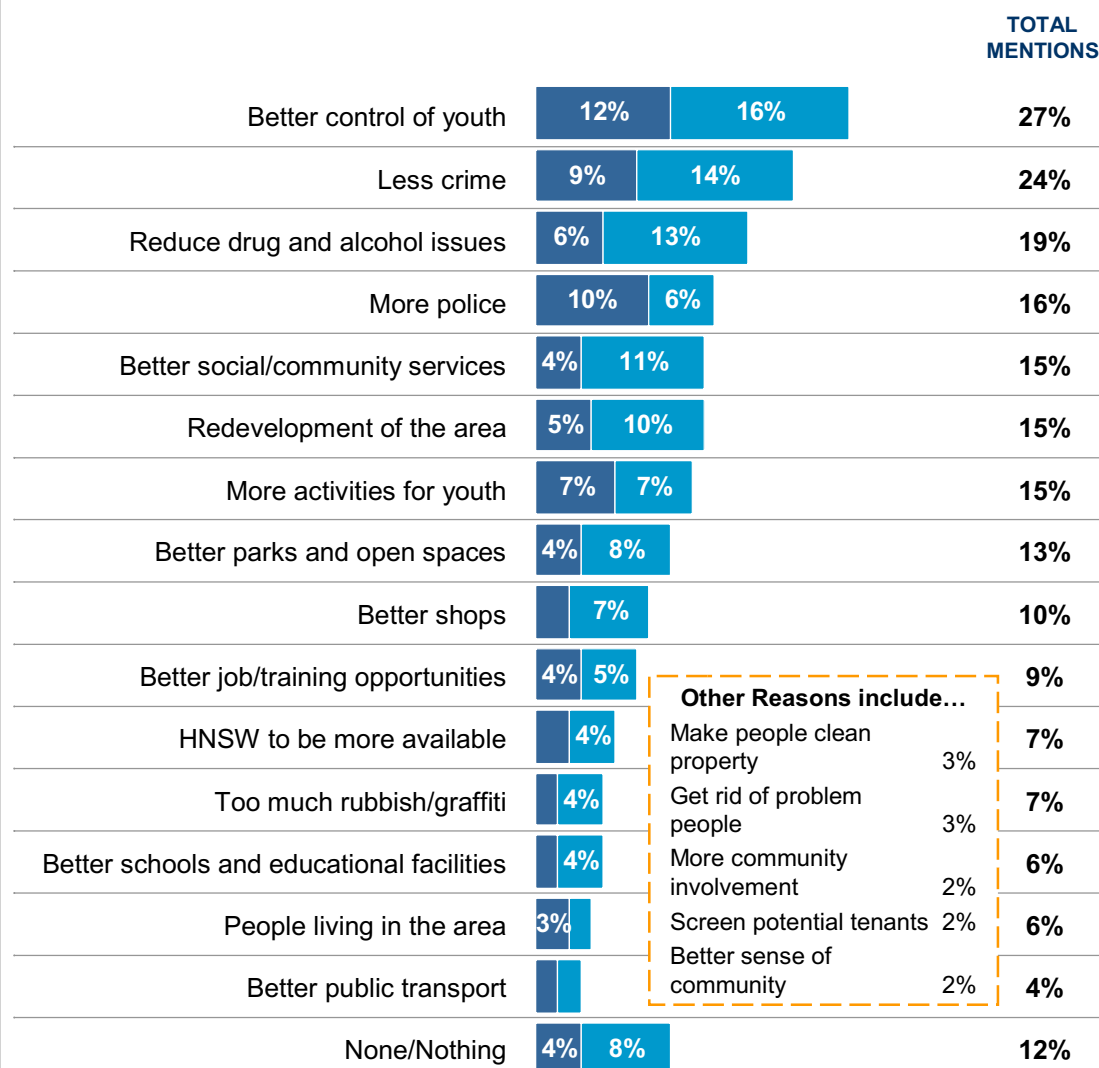
Base: All respondents (excl DK)  
 Q22a Do you think your local area has become better, worse, or stayed the same over the last 5 years?  
 Q22b Do you think your local area will get better, worse, or stay the same over the next 5 years?

# Suggestions for Local Area

About a quarter of residents mentioned better control of youth and less crime as something that would make their local area a better place to live

About 1 in 5 residents also mentioned reductions in drug and alcohol issues will improve their local area

## What would make your local area a better place to live?



## Implications

Residents have a range of suggestions for improvement in the local area that may need to be incorporated into the Renewal Project

Base: All residents, n=321  
Q23 What are the three things you believe would make your local area a better place to live in over the next 5 years?

# Suggestions for Local Area

% Total Mentions	Total %	Location		Gender		Age			Birth Country		Time in Area				Household status		
		Airds %	B'bury %	Male %	Female %	18-34 %	35-54 %	55+ %	Aust %	Non-Aust %	<2 yrs %	2-5 yrs %	5-10 yrs %	10+ yrs %	No kids %	Kids <16 yrs %	Kids 16+ %
Sample size	321	267	54	78	243	51	138	132	228	93	32	45	64	180	136	121	73
Better control of youth	27	27	30	22	29	24	33	23	25	32	16	36	34	25	24	30	26
Less crime	24	24	24	27	23	18	28	21	24	24	28	16	28	23	24	20	26
Reduce drug and alcohol issues	19	20	15	19	19	12	21	20	19	18	13	18	25	18	20	19	16
More police	16	15	19	26	13	12	19	14	17	14	16	16	16	16	15	12	27
Better social/community services	15	16	9	12	16	24	19	8	18	8	13	20	16	14	10	23	16
Redevelopment of the area	15	16	11	17	14	16	15	14	15	15	16	13	13	16	15	14	18
More activities for youth	15	15	15	13	16	18	18	11	18	6	13	16	13	16	10	20	19
Better parks and open spaces	13	12	15	10	14	22	13	9	15	8	19	13	13	12	11	16	11
Better shops	10	10	9	15	8	8	8	13	10	10	9	18	6	9	11	11	8
Better job/training opportunities	9	10	6	10	9	8	10	8	8	12	9	7	9	9	10	6	12
HNSW to be more available	7	8	2	4	7	14	5	5	7	6	9	2	8	7	5	8	5
Too much rubbish/graffiti	7	6	9	5	7	6	7	7	7	4	13	11	8	4	6	8	7
Better schools and educational facilities	6	5	9	4	7	8	4	7	7	3	-	7	8	6	6	6	7
People living in the area	6	6	4	5	6	6	5	6	4	10	6	4	5	6	4	7	7
Better public transport	4	3	11	6	3	4	1	7	2	10	6	4	3	4	8	2	-
None/Nothing	12	12	13	10	12	18	8	14	12	12	13	13	9	12	13	13	8

Base: All residents, n=321

Q23 What are the three things you believe would make your local area a better place to live in over the next 5 years? (responses with >3% total mentions reported)



# Housing Preferences

Overall, just over half of residents would prefer any house in their current neighbourhood

A similar proportion would prefer their current house in either the same or a different neighbourhood

## Housing preferences

Current house in my current neighbourhood	42%
Different house in a different neighbourhood	32%
Different house in my current neighbourhood	13%
Current house in a different neighbourhood	12%
Don't Know	2%

## Implications

Some residents may welcome a change to their current housing arrangements

%	Location		Gender		Age			Birth Country		Time in Area				Household status		
	Airds %	B'bury %	Male %	Female %	18-34 %	35-54 %	55+ %	Aust %	Non-Aust %	<2 yrs# %	2-5 yrs %	5-10 yrs %	10+ yrs %	No kids %	Kids <16 yrs %	Kids 16+ %
<b>Sample size</b>	<b>267</b>	<b>54</b>	<b>78</b>	<b>243</b>	<b>51</b>	<b>138</b>	<b>132</b>	<b>228</b>	<b>93</b>	<b>32</b>	<b>45</b>	<b>64</b>	<b>180</b>	<b>136</b>	<b>121</b>	<b>73</b>
Current house in my current neighbourhood	41	46	42	42	18	38	55	41	44	19	40	31	50	51	30	44
Different house in a different neighbourhood	33	24	29	33	41	38	22	33	28	44	29	38	28	24	39	34
Different house in my current neighbourhood	12	20	14	13	24	14	8	14	10	13	18	19	10	12	16	14
Current house in a different neighbourhood	13	6	12	12	16	9	13	11	14	19	13	11	10	13	12	8

Base: All residents, n=321

Q21 Which of the following best describes your housing preferences? In an ideal world I would live in ...

## THANK YOU



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